Australian *Flexible* Learning **Framework**
supporting e-learning opportunities

Technical guide

Events Alive

Series 11 Flexible Learning Toolbox

This Toolbox supports four Units of competency from the Tourism, Hospitality, and Events Training Package SIT07 that relate to the national qualifications SIT50207 Diploma of Events and SIT60207 Advanced Diploma of Events

flexible learning **Toolboxes**

flexiblelearning.net.au/toolbox

Contents

Introduction

This Technical guide has been developed to support you in delivering the Events Alive Toolbox.

An innovative approach has been used enabling providers to customise learning resources so that they are relevant to their immediate audience. It supports four Units of competency from the Tourism, Hospitality and Events Training Package SIT07 that relate to the national qualifications SIT50207 Diploma of Events and SIT60207 Advanced Diploma of Events.

The Toolbox has been developed to conform to W3C Accessibility Guidelines and makes use of available standards to improve user experience when viewing with the aid of a screen reader. It can be used as a CD-ROM, delivered from a web server or incorporated into a Learning Management System.

The Toolbox is made up of the entry pages, units, resources, and a collection of learning objects.

This Technical guide is divided into three sections:

- System requirements
- Customising Toolbox content
- Technical support (FAQs, troubleshooting, help desk)

System requirements

It is recommended that you make a backup copy of the Toolbox in case the original becomes lost or is damaged.

Flash has been used in the Events Alive Toolbox and offers improved accessibility for people with visual disabilities but please note that printer friendly versions are also provided as an alternative.

To successfully use this toolbox resource, you will need a computer with the following hardware and software.

Client hardware and software (for learners)

Hardware

To use the learning material in this unit, learners will need a computer with the following features:

- IBM® compatible with a 1000 MHz processor running Windows 2000, XP, Vista, or
- Apple Macintosh® with a 500 MHz processor running OSX v10.3.0 with:
    - 256 Mb of RAM
    - 1024 x 768 pixel display
    - CD-ROM drive
    - Internet access
    - Sound card

Software

Learners will also need the following software/plug-ins installed on their computer:

- Internet Explorer 6.0 or above (http://www.microsoft.com/)

-- OR --

- Firefox 2.0 or above (http://www.mozilla.com/)

-- OR --

- Safari 1.3 or above (http://www.apple.com/)
- Microsoft® Word 97 or a similar word processing program to open and use downloadable forms, checklists and worksheets.
- Adobe® Flash Player 9. If you haven't got this plug-in, you can download and install the latest free version from: www.adobe.com
- Adobe® PDF Reader 6.0 or above. If you haven't got this plug-in, you can download and install the latest free version from: www.adobe.com

Incorrect versions of these applications could result in information being shown in an unreadable form or not shown at all.

Server hardware and software (for RTO)

- IBM compatible computer with a 1000 MHz processor (OR Unix equivalent)
- 256 Mb of RAM
- 4 Gb hard disk space free
- CD-ROM drive
- 2xISDN (128k), T1 preferred
- Internet server software

Developer hardware and software (for customising)

Same as client hardware and software above, with the addition of:

- An HTML text editor such as Homesite®, BBEdit® or Adobe® Dreamweaver.

- A word processor such as Microsoft® Word to edit documents.

- If customisation of multimedia interactions is required, then the following applications may be necessary:

  o Flash 9.0

  o XML SPY or equivalent XML editing tool

  o Photoshop/Fireworks (or equivalent) for editing still images

  o SoundEdit16 (or equivalent) for editing sound content

  o Premiere (or equivalent) for editing video content

Toolbox Help Desk and support services

The Toolbox website provides support at http://toolboxes.flexiblelearning.net.au/support/patches.htm. This site offers help desk details, frequently asked questions, installation and configuration advice and patches for any products that are found to have minor errors or discrepancies. If you are unable to find what you are looking for on this site, please email the Toolbox Help Desk at Toolboxhelp@flexiblelearning.net.au or phone 1300 736 710.

Customising Toolbox content

Toolboxes can be customised by users under the flexible licensing arrangements, as long as they are not on-sold. You are therefore encouraged to customise the Toolboxes. However, before embarking on any modifications or customisation, we suggest that you:

- check the licensing details of the Toolboxes to ensure that any customisation does not contravene the conditions of the licence

- have the required trained personnel

- retain the original files in the CD-ROM format as a backup (should you require them at a later stage).

License/Copyright

In most cases Toolboxes are able to be modified and redistributed with minimal licensing or copyright encumbrance. However, before commencing any modifications we recommend that you check the license details of the Toolbox, to ensure that any customisation undertaken does not contravene the conditions of that license.

For licensing conditions visit: http://www.flexiblelearning.net.au/toolbox/license.htm

What features can be customised?

Some design aspects of the Toolboxes are easily customisable. However, there are other aspects of the Toolboxes that are more difficult. For the more complex customisations we recommend that you proceed only if you have the relevant trained technical personnel.

You can install specific learning objects on your server but it is crucial to maintain the overall directory structure within the nominated directory on your server so that links between pages remain functional.

HTML pages

To customise most screen content in this Toolbox, you will need to edit the HTML files using an HTML editor such as:

- Adobe Dreamweaver

- Microsoft FrontPage

- Adobe HomeSite

- Microsoft WordPad.

Flash

The Flash content would normally use dynamic data from an external XML file and may often use many other files as well. These will need to be copied and the relationship between the .swf files and all other related files are to maintain their integrity. An example is expressed in the following image…

In this example an LO contains a flash movie within the slideshow_recruit.htm file and uses…

- .xml document in the _data folder,
- images from the images folder,
- .js files from the scripts folder,
- .mp3 from the sound folder,
- .css from the styles folder and
- .swf from the swf folder.
- also within the .htm page is a link to a pop-up (slide_pop01.htm) and
- a link to the text version of the movie.

Should any of these elements be missing the movie will not perform to its optimum. Although this may seem complicated, if the page containing the link to the applet is copied along with the applet itself then nothing more need be done.

Some Flash movies and interactions have been produced using a wizard and therefore don't have a related .fla file and can't be changed. All others have related .fla files that can be found in the source_files\media folder.

Word documents

Word documents are easily changed using Microsoft Word. Keep the same location and filename so the link to the modified document still works.

Slideshows, audio players and video

Content in slideshows, audio players in pop-ups and video players can be changed by editing the XML data files associated with the player and by replacing the related media files. Links to the filenames must also be changed.

Dynamic content

It is important to change the text version of any of the dynamic content that has been changed. For example if the content of a Flash movie is changed then the text version must replicate the change. Another example might be a sound file… should the sound file of an interview be changed then the transcript must also be changed to reflect this.

Table: Customisable elements

	Description	Location example
Welcome screen	A Flash movie embedded in a .htm page. Edit the Flash .fla file from source_files\media and the .htm file with Dreamweaver.	events_alive\home.htm
Text documents	These documents may be customised by using any text editor. Look the path displayed in the address bar or locate the appropriate file in the **shared\documents** directory. Open the file in a text editor and make the changes.	\shared\documents*.txt \shared\documents*.doc

Flash interactions	Most of these interactions can be customised by anyone with basic Adobe Flash design skills. However some are more complex, and require actionscript knowledge.	\applets\images*.jpg \applets\flash*.swf \applets\sound*.mp3 \applets_data*.xml \source_files*\applets*.fla
	To customise open the page in Dreamweaver and select the Flash object that you wish to change. Under the properties of the object, you will see a filename such as `event_home_7.swf`. You cannot change this directly, but must rebuild it from the source code.	
	Using Adobe Flash authoring software, browse to the `source_files` directory and locate a `.fla` file with the same name as the `.swf`.	
	This is the file you need to edit. Open it in Flash and look for comments in the actionscript attached to the first frame. These comments will point you in the right direction.	

Basic editing

There are numerous ways of editing the content of this Toolbox. The approach is similar to editing pages that might be found on any website.

The two simplest ways are:

1. Using a Web development package (MS FrontPage or Adobe Dreamweaver).

2. Using a straight text editor (MS Notepad or your favourite text editor).

A basic understanding of HTML and the software package is useful.

Web development software package

- Download the complete Toolbox contents onto your machine.

- Identify the pages you would like to edit (these are displayed in the address bar at the top of the browser page when viewing).

- Locate these files in the downloaded files, following the paths displayed in the browser.

- Open each file in your web editing software package (i.e. MS FrontPage or Adobe Dreamweaver) and make appropriate changes.

- Save each file.

- Check your edits in a web browser to see if it displays properly.

Text editor (i.e. MS Notepad)

- Download complete Toolbox contents onto your machine.

- Locate the file you wish to edit, following the paths displayed in the browser.

- Open the file using a text editor (i.e. MS Notepad)

- Make appropriate changes, following the CSS styles, some of which are:

  o <h1> (Main Headings) black text,

  o <h2> (Sub headings)green text,

  o <p> (main content i.e. paragraphs) black text.

- Save each file.
- Check your edits in a web browser to see if it displays properly.

Customising a Toolbox for single unit delivery

You may only want to offer one or two units from the Toolbox, or limit access to certain units and/or streams.

To delete units, open the **home.htm** file within the events_alive folder in Dreamweaver to locate the path of the unwanted files. Open the **event_home_7.fla** and edit as required. If you want to distribute a smaller version by pruning the unnecessary content, you will need to follow the above process, and in addition delete the appropriate folders from the **events_alive\units** directory.

Each section of content conforms to a standard naming convention and contains a compact version of the unit or LO name.

It's also important to copy the shared folder and to keep the integrity of the directory structure so that all links remain in tact.

Keeping to the standards

This Toolbox has been developed in accordance with a number of internal conventions and international standards. These standards may be related to accessibility, cross-browser compatibility, or just to enable the easy location and customisation of content.

Keep this in mind when you are customising, as whatever you produce will need to be accessible, cross-browser compatible, and able to be further customised.

Try to ensure that any changes you make are conformant with the following standards.

- WCAG 1.0, Priority 1 - http://www.w3.org/WAI/
- XHTML 1.0 Transitional - http://www.w3.org/TR/xhtml1/
- CSS 2 - http://www.w3.org/TR/REC-CSS2/

Visual design

This Toolbox uses:

- Cascading Style Sheets (CSS1 and CSS2) for visual layout.
- Only relative font sizes, compatible with the user specified "text size" option have been specified.

If your browser or browsing device does not support style sheets at all, the content and menu structure of each page is still readable.

Global formatting with CSS

This Toolbox has been created with Cascading Style Sheets (CSS). This will enable you to make global changes to the look and feel of this Toolbox. If you don't have a good understanding of HTML and at least a beginner's level understanding of CSS you should get somebody with this knowledge to help you.

The main CSS file is located at **shared/css/main.css**.

Navigation styles are controlled with the file **shared/css/nav.css**.

If the page you require is located in an applets folder then the css will be contained within that folder structure and not in the shared folder. For example, the file viewer_volunteers.htm located at units\volunteers\recruit_solo\applets uses the CSS units\volunteers\recruit_solo\applets\styles\flash.css.

You can find out more about CSS at: http://www.htmlhelp.com/reference/css or http://www.w3schools.com/css/default.asp

Navigation

Navigation styles are controlled with the file **shared/css/nav.css**. The navigation layout is the same for each of the units with the exception of 'Assess safety risks' where the unit contains one task instead of two.

If you only require one or two of the units then they can be easily eliminated from the directory and cropped from the Flash movie within the events_alive\home.htm file.

File structure

The root folder has the following sub-folders:

- **events_alive** is the main product contents (which in turn includes **flash, shared** and **units** folders).

- **Library** and **Templates** which contains the templates and library items used in Dreamweaver.

- **source_files** contain all raw learning materials and flash .fla files for the four units.

Accessibility

The site is compliant with W3C Web Content Accessibility Guidelines (WCAG 1.0), Priority 1 Checkpoints as a minimum but a large amount of content also complies with Priority 2 and to some extent Priority3.

Each Flash interaction has a text version making the content available in an accessible form. To access the text version click the text version link. If you modify any of this Flash content, remember to modify the content in the text version as well. The text version names follow the name of the flash file. For example, if the Flash file is within a page called **viewer_volunteers.htm** then the text version would be found in **viewer_volunteers_text.htm**.

Text equivalents of rich elements

All content images used in this site include descriptive ALT attributes. Complex images include LONGDESC attributes or inline descriptions to explain the significance of each image to non-visual readers. Purely decorative graphics include null ALT attributes.

If you replace any image with another, it is important that you update the Alt tag or Longdesc tag appropriately. Similarly, text alternatives to Flash movies and transcripts for audio files are provided and must be replaced or altered to reflect the new content.

Links

Title attributes have been used on links to describe the link in greater detail. If the text of the link already fully describes the target (such as the headline of an article), then the title attribute may be skipped.

Links have been written so users with screen-readers can make sense of the links if they are out of context.

Technical support

Technical support is available from the Toolbox Help Desk, which is detailed at the end of this section. However before calling or emailing, please make sure that the answer you seek is not located elsewhere in this section, or available on the support pages at www.flexiblelearning.net.au/toolbox/support.

Installation on a web server

Copy the entire contents (except for `autorun.inf`, `autorun.exe` and the `source_files` directory) from the CD-ROM to the appropriate directory on your web server. If you are only copying selected units to your server or CD-ROM, you must make sure the entire `shared` folder is also copied.

There are no server side technologies utilised by this Toolbox, so no server configuration will be necessary.

Installing into a SCORM compliant LMS

If you wish to make content from this Toolbox available through your LMS, and your LMS is SCORM compliant, then you can install the relevant learning objects (LOs) by using the following process:

1. Browse to the Toolbox Repository at http://toolboxes.flexiblelearning.net.au/repository/index.htm.

2. Search on the name of this Toolbox, you will find a number of learning objects, each relating to a section of the Toolbox CD-ROM.

3. Download each object that you wish to place on your LMS. They will be delivered as IMS content packages, which look exactly like `.zip` files.

4. Follow your LMS's specific instructions for uploading these IMS content packages.

Be aware that not all LMS's are SCORM compliant. There are some that claim to be compliant while being unable to process IMS content packages. This would suggest that they probably aren't SCORM compliant.

Please refer issues with the uploading of content to your LMS administrator, not the Toolbox Help Desk. The administrator or LMS vendor will contact us if necessary.

Producing CD-ROMs for distribution

Whether producing one-off copies of CD-ROMs, or class sets, use the following procedure:

1. Start up your favourite CD-ROM burning software

2. Select the data option (don't simply copy the whole CD-ROM)

3. Drag and drop all files (except the `source_files` directory)

4. You may wish to delete the 'Teacher guide.doc' and 'Technical guide.doc' found in the folder 'events_alive\shared\guides'.

5. Burn

Before you burn yourself a class set, it might be wise to test that the first one works as expected.

Known issues

Also see Troubleshooting below.

The following are known technical issues that users may experience when using this Toolbox.

- IIS 6.0 will not serve content of unknown MIME type.
- Pages display strangely on IE 5.5 due to incompatibilities with its implementation of the CSS standard.
- Flash detection issues in WebCT (Version x.x)
- Lotus Notes based training environments don't allow pop-ups.
- Issues with pop-up blocking by Windows XP SP2, and others (i.e. Google).
- Browser printing (right hand edge of page may be cut off).

- Issues trying to use Dreamweaver templates inside FrontPage.

Troubleshooting

Keyboard access

Why can't I use the keyboard to tab to all form controls (checkbox, radio buttons, submit buttons etc) on Mac OSX?

By default, Mac OSX (before 10.3) has 'Turn on full Keyboard access' switched off in System Preferences. Turn this on and ensure 'For Windows and dialogs, highlight' is set to 'any control'. Access this via Apple - System Preferences - Hardware - Keyboard and Mouse - Keyboard Shortcuts.

If you are using Firefox:

Firefox 1.5 and below: If this still does not work, type 'about:config' into the browser address bar and change the 'accessibility:tabfocus' value from its default OSX setting of 1 - 'Text field form controls only' to 7 - 'All form controls and hyperlinks'.

Firefox 2: If this still does not work, type 'about:config' into the browser address bar and change the 'ui.key.contentAcess' value from its default OSX setting of 1 to 4.

If you are using Safari:

Check the version to determine whether it supports keyboard access.

Safari 1.x does not fully support keyboard access.

Safari 1.2 and above supports keyboard access.

Why can't I navigate by keyboard in Mac/Internet Explorer?

If you are using Mac/Internet Explorer and find the navigation does not expand or collapse with keyboard navigation you must either use a mouse to navigate or change browser. Also, use mouse clicks to close buttons, etc where you cannot tab out.

Why can't I navigate by keyboard into Flash content with Firefox or Safari?

This is a generic Flash bug that has not been fixed for Firefox (PC or Mac) or Safari. To overcome this issue you can either use the text version or use Internet Explorer.

Please note that keyboard navigation of entire content (including navigation and Flash content) is most successfully accomplished using Internet Explorer on PC.

Why can't I use the 'enter' key to activate the fast forward and rewind buttons on the Flash Video Player?

The standard use of the tab key can be used to access the fast forward and rewind buttons on the Flash Video Player control bar. Clicking on the 'enter' key will not activate these buttons, this is a known issue. However clicking the spacebar will activate the buttons once they are the selected item.

Why can't I navigate to the first link in a frame in Safari?

Safari implements their focus/tabbing in a different (and arguably incorrect) way. The only way around this is to use [Shift] + [Tab] to go back one link from the second.

Computer crashes

Why does my Mac OS 8.6 or 9.2 computer sometimes freeze or crash when using this site?

Your computer may have insufficent RAM to run many applications at one time. Try shutting down other applications and only opening one at a time (for instance do not have Acrobat Reader and Flash open at the same time).

Documents

Why do I have problems opening Word(.doc) documents or PDF files?

Browser and computer settings may be set to download and not open these files.

If you are having problems opening the Word (.doc) or PDF files, right-click the mouse (press CTRL and click on a Macintosh) and select 'save target as...' or 'save link as...' then choose a location to save the file.

If you do not have these options and still have problems, you may need to update your browser settings.

Changing your browser settings

The following instructions explain how to change the settings for Internet Explorer 5.2 on Mac OSX so that the browser will open a document (.doc) file in Microsoft Word.

1. Select 'Preferences' from the IE's Explorer menu

2. Select 'File Helpers' from the column on the left

3. Click on the word 'Extension' at the top to sort the settings by extension

4. Locate the '.doc' setting and double click it to open it

5. From the 'How to handle' pop-up menu, select 'Post-Process with Application'

6. Make sure that Microsoft Word is the selected application (if not, use the browse button located to the right to find and select it)

7. Click 'OK' to close the 'Edit File Helper' window

8. Click 'OK' to close 'Internet Explorer's Preferences' window

Flash

Why do I get a Macromedia Flash Player security warning?

In Macromedia Flash Player 8 and later, Flash Player security for local content restricts network communication for certain kinds of content that is stored on your local computer, unless you give permission. This security measure protects you from potentially harmful content that could be used to send sensitive information stored on your computer or local network to locations on the Internet. To find out more about this please go to: http://www.macromedia.com/cfusion/knowledgebase/index.cfm?id=4c093f20

Why won't a link to a document open when I click on it?

If you are using Windows XP with Service Pack 2 then you will need to [control] + click to open the document.

Video

On Mac OS/X, why does the video player just show the loading animation and not load the video that is to be played?

This is a known issue that is related to the Mac OS/X platform. On Mac OS/X on Safari, Firefox and Internet Explorer browsers the first time the video player is used the video player will only show the loading animation. Click on the browser refresh button and the video will load. All subsequent videos played through the video player will now load correctly for this user session.

On Mac why does the .wmv video file not play?

This is a known issue that is related to wmv (Windows Media File) files on the Mac platform. You may get the message 'The Specified stream type is not recognised'. On some browsers it may still play despite this warning. In any case, wherever there is a .wmv file there will also be a .mov (Quicktime) file which will work natively on a Mac.

Printing

Why do I only get one page when printing in Firefox?

Firefox does not provide the ability to only print the content frame, it will instead try to print the whole frameset (meaning the banner and navigation too). Right-click on the page you wish to print and choose 'This Frame' - 'Open Frame in New Tab' then print from that. Your whole page will now print correctly.

Why is there content missing from my printout?

Sometimes Flash content is not printed. If this happens you can right-click (or [Control][+] click in Mac) on the Flash content and choose Print from the submenu.

Powerpoint

How can I open the Powerpoint show as a slide show instead of in edit mode.

Click on the link to open the Powerpoint show, then press the F5 key to run the slide show.

PDF

Why does clicking links to PDF files in Internet Explorer cause Acrobat or Adobe Reader to start and then quit (AAR 7.0 on Windows)?

There is a bug in Adobe Acrobat Reader 7.0. Update to the Adobe Acrobat Reader 7.05 update or later at www.adobe.com/support/downloads

Downloading files

How do I download rather than open a file?

PC: Right click on the link and 'Save Target As' (Internet Explorer) or 'Save Link As' (Firefox), and from the dialogue box specify the location where the file is to be downloaded to.

Mac: [Option][+] click on the link saves to the desktop.

The Toolbox Help Desk

The Toolbox Help Desk is here to help you with installing Toolboxes and solving technical issues and a single help desk call is all that is needed. However, before contacting the help desk please assist us by following these steps:

- Check if your question has already been answered in the Frequently Asked Questions (FAQs) section of the Toolbox website at http://toolboxes.flexiblelearning.net.au/support/index.htm.

- Check the section relating to patches and fixes on the Toolbox website at http://toolboxes.flexiblelearning.net.au/support/patches.htm.

- If you don't find the assistance you need on these pages:
    Email: toolboxhelp@flexiblelearning.net.au
    Phone: 1300 736 710

- Please provide:
    o the Toolbox name and series number. **11_08 Events Alive**
    o your name, phone number and email address
    o the problem you need help with.

The Flexible Learning Toolbox Help Desk will contact you as soon as possible.

Toolbox contact details:
Flexible Learning Toolbox Help Desk
Phone: 1300 736 710
Email: toolboxhelp@flexiblelearning.net.au
Website: flexiblelearning.net.au/toolbox

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