

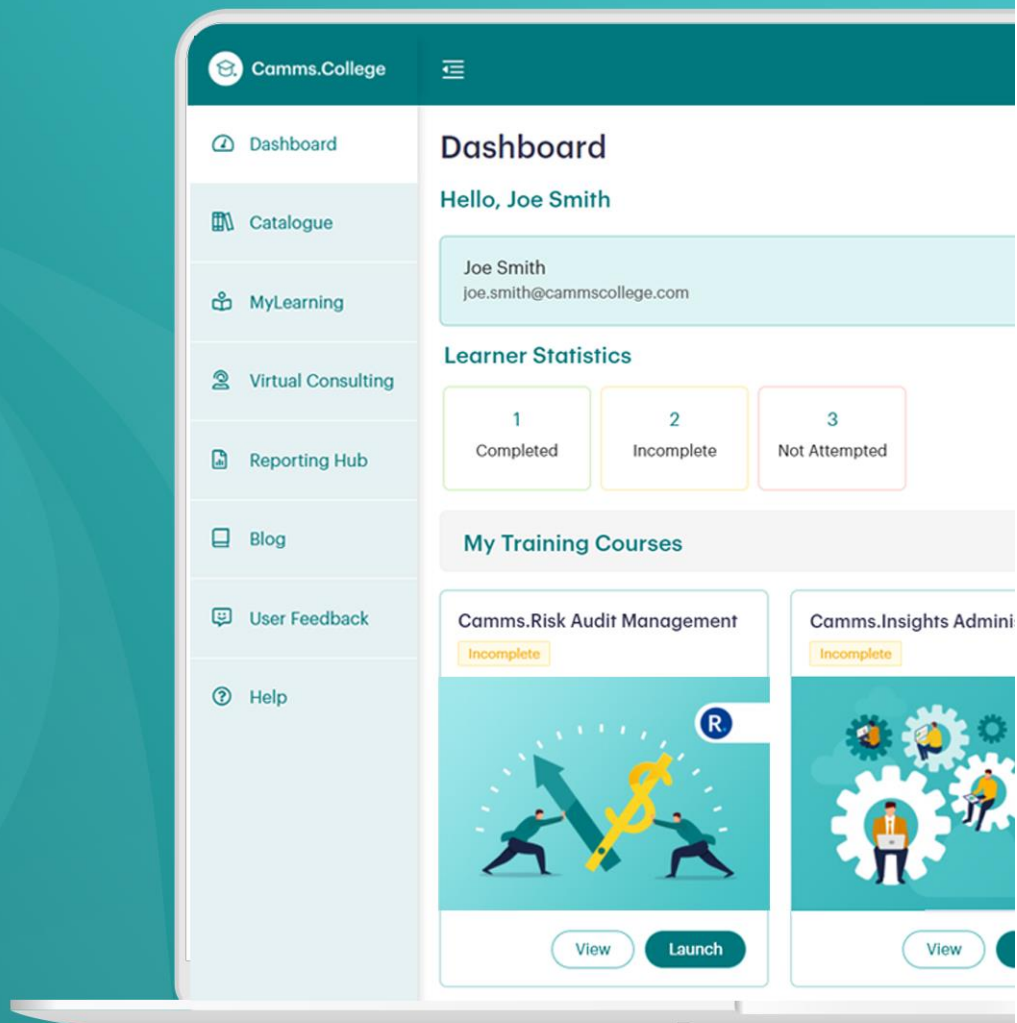


Camms.College

Level 1
391 King William St
Adelaide SA 5000
Australia

T +61 (08) 7092 2371
E cammscollege@cammsgroup.com

Camms.College Learning Experience Platform Product Release Note



Commercial & Confidential



Table of Contents

- Table of Contents2**
- Overview.....3**
 - (1) Product Release Introduction..... 3
 - (2) Feature Release Summary 3
- Full Feature Release Note5**
 - (1) User Roles..... 5
 - (2) Dashboard 6
 - (3) Notifications 7
 - (4) User Profile 8
 - (5) Service Hours.....10
 - (6) Catalogue11
 - (7) Self-Service Enrolment14
 - (8) My Learning.....16
 - (9) Learning Activity Players.....19
 - (10) Learner Directory – Administrators 25
- Frequently Asked Questions.....27**
 - Am I eligible for a Camms.College account?27
 - How do I register for a Camms.College account?.....27
 - How do I contact the Platform Administrator?27
 - When can I expect to hear back from the Platform Administrator? 28
 - How do I provide feedback on the platform? 28
 - Which web browsers does the platform support? 28
- Thank you!.....29**



Overview

Camms is pleased to announce the October 2021 Feature Release for the Camms.College Learning Experience Platform (LXP).

(1) Product Release Introduction

The Camms.College Learning Experience Platform (LXP) has been designed to fast-track and deliver highly engaging digital education with self-service features and functionality for personalised learning. The platform powers our next generation customer success portal - Camms.College.

This provides users with a central location to access all Camms product learning resources.

The purpose of this Product Release Note is to familiarise users with the new features and functionality available on the Camms.College Learning Experience Platform in the October 2021 product release.

(2) Feature Release Summary

This official product release is set for 20th October 2021. This release of the Camms.College LXP includes the following new features which are available within the new platform to all Camms.College customers and Camms Partners.

The release on 20th October 2021 will include the following features:

- (1) User Roles: Learner and Group Administrator
- (2) Dashboard
- (3) Notifications



- (4) User Profile
- (5) Service Hours
- (6) Catalogue
- (7) Self-Service Enrolments
- (8) My Learning
- (9) Learning Activity Players
- (10) Learner Directory – Administrators

For detailed information regarding each feature and its functionality, see the Full Feature Release note below.



Full Feature Release Note

(1) User Roles

This section highlights the user roles available on the platform.

The current release facilitates two (02) user roles: the Learner role for general users, and the Group Administrator role for company administrators.

Learner User Role

The Learner is a general user of the platform. Learners will have the following functionalities:

- View the Learner profile and edit the information sections
- View the Dashboard with pre-enrolled Learning Activities segmented by category
- View the Catalogue and self-enrol into public Learning Activities
- View Learner activity statistics and progress
- View, launch, and interact with Learning Activities
- Obtain new Certificates for select courses
- View notifications from the Platform Administrator

Group Administrator User Role

The Group Admin is an administrative user of the platform. The Group Admin manages a set of Learners from a company. From a functionality perspective, and in addition to the Learner functions mentioned above, Group Admins also have the ability to perform the following:

- View the organisation's Service Hours tracking information on the Dashboard.
- Access the Learner Directory to view and edit the Profile Information of any user within the company Group.



(2) Dashboard

The Dashboard is the default view a user sees when logging in to the platform. The Dashboard allows users to:

- Access the Learner Profile Information section
- View Notifications from the Platform Administrator
- Monitor your progress using Learner Statistics
- View a Learning Activity on the Dashboard
- Monitor your Service Hours (Group Admins only)

The Dashboard consists of five (05) main sections:

- Learner Profile Information
- Notifications
- Learner Statistics
- My Learning Activities
- Service Hours (Group Admins only)

(3) Notifications

This section provides information about the Notifications area located on the Dashboard.

Notifications are created by the Platform Administrator and when distributed will appear in the 'Notifications' area on the Dashboard.

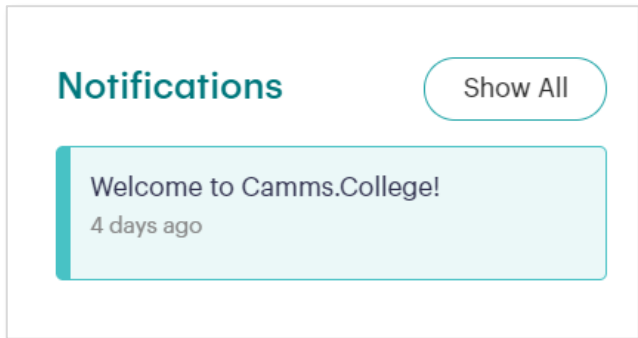


Figure A: Notifications on Dashboard

Notifications may provide additional information regarding Learning Activities, events or platform status.

The Platform Administrator will set a specific date range for the notification to expire after which the notification will be removed from the dashboard.

If there are no current notifications, the message presented is: 'You do not currently have any notifications'.

(4) User Profile

This section provides guidance on the User Profile to enable users with information on:

- How to view different Profile folders
- How to view and edit the User Profile

The User Profile can be accessed through the Learner Profile Information area on the Dashboard or by clicking on the profile image located on the Header Navigation Panel.

User Profile Folders

The User Profile page consists of six (06) sub-navigation tabs located at the top of the page, horizontally:

- (1) Personal Details
- (2) Password Details
- (3) Employment Details
- (4) Profile Photo
- (5) Groups
- (6) Settings

Users can click on a sub-navigation tab to view and edit the information listed there.

User Profile Management

The following section details each sub-navigation tab within the User Profile page, along with the functionality of each tab:



Personal Details	Allows the user to view and edit Personal Details (First Name, Last Name) and Contact Details (Company Email, Company Phone Number, State and Country). Other Details are system generated and can only be viewed, but not edited by the user.
Password Details	Allows the user to reset the profile login password.
Employment Details	Allows the user to view Employment information such as Position, Company Name and Industry. The information cannot be edited by the user. Contact the Platform Administrator for support.
Profile Photo	Allows the user to upload, change or remove a profile photo from the platform. The image must be less than 1MB in size.
Groups	Allows the user to view the Group Name and Group Administrator information. Click on the Group Name to view further information on the Camms.College subscription information.
Settings	Allows the user to view and edit the time zone.

(5) Service Hours

This section provides information about the Service Hours area located on the Dashboard. This section is visible to Group Administrators only.

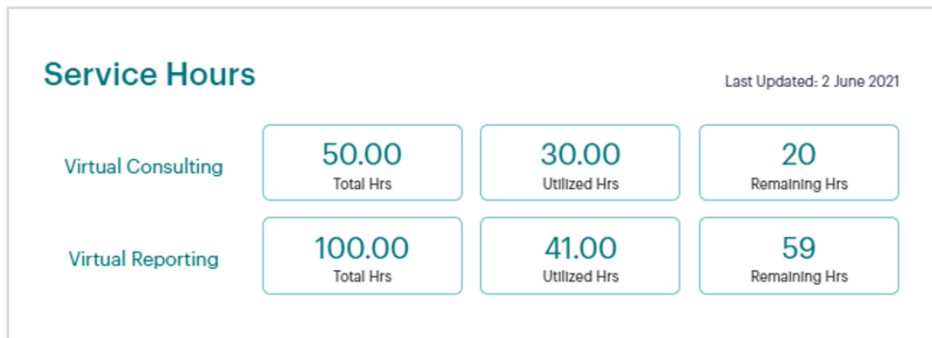


Figure: Service Hours on Group Admin Dashboard

The Service Hours section displays a summary of the Camms.College Virtual Consulting and Virtual Reporting hours available to your organisation.

The first column displays 'Total Hours' available for the contract period. The second column displays the 'Utilised Hours' and the third column displays the 'Remaining Hours' for the duration of the Camms.College contract period.

The section displays the hours available within the current contract period. These hours will be reset every 12 months on contract renewal. If any additional hours are purchased during the duration of the contract period, those hours will also be displayed on the dashboard.

For any further information regarding your organisation's service hours, [please contact your Platform Administrator](#).



(6) Catalogue

This section provides guidance on using the Catalogue to enable users with information on:

- How to view different Catalogue folders
- How to manage the Catalogue
- How to self-enrol to a Learning Activity through the Catalogue

The Catalogue is a collection of all publicly listed Learning Activities available on the platform, organised and segmented by category (Courses and Webinars).

Users are provided with unlimited access to all listed Learning Activities within the Catalogue for self-enrolment.

Catalogue Folders

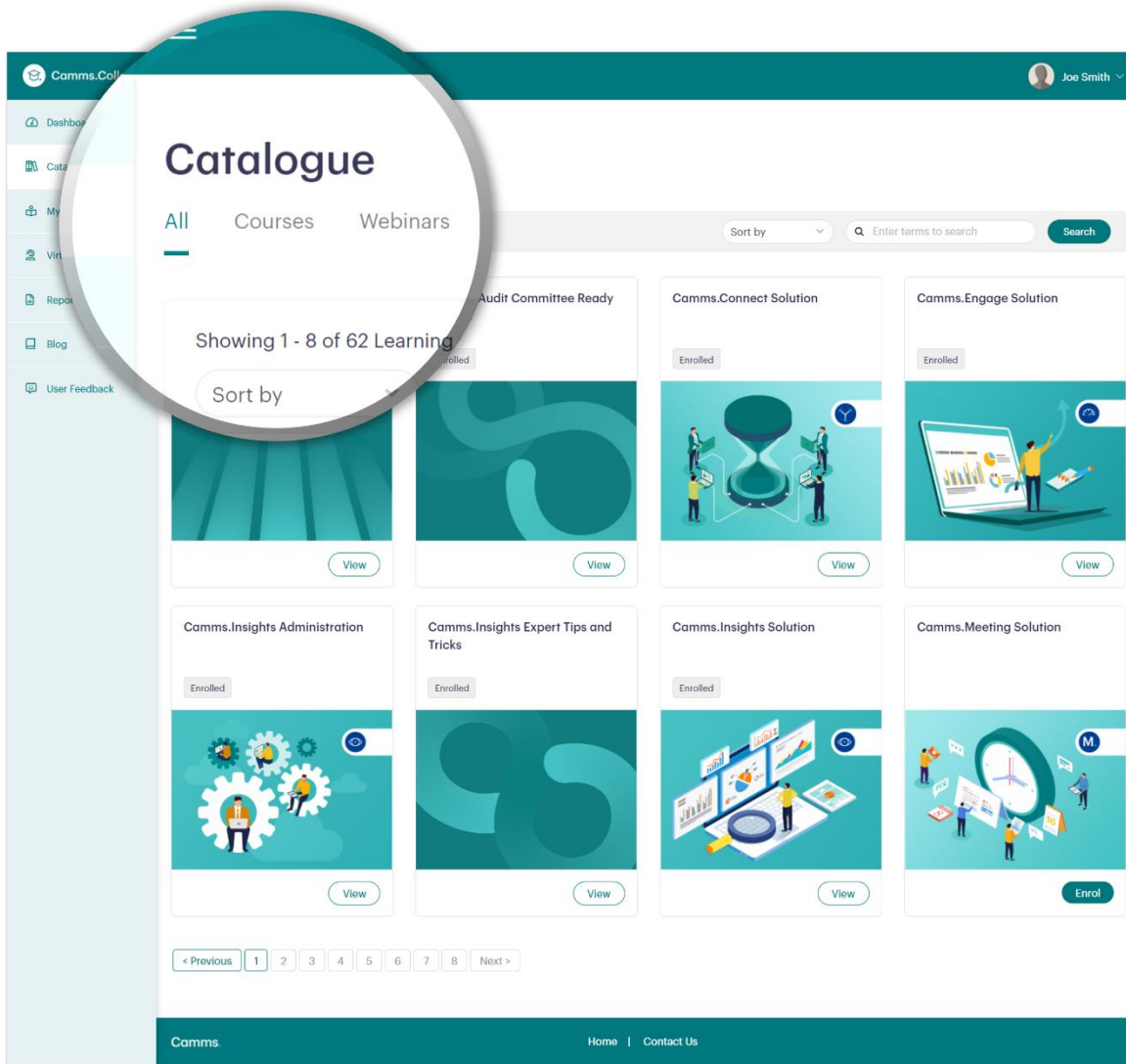
The Catalogue displays up to eight (08) Learning Activity tiles, in alphabetical order.

The Catalogue page consists of three (03) sub-navigation tabs located at the top of the page, horizontally:

- (1) All (default page view)
- (2) Courses
- (3) Webinars

The default Catalogue page displays 'All' available Learning Activities (including Training Courses and Webinars) on the page.

The sub-navigation tabs enable the user to access all Learning Activities available in the Catalogue, grouped by the activity category.



B: Catalogue Sub-Navigation Tabs

Catalogue Management

This section guides users on how to sort, search and find Learning Activities through the Catalogue.

To navigate between Catalogue pages, select the corresponding page number or click [**<Previous**] or [**Next>**] buttons located at the bottom of the page.

The 'sort' function allows for sorting Learning Activities by title or enrolment status.

The 'search' function allows for searching Learning Activities by user generated keywords.



The following section the steps to view details of a Learning Activity:

Step 1 Click the activity title to view the relevant activity information (activity image, catalogue description, pre-requisites, learning objectives, activity category).

Step 2 The relevant activity information will display on a pop-up screen. Select the [X] button at the top right corner or click outside the pop-up to close the activity information screen.



(7) Self-Service Enrolment

This section guides users on how to self-enrol for a Learning Activity within the Catalogue.

All Learning Activities listed within the Catalogue can be accessed by the Learner through self-enrolment.

Follow these steps to self-enrol to a Learning Activity through the Catalogue:

- Step 1** To enrol in a Learning Activity, users must click on the **[Enrol]** button that appears on the bottom right of the relevant activity tile.
- Step 2** Users will be presented with a notification to confirm the enrolment. Click **[Yes]** to confirm the enrolment, click **[No]** to cancel the enrolment or select **[X]** in the top right corner to close the screen. Users must click on **[Yes]** to be enrolled in the activity.

Once enrolled into a Learning Activity, the Learner will see the following information appear on the activity tile within the Catalogue:

- Enrolment status (i.e, 'Enrolled')
- **[View]** button will replace the **[Enrol]** button

The user will receive instant access to the Learning Activity which will be immediately updated in the user's My Learning and Dashboard sections. The user can view an enrolled activity via the Dashboard, My Learning or directly from the Catalogue.

Introduction to Risk Essentials

Enrolled

View

C Catalogue Self-Enrolment Status



Note: Some Learning Activities are not made available within the public Catalogue page. Any such Learning Activities not using self-enrolment (such as Face-to-Face Training) are allocated by the Platform Administrator.

For more information or assistance, contact our Platform Administrator by visiting the Contact Us form.

(8) My Learning

This section guides users on My Learning and provides information on:

- Getting started with My Learning including key status definitions.
- How to manage, search and sort for a specific activity.
- How to check the Learner enrolment status.
- Viewing additional information regarding a Learning Activity.

My Learning is a collection of all Learning Activities that the Learner is currently enrolled into, and is organised and segmented by category (Courses, Webinars, F2F).

The page displays up to ten (10) enrolled Learning Activities, in list view.

My Learning Directory

This section guides users on how to manage, navigate, sort, search and find enrolled Learning Activities through the My Learning Directory.

All enrolled Learning Activities are displayed in the My Learning Directory where the Learner is presented with key information including Learning Activity name, Category, Status and Actions.

The default view displays 'All' Learning Activities (Training Courses, Webinars, Face-to-Face Training) allocated to the Learner, in enrolled status.

The My Learning Directory page consists of four (04) sub-navigation tabs located at the top of the page, horizontally:

- (1) All (default page view)
- (2) Courses
- (3) Webinars
- (4) Face-to-Face Training

These pages enable the Learner to access the enrolled Learning Activities grouped into pages based on the activity category.



To navigate between pages, select the corresponding page number or [**<Previous**] and [**Next>**] buttons located at the bottom of the page.

The 'sort' function allows for the sorting of enrolled Learning Activities by title, or enrolment status.

The 'search' function allows for searching of enrolled Learning Activities by user generated keywords.



Note: Certain Learning Activity enrolments may have an enrolment expiry date which is set by the Platform Administrator. Expired activities will not appear in the My Learning area. To be reassigned the Learning Activity enrolment users can contact the Platform Administrator.

My Learning Status

This section provides users with the definitions of My Learning Status messages.

NOT ATTEMPTED	Learning Activity not launched or attempted by the Learner (0% viewed status)
INCOMPLETE	Learning Activity launched but not attained a 'Completed' status (1-99% viewed status)
COMPLETED	Learning Activity attained 'Completed' status by the Learner (100% viewed status)

My Learning Actions

This section provides users with information on My Learning Actions.

The 'Action' column within the My Learning Directory allows the Learner to [**View**], [**Launch**] or in certain instances [**Review**] an enrolled Learning Activity.



VIEW	Displays the My Learning Activity Details page containing information regarding the specific Learning Activity.
LAUNCH	Opens the Learning Activity in a new pop-up screen. This button appears next to Courses category activities only.
REVIEW	Opens the Learning Activity in a new pop-up screen. This button appears next to Courses category activities only and will appear once the Learner has completed the course to 100%.

On successful completion of a Course activity, the **[Review]** button replaces the **[Launch]** button. If set by the Platform Administrator, this enables learners to re-launch the completed Course activity for review purposes.

Webinars and Face-to-Face Training activities provide Learners with the **[View]** action button only. To launch the course, the Learner must first select **[View]** and visit the 'My Learning Details' page.

My Learning Details

This section provides information regarding My Learning Details.

When a user navigates to My Learning Directory and clicks the **[View]** option alongside any enrolled Learning Activity, the system will open the 'My Learning Details' page for the relevant activity.

This page presents the relevant Learning Activity information. The left-hand side of the screen presents the activity name, keywords, course duration, date completed, category, and status.

In the resources section, Learners can **[Launch]** the Learning Activity. Jump to detailed information on how to launch a Learning Activity.



(9) Learning Activity Players

This section guides users on the Learning Activity Players and provides information on:

- How to use and navigate the Course player.
- How to use and navigate the Video player.

The Learning Activity player is the interface on which the Learner will view and interact with learning content.

The system provides two types of Learning Activity players:

- (1) **Video Player** – User interface for Webinars and F2F Training category Learning Activities.
- (2) **Course Player** – User interface for Course category Learning Activities.

Video Player

This section will enable users with information on how to use the Video Player.

Webinars and Face-to-Face (F2F) Training activities are instructor-led, video-based learning objects.

When a user launches a Webinar or F2F activity, the video player will launch within an in-app pop-up screen. Jump to view instructions on how to launch a Webinar or F2F Training.

To close or abandon the activity, users must first save their progress and exit the video to ensure progress is captured. Users can click the **[Close]** button located at the bottom right-hand corner of the pop-up screen to successfully close a webinar or F2F activity.

The video player contains the key features listed below:



Play/Pause Button

Start or stop the video at any point during the lesson.



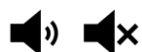
Progress Bar

View the progress of the watched versus the remaining length of the video.



Skip Buttons

Skip 15 seconds forward or backwards on the video.



Volume Control

Hover over the volume button to view the horizontal volume control bar. Users can increase or decrease the sound by dragging the level controller to the right, or the left. Click the volume icon to mute the sound.

Timer

View the elapsed video time versus the total video time.

19:09 / 20:23



Settings

Adjust the video playback resolution (quality) or view the video at an increased or decreased speed.



Screen Expander

View the video in full screen by clicking the screen expander button located at the right-hand corner of the video player. To collapse the screen, click the button again.

Course Player

This section will enable users with information on how to use the Course Player.

Course category Learning Activities are interactive learning objects that allow Learners to visually understand and virtually interact with modular based lessons.

A Course activity will load as a default pop-up in a new screen.

Course Player Navigation

The Course Player consists of two main navigations:

- (1) Hamburger Menu
- (2) Progress Bar

Hamburger Menu: Located on the top right corner of the Course Player, the hamburger menu is represented by the following icon.



Figure D: Course Play Hamburger Menu Icon

Toggle the menu to view the course lesson structure and click on any module name from within the menu to jump to a specific lesson.

Click the home icon located on the top right-hand corner inside the Hamburger menu to navigate to the starting slide of the lesson.

Learners can toggle the Hamburger menu to track the lesson progress on a module level. Completed modules will appear with a tick icon next to the name of the module.

Click on [EXIT] located at the bottom of the Hamburger menu to close the lesson. Click [Save & Exit] on the pop-up screen to ensure user progress is saved.

Progress Bar: Located on the bottom of the Course Player, the Progress Bar consists of four (04) key elements:

- (1) The number of slides within the course
- (2) The course name
- (3) The course completion percentage bar
- (4) The course slider navigation arrows, represented by the following left [**<**] and right [**>**] arrow icons.



Figure E: Course Player Slider Navigation Arrows

Course Player Features

Users can progress through the course by interacting with each slide. Use the course slider navigation arrows [**<**] and [**>**] to progress forward or backwards between slides.

Each slide may contain instructor-led audio lessons, video lessons or clickable interactive learning elements.






Audio and video lessons will begin when the user clicks the play button on the screen.

The course video player contains the key features listed below:



**Play/Pause
Button**

Start or stop the video at any point during the lesson.

	Progress Bar	View the progress of the watched versus the remaining length of the video.
	Skip Buttons	Skip 15 seconds forward or backwards on the video.
	Volume Control	Hover over the volume button to view the vertical volume control bar. Users can increase or decrease the sound by dragging the level controller upwards or downwards. Click the volume icon to mute the sound.
19:09 / 20:23	Timer	View the elapsed video time versus the total video time.
	Closed Captions	Click on the Closed Caption icon to view the text version of the spoken content.
	Screen Expander	View the video in full screen by clicking the screen expander button located at the right-hand corner of the video player. To collapse the screen, click the button again.



Interactive Learning Slides

Slides may contain interactive learning elements which users can click, drag and toggle to view the course content.

Surveys, questions and feedback forms are integrated within the course slides, allowing users to provide comments directly on the course. Users must click the **[Submit]** button on the screen to confirm the feedback has been captured.

Course Resources

Certain courses contain resource hubs where users can view additional learning collateral such as product user guides, feature release notes and FAQs.

Resources can be accessed through the Hamburger menu, located at the bottom of the menu above the **[Exit]** button. Click **[Resources]** to view the available resources.

Exiting the Course Player

To close or abandon the current course, users must first save their progress and exit the lesson to ensure their progress is captured.

To close the course, click on the Hamburger Menu icon and locate the **[Exit]** option located at the bottom of the menu.

Click on **[Exit]** to view the exit intent pop-up screen. Click **[Save & Exit]** on the pop-up screen to ensure user progress is saved on the system.

Once complete, the user may close the window by clicking **[X]**.



(10) Learner Directory – Administrators

This section guides Group Administrators on the Central Admin functions, with information on:

- Getting started with the Learner Directory
- How to view and manage Learners within your Group
- How to view and edit Learner profile information

Central Admin is a function available for Group Administrators and can be accessed through the Welcome Panel.

Click on **[Central Admin]** on the Welcome Panel will direct you to the Learner Directory page.

Learner Directory

This section guides Group Administrators on how to view and manage Learners within your Group through the Learner Directory.

The Learner Directory displays the list of all Learners available within your company specific Group.

The Learner Directory will display up to 25 Learners per page, in a list view with columns displaying the User name, Email Address, Employment ID (if applicable), Status, and Action.

The 'Sort by' function allows for sorting Learners by Name, Email, Status or Created date.

The 'Search' function allows for searching Learners by user generated keywords.

To navigate between pages, select the corresponding page number or click on the **[<Previous]** or **[Next>]** buttons located at the bottom of the page.



Follow these steps to view, manage or edit a Learner's profile information through the Learner Directory:

Click on the Learner User name to quick view the relevant Learner's profile information on a pop-up screen. The pop-up will display:

Step 1

- Personal Details: Full name, Email, Telephone, Mobile number, Address, Referred By, Referred From, User Role
- Employment Details: Employment ID, Position, Company Name, Industry
- Other Details: Date Created, Sign-in Count, Last Sign-in
- Group Details: Group Name

Step 2

Clicking the activity title will display a pop-up screen. Select the [X] button at the top-right corner to close the activity information screen or click outside the pop-up area.

Step 3

In the Action column, click on the edit icon to view or edit any Learner's profile information. The Group Administrator can now edit and perform the same functions available to the Learner in the User Profile area.



Note: Any Learner profile edits made by the Group Administrator through the Learner Directory will be permanent and reflect immediately within the Learner's account.



Frequently Asked Questions

Am I eligible for a Camms.College account?

Any Camms customer who is subscribed to our next generation customer success initiative, Camms.College, can self-register and gain access to the platform.

How do I register for a Camms.College account?

Any eligible user can self-register for a Camms.College account using the self-registration form: <https://learn.cammscollege.com/register>

How do I contact the Platform Administrator?

The Camms.College Learning Experience Platform (LXP) is managed by the Camms.College Platform Administrator. Users can get in touch with the Platform Administrator in the following methods:

Contact Us Form: Visit the public Contact Us page and submit your inquiry.
URL: <https://cammscollege.com/contact-us/>

Direct Email: Send a direct email containing your inquiry.
Email: cammscollege@cammsgroup.com

Phone Support: For urgent support, call us directly.
Phone: +61 (0) 8 7092 2371

Camms.College technical support call centre provides English language telephone support from 10:00am to 7:00pm on business days (Sydney time).



When can I expect to hear back from the Platform Administrator?

The Camms.College Support team will respond to all support requests within 24 hours from Monday to Friday, or within 1 business day.

The timeline for processing support requests and providing resolutions will be determined by the source of the problem and based on priority.

How do I provide feedback on the platform?

Platform users can provide feedback, log queries, flag issues and request features by completing the [User Feedback form](#).

The form can be accessed on any page of the system from the left side Welcome Panel navigation.

Support requests may also be lodged online (email or Contact Us form) 24 hours a day, seven days a week.

Which web browsers does the platform support?

The platform is a web-based system accessed through a browser. For the best user experience, we recommend Google Chrome or Microsoft Edge as your browser of choice when logging in to Camms.College.

Users who do not have these browsers can download them at the locations provided.

Google Chrome: <https://www.google.com/chrome/>

Microsoft Edge: <https://www.microsoft.com/en-us/edge>



Thank you!