Learner Portal User Guide

Contents
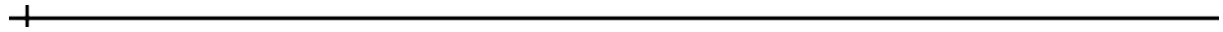
Learner Portal User Registration

Open your internet browser and enter the address: www.secureicb.co.za/learner.
You will be directed to ICB's secure website for learners.

If you are new to the ICB learner portal and do not have any login credentials, you may proceed by clicking the <u>Register</u> button.

Note: If you have used the learner portal before, you may go ahead and login.
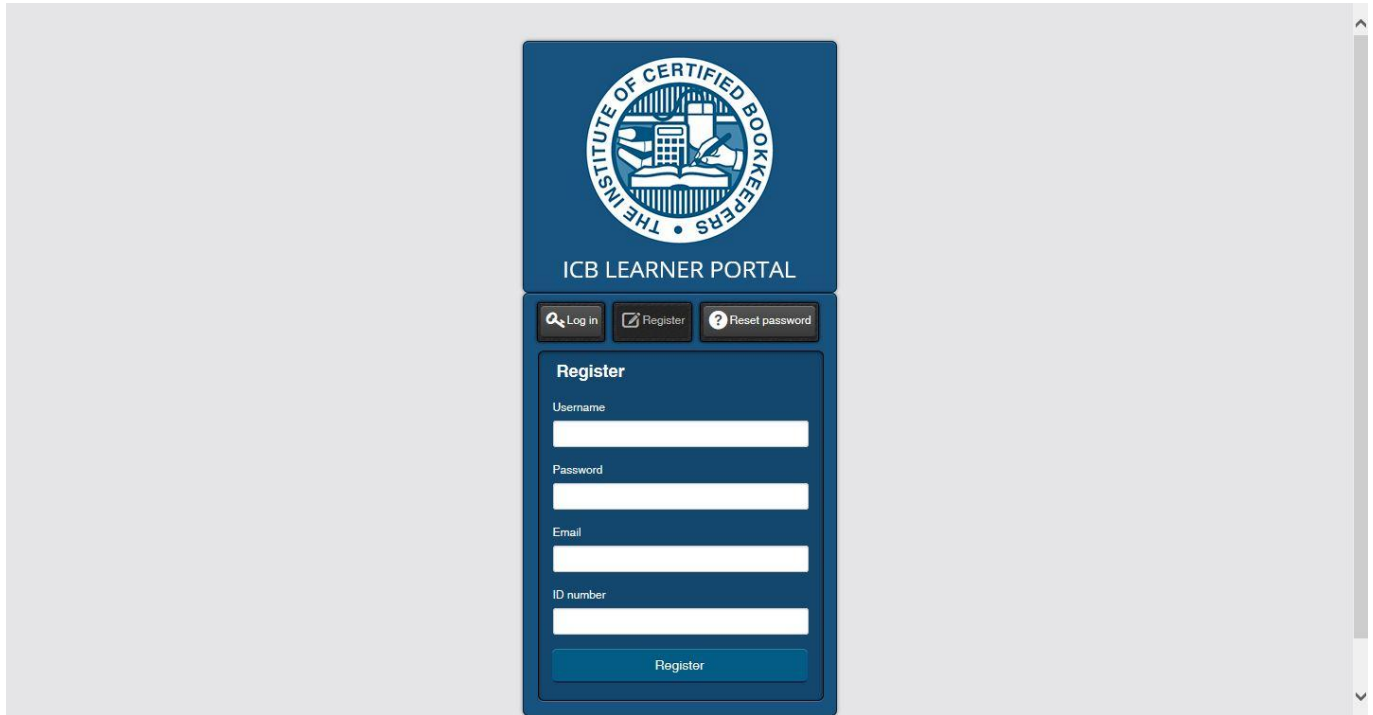
If you are an existing ICB learner (i.e. have an ICB ref number) and are new to the learner portal, you will need to register online to create your account.

If you are not an existing learner, you will need to complete the forms presents when selecting the register button. See figure 1.
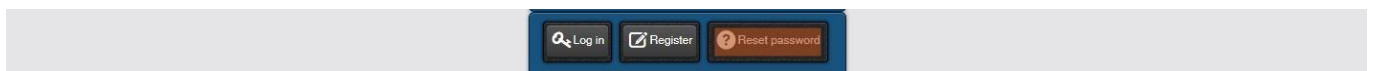
Figure 1.

Complete the registration process by entering the following details:
1. Username – this can be any name of your choosing.
2. Password – this can be any password of your choosing.
3. Email – your personal email address, which ICB will use to communicate with you.
4. ID number – Your SA ID number, as it is on your SA ID document.

Note: The ICB learner portal currently only accommodates persons with a valid SA ID. Foreign learners will be required to work through the ICB offices.

If you are an existing learner and you've followed the above process for registration you will be prompted with a notification saying you are an existing ICB learner and are required to reset your password.

You may reset your password by selecting the Reset Password button.

Once you've selected the Reset Password button, you will be redirected to password reset page, shown below. Figure 2.

Figure 2.

4001.2014.v2

To reset your password, you will be required to supply information to verify that the account is indeed your.

You will complete the following:
1. ID Number – this refers to your SA ID number, as it is on you SA ID document (13 digits, without spaces).
2. You will need to indicate which method, you would like your new password to be communicated by, you may choose either/or:

    2.1.   Email – The email address, which must match what the ICB, has on record for you.
    2.2.   SMS – The cell phone number, which must match what the ICB, has on record for you.

3. You will need to enter the details, as you've specified in step 2 above. I.e. if you said email, you will need enter your email address or vice versa.

Once you've requested your password to be reset you will be prompted with a notification to indicate that your password has been reset, and will be sent to you via the method you indicated i.e. SMS or Email.

Learner Registration

As new learner to ICB, you will be required to register/update your personal and contact details to ICB's database. Once you've completed this process you will be able to enrol yourself for exams with the ICB, which will make available your ICB portfolio and assessment material.

You may proceed with your registration online by completing the forms as shown below. See figure 3.

4001.2014.v2

Figure 3.

In <u>Step 1</u> of the registration process you are required to complete your personal details as indicated by active fields.

- ID Type – will be defaulted to SA ID, as you would have entered your SA ID initially.
- Title – Please complete the title you would like to be addressed as, in correspondence.
- First Name – You name to be completed here, as it is on your ID document.
- Middle Name – If you have 2 or more names. (NB: No nick names to be specified)
- Last Name – Your surname as it is on your ID document.

Once you completed the required fields, proceed to step 2 by selecting the <u>Next Step</u> button.

Note:
1. All fields indicated by the red asterisk (*) are required fields. I.e. it must be completed.
2. Please ensure your name, surname and ID number, are completed as they are on your ID document. ICB will not be liable for any misspelling of your details on your certificates/qualification documents.
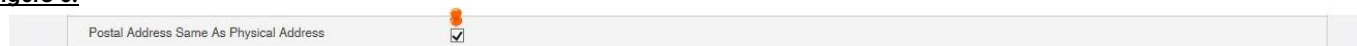
Figure 4.

In <u>Step 2</u> (Figure 4) you are required to capture your contact details.

- Mobile Number – Complete your cell number here.
- Phone Number – Complete your home telephone number/landline here.
- Fax Number – Complete your fax number here, should you wish for ICB to communicate to you via fax.
- Physical Address 1 – Complete your house number and street name here.
- Physical Address 2 – Complete your additional house details here. I.e. building name, flat number, etc.
- Physical Address 3 – Complete your suburb/town details here.
- City – Complete your city details here.
- Postal Code – Complete your postal code here.
- Area – Complete your province details here.
- Country – Complete your county details here.

NB: ICB uses your Postal Address details to communicate all your correspondence sent to you via post. Please ensure you complete your Postal address in full.
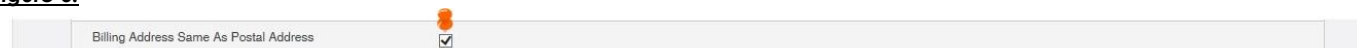
Then proceed to complete the rest of your postal and billing address details below. If, your postal and billing address details are the same as your physical address details. You may select the check box that indicates so. See Figure 5 and 6.

<u>Figure 5.</u>
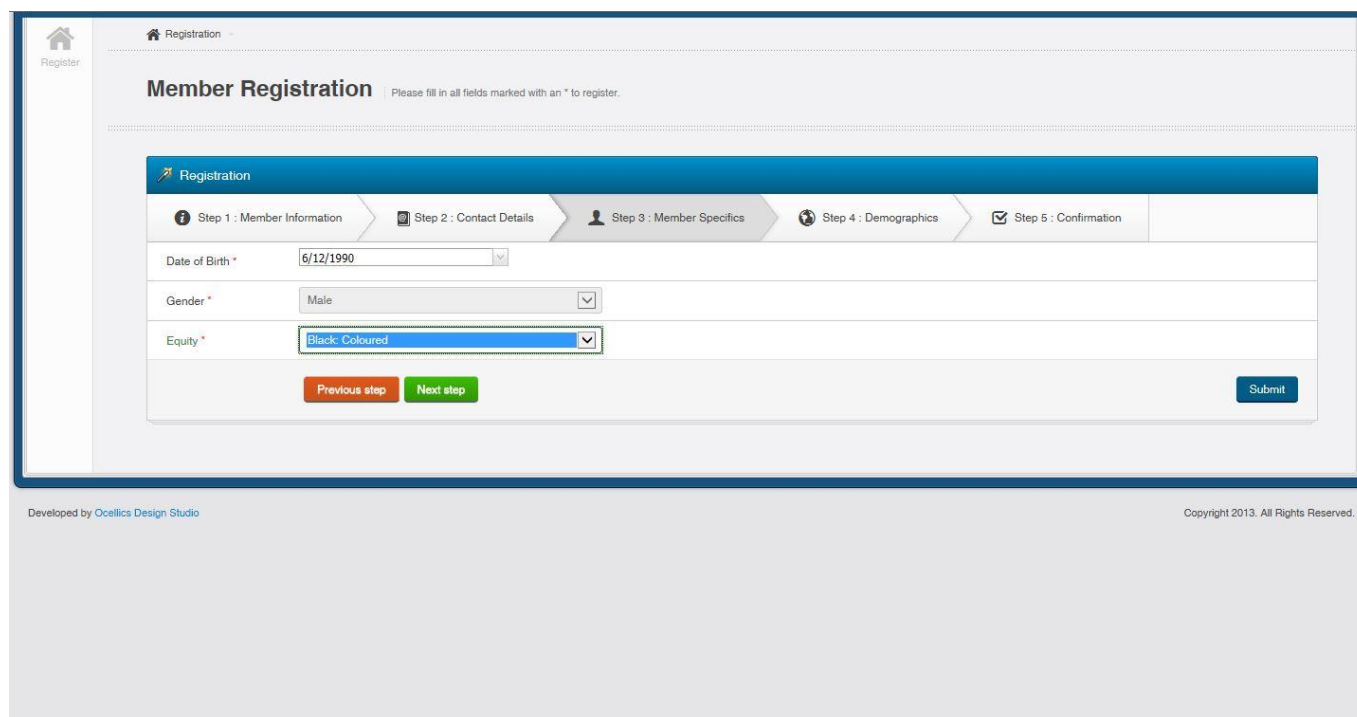
Postal Address Same As Physical Address	☑

<u>Figure 6.</u>

Billing Address Same As Postal Address	☑

Once completed all the requirements of this form you may proceed to step 3 by selecting the <u>Next Step</u> button.

In Step 3, You required to complete additional details about yourself, some details may be there by default

based on information provided by your ID number.

- Date of Birth – Complete your date of birth as it reflects in your ID document
- Gender – will be defaulted based on the details of your ID number, however if this is incorrect check that your ID number is been correctly captured.
- Equity – Complete which ethnicity you fall within.

Once you've completed this form you may proceed to step 4 by selecting the Next Step button.

In Step 4, you are required complete the following.

- Nationality – Defaulted based on completion of your ID number.
- Language – Your preferred language for communication with the ICB.
- Residency – Select your status from the drop-down box.
- Disability – Select your status from the drop-down box.
- Socio-Economic – Select your status from the drop-down box.
- Education – Complete your highest qualification achieved.

If applicable,

- City Matriculated – Complete the city or town in which you completed grade 12.
- Area Matriculated – Complete the Province in which you completed grade 12.
- Post Code – Complete the post code of the city in which you completed grade 12.
- Municipality – Municipality details indicated on your matric certificate.

Once you've completed all the required fields, proceed to Step 5 by selecting the Next Step button.

In Step 5, you are to read the declaration, and agree to the declaration.

Once you have done this, by placing a tick in the check box, you may complete your registration by selecting Submit button.

You will receive a confirmation email of your registration (if you've provided an email address) and a notification of success as indicated below in figure 7.

Figure 7.

On successfully registering your account and signing into the learner portal, you will be presented with learner portal home screen. See Figure 8.

From here you are able to go to different sections linked to your involvement with the ICB.

The number points below refer to the numbered sections in figure 8 above.
1. This displays information about the account user, Name, Surname and ICB Ref Number. As a first time user, it will not display your college details until you've registered for a course from the menu item Register for course.
2. This displays details about the course you've registered for, what subjects/learning areas you will be completing, what subjects/learning areas you have completed, Indicated by the assessment status and my results column. Also upon entering for an exam it will also list which exam you are entered for and at which venue you will be writing.
3. My course indicates which programme stream you enrolled for and how much of the course you completed. (Note: each program stream comprises of multiple qualifications.)
4. The menu bar allows you to navigate to various aspects of your involvement with ICB from registering for a new course to updating your details.

Register for a course

As a new learner you will be required to indicate which path of study you will be doing with the ICB. Each path (Program stream) comprises of multiple qualifications.

As an existing learner you would have already entered for a qualification stream and this step will not be necessary unless it is your intention to change qualifications.

Once you've selected the Register for course menu item, you will be presented with the qualification streams offered by the ICB. See figure 9.

Figure 9.
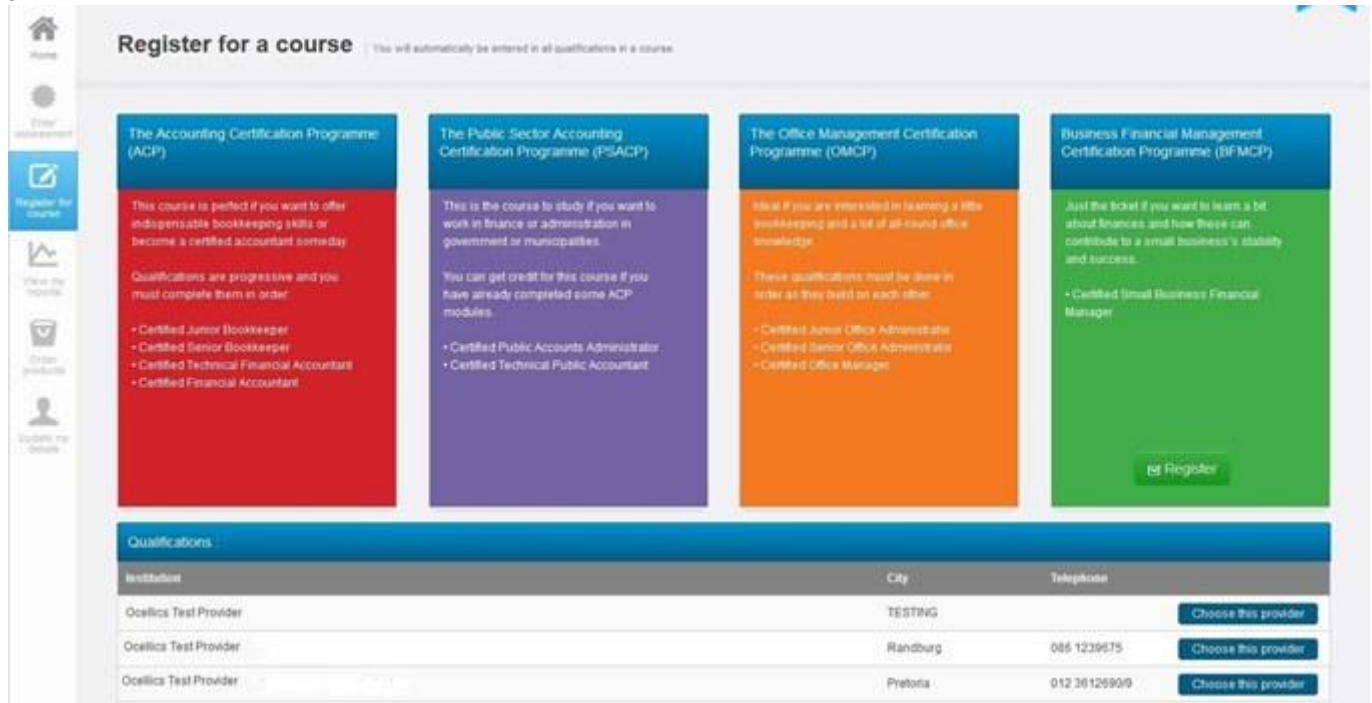
You are required to select a qualification path by selecting the Register button of the desired qualification.

After selecting register, you will need to specify which college you enrolled with for this qualification, by selecting the Choose this provider button corresponding to the college of your enrolment.

You have now completed the registration for a course. You will receive a confirmation notification similar to Figure 10 below.

Figure 10.

Success Alert
Hooray! You've registered for your course successfully. Next, you need to sign up for some assessments. These are the exams you'll take for each subject in your course. Click on the 'Enter assessment' button on the left.

Exam Entry

To enter for an exam you will select from the menu Enter Assessment which will direct you to the exam registration screen. See figure 11.

Figure 11.

To enter for an exam you will need to follow the prompts indicated above by 1, 2 and 3.

1. Select a subject you wish to register for.
2. Select an exam venue at which you choose to sit for your exam.

After choosing the above, you will be prompted to select which exam date. Only the dates from the timetable will reflect as available to make your selection from, you proceed by selecting the Add to basket button corresponding to the exam you wish to enter.

Once you've chosen your exam you will be required to complete the registration by checking out and making payment for your chosen exam.

Note: The, My basket box indicated by number 3. Your totals would reflect your annual student registration fee (provided this is your first exam for the year), and your exams, however many you've chosen to apply for.

If you are satisfied with what reflects, i.e. your exams are correct. You may checkout and complete the transaction, by selecting the Checkout button.

On checking out, you will need to supply payment details for the transaction you are about to put through. You will be required to perform the following steps to complete the registration and payment process.

Step 1. Review basket, in here you will scrutinize and verify that you are indeed entering for the assessments of your choice and that it is correct. Proceed to step 2 by select the Next step button.

Step 2. Billing Address, in here you will complete the detail of person/s responsible for the payment of this registration. If that person is you, your details will be completed, if another person is paying for your studies, their details will need to be completed here. Proceed to the Next step.

Step 3. Payment Method, you will be required to select in which way you'll be making payment. ICB provides 2 options, EFT/Cash deposit payment or Credit Card.

Step 4. Confirmation, you will need to select the check box to confirm that all is correct, and you proceed to finalise you registration/payment process, by selecting the Submit button.

On completion of entry, you will be presented with an invoice. See below.

Success!
Your transaction has been generated and you can download the invoice below. Our banking details are located on the invoice. Kindly use your ICB number as the reference for the transaction. You can see your ICB number in the top right corner of this page.

Please provide the ICB with proof of payment. Once payment has been confirmed your entry will be successful.

You have now completed the registration process, should you wish to enter for more programs/exams, follow these steps again.

Congratulations.

Welcome to the ICB.

Reports

"View My Reports" allow you to view to various records you have with the ICB.
- Invoice history - displays all registration and exam entries information with ICB.
- Payment history - displays all monies paid to ICB.
- Assessment Results - display records of your assessments and their outcomes, which you are able to download and use.

Order Products

ICB Online Store currently is a new development with the ICB and the store will be very limited.

The store will allow you to order reprints of certificates and order any of the available items which will be listed.

If no items are listed, its means ICB has does not have any items available for purchase.
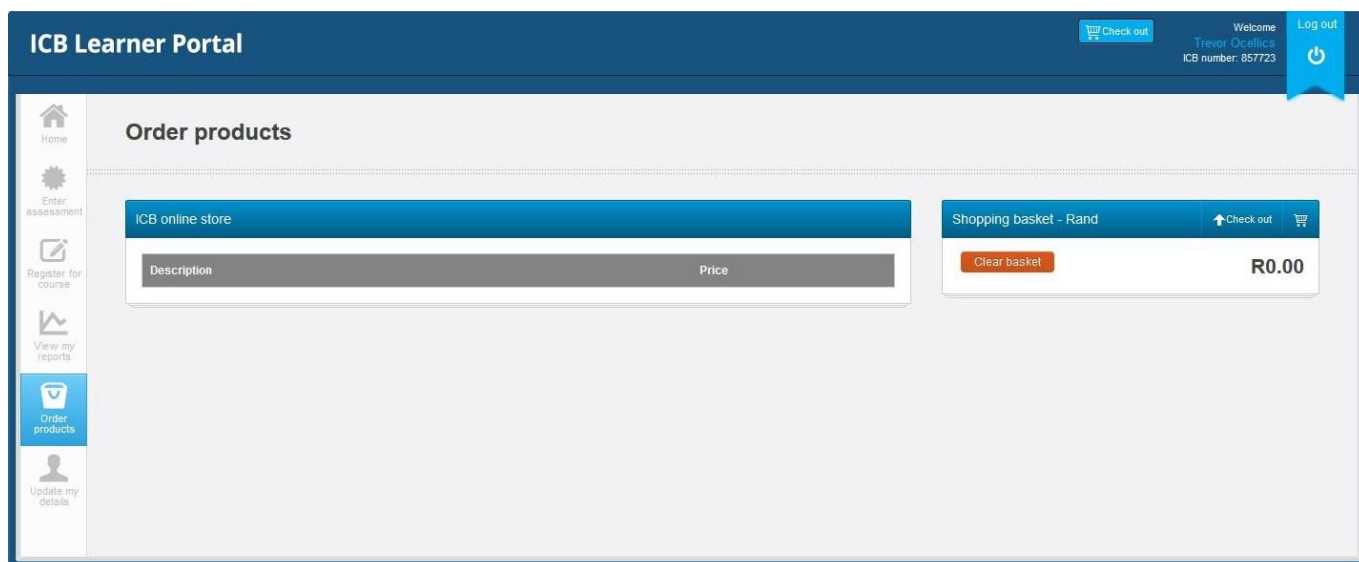
Once you've ordered your product by adding the item to the basket, you simply proceed to check out in the same way as indicted in exam entry section of this guide.

Personal Details Update

You are able to view/edit your personal and contact details that the ICB has.

ICB communicates with its learners on a regular basis via email, newsletters, sms and post. It is for this reason the ICB requires that your latest contact details be updated.

You may edit your details by clicking Edit my details in the top right corner. This will activate the fields so you can edit them.

Note: Your name, surname and ID number cannot be edited here. You will need to contact ICB directly, should there be any changes to this.

Once you are satisfied with the changes you've made, you need select the "save" button to compete the changes.