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.

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