Effective Learning of Vocational Modules in VPETCity

User Guide

This collaborative Project is funded by the Quality Enhancement Support Scheme (QESS) under the Self-financing Post-secondary Education Fund of the Education Bureau, HKSAR.

VTC

明愛專上學院
Caritas Institute of Higher Education

明愛白英奇專業學校
Caritas Bianchi College of Careers
The VPETCity Project

The VPETCity Project is a cross-institutional effort funded by the Education Bureau’s Quality Enhancement Support Scheme (QESS). This three-year collaboration between the Vocational Training Council (VTC), The Open University of Hong Kong (OUHK), Caritas Institute of Higher Education (CIHE) and Caritas Bianchi College of Careers (CBCC) aims to raise awareness and interest towards vocational and professional education and training (VPET) and recognize its value.

VPETCity is the first open online learning and teaching platform in Hong Kong for network building and sharing of exemplary teaching and learning packages for the VPET community. The teaching and learning package exemplars are based on current VPET modules and are repackaged with multimedia- and technology-enhanced learning components to enrich flexible and mobile learning.

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VPETCity 2018.

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<td>D</td>
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<tr>
<td>E</td>
<td>Slide show</td>
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Preface

This User Guide will help you understand the basic tools and techniques to access and study the learning modules on the VPETCity website https://vpetcitymooc.vtc.edu.hk/, as well as on the VPETCity mobile applications. The Guide will also introduce you to some of the interactive features.

The screen captures shown in this User Guide may not be up-to-date as the content and mobile applications of VPETCity will be updated from time to time. Nevertheless, an updated version of the User Guide will be made available if the mobile applications have been updated.
Getting started with VPETCity

A Register for a VPETCity account

You must be a member of VPETCity to access the study modules. Please follow the steps below to register for an account:

1. Go to the project website of VPETCity: https://sharepoint.vtc.edu.hk/vpetcity/Pages/Home.aspx

2. Click “Sign Up”
3 Fill in the registration form.

4 Activate your account.
   - After successfully submitting the registration form, you will receive an email from VPETCity. Follow the instructions in the email to continue the registration process.

5 Set password
   - You will be redirected to the VPETCity webpage to set a password.
   - For security reasons, the password must fulfill the following criteria:

   * Password Requirement:
     - At least 8 characters long
     - Shall contain at least any three of the following:
       a. Include at least one uppercase letter.
       b. Include at least one lowercase letter.
       c. Include at least one digit.
       d. Include at least one symbol (e.g. ! @ # $ % ^ & *)
• Click “Set” to confirm. After successfully setting your password, you will receive an email from VPETCity.

### B Log in to your VPETCity account

1. Go to the VPETCity website: [https://vpetcitymooc.vtc.edu.hk/](https://vpetcitymooc.vtc.edu.hk/)
2. Select “Other Users”.
3. Enter your registered email address and password, then click “Login”.

![VPETCity login page](https://example.com/vpeticity_login.png)
C  Forgot password

1  Click “Forgot Password” on the login page.

2  Enter your registered email, then click “Send Email”.

3  You will receive an email from VPETCity which will redirect you to the VPETCity webpage to reset your password.
4 Reset your password.

- Click “Reset” to confirm. After successfully resetting your password, you will receive an email from VPETCity.

**D Main page of VPETCity**

The following is the interface of the main page after successful login.
1 Language
You can select the language of the menu: English, Traditional Chinese or Simplified Chinese. Please note that this setting would not affect the medium of instruction in the learning materials.

Menu

2 Profile
The profile drop down menu consists of “Grades”, “Messages” and “Log out”. You can check your learning progress by selecting “Grades” and discuss with your fellow students by selecting “Messages”. You can log out of your account by selecting “Log out”.

Grades
You can check the grades for the activities, tasks or online quizzes of each learning module.

<table>
<thead>
<tr>
<th>Course name</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagreeing Practice</td>
<td>9.00</td>
</tr>
<tr>
<td>Personal Financial Management</td>
<td>-</td>
</tr>
<tr>
<td>Quality Management</td>
<td>-</td>
</tr>
<tr>
<td>Applied Statistical Analysis for Business</td>
<td>0.00</td>
</tr>
<tr>
<td>Wine and Spirits Studies</td>
<td>-</td>
</tr>
<tr>
<td>Front Office Operations</td>
<td>-</td>
</tr>
</tbody>
</table>

Messages
You can send messages to other users.

• Click the drop-down arrow to see the list of contacts.
• Select the course

- Quality Management

• Select the user

- User Admin

• Enter your message in the text box, then click “Send message”.

Message: Hello,
3 Search Courses

You can find the modules relevant to your interested field of study by entering key words in the search bar. For example, entering the word “management” gives you the following search results:

![Search results](image)

4 Main Menu

You will receive the latest news and updates about the modules under the main menu.

5 Teaching and Learning Packages

There are 13 modules in VPETCity. Click the title of the module to access the learning materials.

6 Subscribe to the forum

You can reply to a discussion topic and share your ideas and learning experience with fellow students in the discussion forum. By subscribing to the forum, you will receive notifications when other students respond to a discussion topic that you are participating in.

7 Online users

This field displays a list of users who are currently online. You can send a message to them by clicking the speech bubble icon next to the users’ name.
Start your learning journey at VPETCity

**A What is inside a Teaching and Learning Package?**

After selecting a module, you will find 13 weeks of learning materials that you can study at your own pace. In each week, there are a variety of multi-media components for your study.

<table>
<thead>
<tr>
<th>Week 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚 Week 1 - Introduction to statistics</td>
</tr>
<tr>
<td>📚 Presentation 1 - What is statistics?</td>
</tr>
<tr>
<td>📚 Presentation 2 - Levels of measurement</td>
</tr>
<tr>
<td>📚 Online Quiz</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚 Available from 15 May 2020 (hidden otherwise)</td>
</tr>
<tr>
<td>📚 Week 2 - Sampling methods</td>
</tr>
<tr>
<td>📚 Presentation 1 - Simple Random Sampling and Systematic Random Sampling</td>
</tr>
<tr>
<td>📚 Presentation 2 - Practical example of Systematic Random Sampling</td>
</tr>
<tr>
<td>📚 Activity matching</td>
</tr>
<tr>
<td>📚 Online Quiz</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚 Available from 15 May 2020 (hidden otherwise)</td>
</tr>
<tr>
<td>📚 Week 3 - Survey methods and graphical presentation</td>
</tr>
</tbody>
</table>
1 Content

All learning materials are listed under each study week:

<table>
<thead>
<tr>
<th></th>
<th>Main content</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• It houses the unit content, multimedia learning components, activities and quizzes of the week for self-study. You can get an overview of the unit from the table of contents in each unit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Multimedia components — AR, 3D map, 360° VR, slideshows, presentations or videos</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Interactive components — games or activities</td>
</tr>
<tr>
<td></td>
<td>• Enhance your learning experience.</td>
</tr>
<tr>
<td></td>
<td>• Consolidate what you have learnt.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Online Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Share your ideas and opinions on a discussion topic relevant to the module.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Online quiz(zes) — Closed-ended questions (MCQ, T/F, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Self-assess your learning.</td>
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</tbody>
</table>

2 Your progress

This feature allows you to keep track of your learning progress:

- You may tick the box(es) when you have completed reading the materials. If you wish to re-read the materials, you can untick the box(es).

- Some activities require you to fulfill certain conditions. If you have fulfilled the conditions, a tick will appear automatically.
B How to use the learning and teaching packages?

Clicking the icon will bring up the following content:

1 Table of contents
It contains a list of all the topics that will be covered in the week. You can select the content by clicking the topics.

2 Next and Previous Buttons
You can return to the previous or proceed to the next topic by clicking the left and right arrows at the top or bottom right corner.

3 Content
The content of the selected topic will appear in this area.
Multimedia components

An image with a mouse icon denotes that it contains multimedia components. Clicking the image will redirect you to a page to access the multimedia components, including presentations, videos, activities, 360° VR, etc.

These multimedia materials aim to help you consolidate what you have learnt in the week or enhance your learning experience. To access the multimedia components, please check your browser settings and enable popup windows.

Alternatively, you can directly access the multimedia components by clicking the items with or icons on the first page of the modules:
Tips: How to enable pop-up windows?

**Google Chrome**

1. Open Google Chrome.
2. At the upper-right corner of the browser, click the [customize and control] icon.
3. Select Settings → Advanced.
5. At the top, turn the setting to Allowed or Blocked.

**Internet Explorer**

1. Open Internet Explorer.
2. Click the [tools] icon at the top right corner of the browser.
3. Select Internet Options.
4. On the Privacy tab, under Pop-up Blocker, unclick the “Turn on Pop-up Blocker” check box.
5. Select OK.
Multimedia components & Interactive Features

The study modules contain several types of multimedia components:

A Presentations

The presentations are similar to PowerPoint slides but enriched with audio guidance and engaging infographics, which aim to enhance your understanding of concepts. For smooth viewing, please check your browser settings and enable popup windows.
1 Menu
The menu contains a list of presentations. You can select or replay a particular slide by clicking the title.

2 Content
The selected presentation will appear in this area. Infographics and animation will be used to elaborate concepts in a simple and clear manner.

3 Volume
You can adjust the volume of the audio guidance by clicking the volume icon.

4 Progress bar
Clicking or dragging the progress bar allows you to skip forward or backward on the presentation.

5 Replay
Click the “Replay” icon to replay the presentation.

6 PREV / NEXT
Click the “PREV” button to play the previous presentation slide.
Click the “NEXT” button to play the next presentation slide.

B Video
Some modules contain videos that aim to help learners better understand the job requirements, duties, workflow and professional techniques in various sectors. The videos also assist you with rehearsing different scenarios and improving practical skills in preparation for future work.

Subtitle
English subtitles are provided for segments that are presented in Cantonese.
The videos mainly cover the following content:

1 Interview with field experts: professional working experience

Facilities Management, Week 1

2 Demonstration of professional techniques

Dispensing practice, Week 7

Wine and Spirits Studies, Week 3
3 Demonstration of standard workflows / effective communications

Front Office Operations, Week 9

Dispensing practice, Week 6

4 Scenario analysis / Case Study

Personal Financial Management, Week 1
Activities

Interactive activities and games are provided with an aim to consolidate your acquired knowledge. You can complete the activities and check your answers any time. Pop-up window must be allowed in your browser to display the activities.

The following are some examples of the activities:

1 Matching games

This activity aims at helping you to consolidate your knowledge of medical terminology and abbreviations (Dispensing Practice Module).

- After you have read the requirements / instructions, click the green box to start.

- Click on a yellow box (medical terminology) and then match its abbreviation by clicking the corresponding blue box, or vice versa.

- Make sure that you complete the matching within the time limit. The timer at the top right hand corner informs you of the remaining time.
• If the matching is correct, the pairing will appear in the box on the right with a green tick.

• If the matching is incorrect, a red cross will appear in the box on the right. If this happens, please try again.
If you cannot complete the matching within the time limit, the game will end automatically and a pop-up notification will appear.

If you would like to play the game again, click “Reset”.

If you would like to know the answers, click “Show answers”.

2 Drag-and-drop

This activity aims at refreshing your understanding of hospitality industry (Front Office Operation Module). This activity involves dragging items in the yellow boxes and dropping them in the blue box.
• Click the selected yellow box item and hold down the mouse button.

• Move the mouse to the yellow box into the blue box, then release the mouse button.

• After you have completed the activity, click “Check answers” to see the result.
• Click “Reset” if you would like to repeat this.

3 Question and Answers

• This type of activity involves entering your answers in the text box provided.

Activity 1.3
Review mode
You have learned that an “annuity” is a stream of cash flows. What happens if the annuity lasts forever?
If the annuity lasts forever...

Activity 1.3
Review mode
The table below states the characteristics of the two approaches to quality management. Please complete the table. Some parts have been given to you as examples.

<table>
<thead>
<tr>
<th>Quality management</th>
<th>The conventional approach</th>
<th>Total Quality approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>Detection of defective products</td>
<td>The purpose is...</td>
</tr>
<tr>
<td>Responsibility of</td>
<td></td>
<td>All employees</td>
</tr>
<tr>
<td>Methods adopted</td>
<td>Quality assurance</td>
<td>Quality control</td>
</tr>
</tbody>
</table>

• After you have answered the question, click “Feedback” to see the suggested answer.

• If you would also like to save your answer, click “Save and feedback” to save your work and see the suggested answer.
360° VR gives you a glimpse of the real-life settings of various working environments. For uninterrupted, please check your browser settings and enable popup windows.

Below is an example:

360° VR is used to illustrate the real-life settings in a hotel room (Front Office Operation).

For 360-degree viewing of the images, drag your mouse across the image. Alternatively, you can use the function buttons to display different views.

The function buttons are:
In the Wine and Spirits Module, we have introduced Bordeaux, one of the biggest wine producing regions in Europe. You can navigate the map of Bordeaux using the Bordeaux 3D app.

**Starting up the Bordeaux 3D map app**

Download and install the Bordeaux 3D map app from the App Store or Play Store. The image below shows the screen in the App Store.

After installing the app, click this icon to open it.

The animation introducing Bordeaux begins automatically when you start up the app.

**Features of the Bordeaux 3D map app**

This app's animated content comprises three sections:

- Where is Bordeaux?
- Bordeaux at a glance
- The three wine regions of Bordeaux
You will see the following screen when the animation is playing.

- **Navigate to different sections of the animation**
- **Use hand gestures to slightly rotate and zoom in and out**
- **Play the next part of the animation**
- **Play the previous part of the animation**
- **Pause the animation**
- **Show information about this module**

When the animation ends, you can click the Replay button to re-start the animation from the beginning.
MHFI app

In the Meat Hygiene and Food Inspection (MHFI) Module, we have introduced the slaughterhouse. You can explore the Slaughterhouse using the MHFI app.

Installing and starting up the app

When installing the app from the App Store (iOS) or Play Store (Android), make sure camera access is allowed because this is needed for the app’s Augmented Reality (AR) feature.

After installing the app, click this icon to start it up.

Downloading resource(s)

Every time the app starts, you will be asked to download any resources (e.g. videos) that are missing or outdated.
Note that downloading these resources may consume your mobile data if you are not Wifi-connected. You can skip the downloading and wait until later.

**Home menu**

The Home menu gives you access to five topics that you can explore:

- the site requirements for slaughterhouses;
- the primary utilities of slaughterhouses;
- the humane slaughtering process;
- the post-mortem inspection; and
- the comparative anatomy of food animals.

![Image of the Home menu]

**Site requirements for slaughterhouses (AR)**

This part of the app lets you explore a virtual slaughterhouse via the Augmented Reality (AR) feature and learn about the relevant site requirements. To start the AR journey:

1. Download the Key pattern from [https://goo.gl/4cjtz0](https://goo.gl/4cjtz0).
2. Print out the Key pattern on a piece of paper.
3 Tap the “AR: Site requirements of slaughterhouses” button.

Your device’s camera should be activated. Follow the instructions on the screen to focus on the Key pattern. A virtual slaughterhouse will then appear on the Key pattern.

4 Rotate the Key pattern to explore the slaughterhouse and the site environment.

Click the [+ ] button to read about the site requirements. Click it again to close it.
A typical slaughterhouse is a complex comprising several facilities such as unloading areas, lairages… etc. They are shown in the virtual slaughterhouse.

To explore any of these parts:

i Focus the yellow dot in the middle of the screen to the sphere under the relevant label, which will turn orange when it is in focus.

ii Wait for a few seconds, and you will be taken to the specific slaughterhouse facility you’ve chosen.

iii Explore all of the hotspots. Refer to “Primary utilities of slaughterhouses (Level 1) and Humane slaughtering process (Level 2)” section below for details.
Primary utilities of slaughterhouses (Level 1) and Humane slaughtering process (Level 2)

Navigate around the virtual slaughterhouse and open various hotspots to learn about:

- the construction requirements for different utilities (Level 1); and
- the slaughtering process (Level 2).

Here is what you will see.

**Hotspots**

Focus the yellow dot in the middle of the screen on any of the hotspots to open them.

**Radar**

This feature allows you to locate where the hotspots are.

Red dots represent new hotspots, while green dots represent hotspots that have been opened before.
Percentage bar
This shows you how many of the hotspots you have opened.

Home button
Clicking this button returns you to the Home menu.

Settings button
Opening the settings allows you to control functions such as mute/unmute, navigation mode, and resetting the navigation position.

Mute/unmute button
This button turns the app’s sound on and off.

Navigation mode
VR mode: navigate by rotating your mobile device.
Joystick mode: navigate using a joystick.

Map
The highlighted area is your current location.

Walk button
Press to move forward.

After a hotspot is opened, you will either see:

- an illustration with narration; or
- a video.

Note that you will be asked to download resources that are missing or outdated, and that doing so may consume your mobile data if you are not Wifi-connected.
Comparative anatomy of food animals (Level 3) and Post-mortem inspection (Level 4)

The image below shows the menu of Level 3 Comparative Anatomy of Food Animals.

Tap to view the video.

Mute or unmute the sound.

Return to the Home menu.

After tapping any of the buttons, a pop-up window will be shown.
a. Tap to play/pause the video.

b. Tap to mute or unmute the sound.

c. Close the window.

Note that you will be asked to download resources that are missing or outdated, and that doing so may consume your mobile data if you are not Wifi-connected.

Slide shows

Some modules contain slideshows that aim to help learners better understand the workflows and procedures. In order to watch the slide shows, please enable pop-up windows.

Pre-arrival: During the pre-arrival stage, the reservation office will assist guests by taking their reservations.
Interactive learning

To learn the terminologies more effectively, this feature allows you to understand the structure of each word step-by-step, and thus enabling better understanding of their meanings:

- Click the first part of the word to show its prefix
• Click the prefix again to show its meaning

- hepatitis
  - liver

- blastoma

- neuropathy

- hyperglycaemia

• Click the suffix to show its meaning and also the combined meaning of the terminology

- hepatitis
  - liver
  - inflammation
    - inflammation of the liver

- blastoma

- neuropathy
Online discussion

Instructors will post some discussion prompts or questions for learners to share their ideas. These discussion activities will occasionally be held in the corresponding study weeks. Below is an example:

• On the online discussion page, you will find the discussion topic posted by the instructor. Click “Reply” at the bottom right corner to reply.

• Type your ideas, comments or answers in the message box. Links, videos and images can also be added to your message.
• If you would like to receive notifications when there is a new response to the discussion topic, tick the “Discussion subscription” box.

• You can also attach other files to your messages. Drag the file(s) from your computer to the attachment box as shown below.

• The maximum size is 500KB, and you can upload up to 9 files.

• Click “Post to forum” to submit.

• If you do not wish to post the message, click “cancel” which will redirect you back to the online discussion page.
Online quiz

After completing the materials of a study week, you can self-assess your learning performance by taking an online quiz.

Most of the online quizzes are multiple-choice questions. You can select the best answer by clicking one of the given choices.
• You do not need to complete the questions in order. For example, if you would like to attempt question 3 first, you can click “3” in the “Quiz navigation” menu to jump to question 3.

• However, you must complete all the questions before getting your feedback.

• After completing all the questions, click “Next”.

Note: If you do not click “Next” and quit this page, your answers will not be saved. You will need to take the quiz again.

• You will receive a summary of the attempt which shows that your answers have been saved. If you would like to change your answers, you can go back to the quiz by clicking “Return to attempt”.
• If no change is needed, you can proceed by clicking “Submit all and finish”.

<table>
<thead>
<tr>
<th>Question</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Answer saved</td>
</tr>
<tr>
<td>2</td>
<td>Answer saved</td>
</tr>
<tr>
<td>3</td>
<td>Answer saved</td>
</tr>
<tr>
<td>4</td>
<td>Answer saved</td>
</tr>
<tr>
<td>5</td>
<td>Answer saved</td>
</tr>
<tr>
<td>6</td>
<td>Answer saved</td>
</tr>
<tr>
<td>7</td>
<td>Answer saved</td>
</tr>
<tr>
<td>8</td>
<td>Answer saved</td>
</tr>
</tbody>
</table>

• You will receive a performance report that helps you assess your performance.

1 **Quiz navigation**

The quiz navigation indicates the questions that you have answered correctly (in green); or incorrectly (in red).

2 **Summary of your quiz completion and performance**

The summary shows the date and the time of your completion and your grade.
3 **Marking of quiz questions**

This shows the marking of the quiz questions. The correct answer or feedback is provided at the end of each question. Below is an example:

![Quiz Question Example](image)

4 **Flag question**

You can flag the questions that you want to review later.

You can continue to self-assess your performance by taking the online quiz again.

- As you have already completed the online quiz, when you retake the quiz, you will see the “Summary of your previous attempts”. The following is an example:

![Quiz Summary Example](image)

1 **Grade** – Your grade on the first attempt

2 **Review** – Review this attempt

3 **Re-attempt quiz** – Retake the quiz

- After you reattempting the quiz, you can compare the performance with your previous attempt to see if you have improved.
VPETCity mobile app — ePüb version of Unit content

After downloading the app, you will see the first page of the app as follows:

1 Menu
Searching courses by category

2 Sorting
Sorting materials by course title
3 Search

Searching courses by keywords.

4 Setting

- Refresh
- Help
- Language / 語言
- About Us
• Refresh – Refresh the content of the app for updates (if any)

• Help – It shows the function and position of each button

• Language – You can select the language of the menu: English, Traditional Chinese or Simplified Chinese. Please note that this setting would not affect the medium of instruction in the learning materials.

• About us – An introduction to the VPETCity Project

5 Category
Tap to see the modules in each category

6 Number of modules available in each category

A Select modules
Clicking a category will show the relevant modules that are available. For example, there are two relevant modules under the category “Hotel and Catering”, as shown below:

<table>
<thead>
<tr>
<th></th>
<th>Hotel and Catering</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Front Office Operations" /></td>
<td><img src="#" alt="Wine and Spirits Studies" /></td>
<td></td>
</tr>
</tbody>
</table>

Front Office Operations Wine and Spirits Studies
B  Reading the unit content

To go to the previous page, swipe right.

To go to the next page, swipe left.

The following are functions that help enhance your reading experience:

1. Bookmark and search
   - +Bookmark: Bookmark a page.
   - Search: Search pages by keyword
2 Invert screen color

- Tapping the icon will change the background to black (and the text to white). Tapping it again will resume to the previous setting.

3 Table of Contents (TOC)

The TOC allows you to select contents, retrieve bookmarked pages and notes.

Contents

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>BOOKMARK</th>
<th>NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hospitality industry and tourism</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the hospitality industry?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Definition of 'Hotel'</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotel Rating Systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online quiz</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 2 Introduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic classifications of accommodation establishments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ownership and management of hotels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online quiz</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 3 Introduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotel selection behaviours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understanding our guests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deliberate or impulsive decisions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Bookmark

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>BOOKMARK</th>
<th>NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Office Operations</td>
<td>Week 1 Introduction</td>
<td></td>
</tr>
<tr>
<td>The hospitality industry and tourism</td>
<td>8 mins ago</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Week 1 - Definition of the hospitality industry and hotels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The hospitality indu</td>
<td></td>
</tr>
<tr>
<td>Basic classifications of accommodation establish...</td>
<td>8 mins ago</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Week 2 - Types of accommodation establishments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic classifications of accommod</td>
<td></td>
</tr>
<tr>
<td>Understanding our guests</td>
<td>6 mins ago</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Week 3 - Types of travellers Understanding our guests</td>
<td></td>
</tr>
<tr>
<td></td>
<td>in our daily front office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>What is an accommodation product?</td>
<td></td>
</tr>
</tbody>
</table>

### Note

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>BOOKMARK</th>
<th>NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Office Operations</td>
<td>Deliberate or impulsive decisions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 mins ago</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>When customers make decisions to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Important</td>
<td></td>
</tr>
<tr>
<td></td>
<td>just a moment ago</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>differentiate</td>
<td></td>
</tr>
</tbody>
</table>
4 Status

The status shows the page that you are currently reading and the sub-topic of the material you are studying.

5 Setting

The setting allows you to

- adjust the brightness (Tick the box next to System to resume default setting);
- adjust the font size between 12 and 21;
- change the font style; and
- select a background.

Tap the “more” icon for more settings.
Under “More Setting”, you can

a Change the page effect from slide to overlay.

b Turn on the “Tap to flip” feature to enable you to go to next page by simply tapping the screen. You can still navigate back or forward by swiping.

C Using tools for effective learning

Various eLearning tools are embedded in the ePub version of the modules to facilitate effective learning.

1 Highlight

The highlight tool allows you to highlight key points.

- Tap and drag pointer to select the text.

- Tap “Highlight” in the pop-up bar
The selected text has been highlighted and will be saved on the app.

The highlighted text can also be retrieved from the Table of Contents (under “Notes”)

2 Note

The Note feature allows you to add notes to the highlighted content.

Highlight the text that you wish to add notes to, then tap “Note” in the pop-up bar.
• Type your notes in the text box provided, then tap “Save”

• Your notes will be saved on the app. Tap the “…” icon to view the notes.
• You can also retrieve the notes and highlighted text from the Table of Contents (under “Note”).

3 Add additional / revise notes

To add further notes to the highlighted text

• Tap on the highlighted text

• Tap “Note” in the pop-up bar
• Revise or add additional notes in the text box, then tap “Save”.

4 Delete notes
• Tap on the highlighted text
• Tap “Delete” in the pop-up bar

***Please note that this will also delete the notes attached to the highlighted text.
5 Search

• The search feature allows you to sort pages using keywords.

• For example, if you would like to focus on the learning of “Hotel Departments”, you can highlight the key words, and then tap “Search” in the pop-up bar.

The tool will identify all the pages that mentioned “Hotel Departments”. Tap on each item to see the content in details.
6  Dictionary

This feature allows you to look up the meaning of words.

- Highlight the word or phrase.

- Tap “Dictionary” in the pop-up bar.

- The tool will connect to an external dictionary.

- Tap “<” icon to go back to the app.
Multimedia components and online quizzes

This app provides access to the ePub version of unit content.

Tapping on the multimedia icon or “online quiz” link will redirect you to the web version of VPETCity. You will need to log into your VPETCity account to access the content and connection to the internet.

Alternatively, you can access the multimedia components on another mobile app called “VPETCity Multimedia Pack”, which is introduced in the next section.
VPETCity mobile app — Multimedia Pack

This app allows you to access the multimedia components of the learning modules, which are convenient for viewing on smartphones and tablets. You can find this app in the App Store (iOS) and Google Play (Android) by searching “VPETCity”.

After downloading the app, you will see the first page of the app as follows:
The multimedia components shown in this app are the same as those in the web version of VPETCity. However, this app allows you to use these materials for learning in both online and offline environment, and provides eLearning tools to facilitate effective learning anytime and anywhere.

**Download the multimedia components**

After selecting a module, you will find a list of multimedia components. These include presentations, videos, and activities. With connection to internet, you can download the multimedia components for viewing offline.

To download the multimedia components, tap the icon.

To access the downloaded multimedia components, tap the icon.

<table>
<thead>
<tr>
<th>Personal Financial Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1: Activity 1.1</td>
</tr>
<tr>
<td>Week 1: Presentation 1.1 - Six steps in Personal Financial Planning</td>
</tr>
<tr>
<td>Week 1: Activity 1.2</td>
</tr>
<tr>
<td>Week 1: Presentation 1.2 - Financial opportunity costs and the Time Value of Money</td>
</tr>
<tr>
<td>Week 1: Activity 1.3</td>
</tr>
<tr>
<td>Week 1: Video 1.1 - Case study (Amy)</td>
</tr>
<tr>
<td>Week 1: Video 1.2 - Case study (John)</td>
</tr>
</tbody>
</table>
If you wish to delete the downloaded items:

Tap “編輯 /edit” → tap icon → Confirm delete by tapping “是 /Yes” → Tap “完成 /Done”.

(The language of the mobile app aligns with the language setting on your mobile device.)

You can download the deleted items again by tapping the icon.
Using the Multimedia components — Features

A Presentation

It is recommended that the presentation is viewed horizontally.

To play the presentation slides, tap the play button

The interface of the presentation slides is similar to that of the web version.
1 Menu

The menu shows a list of the presentation titles. You can select or replay particular slides by tapping the titles.

2 Content

The selected presentation will appear here.

3 Volume

You can adjust the volume of the audio guidance by clicking the volume icon.

4 Progress bar

Clicking or dragging the progress bar allows you to skip forward or backward on the presentation.

5 Replay

Click the replay icon to replay the presentation.

6 PREV / NEXT

Click the PREV button to play the previous presentation slide.

Click the NEXT button to play the next presentation slide.
Return

Tap the return icon to go back to the multimedia components selection page.

Videos

It is recommended that the videos viewed horizontally.

- After you downloading a video, tap the button.
- The video will be played via a video player app on your mobile device.
- Return to the VPETCity multimedia Pack by tapping “←”
C Activities

The interactive activities and games are provided with an aim to consolidate your acquired knowledge. You can complete the activities and check your answers any time. The activities can be viewed horizontally or vertically.

Drag-and-drop

- Select and tap the yellow box, hold and move your finger to drag the yellow box into the blue box.
• Tap “Check answers”.

• To repeat the activity, tap “Reset” or “Try Again”.

• To return to the multimedia components selection page, tap “←”
Questions and answers

- Type your answer in the text box provided.

- Tap “Save and feedback” to save your answer and see the suggested answer / feedback.
Scenario Analysis

- Tap the play button to play the video.
- Or, you can tap “Here” to view the text version of the video.
- After watching the video, type your answer in the text box.
- Tap “Save and feedback” to save your answer and see suggested answer / feedback.

Feedback
The effectiveness of a cause-and-effect diagram lies in its comprehensiveness. The technical knowledge of the participants in compiling a cause-and-effect diagram is one of the factors affecting the comprehensiveness of the diagram. The higher the technological competency of the participants, the better the cause-and-effect diagram will turn out to be.
Text version of the video

配藥員：138號，3號雷敏華。
婆婆：（拿著一個號碼牌）先生，是不是到我了呀？
配藥員：（接對了號碼牌）婆婆，你是不是叫張媽嗎？對你呀。
婆婆：是啊……（還未說完）
配藥員：（很平靜地）婆婆，這裡有一盒藥，全部的藥都是每月的。
（很快速地）第一盒是感冒隱形，每日兩次，每次兩粒，你實際上只吃一次，因為早晚分兩次吃。第二盒是抗腫瘤藥，每日三次，每次三粒，你實際上只吃两次，因為早晚分兩次吃。第三盒是……
婆婆：（婆婆說話）哦……先生，其實啊，我有點……
配藥員同事：（突然問）你在那裏叫配藥員？阿慶，你剛才從盒中拿出來的那個aquelous cream，放在哪裡了呀？
配藥員：（轉頭向同事）我放在station 3，麻煩你幫我上架啦！

Suggested answer / feedback

Feedback

- The dispenser should invite patients to say their names rather than asking “are you XXX?” This avoids issuing medication to the wrong patient, especially those with hearing impairments.
- The dispenser should avoid interruptions in the conversation.
- Poor eye contact
- Speaking too fast
- Should not use technical terms or mix Cantonese with English
- Does not allow the patient the time to ask
- Instructions are too complicated; sentences are too long.

In this video, the patient cannot understand the proper use of the drugs. Moreover, she is expressing the symptoms of an adverse drug reaction. However, due to the ineffective communication, the dispenser fails to notice that.
360° VR gives you a glimpse of the real-life settings of various working environment. For better viewing, please view it horizontally.

Below is an example:

360° VR is used to illustrate the real-life setting in a hotel room (Front Office Operation). For 360-degree viewing, drag your mouse across the image (left, right, up and down). Alternatively, you can use the function buttons to display different views.
**E Slide show**

Some modules contain slideshows that aim to help learners better understand the workflows and procedures. Please view it horizontally.

The following example shows you how to put on gloves.

1. **Return to the multimedia components selection page**
2. **Numbered steps. Tap on a number to see the slide of that particular step.**
3. **Tap the left arrow to see the previous slide**
4. **Tap to right arrow to see the next slide**