# Rollout Tips & FAQ

Approval of schools Excursions – Annual Planning

- Education Outside the Classroom Activities must be approved by the appropriate bodies, as outlined in the table below. (Please refer to ETOC Policy for more information)
- Schools to submit an annual calendar of planned EOTC activities to ASVEDCOM prior the commencement of Term 1 each year.

Excursion Type	Approving Body	Notification prior to activity to Education Director
Overnight excursions	ASV	4 Weeks
Interstate and International visits • Schools not to book air tickets before obtaining an approval from the Education Director	ASV	8 Weeks
Day excursions/Incursions	School Principal /Delegate	2 Weeks
High Risk Excursion (regardless of duration of time) • Prohibited activities: Refer to RMS Alerts and School Personal Accident Insurance Policy	ASV	
Low and Medium Risk Excursions	School Principal / Delegate	

Creating an event

New Calendar Event 📆   New Event ➕
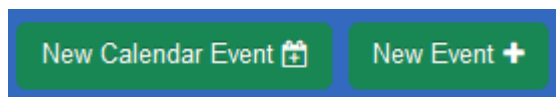
New Calendar Event – allows school administration to put placeholders in the Event area for important school dates. This might include School Holidays, Excursion free weeks, Exam periods or Staff Development Days. If an event organiser, then adds an event that clashes with one of these events, it is flagged in the Proposal as being a conflict. The event can still be created, but it raises awareness for the organiser and approvers.
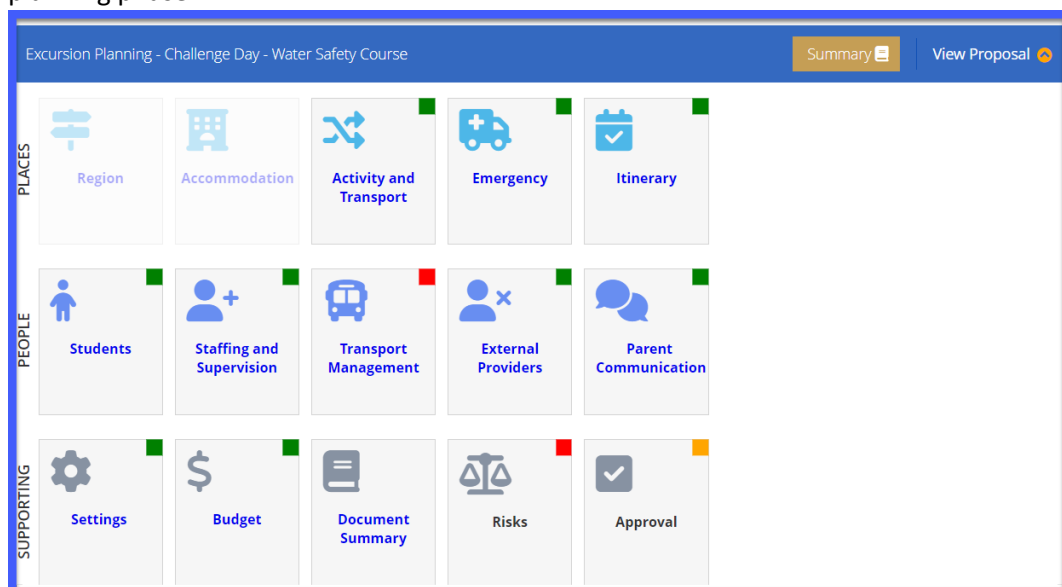
By comparison, the **New Event** allows a staff member to create an excursion, camp or incursion.

Your Events & Excursions in a Nutshell

1. Submit your trip proposal
2. Your trip proposal will be reviewed and approved by the relevant approver
3. You don't need to wait for the proposal to be approved. You can go ahead and start your planning phase

4. You will need to wait until notified that your trip proposal and planning have been approved by the relevant approvers
5. Once you obtain the proper approval, now you will be able to invite students and groups to your event. This will trigger communication with parents. Parents will indicate the attendance of their child(ren) via using their C2G App. Even organiser(s) will be able to check who is coming and send reminders/updates accordingly.
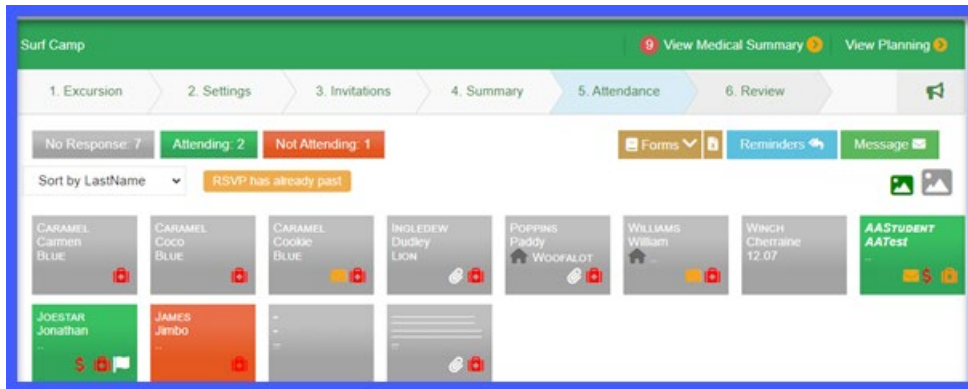
6. After conducting each event/excursion, conduct a post review for areas of improvement and learned lessons.
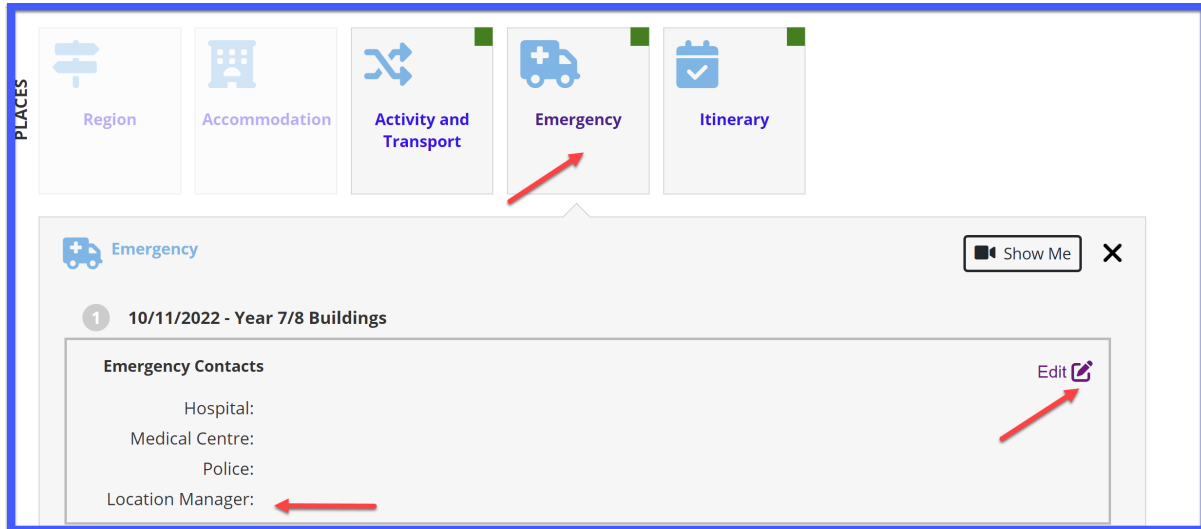
Hints on the Proposal & Planning Section

- **Location Manager (within Emergency pane in Planning)** – is the area where staff can enter details of who oversees a particular location associated with an activity. For example, this might be a Camp Manager responsible for maintenance of the camp facilities, or an Education Officer at a Zoo that is providing a guided tour. This also used for the "relief manager" who could be contacted for any emergency while he/she performing duties on campus. This has to be provided for any kinds of activities regards of the level of risk of the activity.
- **Relief Required (within the Proposal area)** – flags for the school if a particular teacher or group of teachers requires a relief teacher to cover their classes while they are on an excursion. An example might be a high school science teacher taking Year 12 Biology students out to an event, and so is not able to teach their Year 11 and Year 10 classes for that day. By ticking yes, and adding information – will generate a notification that is sent to the school's Relief Coordinator so that they are advised to plan for this activity. The Notification must be subscribed to within the System User area of the system.

When clicking each tile/tab, a window like the screenshot will open. Make sure to tab on "Edit" to open up that specific section and fill out the fields accordingly.
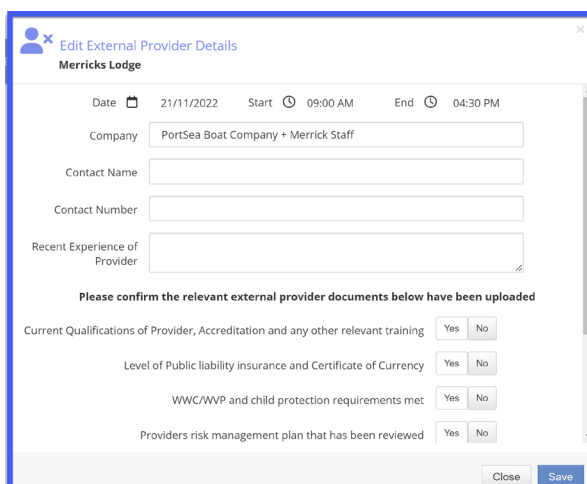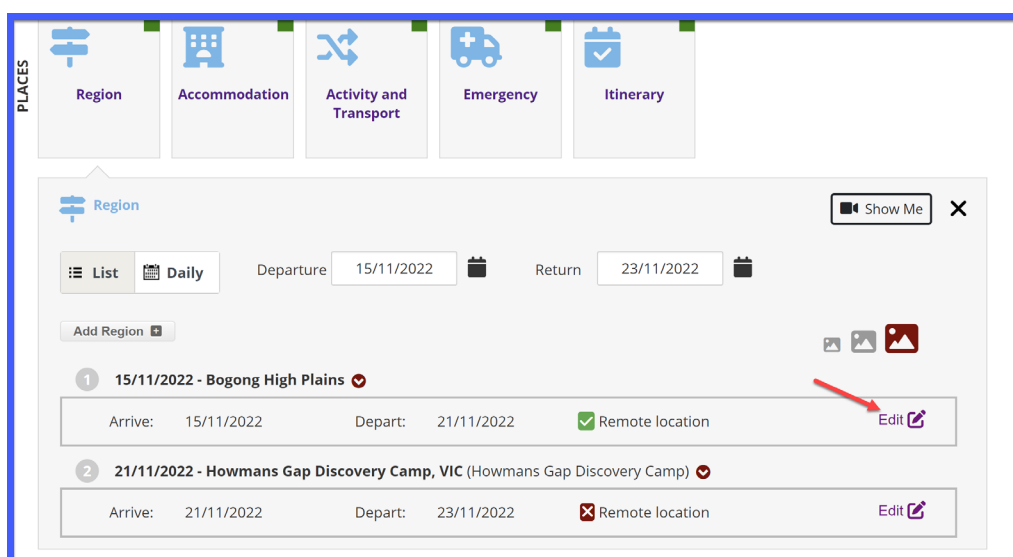
When tabbing on "**Emergency**", you are required to provide a "Location Manager" detail. The location manager is the person(s) that can be contacted at school while the activity is taking place.


The itinerary tile shows schedule of "activities and transport" that make your itinerary of the event. Any information is supplied in the "activity and transport" will generate in the itinerary. For more information, watch the "Show me" video of that section.

External Provider Tile: Make sure to fill out all fields and confirm you have uploaded all required documents from the external provider.

To upload external provider documents: (Only via "Full System Users")
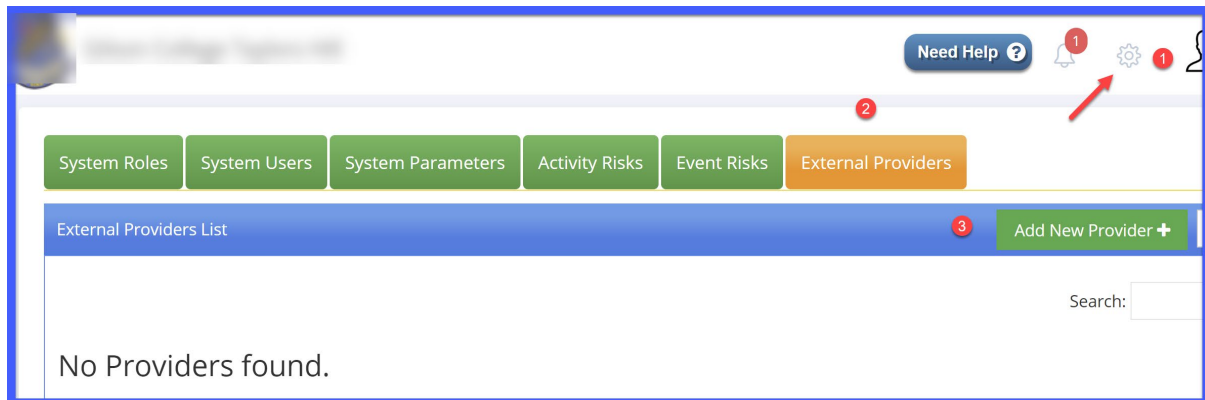
Settings Tile: pane in Planning: The settings pane influences what the parent sees in the Parent Communication and can be adjusted depending on the type of event. For example, the event might be compulsory but require consent (i.e., School Swimming Carnival) or compulsory and have no consent required, but the school wants to notify the parent (i.e. School Awards Assembly in the hall). I would prompt users to review the **Parent Communication** after adjusting the settings – as additional information is provided in the communication after settings have changed. This can be seen by clicking on the **View Invite** button to the top right of the Parent Communication pane.

FAQ

Q 1: How to access C2G platform?

A 1: https://www.asv.vic.edu.au/staff-links/

Q 2: Single Sign On

A 2: All system users will be required to use their School ID (School email address) and the password of this ID to access Consent2Go Platform. Please make sure that school IT personnel are aware of system users and their school ID. Any password matters should be resolved by the local school IT department.

Q 3: Any tutorial videos to help me understand the different sections/menu items?

A 3: In every section you will find "Show Me". This will provide you some instructions on that menu/section. Recordings of main training day August 30th can be found here. You will need an access to this folder.
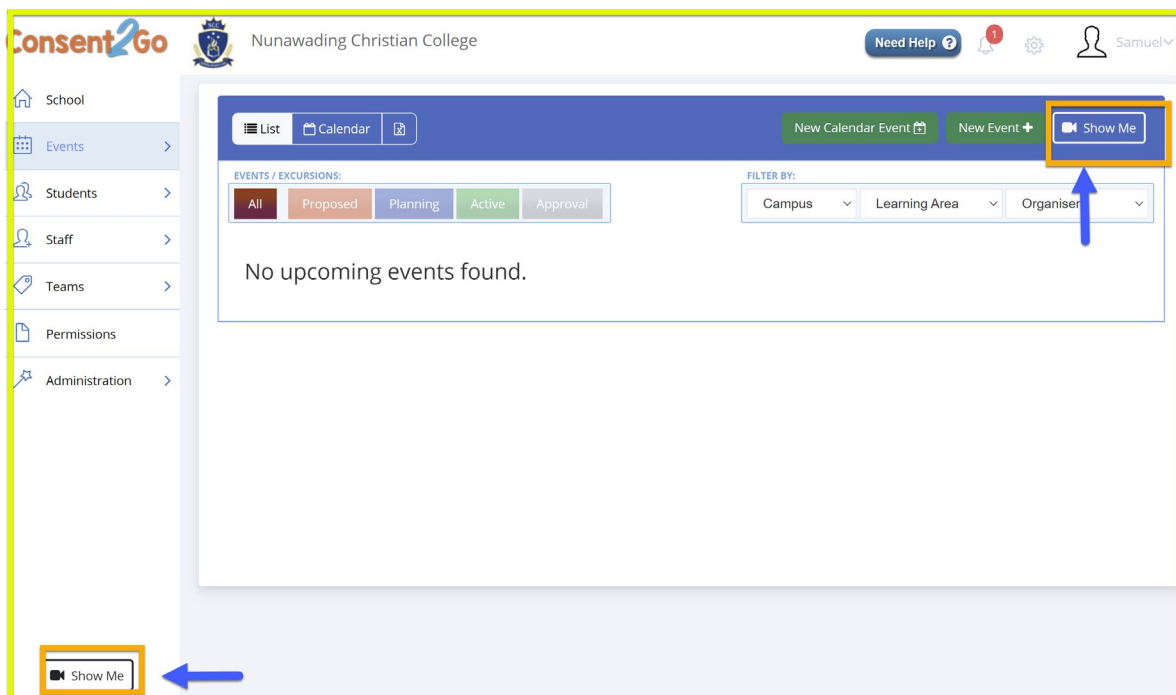
Q 4: When to download medical information before your event (excursion/incursion)?

A 4: 72 hours before your event

Q 5: What would I need to download to use for downloading medical information for my excursion/event?

A 5: Consent2Go for Staff is available on Android Play Store and IOS App Store. Events are visible in the App three days prior to the activity, throughout the event and for one day after the event. Only staff who are listed as part of the Supervisory Team (in Planning) will be able to view the Event in the App. It's recommended that the **App Emergency Information Accessed** notification is subscribed to by members of the executive team – as in this way they will be notified if private student

information is accessed by members of staff. Staff accessing this information in the App are effectively opening a 'virtual sealed envelope' and are asked to confirm they understand that this information is private and confidential.

Q 6: Who could access the medical information of a particular event/excursion on the mobile app?

A 6: Staff that have been allocated in the Supervisory Staff section within the Planning Phase.

Q 7: What is the best way to add new students/staff to C2G?

A 7: The best way to do that by adding the staff/student on Synergetic. **Synergetic will synch data to C2G every 6 hours**. Manual entry of staff/student to C2G is not the preferred way as you will need to add this information on Synergetic as well.

Q 8: What if I need technical support?

A 8: Please contact the following for any help you need:

- **C2G Matters:**
  Call 08 6555 2888 or using the **Need Help?** button on each page of Consent2Go. This generates a support ticket that is handled by our customer support team.
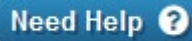
  Need Help ❓ Is located on the top right of every screen.

  Or email support@consent2go.com

- **Synergetic Matters**: Naomi Moss@ naomi.moss@asv.vic.edu.au
- **Project Lead & Manager**: Samuel Shehata @ samuelshehata@adventist.org.au

Q 9: Does C2G contain documents and guidelines on adventure activities?

A 9: Yes. When you are going through the different tasks when doing event/excursion planning, you will be required to read the adventure activities guideline for that activity, e.g., Abseiling

Q 10: Do I have more resources to help me plan my trip in terms of:

- risk management,
- specific guidelines for adventure activities and
- students/staff rations
- External providers
- Students with disability

A 10: You will find all resources at: ASV OHS HUB. You will need to request access to access this platform.

In the folder below you will find all resources that you need for excursions:

❑ Adventure activities forms: Suggested forms to capture students' preparations and staff qualifications for specific adventure activities, e.g., Challenge rope courses.

- Adventure activities guidelines: This contains adventure activities guidelines similar to the documents on C2G. These guidelines provide:
  - Technical definitions
  - Required knowledge
  - Examples risk and control measures
  - Supervision and Rations for these specific activities
  - Links to peak bodies and expert advice
- Activities predetermined risk levels: This will provide direction on which activity is of a high-risk nature.
- ASV EOTC Policy
- Advice on external providers, student with disability, and general supervision guidelines and ratios.

My Drive > ASV OHS Resources Library > EOTC & Events Managment ▾	
Name ↑	Owner
📁 Adventure activities forms	me
📁 Adventure activities guidelines	me
📁 Consent2Go	me
📁 RMS Risk Alerts	me
�W Activities Predetermined Risk Level.docx 👥	me
�W EOTC Policy - V2.docx 👥	me
📄 Excursions - external providers.pdf 👥	me
📄 Excursions - students with disability.pdf 👥	me
📄 Excursions - supervision.pdf 👥	me

Q 11. How does synchronisation work between Synergetic and C2G?

A 11. Synchronization takes place of newly entered data from Synergetic to C2G. From this moment, any updated data on C2G will be synched and written back to Synergetic. The synchronisation cycle is every 6 hours.
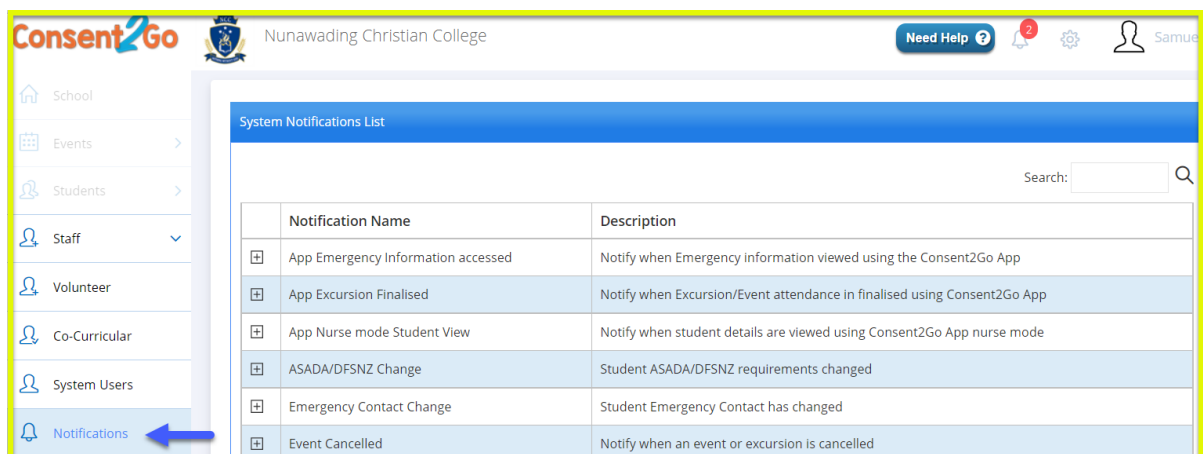
Q 12. What is notification subscription on C2G?

A 12. This refers to system users that need to be notified upon the entry of new data to C2G. E.g., nurses, receptionists, admin staff, and any system users that might need to be notified when certain tasks, data, etc are happening. To find the different channels for notifications and subscriptions to these channels, hover mouse on the drop-down arrow of "Staff". There you will find the notification channels and their descriptions. Suggestions and recommendations of staff to be subscribing to these channels can be found here. You will need an access to access this folder.

Note: The 4 categories that will allow the school nurse or admin staff to receive notifications for all medical changes without having to subscribe to all medical notifications available.

- Life Threatening
- Severe/Urgent Medical
- Non-Urgent Medical
- Information Only

These 4 categories are available within the notification list and by subscribing to these 4 will reduce the number of notification emails pertaining to the same updates.

Q 13. How to add/subscribe a user to a notification/channel to receive updates?

A 13. Hover your cursor on the "Staff" tab, the drop-down arrow. From "System Users" you will be able to subscribe a staff to a specific notification/channel to receive updates.

Q 14. What about if I have an adventure activity that is not listed on C2G?

A 14. Contact Samuel Shehata @ samuelshehata@adventist.org.au . We will create the new activity, working on risk rating the activity and make it available for all schools.

Q 15. Any other interesting features that a school could use/utilise C2G for?

A 15. Yes, we recommend using C2G for creating "Learning groups", e.g., "Drama group", " Voice group", etc. If the category of a group is not listed and you want to create a new category, contact Samuel Shehata @ samuelshehata@adventist.org.au

To create groups, hover mouse on the "Students" menu drop down arrow. From there you will be able to view existing groups as well as creating new groups.

Q 16. What about if a school desires to invite students/groups from other campuses, e.g., Gilson College Taylors Hill wants to invite secondary students from Mernda Campus to go for an overseas trip?

A 16. Please contact C2G support. Allow a minimum of 5 working days to process your request.

Q 17. What is "Permissions" ?

A 17. Permissions are great tools to help school collect consent on documents like *photography and filming consent and collection notice, code of conduct*, etc.

The Permissions tab can be found on the left-hand menu.
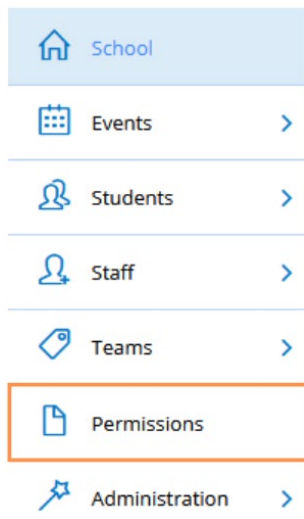
To add a new Permission, follow the steps below:

1. Enter into the Permissions tab

2. Select 'Add New+' at the top right of the screen

![Adventist Education Victoria logo]

Add a new permission ✕

Permission Question

[   ]
[   ]
[   ]

Expiry Date

[   ]

| Yes | **No** | Allow Guardians to Upload Supporting Documents |

| Yes | **No** | Add a supporting document |

| Yes | **No** | Boarders Only |

| **Yes** | No | Do you want to send this permission to the whole school? |

[Close] [Submit]

3. Fill in the following information

Permission Question

- Expiry Date
- Y/N - Allow Guardians to upload supporting documents
- Y/N - Add a supporting document

  Selecting 'Yes' to this allows you to select the document you'd like to add, and provide a brief description (*e.g., Annual consent form, photography and filming*)

| **Yes** | No | Add a supporting document |

Permission Document

[   ] [Select Document]

Document Description

[   ]
[   ]
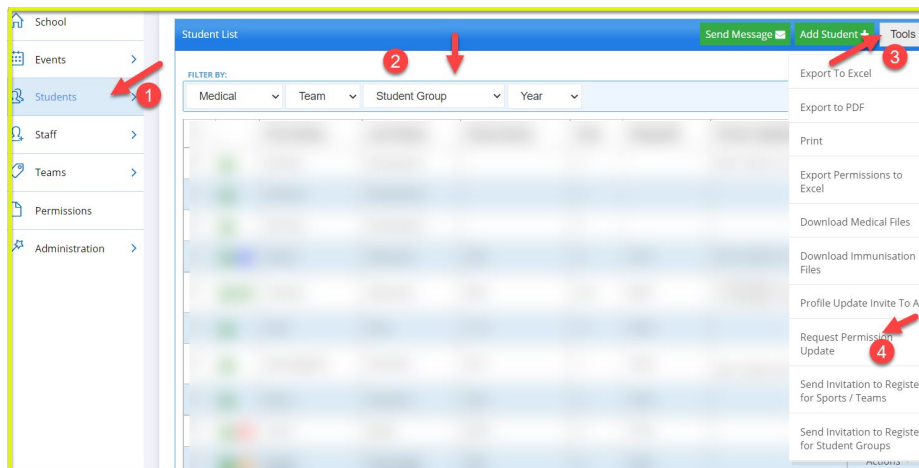
- Y/N - Boarders Only
- Y/N - Do you want to send this permission to the whole school
  Selecting 'No' to this allows you to choose the year groups you'd like it sent to

4. Communicate the permission to the school community by following the following steps: Select the students you want to communicate the permission with from the relevant filter.

5. You will be able to track those who have provided their permission by following these steps: