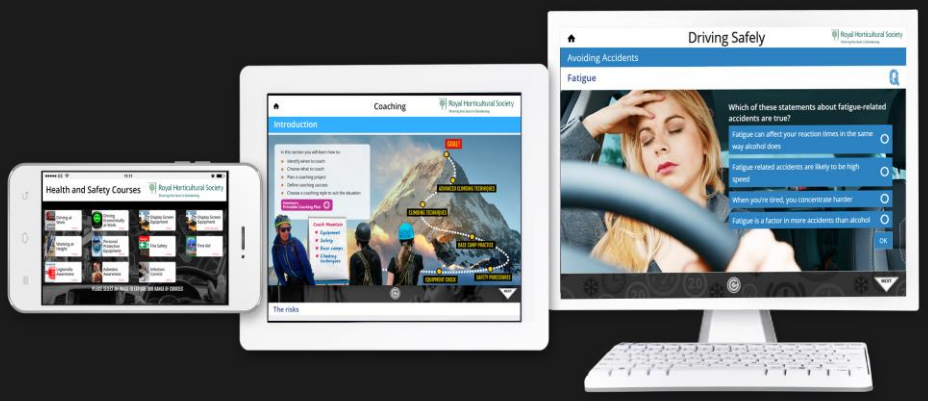

Totara Learn from Engage in Learning Service Definition

23/05/2018

engage in learning

totara platinum partner

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Totara Learn

Engage in Learning proposes to configure, implement and host an instance of Totara Learn V11.x to increase the control and management that your HR team has over deploying and tracking a consistent online training solution.

Totara is a game changer in the LMS world. Offering low subscription costs, flexibility and a strong feature set.

- ✓ Suite of engaging, relevant and effective eLearning modules
- ✓ Editing tool and language selector within EiL courses
- ✓ Flexible Learning Management System (LMS) solution configured to meet Your workflows and processes
- ✓ Upload third party and own eLearning courses to keep all eLearning in one platform
- ✓ Compile courses using existing learning materials (eg documents, presentations, videos)
- ✓ Schedule face to face sessions using the 'Seminar' feature
- ✓ Assign courses based on job role, location and department
- ✓ Flexible report builder provides all training statistics to monitor skills growth, compliance and return on investment.

Key features:

Competency tracking allows you to link skills to an employee based on position and organisation.

Completion tracking to show who has acquired the relevant skills.

Organisation and position hierarchies allow you to track specific competencies, assign learning and filter reports automatically.

Face–to–face training management, self–service booking and attendance tracking for instructor-led training sessions.

Sophisticated reporting with personalised management reporting dashboard, custom report builder, graphical reporting and the ability to export results.

Enhanced theme branding to ensure you can fully reflect your own brand, including multi-device delivery and responsive design.

Totara Learn provides an intuitive web-based portal through which learners can access all types of online content such as SCORM packages, PDFs, videos and question banks quickly and easily.

Totara Learn also provides a range of tools such as blogs, chat, wikis and forums to support informal learning.

The project

Engage in Learning will configure, implement and host an instance of the feature-packed Totara Learn to meet workflow requirements. We will populate with your chosen EiL courses and import current completion status and scores if required.

We will provide online administrator training and unlimited support for key administrators during business hours. End user support can be managed using a forum within the LMS, short videos can be provided to show end users how to reset passwords, access reports etc.

Ongoing 'how to' training will be provided via online meeting and also through recorded webinars provided by Totara.

Milestones

- ✓ Kick off meeting to discuss LMS set up/configuration options, theme/style, data sources etc.
- ✓ LMS set up – courses and users imported, hierarchies set up, reports created (2 weeks)
- ✓ System handover and training (1 day)
- ✓ Fine tuning of configuration – e.g. audience based enrolments (1 week max)
- ✓ Go live - A timeframe of 4-6 weeks is achievable.

Set up task list

These are typically the tasks that a Totara implementation requires.

- ✓ Agreement signed
- ✓ Vanilla LMS set up
- ✓ Domain name/URL agreed
- ✓ Branding/theme guidelines discussed and applied
- ✓ Homepage layout and Dashboard config
- ✓ Hierarchies set up
- ✓ Users imported
- ✓ Course Categories
- ✓ Courses imported/created
- ✓ Programmes and Audiences created
- ✓ Administrator training
- ✓ Launch

LMS specification

A full list of functionality can be seen at https://help.totaralearning.com/display/TL10/Home.

Here are some highlights broken down by user role…

Learner journey

- ✓ Easy access to a web-hosted Totara Learn via unique username and password (single sign on can be enabled)
- ✓ Automated password reset for forgotten passwords
- ✓ Responsive design LMS for access on mobile devices
- ✓ User tours giving clear instructions on how to use the system
- ✓ Clearly labelled categories listing available courses
- ✓ Learning Plan listing courses that are mandatory
- ✓ Full course bookmarking for SCORM courses
- ✓ 'Record of Learning' – training history
- ✓ 'Other Evidence' feature allowing external/other training to be added

Manager journey

As above plus

- ✓ Ability to view record of learning for team members
- ✓ Access to permission-based reports – these can be graphical
- ✓ Ability to set a 'learning Plan' for individual team members

Administrator journey

- ✓ Add/upload/manage users/roles/permissions
- ✓ Manage hierarchies such as organisational structure, departments, positions etc
- ✓ Create Audience based dynamic enrolments to target learning at specific groups
- ✓ Manage Courses and Categories – upload 3rd party courses or courses built in an authoring tool
- ✓ Course creation tool using a compilation of 'Activities'
- ✓ Manage Programmes and Certifications – including setting deadline dates
- ✓ Moderate discussion rooms and forums
- ✓ Manage Face to Face course bookings (if required)
- ✓ Manage Reports

LMS Customisation

As part of the LMS set up we will apply branding and styling to meet your corporate branding guidelines.

We recommend the use of a custom home page to add some company specific content and images. Home page images are often used as shortcuts to key parts of the system.

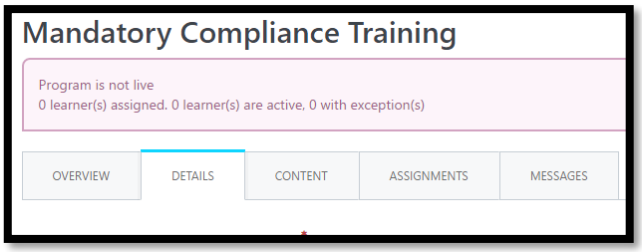
The LMS also comes with a content creation tool which gives you carte blanche to compile your own online courses. These are built from scratch so you can add any branding and images you choose.

Managing mandatory training

Totara comes with a feature called 'Programmes' that works well for mandatory courses.

When creating a Programme you use the tab set to add content, the target audience and any notification emails you wish to send. When adding the target audience, you can set a due date which can be a set date or a relative date e.g 2 weeks from programme enrolment.

Screenshot shows the tab set available when putting a programme together.



Programmes are a great way of automating the delivery of mandatory training. For example if you have programme that is aimed at all new staff, when a starter is added to Totara and identified as new staff they will automatically be added to the programme, given a due date and sent a notification email.

You can set up as many notification emails up as you like. Typically this may be an enrolment message, a reminder before the due date and a chaser for after the due date.

Ability to set courses for groups of staff, e.g. managers or certain departments.

Another really useful feature in Totara Learn is 'Audiences'. An Audience is a group of learners determined by a set of rules. You can combine criteria such as job role/grade with department/location to dynamically create the learner group you need.

Audiences can be used to control the visibility and enrolment of both courses and Programmes.

Content creation

Totara Learn comes with a Course Creation tool, allowing you to add your own courses to the system. These courses may be online content, face to face sessions or a blend of both.

When putting together a course, there is a wide selection of built in activity types that you can select from. This includes pdf documents, URL links, MP4 videos, Presentations, classroom sessions, feedback surveys, forums and many more.

You can choose whether to have just one activity in your course, e.g. learners just need to see a video, or you can build a course with several activities on one page (or broken into sections). The key word is flexibility and we will steer you to use the tools that best fit the task at hand.

Reporting

A key feature in Totara is the 'Report Builder', a very flexible tool that allows administrators to compile, configure and format reports to meet the needs of the organisation.

Reports can be:

- ✓ in data or graphical format.
- ✓ scheduled and delivered by email
- ✓ output in many formats including excel and pdf
- ✓ controlled so that the viewer only sees content relevent to their position (e.g dept manager)
- ✓ configured (add/remove columns, change column titles etc)

HR system integration

HR System -> Totara

Totara can import the following from HR Systems:

- ✓ Users – user account details
- ✓ Organisations – Hierarchy of departments within the company
- ✓ Positions – Hierarchy of job titles within the company

There are two possible methods for transfer of data from HR System to Totara:

- ✓ CSV – a file is exported by HR System and uploaded to Totara. Totara processes the file and adds/removes/updates users/positions/organisations as necessary. The can be scheduled on both ends so the process is automatic.
- ✓ Database connection. If HR System uses a MySQLi database then this method is an alternative option. Totara connects (using a read only account) to HR System's database and adds/removes/updates users/positions/organisations as necessary.

The minimum set of data that Totara requires to set up a user account is:

- ✓ Username
- ✓ User ID (can be same as username)
- ✓ Email address (can be manufactured if some learners don't have an email account e.g (mark.edmonds@example.com)
- ✓ First Name
- ✓ Last Name

Passwords can be autogenerated and emailed to learners. However, if we enable single sign on, the learner will not need their password unless logging in externally.

On top of the minimum requirement, we would also recommend additional HR data such as job role, dept, manager etc, to assist with the targeting of training and also reporting.

Totara -> HR System

Totara Learn can export data via reports which can be automatically sent to HR System for import. Again there are different ways to achieve this:

- ✓ Sending the report to an email address. This method requires HR System to recognise and process the email.
- ✓ Automated file transfer via FTP. Totara will present the file in a specified file location for collection and processing by HR System.

Single Sign On (e.g. LDAP).

User authentication can be set up for 'Single Sign On' using a variety of methods. The most common is using LDAP.

Engage in Learning Professional Services

Service Level agreement

We aim to have the system available 99.9% of the time. There will be times when we request scheduled downtime to allow for upgrade to new version releases.

Support desk

You will have access to our support desk during business hours by phone and email. Hours are 9.00 to 5.30 Monday to Friday excl bank holidays. The support desk is for your key administrators.

You will also have the support of a global community via forums made up of other Totara subscribers, partners and Totara themselves. There is a rich knowledge base in the threads that have already been created.

Training

Training resources are available from both Engage in Learning and Totara Learning.

EiL will provide a trainer for one day onsite at Your promises to train key administrators, we will also run refresher webinars as and when needed.

Totara Learning runs an online Training Academy where you administrators can become Certified Totara Administrators and/or Certified Totara Course Creators. More info at: https://academy.totaralms.com/

Totara Learning also provides an excellent feature by feature guide at https://help.totaralearning.com/display/TL10/Home.

Meet the team

Our mission: to provide engaging and affordable learning that is practical and effective in an organisational setting.

Our values: to provide eLearning you control - putting our customers at the heart of their eLearning journey.

Our strength: combining ready-made courses, custom development and Learning Management together as a complete solution.

Benefit from eLearning you control

We know companies need a learning solution specific to their need, training budget and learning culture. At Engage in Learning we work in partnership with our customers to find the right solution and use our flexible licencing model to ensure learning is cost effective.

engage in learning
eLearning you control

Our eLearning puts you in control, enabling you to make a rapid impact on organisational performance and compliance. By getting a clear picture of the usage and performance of your learners through our Learning and Risk Management Solutions, you'll see exactly what's working and where compliance or performance issues might arise.

Chris Horseman
Managing Director

Our aim is to put you, our customer, in the driver's seat, so we're constantly creating new features - like our in-course editor and multi-language capability.

Let our combination of engaging courses, innovative technology and great support help to make your eLearning journey a success.

Kim Whitmore
Development Director

Our development team take immense pride in their work and are constantly looking for new and effective ways to engage and delight learners.

At Engage in Learning it's a team effort, we hire smart people from diverse backgrounds including Game Design, Animation and Education. We think like the learner and deliver eLearning excellence.

Our Sales Team

Our experienced sales team can provide advice and guidance on the best and most cost effective way to meet your needs. Our solutions are easy to implement and use, but if you need support we are here to help.

Mark Edmonds
Account Director

John Polak
Senior Account Manager

Siân Ingleby
Account Manager

Alexandra Wilson
Sales Executive

Veronica Douglas
Sales Executive

What our customers think

"Engage in Learning's courses combine interactivity, humour and storytelling to create engaging and memorable learning.

They're easy to use, the instructional design is very strong and they can make a practical difference to performance. Also, the founders of Engage in Learning really understands eLearning, having been in the industry from the very beginning. To be able to tap into their expertise has been invaluable."

Nick Chammings - *Carillion's L&D Business Partner*

carillion

"In terms of the gamified induction course designed for us by Engage in Learning, it's not a bland piece of training, it's a mix of activities, some video, some questions and lots of interactivity.

In the context of local authority, it's a refreshing change. Using the video clips to promote and enhance the written message is something the team feels has particularly enhanced the learning opportunities for their staff."

Frank Coleman - *Head of Customer Service*

Wiltshire Council

"Engage in Learning were fantastic from the start. They were keen to understand how Vodafone expected their leaders to behave in order to translate this into a relevant Leadership Essentials e-learning course.

Engage in Learning listened carefully to what was needed and proposed solutions that were spot on. They ensured that the eLearning became a natural element of our blended learning programme, which also included classroom based workshops."

Helen Clark - *Head of Diversity & Inclusion*

vodafone

"We've been pleased by the positivity of the evaluation results.

Engage in Learning offer an effective and enjoyable way to provide mandatory training. They're a very professional and responsive partner and I'd have no hesitation in recommending them. Our health & safety course is quick and easy to complete and it ensures that our people know what they need to know to do their jobs safely."

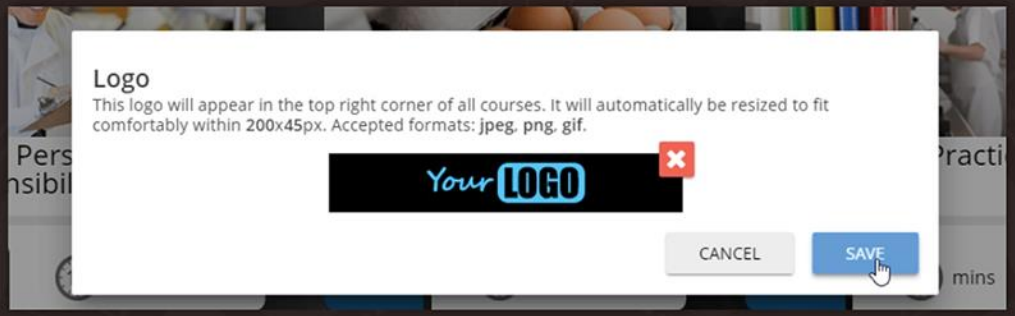
John Munton - *Chief Safety Officer*

Nationwide

Our course editor

Creating eLearning that we and our customers can be proud of drives our enthusiasm and passion for custom projects.

Making the courses 'yours' is a way to show employees you are serious about their training helping learners identify and engage with the material.

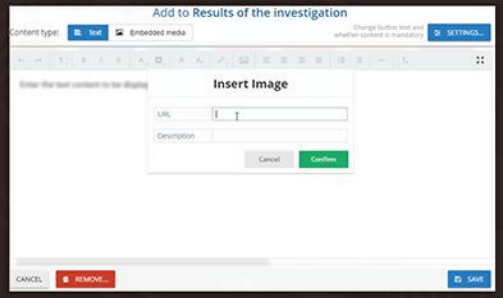


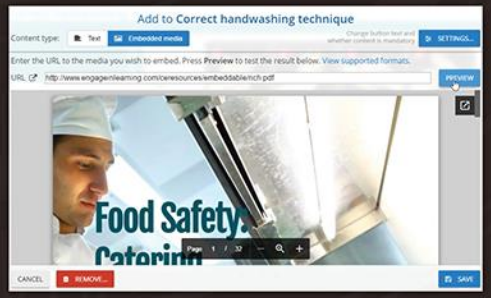
Personalise our courses for your learners with relevant and timely information using our unique in-course editor.

The simple, intuitive interface makes it easy for you to

- Add your own graphics and text -- for example in-house policies & procedures, useful checklists, or news and updates
- Embed PDFs, Powerpoint presentations and other documents
- Add links to video and other powerful media
- Create links to Sharepoint and website content.
- And brand the courses with your company logo to highlight the investment your organisation is making in staff development.

Our in-house customisation services include branding courses with your corporate look, adapting course content to reflect your business specifics and adding completely new material.





Interactive eBooks

Customers tell us they like the fact we are easy to work with, our solutions are straightforward and simple to understand, putting them in control of their eLearning journey. Our interactive eBooks are a unique learning 'takeaway' that really make a difference in retaining and using knowledge, enabling learners to apply new skills.

- **Accessible** - Enables learners to make notes during and after the eLearning and to take advantage of features such as risk assessment checklists.
- **Self-assessment** - Questionnaires and risk assessments help ensure learners are working safely and correctly applying their learning.
- **Action planning** - Helps learners analyse their specific workplace situations and plan and monitor activities using the key processes from the eLearning. For example, when managing workplace stress, learners can create a structured action plan and record progress.
- **Mobile memory aids** - Checklists and quick reference summaries of key material make it easy for people to refresh their memory before taking on a new task or working in a different environment – on their mobile device at point of need.

Attain accreditation

Post testing and certification

Our 'Cheat resistant' testing ensures learners have agreed to comply and there are no barriers to compliance.

Randomisation of question options and multiple question banks reduce the risk of 'passed around' answers, giving your organisation confidence mandatory learning has taken place.

Each question is linked to a learning outcome and will display remedial feedback so that learning continues during the testing.

Accredited learning

On achieving the pass mark, learners can print a certificate of achievement which includes an appropriate accreditation such as RoSPA and/or CPD.

CPD CERTIFIED The CPD Certification Service

RoSPA Member