WorldLearn

learning management

The next generation in learning technology

WorldLearn® 2 is a powerful Internet based Learner Management System (LMS) and Learning Content Management System (LCMS) that can be configured to suit your company's individual needs and branding. The system is designed to support a comprehensive library of high-quality courses from a variety of top providers but also allows clients to author and upload their own programs. It can manage all your training records in one place, regardless of how the training was delivered.

Forget having to switch systems when your company grows or there are new technological advancements. WorldLearn® 2 is scalable, flexible, modular and easily compatible with other technology, making it future-proof. The feature-rich system and integrated courseware will help you achieve valuable and measurable business and learning outcomes.

- ✓ Fully customisable and flexible to meet your specific requirements

- ✓ Integrates with existing HR information systems

- ✓ Web-based platform offers 24-hour access at any business site or on-the-go

- ✓ A single unified repository for all learning and compliance requirements

- ✓ Content developer neutrality means you can take advantage of the best technology and prices

- ✓ Tailored for your corporate branding and terminology

- ✓ Fully hosted system

- ✓ Offsite disaster recovery site

a system that is truly Learner-centered

Results focus

The focus of WorldLearn® 2 is on learning outcomes. The system offers improved results from eLearning and provides ready access to a wide range of courses directly linked to improving business performance. The inbuilt technology avoids expensive up-front investments, making it a worthwhile ROI for enterprises of all sizes.

Quality assurance

With WorldLearn® 2 training effectiveness can be both monitored and measured through the evaluation cycle at the course level and the instructor level. This evaluation cycle includes assessments, post-training evaluation and reporting, all of which provide insight into the level of knowledge transference and thus the ultimate impact on your business.

Succession planning

WorldLearn® 2 assists with succession planning through organisational strategic direction being translated into required competencies. High potential staff can be developed for promotional readiness, thus retaining key individuals and preserving organisational knowledge.

Focus on results is demonstrated through the inbuilt capability to:

Improve performance against process and quality standards

Establish compliance training to meet regulatory requirements and enhance customer confidence

Support certification programs

Underpin competency and skill-based development initiatives

Assist in achieving 'green' targets through reduction in travel and printing

Extend your reach to client and the community.

Learning Management System

As a core business system, WorldLearn® 2 provides a central point for monitoring, managing and reporting on all training activity. From delivery of online courses to the management of instructor-led training, WorldLearn® 2 allows organisations to manage all aspects of learning, as listed at left.

WorldLearn® 2 incorporates extensive reporting features. Real-time reports of training activities and outcomes are available with comparison against training requirements. The administrative load on the training team is reduced through the self-service functions, leaving them to concentrate on their core duties of ensuring up-to-date knowledge exists across the organisation.

Content authoring

WorldLearn® 2 includes a proprietary built-in content development tool that can be used to develop interactive e-content from within the system. We offer full consultation to support clients who build their own content.

However, the WorldLearn team has been working in the arena of online learning for over ten years and our experience is that most organisations want to have the flexibility of using a professional course developer of choice in order to gain from the latest course design technologies and competitive pricing. For this reason WorldLearn® 2 is designed to be content developer neutral. Any course which is developed according to the AICC or SCORM frameworks can be managed within WorldLearn® 2. We work closely with developers and off-the-shelf courseware providers to provide our clients with a best practice outcome.

In order to provide our clients with additional course development tools, we have also selected Lektora and Captivate as two easy-to-use course development tools which are tested to be fully compatible with WorldLearn® 2 with a single click-to-upload function.

manage everything... all in one place

LMS Functions

Course catalogue

The central course catalogue presents a user with a choice of Offering Types. Course offering types other than Online can consist of multiple classes each with one or more sessions. The course structure within WorldLearn® 2 provides the administrator with a very flexible method of presenting learning materials as well as collating the results from these training events.

User Role management

User access to the system is controlled and secure, based on role permissions. Standard User Roles include Learners and Tutors, Line Managers, Curriculum Managers and Training Domain Managers, as well as System Administrators. Multiple roles may be assigned under a single user login.

Self-nomination and registration for courses

WorldLearn® 2 provides a rich learner experience which includes an ability to browse the course catalogue, check pre-requisites, select and nominate for web-based or instructor-led courses, and to collaborate with fellow students. Whether or not self-nomination requires management approval is configurable by course.

Learning Pathways

WorldLearn® 2 provides a number of learning pathways ranging from organisationally driven pathways such as Compliance and Performance to personally driven pathways such as Career and Development.

Learning Pathway administrators are able to define organisationally driven pathways and to define the criteria for the automatic allocation of these to users. Employees are able to view all Learning Pathways and are able to easily amend their personally driven learning pathways. The system automatically notifies users to impending expiry of compulsory courses.

Each of the Learning Pathways has inherent business rules for registering into a course and subsequently displaying the result in the context of the user's individual pathways. This provides a powerful tool for managing the various aspects of learning within the organisation.

Continuing Professional Development Management

WorldLearn® 2 enables management of annual Continuing Professional Development requirements. CPD Managers are able to set the relevant period, events and requirements in hours or points. Users are able to select events to submit for authorisation and view their CPD status.

Evaluation Management

Evaluation Management is designed to support learning effectiveness in the organisation. It provides the first three levels of trackable evaluation based on Kirkpatrick's model. The Evaluation Management function allows the user to provide feedback on their experience of the class, enables assessment of what the user has learnt in the training event and allows the manager to evaluate the behavioural changes that have taken place at the workplace.

Case Management

Case Management provides a mechanism to collate and manage reported issues through a helpdesk, with cases bing assigned to appropriate staff. Automated notifications keep all involved staff up to date with case progress.

Notification Management

The system sends automatic messages to users at specified trigger points. These notifications can be managed by Administrators or by the system itself, depending on the scenario. Client Administrators and Event Coordinators are able to switch notifications on and off and to specify whether the notification should be CCd to a Manager or not.

Reporting

View reports as:

Dashboard display

Drill down reporting

Statistical evaluation

Data extract

WorldLearn® 2 provides a range of standard reports in support of the functional components. WorldLearn understands that reporting requirements are often unique to the organisation and as such we will configure reports to your requirements and even develop new reports specifically targeting your key spending or impact areas.

Assessment Builder

Assessments can be:

Randomised or static

Incorporated into content

Used as stand-alone items

Tagged as pre-, practice or final assessments

WorldLearn® 2 also includes a powerful Question & Test application which is an intuitive, easy-to-use, tool that allows organisations to create their own assessments from a bank of question sets related to their industry needs.

As with all WorldLearn® products, Question & Test follows IMS guidelines, which allows for integration with other, compliant, assessments and courseware.

one-click
reporting –
how's that
for smart?

- ✓ One or multiple questions per page
- ✓ Multiple choice, true/false or text
- ✓ Preview mode allows creator to test prior to activation
- ✓ Instant feedback is available
- ✓ Question item bank limited to specified types of assessments
- ✓ Each question is associated with its set of correct answers, possible answers, explanations and feedback
- ✓ Tracks progress

Event, Room and Facilitator Schedule Management

WorldLearn® 2 provides a fully integrated system to manage events, locations and facilitator schedules. The system automatically notifies relevant users at specified trigger points such as announcements of upcoming classes or a change in schedule. At left is an overview of the available functions for each user type.

Event Managers

Enable expressions of interest

Set class sizes

Register users

Move users between classes

Email groups or individuals from a participant list

Associate a facilitator with a specific class

Identify training room

Organise catering

Track standby, no shows, withdrawals and cancellations

Training Room Administrators

Define room location and configuration

Set maximum participants per configuration

Define standard equipment included with the room

Block out periods of time

Training Room Users

Request rooms

Request additional equipment

Request catering and other services

Facilitator Schedule Management Administrators

View class schedule

View facilitator accreditation, level and availability

Assign a facilitator to a class

Facilitators

Block out time for preparation, professional development, annual leave and more

Synchronise with Outlook calendar

making it easy to work together

Learning Community

Social interaction, either face-to-face or virtual, helps to create a more supportive and successful learner environment. Research shows that the effectiveness of web-based learning is greatly enhanced once a learner community is established. WorldLearn® 2 provides the tools to create the requisite interactive community.

We know that collaboration is an integral part of learning, so WorldLearn® 2 provides a number of ways to share information (see box). Learners can therefore discuss assignments, workshop solutions to learning problems or just chat about their learning experience.

Mobile Learning

Research on mLearning to date has focused on the use of mobile and handheld computers such as the Palm devices. The 2010 introduction of tablet computers provides new opportunities for research on emergent mLearning technology and pedagogy. WorldLearn® 2 has embraced these opportunities and provides you with the tools to enhance the learning experience of your staff through mobile learning.

eCommerce

The eCommerce capabilities within WorldLearn® 2 allow organisations to offer clients, partners or distributors the ability to purchase training related activities within the learning management system. The eCommerce payment gateway can be configured and branded to your requirements.

- ✓ Learning community
- ✓ Discussion boards
- ✓ Peer-to-peer collaboration
- ✓ eMessaging
- ✓ Wikis
- ✓ Mobile learning

Client Services

WorldLearn knows from experience that an integrated set of support systems is required to ensure that eLearning achieves its potential at start-up and in the longer-term operational phase. These support systems are part of our standard WorldLearn service.

Documentation

WorldLearn® 2 incorporates online help, built to meet the requirements of the variety of user roles. Administrator user manuals and documentation, including process flow diagrams and test scripts can be provided.

Training and Induction

Training and Induction is provided to client System Administrators and Training Administrators based on a 'train the trainer' approach. Online, telephonic, and if required, face-to-face training is provided.

Support Services

Support services are a fundamental component of our service delivery. We provide support in the following areas:

End User Support

As a key service, we provide support for end users in the following areas:

Technical access issues: A number of the target user groups will have no experience in connecting to the Internet, so clear processes for ensuring that new users can access the system through corporate Intranets or through own Internet Service Provider are provided.

Help Desk: A 24/7 help desk is available to support users throughout the learning, management and administration process.

User support systems: A comprehensive set of help screens and administrative instructions is provided to support the various user roles.

Learning Support

Users who are new to online learning methodologies require learning support. This is supplied through online resources relevant to such topics as:

- How to use the Internet.
- How to contribute to online discussions.

Motivation and support for embracing online learning is enhanced through appropriately timed messages. These are triggered by system events (such as first login), built into courseware or initiated by a tutor or manager.

System Support

System Administrator: WorldLearn Customer Services is responsible for high-level management of user accounts.

Web Server Manager: A WorldLearn employee is responsible for ensuring that the web server is available, secure, and functioning at an optimum level.

Database Administrator: A WorldLearn employee is responsible for the security, integrity, performance and reliability of the various tables, relationships and stored procedures that constitute the application database.

we'll be there every step of the way

Technical Services

Hosting

As a full application service provider, WorldLearn supplies hosting services to a wide range of clients. Our experience in establishing Internet services and managing the entire process is one of our major strengths. WorldLearn® 2 is fully hosted by WorldLearn.

Availability

The aim to provide quality learning experiences irrespective of learner location is at the heart of WorldLearn® 2. This model ensures seamless 24-hour delivery to all users. Client staff will be enabled to access courseware from the office, from home PCs and from any Internet enabled location.

Scalability

We have many years experience in designing, implementing and managing the hosting and delivery of WorldLearn® 2 for all types of companies. Our reputation for having the capacity to deal with large-scale, enterprise-wide solutions stands unchallenged.
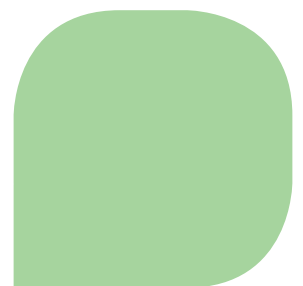
Security

Security is a critical issue that WorldLearn understands. We are committed to standards of practice that offer high levels of security. An exhaustive security audit has examined all our systems and processes against best practices and were found to exceed the security benchmarks in all cases.

We take all necessary steps to protect the integrity of clients' intellectually valuable and commercially sensitive information. WorldLearn provides a secure environment with full authentication and controlled access for registered users. We recognise that different user types require different levels of access to information, so WorldLearn® 2 allows these to be defined accordingly.

Architecture

The WorldLearn® 2 System Platform has been developed using the Microsoft technology platform for the Internet, comprising Microsoft Win2008 servers, IIS and SQL Server 2008 utilising ASP components.

peace of mind is all part of the package

For a demonstration or more
information about WorldLearn® 2

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