

Chapter 5: FAQs

As with any system, users of the **Learning Management** module may encounter common challenges or require clarification on certain features. This chapter compiles frequently asked questions from learners and administrators to provide quick and practical solutions.

Topics covered include troubleshooting enrolment issues, understanding course completion requirements, managing user access, and interpreting learning analytics. Addressing these questions upfront ensures that users can navigate the module with confidence and resolve issues efficiently.

By providing clear answers to frequently asked questions, this chapter serves as a helpful resource for users at all levels, enhancing their overall experience with the **Learning Management** module.

- [FAQs for Administrators](#)
- [FAQs for Learners](#)

FAQs for Administrators

What is the purpose of the Learning Management module?

What is the purpose of the Learning Management module? The **Learning Management** module provides a centralised platform for managing organisational learning, training delivery, learner engagement, and academic development. It enables administrators to create structured learning journeys, assign learning content, track learner progress, and maintain training records for compliance and reporting purposes.

How do I activate the Learning Management module?

How do I activate the Learning Management module? Navigate to **Setup and Configuration**, then open **Ruleset Setup** and select the relevant ruleset. Open the **Products** tab, locate the **Learning Management** product card, and set its status to **Active**.

Why can users not see the Learning Portal?

Why can users not see the Learning Portal? There are several possible reasons why users cannot see the Learning Portal. - The Learning Management product may not be active. - The **Learning Portal** system menu item may be disabled. - The user may not have the required permissions. Check each of these configuration settings before troubleshooting further.

What permissions does a Learning Administrator need?

What permissions does a Learning Administrator need? A Learning Administrator requires permissions to manage learning content, pathways, assessments, learner records, and reporting. Typical permissions include access to: - Learning Management administration - Import from Excel - Training Intervention Library - People group management - Reporting tools

What is a learning pathway?

What is a learning pathway? A learning pathway is a structured sequence of learning activities designed to guide learners through content in a logical order. Pathways may include eLearning modules, documents, videos, assignments, assessments, workshops, acknowledgements, and certification milestones.

What types of content can be added to a pathway?

What types of content can be added to a pathway? Pathways can include a wide variety of learning activities, such as: - SCORM or xAPI content - Documents and guides - Videos - Online assessments - Practical assessments - Assignments - Workshops - Feedback steps - Certification points

What is SCORM content?

What is SCORM content? **SCORM** is a standard format used for interactive eLearning content. SCORM packages allow the system to track learner progress, completion status, scores, time spent, and assessment attempts automatically.

Why can I not import assessments from Excel?

Why can I not import assessments from Excel? The most common reason is that the **Import from Excel** permission has not been enabled for your user profile. This permission must be assigned under **Additional Roles** within **People Management**.

What are training interventions?

What are training interventions? Training interventions are records used to track learning activities and learner progress. Each course, assessment, workshop, or learning activity can be linked to a training intervention to create an auditable learner record.

Why do I need access to the Training Intervention Library?

Why do I need access to the Training Intervention Library? Access to the **Training Intervention Library** allows administrators to create, manage, and link training interventions to pathways. This is essential for learner tracking, compliance reporting, and maintaining

accurate training records.

What are people groups?

****What are people groups?*** People groups are custom groups of users used to manage learning access and assignments. Examples include departments, grades, classes, teams, or organisational units.

Why should I use people groups?

****Why should I use people groups?*** People groups make bulk assignment easier and reduce administrative effort. Instead of assigning a pathway to learners individually, administrators can assign it to an entire group at once.

What are target audiences?

****What are target audiences?*** Target audiences determine which learners can access specific pathways, programmes, or academic content. Target audiences can be based on employees, departments, grades, classes, organisational nodes, or people groups.

Why can learners not access assigned content?

****Why can learners not access assigned content?*** There are several possible reasons: - The pathway may not be published - The learner may not belong to the correct target audience - The people group may not have synchronised yet - The learner's permissions may be restricted

How long do people groups take to synchronise?

****How long do people groups take to synchronise?*** People groups may take between ****10 minutes and 12 hours**** to synchronise. The duration depends on the number of users and the volume of changes waiting to be processed.

Can I manually synchronise people groups?

****Can I manually synchronise people groups?*** Yes. Administrators can manually synchronise people groups through ****Ruleset Setup*** under the ****Integrations*** tab. You can synchronise either all data or only recent changes.

What is the difference between Request All Data and Request Recent Changes?

****What is the difference between Request All Data and Request Recent Changes?***
****Request All Data*** synchronises all people group data from scratch. This is resource-intensive and may affect system performance. ****Request Recent Changes*** synchronises only recent updates, making it faster and more efficient for everyday use.

Where can I monitor synchronisation progress?

****Where can I monitor synchronisation progress?*** Synchronisation progress can be monitored in the ****System Inbox*** under ****Imports***. Statuses include: - ****Staged*** - ****Started*** - ****Completed*** - ****Completed with Errors*** - ****Failed***

What should I do if a synchronisation fails?

****What should I do if a synchronisation fails?*** If a synchronisation fails, open the failed import in the ****System Inbox*** and export the error report. Review the Excel error breakdown, correct the issues, and retry the synchronisation.

What master data should be configured for Online School?

****What master data should be configured for Online School?*** Administrators typically need to configure: - Cycles - Grades - Years - Class periods - Comment categories - Academic report comments These structures support academic reporting and learner management.

What are cycles?

****What are cycles?*** Cycles represent reporting or academic periods. Examples include ****Term 1***, ****Semester 1***, or ****Quarter 3***. They help organise academic reporting and performance tracking.

What are class periods?

****What are class periods?*** Class periods define scheduled teaching blocks within the timetable. For example, ****Period 1*** may run from ****08:00 to 08:45***, while ****Period 2*** runs from ****08:50 to 09:35***.

How do academic report comments work?

****How do academic report comments work?*** Academic report comments are reusable comments stored in master data for report generation. Each comment includes a category, comment type, and multilingual text. An ellipsis (****...***) can be used as a placeholder for the learner's name.

What reports are available in the module?

****What reports are available in the module?*** The module provides access to various reports for monitoring learner progress and compliance. These include: - Learner progress reports - Assessment reports - Attendance registers - Certification reports - Compliance reports - Academic performance reports

What is rollback functionality?

****What is rollback functionality?*** Rollback functionality allows administrators to move a learner back to a previous step in a pathway. This is useful when learners need to repeat training, retake assessments, or complete missed requirements.

What is the primary responsibility of a Learning Administrator?

****What is the primary responsibility of a Learning Administrator?*** A Learning Administrator is responsible for managing the overall learning environment. This includes creating content, configuring pathways, managing learner access, monitoring progress, maintaining records, and ensuring learning processes remain compliant and effective.

FAQs for Learners

What is the Learning Portal?

What is the Learning Portal? The **Learning Portal** is your main learning dashboard within the system. It is where you access all learning content, academic subjects, training programmes, and assigned activities. Using the portal, you can browse learning content, open assigned pathways, complete assessments, view certifications, and track your progress.

How do I access my learning content?

How do I access my learning content? Log in to the system and open the **Learning Portal** from the system menu. From there, you can search for content, open available pathways, access assigned courses, view academic subjects, and resume incomplete learning activities.

What is a learning pathway?

What is a learning pathway? A learning pathway is a structured learning journey made up of different activities arranged in a specific sequence. A pathway may include eLearning modules, documents, videos, assignments, assessments, workshops, practical evaluations, and certification steps.

Why can I not see a pathway I was assigned?

Why can I not see a pathway I was assigned? There are several possible reasons: - You were not added to the correct target audience - The pathway has not been published - Your people group has not synchronised yet - Your access permissions may be restricted If the issue continues, contact your Learning Administrator.

Can I search for courses myself?

****Can I search for courses myself?*** Yes. The Learning Portal allows you to search for learning programmes, courses, pathways, academic content, and training resources. Some content may only be visible if it has been specifically assigned to you.

What types of learning activities can I complete?

****What types of learning activities can I complete?*** Depending on your programme, you may complete activities such as: - SCORM eLearning modules - Reading documents - Watching videos - Online assessments - Practical assessments - Assignments - Workshops or live sessions - Policy acknowledgements - Feedback forms

What is SCORM content?

****What is SCORM content?*** SCORM content is interactive digital learning material. It often includes slides, animations, audio, video, interactive quizzes, and simulations. Unlike static documents, SCORM content tracks your progress automatically.

Does the system save my progress automatically?

****Does the system save my progress automatically?*** Yes, in most cases. The system typically saves your last accessed step, completion progress, assessment attempts, scores, and certifications earned.

Can I continue a course later?

****Can I continue a course later?*** Yes. The system supports self-paced learning, allowing you to pause and continue later from where you left off. This makes learning flexible around your schedule.

Can I access learning on different devices?

****Can I access learning on different devices?*** Yes. Depending on your organisation's setup, you may access the system using: - Desktop computers - Laptops - Tablets - Mobile devices Your progress remains linked to your learner profile.

What happens when I complete an activity?

****What happens when I complete an activity?*** Once completed, the system may automatically: - Mark the activity as complete - Unlock the next step - Update pathway progress - Record assessment results - Award certification points Some activities may require educator or administrator approval.

How do assessments work?

****How do assessments work?*** Assessments are used to test your knowledge or skills. They may include multiple choice questions, true/false questions, matching questions, written responses, or practical evaluations.

How many times can I attempt an assessment?

****How many times can I attempt an assessment?*** That depends on administrator settings. Some assessments allow unlimited attempts, while others may allow only one or a limited number of attempts.

Can I redo a failed assessment?

****Can I redo a failed assessment?*** Possibly. Whether you can retry depends on the assessment rules, pathway settings, and administrator permissions. If retries are not allowed, contact your educator or administrator.

How do I know if I passed an assessment?

****How do I know if I passed an assessment?*** After submission, you may see: - Your score - Pass/fail result - Correct answers (if enabled) - Feedback comments Some results are immediate, while manually graded assessments may take longer.

Can I submit assignments through the system?

****Can I submit assignments through the system?*** Yes. If assignments are enabled, you may be required to upload documents, submit written responses, attach project files, or complete coursework. Always ensure you submit before the deadline.

What happens if I miss a deadline?

****What happens if I miss a deadline?*** Missing a deadline may result in: - Locked submissions - Incomplete pathway progress - Failed activity status - Delayed certification Some administrators may reopen activities for late submissions.

Can I download study materials?

****Can I download study materials?*** Yes. Many pathways include downloadable resources such as PDFs, guides, worksheets, notes, and reference documents to support your learning.

Can I attend live workshops or classes?

****Can I attend live workshops or classes?*** Yes, if your pathway includes scheduled events. These may include workshops, virtual classes, facilitated training, or academic lessons. Attendance may be tracked as part of your learner record.

Can I interact with teachers or facilitators?

****Can I interact with teachers or facilitators?*** Yes. Depending on the learning environment, you may receive feedback, ask questions, submit coursework, participate in classes, and engage in learning activities with facilitators.

How do I track my progress?

****How do I track my progress?*** The Learning Portal allows you to monitor: - Completed activities - Outstanding activities - Pathway progress - Assessment results - Attendance - Certifications earned This helps you stay on track with your learning journey.

What does “Not Completed” mean?

****What does “Not Completed” mean?*** “Not Completed” usually means one of the following: - You have not started the activity - You started but did not finish - Required steps are incomplete - An assessment was not passed - Submission is awaiting review Open the activity to check what is still outstanding.

What are certifications?

****What are certifications?*** Certifications are records showing that you successfully completed specific training or learning requirements. They may represent course completion, compliance training, skills certification, or academic achievement.

Where can I see my certificates?

****Where can I see my certificates?*** You can usually view certificates and training history in the ****Learning Portal****. This section shows completed courses, certifications earned, and completion dates.

Can I view my training history?

****Can I view my training history?*** Yes. Your training history includes completed learning activities, assessment results, workshops attended, certifications, and historical progress records.

What if my progress is not updating?

****What if my progress is not updating?*** Possible causes include: - Activity was not fully completed - Internet connection interruption - SCORM content was not closed properly - System synchronisation delay - Temporary system issue Try refreshing the page or logging in again. If the issue continues, contact support.

Why is an activity locked?

****Why is an activity locked?*** Activities may be locked because: - A prerequisite step is incomplete - The pathway is sequential - You failed a required assessment - Access dates have not started yet Complete earlier steps first to unlock later activities.

Can I take private class notes?

****Can I take private class notes?*** Yes, in the ****Online School**** environment. You may keep private notes for lessons, revision, study reminders, and personal observations to help with academic organisation.

Can I view my marks and report cards?

****Can I view my marks and report cards?*** Yes, if you are part of the ****Online School**** environment. You may be able to view marksheets, assessment marks, academic progress, report cards, and teacher comments.

Can I view my attendance?

****Can I view my attendance?*** Yes. If attendance tracking is enabled, you can view attendance records for classes, workshops, training events, and academic sessions.

What if I need help?

****What if I need help?*** If you experience issues such as missing content, locked pathways, assessment problems, incorrect progress, or login issues, contact one of the following: - Learning Administrator - Educator - Facilitator - System support team They can help resolve both technical and learning-related issues.

What is my role as a learner?

****What is my role as a learner?*** Your role is to actively participate in your learning journey. This includes completing assigned activities, meeting deadlines, participating in assessments, engaging with facilitators, and tracking your own progress. The system is designed to support self-directed learning, but your success depends on active participation.