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Camms.College Learning Experience Platform
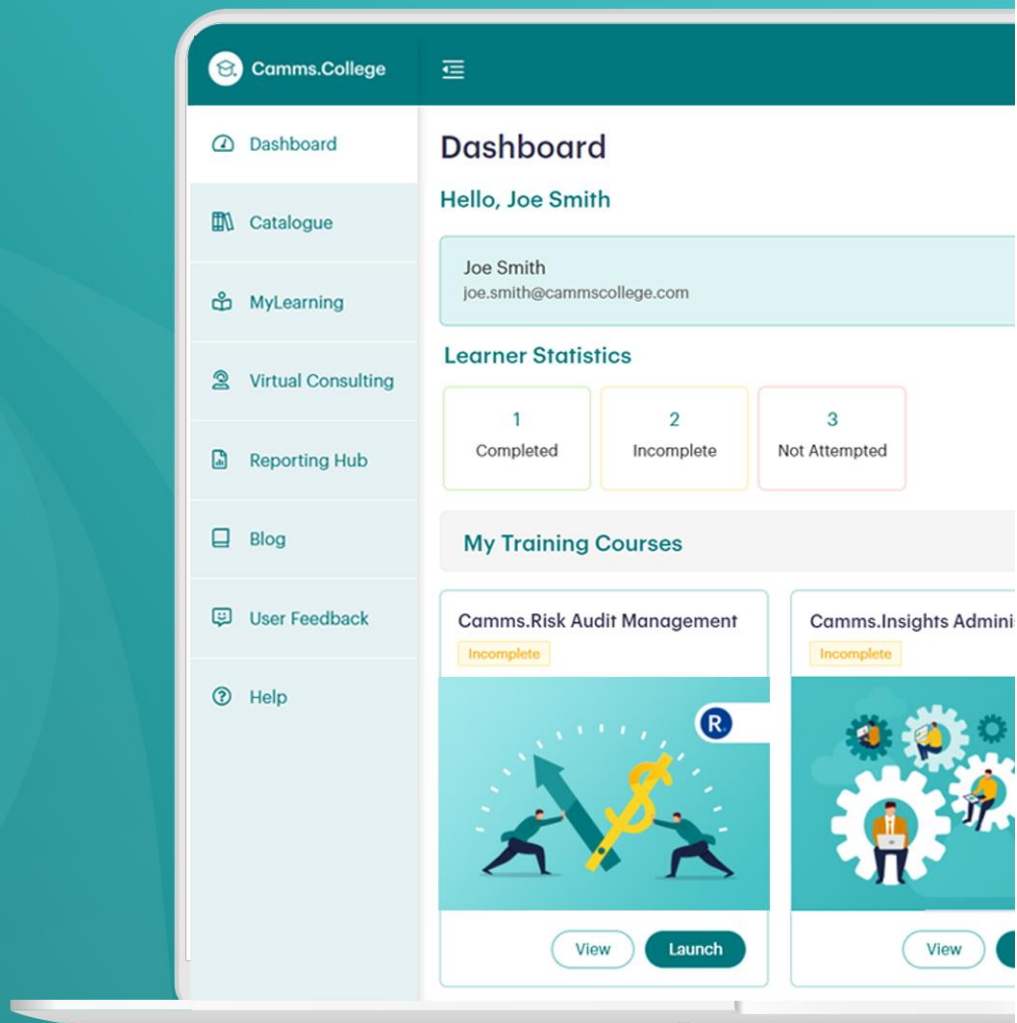# Product Release Note

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Overview

Camms is pleased to announce the September 2021 Feature Release for the Camms.College Learning Experience Platform.

(1) Product Release Introduction

The Camms.College Learning Experience Platform 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.

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

The purpose of this Product Release Note is to make users familiar with the new features and functionality available on the Camms.College Learning Experience Platform in the September 2021 demo release.

(2) Feature Release Summary

This release is dated 15th September 2021. The initial soft launch release of the Camms.College Learning Experience Platform includes the following new features which are available within the new platform to an exclusive segment of Camms.College customers.

The release dated 15th September 2021 will include the following features:

(1) Learner Role

(2) Learner Dashboard

(3) Notifications

(4) Learner Profile

(5) Catalogue

(6) Self-Service Enrolments

(7) My Learning

(8) Learning Activity Players

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

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Full Feature Release Note

(1) Learner Role

This section highlights the user roles available on the platform.

The current release facilitates a single user role: the Learner. The Learner is a general user of the platform.

From a functionality perspective, Learners have the ability to perform the following:

- 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 Certificates for select courses.
- View notifications from the Platform Administrator.

(2) Learner Dashboard

This section provides guidance on using the Dashboard and enables users with information on:

- Getting familiar with specific sections of the Dashboard.
- How to use the Learner Profile Information section.
- How to view Notifications from the Platform Admin.
- How to monitor your progress using Leaner Statistics.
- Viewing a Learning Activity on the Dashboard.

The Dashboard is the default view a user sees when logged in to the platform. It consists of four (04) main sections:

(1) Learner Profile Information

(2) Notifications

(3) Learner Statistics

(4) My Learning Activities

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(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.
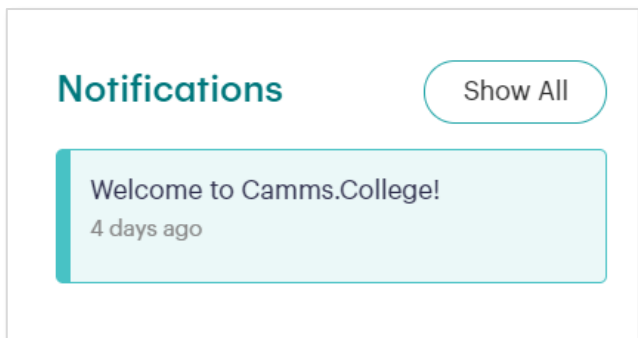

Figure A: Notifications on Dashboard

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'.

The following section details the steps to view notifications:

Step 1	Click the notification title to display the notification message and information in a pop-up screen.
Step 2	Click on the 'X' to close the notification.

Step 3   Clicking [Show All] will display all active notifications on a new page.

(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 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) 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.
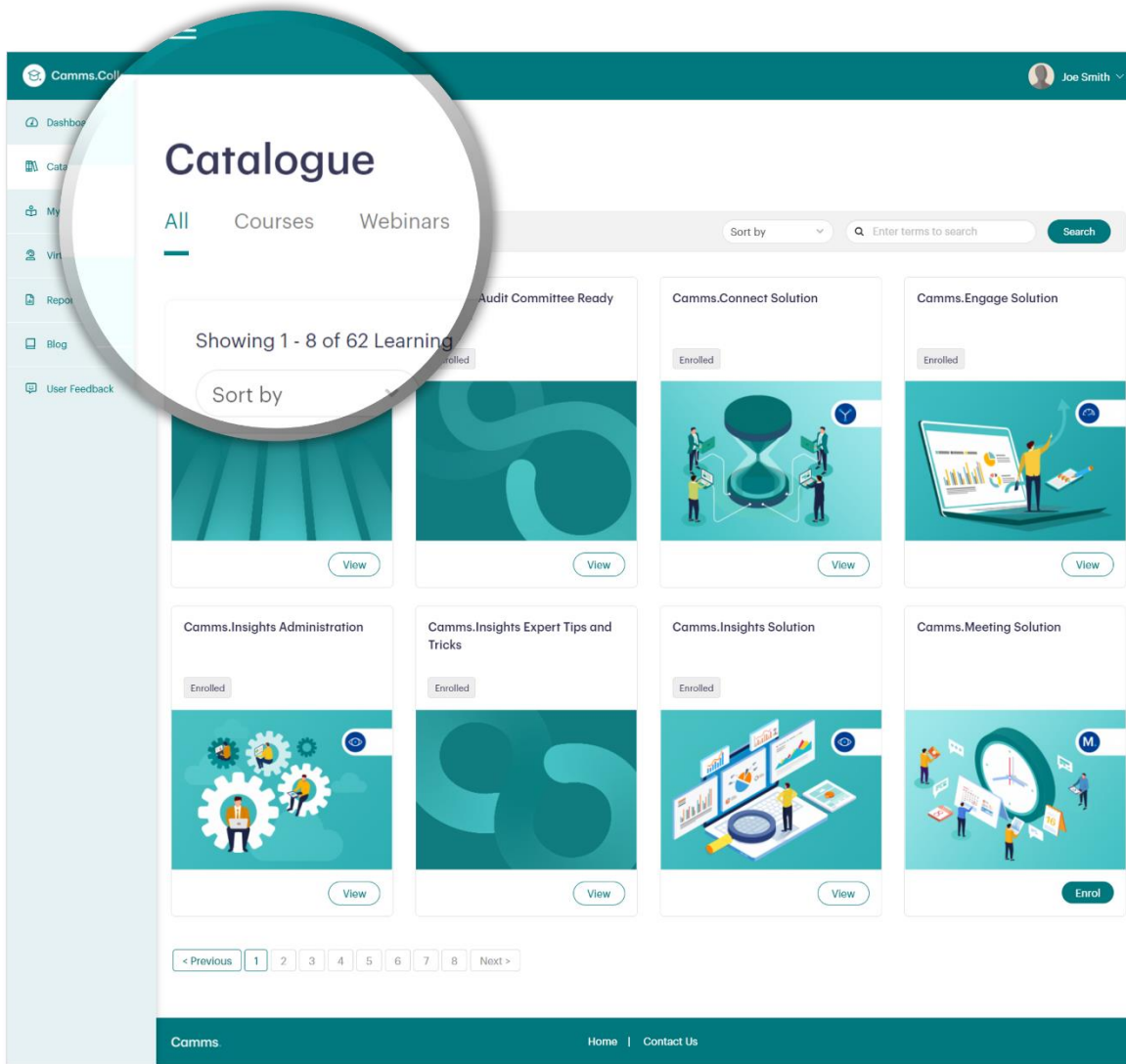
B: Catalogue Sub-Navigation Tabs

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.

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The following section details 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 to close the activity information screen or click outside the pop-up.

(6) 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.

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.

(7) 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 Leaner enrolment status.

- Viewing additional information regarding a Learning Activity.

My Learning is a collection of all Learning Activities that the Learner is currently enrolled to, 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 My Learning Directory.

All enrolled Learning Activities are displayed in the My Learning Directory where the Leaner 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.

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 window. This button appears next to Courses category activities only.
REVIEW	Opens the Learning Activity in a new pop-up window. 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.

Note: If the module does not launch, this may be due to an active popup blocker in your browser.

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.

The **Resources** section is located on the right-hand side of the screen. Here the Learner is presented with the relevant resources available within the specific Learning Activity. A Learning Activity could hold any number of resources, with a minimum of one (01).

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

> **Note:** If the module does not launch, this may be due to an active popup blocker in your browser.

(8) 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:

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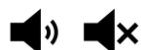| Icon	Name	Description
▶ ❚❚	Play/Pause Button	To start or stop the video at any point during the lesson.
—○—	Progress Bar	To view the progress of the watched versus the remaining length of the video.
↺ ↻	Skip Buttons	To skip 15 seconds forward or backwards on the video.
🔊 🔇	Volume Control	Hover over the volume button to view the horizontal volume control bar. Users can increase the sound by dragging the level controller to the right or decrease the sound by dragging the level controller to the left. Click the volume icon to mute the sound.
19:09 / 20:23	Timer	To view the elapsed video time versus the total video time.
⚙	Settings	To 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 window, users must ensure the browser is configured to allow popups. Jump to instructions on how to activate browser pop-ups.

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:

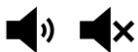|	Play/Pause Button	To start or stop the video at any point during the lesson.
	Progress Bar	To view the progress of the watched versus the remaining length of the video.
	Skip Buttons	To skip 15 seconds forward or backwards on the video.
	Volume Control	Hover over the volume button to view the vertical volume control bar. Users can increase the sound by dragging the level controller upward or decrease the sound by dragging the level controller downward. Click the volume icon to mute the sound.
19:09 / 20:23	Timer	To 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].

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Frequently Asked Questions

(1) How do I contact the Platform Administrator?

The Camms.College Learning Experience Platform 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).

(2) 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.

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(3) 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.

(4) 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!