Courses

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Cover & banner for courses

A picture speaks a thousand words and can enhance your courses attractiveness when displayed in the learner area. For a new or existing course, while being logged into the Administration panel, just click on **Course details > Edit.**

For a cover picture, click on **Select cover** and upload a png or jpeg (for best results we recommend the following dimensions: 330x220).

Additionally, you can decide to also upload a banner (preferred dimensions: 990x250) by clicking on **Select banner** and uploading your jpg or png file.

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Here's how the end result will look like in the learner area. The cover image will identify the course on all listings, like for example here in the Cockpit:

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The banner will identify the course on its detail page:

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Promotional courses

Sometimes you want to grab your learners attention with a new course that they can book themselves. Such courses can be set up as promotional. Here's how to do it:

Log into the **Administration panel > Courses** and select your desired course. There are 3 conditions that need to be met in order to create a promo course:

1. The course has a banner
2. The toggle "Assignable" is activated (which means that learners can simply book the course themselves, without prior assignment through an administrator)
3. The toggle "Display in promotional box" is activated

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If these conditions are met the banner of the course will be prominently displayed on the top of the Cockpit page in the learner area. If several courses have been marked as promotional, the banners will slide every 5s in a carousel

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Bookable/assigned courses

Some of the courses you only want to make available to selected learners: you assign them the course, but learners themselves cannot search or book this course by themselves. Neither can they sign out of the course assigned by them by an administrator.

However, for other courses you might want learners themselves to discover & book the course, akin to the procedure described here.

Once the learner discovers the course & accesses the detail view of it, he can book it and gain access to the course's learning contents.

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Once booked, the course status changes to "booked" and the user gets the possibility to give up on taking the course by clicking on the Stornieren button

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> If an admininistrator assigns this course to a learner, the learner can still cancel the booking at any time. So if you want to assign mandatory courses to your learner group, you need to make sure that the "assignable" toggle is deactivated in the course detail page in the Administration Panel

Certificate Courses

For some of your courses you might want to issue a certificate upon course completion. 2 options are available for this:

- certificate is issued *automatically* once the contents of the course have been completed by the learner
  In the **Administration Panel > Courses > Your course > Course details** activate the **toggle "Certificate course"**, entry an appropriate certificate title and description and activate the **toggle "Create automatically"**
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- certificate is issued *manually* by an administrator for courses with status complete or passed. Follow the same steps as above, except activating the "Create automatically" toggle
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Issuing a certificate for a course

Once you have created a certificate course and learners have taken and completed the course, if you haven't chosen the "create automatically" option, you will need to create the certificates manually.

In the certificate course, go to **Assigned persons / Completed** (as this would only list the persons who can be issued a certificate), click on the dropdown **Actions** and select the option **Create certificate**.

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Select a specific person or all persons from the list and click on the **Create certificate** button. The certificate will be generated and the learner will get a notification to alert him to this, with a direct link to the certificate in his profile.

As an administrator, you can also see the certificates, either:

- in course view > Certificates
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- in person view > Certificates
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Management of course certificates

Download certificate(s)

- download an individual certificate (for a specific person/course)
  - Either go to **Courses > Course > Certificates** > click on the Person's name and then on the Download button
  - Or go to **Persons > Person > Certificates** > click on the certificate course name and Download it from there
- download all certificates for a course or for a person
  - **Persons > Person > Certificates** > remain on the list view and click Download. Select the radiobutton for all certificates and click Download, thereby generating a zip file that you can save and that contains all pdf certificates of the person
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  - A similar procedure can be initiated to generate a zip file for all certificates obtained by learners in a course. Follow the same path starting from the certificate course.

Delete certificate(s)

- bulk deletion of certificates in a course is not possible
- go the Course > Certificates > click a person's name > click on the Functions button > select Delete. The certificate will be removed from the listing and from the learner's profile as well

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1. Administrators can delete all certificates from a person's profile (manually generated, automatically generated at course completion, imported certificates)
2. Learners can only delete manually generated certificates by an administrator and imported certificates (either imported by themselves or by the administrator). Automatically generated certificates cannot be deleted by the person in his/her profile

Import certificate

If you would like to import a certificate (only pdf upload available), search the Person in the Person administration, go to the Certificates tab, click the Functions button and select Import

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Select the desired pdf file, enter a certificate title and click on Import. The certificate will be listed along all the other certificates for this user.

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Special cases for certificate courses

What happens with prior bookings if I transform a course to a certificate course? Will they automatically get issued a certificate as well?

No. If you change the course to a certificate course after learners have already completed the course, you will have to issue the certificates manually (see Certificate Course).

Users assigned to the course after the change will be automatically issued with a certificate if you've chosen the automatic issuing of certificates (see Certificate Course).

Create a course manually

As an administrator, you can easily create a course manually: go into the **Administration Panel > Contents > Courses** and click on **New course**.

An empty form will open, where you need to:

- add a course title and a course ID (mandatory fields)
- add further details as relevant to your course
- add learning content to the course. This is important, because otherwise no course assignment will be possible!

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Important:

1. Only courses with status "Activated" are fully available to the learners
2. A course must contain at least one course content to be assignable to a person.
3. When course contents are removed from booked courses, at least one course content must remain in the course.
4. If you want your learners to see their results in relation to other learners' progress, you can activate the benchmark feature
5. To enable learners to discover your course, you can tag the course with relevant keywords and make sure to save it as "assignable"
6. You can define the course as assignable or as a certificate course

Create courses automatically by uploading SCORM files

For SCORM files, you can automatically create a course during upload. Access the **Administration panel > Courses** and click on the **Functions button**.

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Select the option "Upload course content", click on "Select" and upload the desired SCORM zip file. You will notice that the option "Create course automatically with" ist pre-selected.

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Clicking on "Upload" will automatically create a course containing this one learning object, as the SCORM file is automatically recognised.

Add learning objects to your course

Once you have added some learning objects to your Swiss Learning Hub instance, you will want to make these available to the learners. Therefore, learning objects need to be added to your manually created courses or they can complement SCORM files in existing courses.

Simply access the **Administration Panel > Courses** and click on the course you would like to add content to from the listing.

In the course detail view, on the menu to the left, click on **Used course contents** and click on **Add**.

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Either type in the pop-up the title of the learning object or search for it by using the filters for Language / Type / Status / Platform, select the radiobutton of the found available learning object and click **Add**.

You will see the learning object added to the list.

Alternative path

You can also directly assign a learning object to a course as follows: in the Administration panel, go to **Contents > Course contents** and select the desired learning object. In its detail view go to **Used courses** and click **Add**. Search for a course you wish to add this content to, select it in the Search pop-up and click **Add**.

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The course will be added in the list under Used courses.

Learning progress changes when adding/removing contents from a

course

You can add or remove learning content from a course at any time. There are some important considerations to make when doing that. Learning progress information will be automatically recalculated when a new learning object is added to / removed from a course.

> Courses with the "Completed" status will be set back to "Being processed" once new content is added to a course.
>
> The reverse can also be true: when course contents are removed from a course, after the recalculation, the course status of "Being processed" can change into "Completed" if the removed content was the one not yet completed by the learner.
>
> When a course content is removed from a course, the existing learning progress information related to this course content is lost and can no longer be retrieved.

How learning object status influences the overall course status

In the following table we will try to illustrate how the combination of various learning object statuses within the same course will influence the course status for a specific learner.

This is the course status you might see when generating a report for the learning progress of people enrolled in the course.

Not attempted	Incomplete	Failed	Passed	Complete	Course status
At least 1 learning object	0	0	0	0	**not attempted**
any	At least 1 learning object	any	any	any	**incomplete**
0	0	At least 1 learning object	any	any	**failed**
0	0	0	At least 1 learning object	any	**passed**
0	0	0	0	any	**complete**

Just to give a few examples:

- A course with 4 learning objects. The learner has status "complete" for 3 of them, "passed" for the last one. The final course status for him will be "passed".
- A learner with a completed LO and a failed LO in a course will have the status "failed".

Manual adjustment of status/score of a learning object

If manual adjustments of the course content score/status are needed, this can be accomplished as follows:

- in Persons, search for the learner
- in the screen **Assigned courses / All** click on the desired course
- in the following screen open the **Actions** dropdown and select **Edit course content status/score**
- in the status dropdown chose one of the available options. *Completed, Passed, Failed or Being processed*
- adjust the score in the corresponding score input field and **Save**

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Course setup

Grouping of learning objects in course

Some courses might have a large amount of learning objects contained, making it hard for the learner to orient him-/herself within the course. He might be wondering: need I start at the top? Can I pick any learning content and start from there? Logical groupings of content within a course can help learners with such decisions and are a great way for you to organise your course.

In the Administration panel, you can go to the **Used course contents** area in the detail page of the course in the Administration panel, then click on the **Actions** dropdown and select **Organisation**. Click on the **New group** button and type in the name of the first content grouping (ex. Introduction).

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Via drag & drop you can then move this grouping header at any position among the learning objects: all contents below it will be now part of this grouping. You can repeat the process for as many groupings as you deem necessary & Save, so that your course page might look something like this:

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For the learner, this allows him to visually organise the detail page of the course: he can collapse the sections he has not reached yet and keep an eye on the expanded area where he is currently actively learning

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Status, results & elapsed time

Courses come in all colors and flavors, with some content extremely relevant for the final result and other content optional or meant to enrich the learning experience. How can you reflect these different weighings on your course setup?

In the Administration panel, go to the detail page of your course and access the **Used course contents** area, then click on the **Actions** dropdown and select **Define course influence**. By default, when adding course content to a course, all 3 options are activated: relevance to Status, Results, Elapsed time learning. But let's look at an example:

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Let's say that for this course you would like to accomplish the following:

- Make sure both WBT's (Web Based Training) have been completed in order for the course to have a Status "complete"
- Only the WBT "Mastery 80" is relevant for the end result, as it contains a test
- You would like the learner to evaluate the time spent learning by tracking the run time of the 2 WBTs
- You would like to make sure that the feedback form is also filled in before the course is set to "complete"
- You think the video would make for a richer learning experience, but as you cannot track the time spent watching it, you deem it irrelevant for elapsed time or for the end-status of the course

Therefore, your final setup might look like this: image not found or type unknown **NOTE**: Every time these setting are changed, the course status of the entire course will be recalculated for each learner

Strict order of learning content

You've uploaded several learning objects to your Swiss Learning Hub instance and have started creating courses with them. You might be wondering which options are available to you in terms of the order of the learning objects and their influence on the course status or overall result. Let's take a look at some of the details.

For some courses, you would like your learners to take a liniar approach, for example go through some instructional learning content and then take a test to prove their knowledge or newly aquired skills. You can enforce this by accessing the **Used course contents** area in the detail page of the course in the Administration panel, then clicking on the **Actions** dropdown and selecting **Organisation**

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Via drag & drop you can define the desired order of the learning objects, then you need to select the "Strictly comply with sequence" radiobutton and Save.

As you can see from the image below, the effect this has for the learner is that he can access and progress to the second learning content only if he completes the first one. This way you can ensure that all learners progress in the same order within the course.

Benchmarking / Performance comparison

Depending on the learning objectives of your course, sometimes you may decide to increase learner motivation by showing them a comparison of their own perfomance in relation to that of other learners enrolled in the same course and in relation to a mastery score (for SCORM files).

The setup in the Administration Panel is as follows: go to **Contents > Courses** and select the target course. Under **Course details**, click **Edit** and activate the **toggle for "Benchmarking visible"**

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> Performance comparisons are only possible for SCORM learning objects that have been defined as being [relevant for the course overall score](https://docs.swisslearninghub.help/books/corporate-learning-en/page/course-setup). Other types of learning objects will not be taken into consideration, as there is no scoring information available for them.

On the course detail page the learner can then access the performance diagramms:
- for an aggregated score for the whole course
- for a comparison over individual learning objects included in the course

As can be seen below, each SCORM content displays the average value of already obtained scores of learners who have completed that content, alongside the expected mastery score and the learner's own performance.

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The comparison over a single learning object within the course is possible in the content detail view page.

You can finegrain the data displayed by additionally selecting a start date for the benchmarking. This will only display data for learners that have been assigned the course on and after the set date. Your configuration would look as follows:

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Course assignments

There are 2 main options for course assignment: from the Courses or the Persons screen.

- **Admin Panel > Contents > Courses:** Click on the Assign button, then select one or more courses you would like to make an assignment for, then click Select course, enter your search criteria in the ensuing pop-up (either to search for one or more person), search and select the intended persons, then hit the Assign button.

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  A succesful assignment will be signaled by the following pop-up

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- **Admin Panel > Persons:** On the person administration screen click on the Assign button, select one or more persons from the listing and click on button Select person, then search for one or more courses and after their selection, click on Assign.

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  The succesful assignment will be again confirmed with a pop-up as such:

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Course status

Courses in Swiss Learning Hub can be activated, deactivated or archived.

Activated courses:

- fully available to learners and administrators
- can be freely assigned to new learners
- can be edited and updated

Deactivated courses:

- are still available in the learner area & can be found via search
- learners however cannot start any of the course's learning objects
- administrators can still edit all course details of a deactivated course

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In the learner course detail view from above, you can notice that the learning objects are greyed out and the Run buttons are hidden from view. The course cannot be actively processed by the learner.

Archived courses:

- can be used for courses that are no longer active, as they are not seen by learners in the learner area, even if they were assigned the course in the past (deleting a course would delete all learning information, whereas archiving the course would still enable you to generate reports of it)
- cannot be found by learners in Search results
- can no longer be assigned to new learners (from course view)

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As you can see above, the "Assign" button is missing from the Assigned persons area. However, all persons that have taken the course are still displayed, which allows you to keep all learning progress information.

- can be assigned to learners (from person view). Should this occur, the learner will only be able to see and access the course once its status has been changed to "activated"

Edit a course

Oftentimes you have uploaded a SCORM file whose details you would like to edit or the information in a course is simply outdated. These are your editing possibilities in Swiss Learning Hub when you access **Course details > Edit:**

1. *Descriptive information*: You can change the title, course_id, abstract and description of a course. You can also add or delete keywords to enhance the searchability of a course.
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2. *Status*: You can change the course status to affect its visibility / access for the learners

3. *Learners perfomance benchmarks*: depending on whether you want to enable comparisons with other's learners achievements, you can activate or deactivate the

   benchmark feature

4. *Promo*: You can set a course up as promotional

5. *Certificate*: You can set a course up as offering a certificate upon its completion

Review mode

Review mode for administrators

The review mode allows you to gain insight into the status and learning progress information of a SCORM 1.2 course content for a particular person, without changing learning progress information. This means that you can see the answers of the learner or the pages he has already visited, without actually being able to change any responses or statuses within the module ("read-only" mode).

Access review mode from Person detail page

To view the status and learning progress information of a course content of a particular person,

- open the "Persons" screen,
- select the required course on the "Assigned courses/All" screen,
- then select the required course content on the "Assigned course" screen,
- and on the "Course content" screen click on the button with an eye icon found in the "Course registrations" section.
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Access review mode from Course detail page

- select the desired course,
- go to "Assigned persons All" screen,
- select the person of interest and under the Course contents section, click on the Scorm 1.2 course content
- and on the "Course content" screen click on the button found in the "Course registrations" section.
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The review mode button to reload the status and learning progress information of a reset course content is displayed under "**Course registrations**" on the "Course content" screen.

The course content can only be started, if it has been uploaded as a SCORM 1.2 file. Opening the module in this mode allows the administrator to browse through all pages, questions with their answers and solutions, irrespective if the Test review has been permitted or not in the STAGE authoring tool. The data that has already been saved in Tracker cannot be changed.

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> For a correct funtioning of the review mode of STAGE Modules, these should have been created with at least STAGE-Version 1.15.5.

Review mode for learners

The administrator can also grant access to the review mode to the learner, who may see all his answers and the correct solutions.

Starting from Persons:

- search for the selected learner
- in the screen **Assigned courses / All** click on the desired course
- in the following screen, open the **Actions** dropdown
- and select **Share course content for review**, then check the Scorm 1.2 course content and Save

An alternative route to the same end is also possible starting from the Contents screen, similar to the process described at review-mode-for-administrators.

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When the user logs in and visits his course page, he will see the review button for the module he has been granted access to. Via this button he can also open the course content in "read-only" mode, so that he can see his answers and the suggested solutions, without being able to modify them anymore.

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When the review mode ends, the administrator can revoke the access rights for the learner. By following the same steps as described for the first screen, he now needs to select the option "Revoke sharing of course content review" in the Actions dropdown and then save this option for the course content.

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