WorldLearn

WorldLearn 2 Overview

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Introduction

WorldLearn® 2 is a feature-rich, Internet-Based, Learner Management System (LMS) and Learning Content Management System (LCMS) that can be configured and client-branded. It is designed to support a wide-ranging library of high-quality courses from a variety of top providers and allows clients to author and upload their own programs. The system is capable of managing all training records, regardless of how the training is delivered.

The focus is on learning outcomes. The technology has been absorbed into the system avoiding expensive up front investments that are only justifiable in terms of ROI for large organisations. This is the next generation in eLearning systems.

WorldLearn® 2 is a highly scalable eLearning management system, the architecture is modular, built on sound design principles, and integrates easily with other multimedia technologies. The high standard of the Learner Management System, Learning Content Management System and the courseware integrated into it, ensures sound and measurable business and learning outcomes for our clients.

Vision

The vision for the WorldLearn® 2 system is to offer enterprises of all sizes increased access and outcomes from eLearning at affordable costs and to provide clients with ready access to a wide-range of courses directly linked to improving business performance.

Highlights

WorldLearn® 2 is a sophisticated Learner Management and Learning Content Management System. It has a myriad of features to help your organisation in enhancing your employee skills:

Content: The Course Catalogue

The course catalogue is the central repository for all courses. Courses can be:

- Online courses authored by the client using a variety of authoring tools,
- Courses from off-the-shelf content vendors, or
- Courses authored by third party developers.

WorldLearn® 2 also caters to non online course delivery such as:

- Client Facilitated,
- Externally Facilitated,
- Self Paced, and
- Blended training events.

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

Content Authoring and Publishing

WorldLearn® 2 includes a proprietary 'built-in' content development tool which can be used to develop interactive e-content from within the system. However, the WorldLearn® 2 team has been working in the

arena of online learning for over 10 years and our experience to date 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.

WorldLearn® 2 has a built-in content management function which provides all courseware developers with tools to load and manage courses within WorldLearn® 2. WorldLearn® 2 offers full consultation to support clients who build their own content.

Learning Community

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. These include:

- Discussion boards,
- Collaboration,
- Mobile learning
- Wikis,
- eMessaging between Learners and Learners and Tutors; one-to-one and one-to-many sessions that may be tutor-monitored; and
- Document sharing.

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 Managers/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 self-nomination requires management approval or not is configurable by course.

Event Management

WorldLearn® 2 Event Management has been designed to manage the life cycle of Facilitated training events. To this end Event Managers are able to manage all facets of an event from enabling Expressions of Interest, Registration and Standby to managing registrations to completion. The function allows the Event Manager to set minimum and maximum numbers per class; to register users onto a class; to move users from a class to another class; to email learners in bulk or as individuals from a list of participants; to associate specific facilitators with a class; to identify room and location as well as catering and other course related artefacts; and to manage standby, no shows, withdrawals and cancellations. The Event management function is in addition integrated with Training Room bookings and Facilitator scheduling.

Training Room Management

The Training Room Management function enables management of identified training rooms within the organisation. Training Room administrators are able to define the room location, room configuration, maximum participants per configuration, standard equipment included within the room and block out periods amongst others. Users within the system are able to easily request rooms, any additional

equipment required and to request a range of services including catering as part of the booking process. The system automatically notifies users at specified trigger points with regard to the status of their booking. The Training room booking process is integrated with the Event Management module.

Facilitator Schedule Management

The Facilitator Schedule Management function is a powerful tool which enables scheduling and management of both internal and external facilitators for scheduled classes. Facilitator Schedule Management administrators are able to view a calendar of scheduled classes, view Facilitator accreditation, level of mastery and availability and to assign appropriate Facilitators to a course class. The facilitator is able to block out time for preparation of training events, leave, professional development and conferences amongst others. The Facilitator is also able to push an update of their Outlook calendar for a scheduled event. The system automatically notifies users at specified trigger points with regard to upcoming or altered scheduled classes.

Learning Pathways Management

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 pathways. Each Learning Pathway is designed to assist a user in navigating the sometimes complex requirements for maintaining professional and continuing job development. All Learning Pathways have their own reporting dashboard which highlights key upcoming training events. 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 at specified trigger points with regard to pending expiry of compulsory courses.

Continuing Professional Development (CPD) Management

CPD Management enables management of periodic (annual) Continuing Professional Development (CPD) requirements. CPD Managers are able to set the CPD period, CPD events and the CPD requirements in hours or points. Users are able to register Continuing Professional Development events and to submit these to an authorising body (manager or other identified authoriser). The user can at all time see their CPD status regardless of whether it is based on points or hours.

Evaluation Management

Evaluation Management is designed to support learning effectiveness in the organisation. It provides the first three level of 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. All these evaluations are tracked.

Case Management

WorldLearn® 2 Case Management provides a mechanism to collate and manage reported issues through a Service/Help Desk. Cases are assigned to appropriate staff. Automated notifications keep all involved staff up to date as to latest action or resolution.

Notification Management

Notification Management workflow within WorldLearn® 2 is managed on a number of levels: some are managed by the system, some by a systems administrator, others by a client administrator and some by Event Coordinators. 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. The system automatically notifies users at specified trigger points.

Reporting

WorldLearn® 2 provides a range of standard reports in support of the functional components. These reports are provided as a dashboard display, as drill down reporting, statistical evaluation and as data extracts. WorldLearn understand 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 spend or impact areas.

Assessment Builder

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. Assessments can be:

- Randomised or static,
- Incorporated into content, or
- Used as stand-alone items,
- Tagged as pre-, practice or final assessments.

The question item bank is able to limit questions to specific types of assessments. Assessment rendering is flexible and may present one or multiple questions per page. Instant feedback is available. Preview mode allows the assessment builder to simulate the live running of an assessment, and to test and prove the validity of it before activating the assessment.

Questions may vary from multiple-choice to true/false to text answers. Each question in the item bank is associated to its set of correct answers, possible answers, explanations, and feedback.

The scoring and result engines ensure that the progress tracking is enabled.

As with all WorldLearn® 2 products, Question & Test follows IMS guidelines, which allows for integration with other, compliant, assessments and courseware.

Web 2.0 enabled

WorldLearn® 2 supports Web 2.0 web parts.

Structures

Catalogue / Courses Structure

A fundamental requirement within WorldLearn® 2 is to permit clients to load information about their training products and allow administrators to include information needed to search for products and for Learners to register into training events.

In WorldLearn® 2 the following product structure applies:

Catalogue

Catalogues can be seen as a collection of individual products that have similar characteristics. For example, IT Training Courses might belong to one catalogue and Personal Development training to another. Alternatively catalogues may apply to different countries or regions.

Course

A course is a statement of a set of learning outcomes. A set of meta-data is usually stored against a course record in order to indicate the ownership, intended target audience, learning difficulty and prerequisites for the course.

Offering

An offering is one structured set of learning activities (one activity tree) designed to deliver the course objectives. There may be more than one alternative offering for a course but it is sufficient to complete one offering in order to record a successful completion on the course.

Scheduled Offering / Class

Once an offering is scheduled with dates, times, locations, instructors and other resources it becomes a scheduled offering which is particularly relevant to training events. Scheduled offerings may be called classes. The learning activities in a scheduled offering will be populated with relevant scheduling details where appropriate.

Session

A Scheduled Offering or Class may consist of one or more sessions. A scheduled Offering or Class is the smallest continuous piece of a learning event. A Session could therefore be a workshop, a facilitated session, a webinar, an on-the job evaluation or similar, all of which constitute the Class training event.
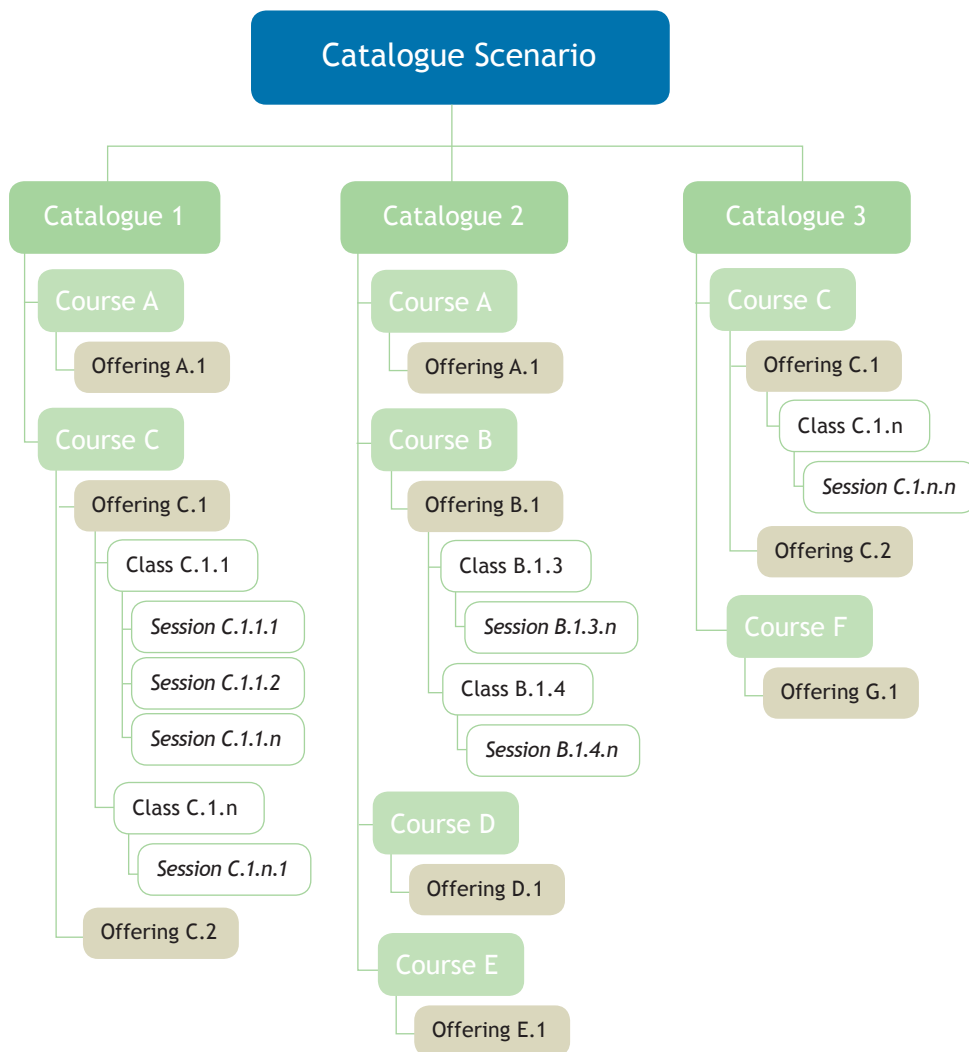
Management Groups

Management groups allow clients to segment employees into company departments, cost centres or other groupings as appropriate. The label for the management group can be set to suit the grouping / structure of each individual client.

The HR integration upload functionality enables automatic uploading of management groups and their managers and members. Assigning Employees membership to management groups and assigning of managers to management groups can also be performed manually. The manager of the management group is deemed to be the Line Manager of all the people in the group and has the ability to carry out the role of Line Manager within the system.

The system can be configured to support the recording of an employee's manager directly from the HR data and not use the Management Group feature.

Underlying Structure

The diagram below shows the generic structure supported by WorldLearn® 2 which may be adapted to describe a variety of different company organisational arrangements.

Figure 1: Generic organisation structure

These structures are reflected in a number of ways in the system including display of course catalogues, course registration approval processes, training plans and reporting.

Report Groups

The system allows clients to associate employees and/or channel partners to up to three report groups. The client may label each of the groups as required. System reports sort and group information by these three report groups where appropriate.

This allows flexibility for clients and enables them to incorporate company information for example departments, cost centres, business units etc.
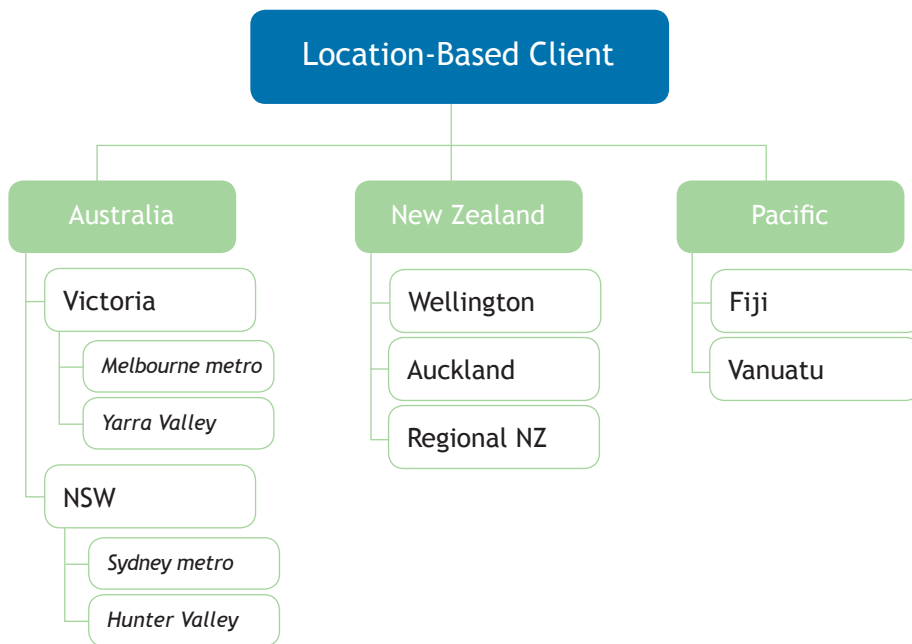
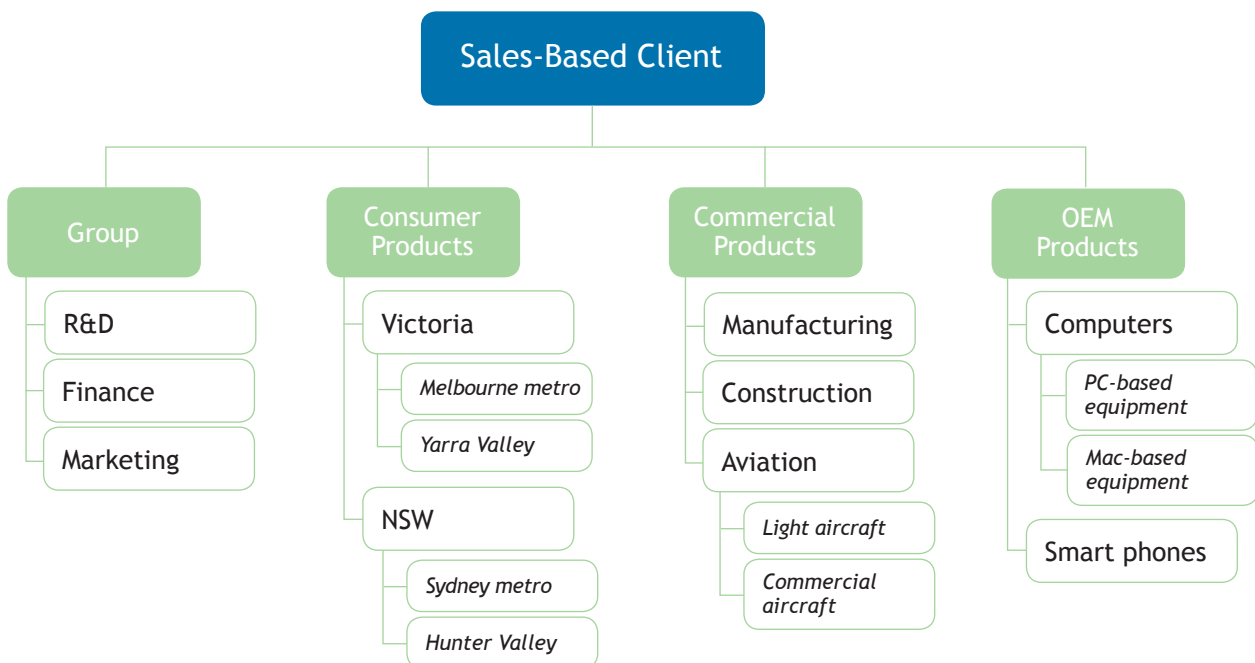

Figure 2: Location-based organisation structure

Figure 3: Sales-based organisation structure

Client Services

WorldLearn Pty Ltd knows from experience in implementing WorldLearn® 2 that an integrated set of support systems are 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® 2 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

End user support is a key service delivery. 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: To support the various user roles available in the system a comprehensive set of online help screens and administrative instructions is provided.

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 (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 is reliably 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.

Technical Services

Hosting

As a full application service provider, WorldLearn Pty Ltd 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 to learners irrespective of their location is at the heart of WorldLearn® 2, and of the development strategy that underpins the technologies we deliver. This model ensures seamless 24-hour delivery to the widest range of users. Client staff will be enabled to access courseware from their desks at the office, from home PCs and from any Internet enabled location.

Scalability

WorldLearn has many years experience in designing, managing and implementing the hosting and delivery strategies for online WorldLearn for large 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 Pty Ltd understands. We are committed to standards of practice that offer high levels of security. An exhaustive security audit examined all our physical and logistical processes against best practices. WorldLearn systems and processes exceeded all security benchmarks used in the audit process.

In all cases, WorldLearn provides a secure environment with full authentication and controlled access path for registered users. We take all necessary steps to protect the integrity of client's intellectually valuable, and commercially sensitive, information. In this process we recognise that different user types require different levels of access to a range of information. Our WorldLearn® 2 product allows these to be defined and managed 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.

User Experience

Employee Experience

WorldLearn® 2 is designed to be an intuitive and easy to use learning management system that supports the employees in your organisation in furthering their knowledge and skills.

Sign-on

The first time a user logs in to the system he or she signs on using a user ID (such as their salary number) and chooses a personal password. A 'forgotten password' feature is provided. Single sign on can be enabled by client request. As a web-based Learning Management System WorldLearn® 2 is accessible to users 24 hours a day.

Home

On the learner's (employee) home page a graphical interface provides the learner with a dashboard of information ranging from courses last visited, news items to compliance metrics. The home page can be configured to client requirements to include functions such as course search, custom links and views amongst others.

Learning Pathways

WorldLearn® 2 provides a number of Learning Pathways ranging from organisationally driven pathways such as Compliance, Performance and Development, to learner defined pathways such as Personal and Career development.

Each of the Learning Pathways has inherent business rules for registering onto a course offering and subsequent displaying the result in the context of their Compliance, Performance, Development and Caterer pathways. This provides a powerful tool for managing the various aspects of learning within the organisation.

Collaborating

Collaboration is an integral part of learning. As such WorldLearn® 2 provides a number of ways to share information including Discussions boards, Wikis, Instructor-led collaboration as well as peer-to-peer communication within a virtual class. Learners can therefore discuss assignments, workshop solutions to learning problems or just chat about their learning experience.

Manager Experience

Managers are linked to a number of employees through a pointer in the employee record. The manager is able to view all learning records relating to employees that he or she manages. In addition, a manager is able to manage many of the aspects of his/her direct reports learning such as whether a course enrolment is approved (either from a staffing or financial perspective), whether the direct reports Continuing Professional Development is appropriate or which direct reports have not competed mandatory training, amongst others.

Review employee registrations

A manager can view the program registrations, course enrolments and progress for his or her employees. The manager is able to approve or decline a registration if, for example, due to ill health or annual leave staff numbers are below minimum manning levels.

Register employees into courses

A manager may register one or more employees into specific courses or programs. This provides a backup should the employees fail to register into the appropriate courses or programs. It also provides the manager a mechanism to push specific training for employees, if needed.

Continuing Professional Development

A manager is able to view an employee's Continuing Professional Development status. In addition the manager is empowered to contribute to the CPD process by confirming whether individual CPD tasks have been completed successfully.

View statistics

The manager is provided with a number of Statistical reports which help them to assess employee course progress within a specified group, by department or as a milestone within a Learning Pathway. The latter will provide the necessary information on progress towards regulatory compliance.

Preview online course content

A manager may preview any online course material delivered through the system.

For a demonstration or more
information about WorldLearn® 2

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