



ITU ACADEMY PLATFORM USERS MANUAL

HUMAN CAPACITY BUILDING DIVISION

2016



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1. Introduction

This document has been developed as a guide to all users of the ITU Academy platform, to help them understand how to use the platform, their access rights, and their roles and responsibilities. As the improvements in processes on the ITU Academy platform is an ongoing exercise, this document will be continuously modified. Users are therefore advised to ensure they refer to the latest version.

While this document is primarily targeted at ITU Regional Coordinators (referred to as the ITU Coordinator), it should be shared with all users of the platform, in particular Centres of Excellence. ITU Coordinators must be in a position to respond to any queries arising in their regions with respect to the rights of access and use of the platform. Queries that the ITU Coordinators are not in a position to address themselves should be referred to ITU Headquarters.

Two other separate documents have been developed out of this main document. One is targeted at Instructors with the participants and guests section, and the other at Participants and Guests only.

2. User rights

2.1. Purpose of this chapter

This chapter describes the different users of the platform and explains their rights, roles and responsibilities and what is expected of them in exercising those rights.

2.2. Rights levels

There are primarily two levels of rights, namely System Rights and Course Rights:

- System Rights refer to access rights to **any** part of the ITU Academy platform. Those rights are only reserved for the **SuperUser**, who in this case is also the **ITU Administrator** at ITU Headquarters.
- Course Rights refer to access rights restricted **only** to a course. Within a course, there are different users with different roles and responsibilities. A role is a collection of permissions assigned to specific users in a specific context. The combination of roles and context define a specific ability of a user to some work on any page of the platform. The most common examples are the roles of instructors and participants in the context of a training.

2.3. Roles and responsibilities

2.3.1. System Rights

2.3.1.1. Super User's role

- The **Super User** role has been created for performing any task on the website. This role is reserved for the ITU Academy site Administrator (referred to as the **ITU Administrator**).

2.3.1.2. The ITU Administrator

2.3.1.2.1. ITU Administrator's role

- The **ITU Administrator's** role is reserved for the ITU staff responsible for monitoring the ITU Academy Platform and for handling some resources on the Academy portal, such as documentation, articles, news and events. The Administrator is also responsible for creating and modifying any course, upon request from the **ITU Coordinator**.

2.3.1.2.2. ITU Administrator's responsibilities

- The ITU Administrator is responsible for enrolling **Instructors** that will be running a particular course.
- The ITU Administrator will also be responsible for enrolling participants upon request from the ITU Coordinator.
- The ITU Administrator will prepare certificates for implemented trainings and make these certificates available on the ITU Academy portal, at the end of each training. Participants will then be able to generate the certificate in their own name. Certificates will also be made available on the ITU Academy for face-to-face trainings. In exceptional cases, certificates will be distributed manually by the ITU Coordinator.

2.3.2. Course Rights

2.3.2.1. The ITU Coordinator

2.3.2.1.1. ITU Coordinator's role

- The Coordinator role in the platform has been created for all ITU Regional Coordinators.
- The ITU Coordinators have access to all features and functions in a particular training. They can perform all design, development, teaching and maintenance tasks, including training backup and restoration, changing activities, enrolling and grading participants¹.

2.3.2.1.2. ITU Coordinator's responsibilities

- The ITU Coordinator holds the responsibility to **create** and **update** a course in the Operational Plan System (OPS) and to **complete** the Training Catalogue. This is a mandatory process to ensure that the course that has been created is reflected on the ITU Academy platform. From the time the course is created in the OPS, it takes up to 24 hours², to be reflected on the ITU Academy platform.
- For trainings that require additional documents to be uploaded to the ITU Academy platform, the ITU Coordinator should forward the documents to the ITU Administrator, who will upload them. These documents should be sent **one to three months before the course starting date**.
- ITU Coordinators should ensure that, once attachments have been made in Moodle or any change in the course has been made in Moodle, any further changes made in the OPS (including the Training Catalogue), **are also made in Moodle as these changes will not be automatically reflected in the ITU Academy website**.
- The ITU Coordinator is responsible for submitting the names of the Instructors, who will deliver a particular course, to the ITU Administrator for enrolment. This should be done before the registration period of the course.
- In cases where participants cannot enroll themselves, the ITU Coordinator shall submit to the ITU Administrator the list of participants to be enrolled manually. In those specific circumstances, the ITU Coordinator should ensure that participants create an account in the ITU Academy platform, and submit their full name (or username) and email address, as registered in the platform.
- In cases where the course is unpaid, the ITU Coordinator may directly enroll the participants manually.
- In exceptional cases, ITU Coordinator rights may be granted to an Instructor, at the request of the ITU Coordinator. This will be left at the Headquarters' discretion on a case by case basis.

¹ *To ITU Coordinators:* please note that, before requesting support from the ITU Administrator regarding the course appearance on the platform, please ensure that all the content required to be filled into the OPS has been completed at least a week before the request for support is made. In order to enable the ITU Administrator to provide quality support, please allow a period of 24 hours to identify any problem concerning the issue raised and find a solution.

² Please note that all the fields in the OPS system, and in particular the Training Catalogue, have to be completed for the course to appear on the ITU Academy platform.

However, where this is the case, the responsibility for the work delegated to the instructor still lies with the ITU Coordinator .

- The ITU Coordinator should ensure that participants' feedback forms from the implemented training have been collated and analyzed. In the absence of a CoE, the ITU Coordinator will be responsible for analyzing the results of the feedback forms.
- It is the responsibility of the ITU Coordinator to provide ITU Headquarters with the complete training report (incorporating both the CoEs and the Instructors' report) at the end of each training, to which they will add any comments they may have.
- Regarding the issuance of certificates for each course, the ITU Coordinator will provide the ITU Administrator with the necessary information. In the case of partnership, the ITU Coordinator has to provide the name, title and electronic signature of the CoE/partner representative, who is the signatory of the certificates, as well as the CoE/partner's logo. **(No more than two partners' names shall appear on the certificates).**
- At the end of a training the ITU Coordinator should collect and send the training materials to the ITU Administrator in a zip file with the **action number** of the course as the name of the file. The ITU Coordinator should also submit a report on the training to ITU Administrator on the Report Template already provided to the ITU Coordinators.

2.3.2.2. The Instructors

2.3.2.2.1. [Instructors' role](#)

- The Instructors can do editing within a particular training, including changing the activities. This includes uploading of training materials, designing assessments, and setting up the grading system they require.
- Instructors can view their own courses as participants would see them. This switching role provides them with the ability to make adjustments needed for the training delivery.
- The Instructors have the ability to access the list of participants of the course for their respective trainings. Therefore, they will be able to monitor the status of registration at any point in time. If needed, they will also be able to export the list of participants. Instructors can however NOT enrol participants. This role is performed by the participants themselves, or in exceptional circumstances, by the Administrator and the ITU Coordinator, as the case may be.
- With the agreement of all parties involved, Instructors can set up a videoconference where they can present the training materials related to the course. However, each session must be recorded and the records should be sent to the ITU Administrator.

2.3.2.2.2. [Instructors' responsibilities](#)

- The Instructor is responsible for delivering training in the ITU Academy platform, ensuring that all participants have access to all materials required for the training.
- The Instructor is responsible for continuous monitoring and management of training related forums, discussions and online interaction of participants.
- The Instructor is responsible for administration of assessments and exams.
- The Instructors should ensure that participants have completed the training feedback form at the end of the course. For face-to-face training, the Instructor should collect the forms and send them to the CoE organizing the course or the ITU Coordinator, as the case may be, together with the end of training report which should include participants' performance results.

2.3.2.3. Participants' role

- Participants have access to all resources and activities provided by the ITU Coordinator and/or Instructor, for the trainings they have enrolled themselves into.
- Participants can enrol themselves into a course by following the online registration system on the ITU Academy platform and secure online training fee payment process.
- Participants are required to read and familiarise themselves with the *Terms and Conditions* of enrolment that are on the platform
- In case a participant was not able to enrol him/herself automatically, he/she may inform the ITU Coordinator. This case can arise when payment is done by Bank wire transfer or enrolment failed attempt.
- Participants can generate certificates for themselves when they have successfully completed the training course. Participants are fully responsible for the name registered on the ITU Academy platform, as it will appear on the certificate.

2.3.2.4. The Guest's role

- The **Guest** role is temporarily assigned to non-enrolled users when they enter a course that allows guests without password. Guests have minimal privileges and usually cannot enter text anywhere. They have access to any content outside the course, for example all news and events provided by the ITU Administrator.

2.4. Conclusion

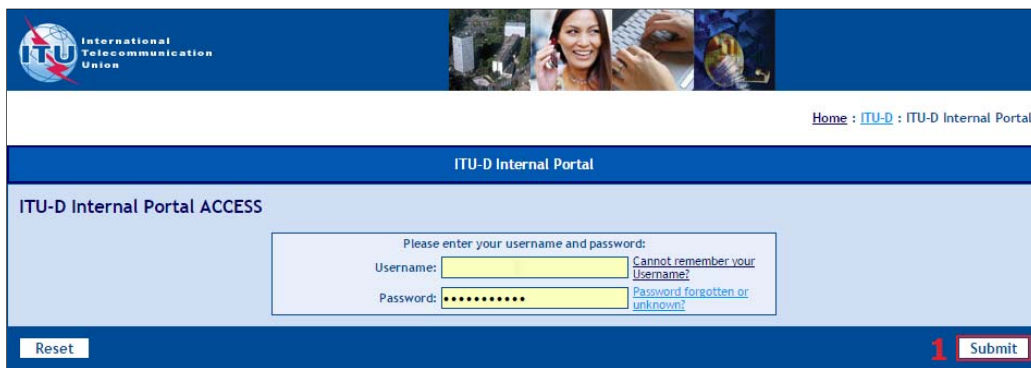
The roles and responsibilities of the above mentioned platform users are summarized in the attached Annex (Please refer to section 7.1). Any queries with respect to these roles and responsibilities should be referred to ITU HCB Administrator (hcbmail@itu.int).

3. Coordinator manual

The creation of any course has to be realized through an ITU internal process called Operational Plan System (OPS). This process provides for simplified planning and results based management. For a course to be reflected in the ITU Academy website, it has to be first created in the OPS. When all inputs have been made in the OPS, and all of the inputs are valid, the course will be created on the ITU Academy. **It is important to note that any modification on the OPS will be reflected in the ITU Academy within twenty four hours.**

3.1. Operational & Action Plan Systems

http://www.itu.int/net4/ITU-D/CDS/bdtint/op_logon.asp



(1) Enter your username and password, and then click on the “Submit” button to log yourself on the OPS Platform.



- (1) Click on the “Operational & Action Plan Systems” link to open the OPS.
- (2) Click on the “User’s guide” link to open the OPS help, if needed

3.1.1. Create action

You can access the system by choosing an action number or by selecting its name.

Please select only ONE option.

Enter the Action number:

Or select the system name: Select system **1**

- Select system
- Operational Plan System (2015-2018)
- Action Plan System (2012-2014)

Please select Action Plan System for actions until 2014 or select Operational Plan System for actions as from 2015

2 Submit

- (1) Select the Operation Plan System (2015-2018).
- (2) Click on the “Submit” button to access the OPS.









Home : [ITU-D](#) : Operational Plan System :

Operational Plan System

[Back](#)

Please select the information you wish:

- Create/Edit/View Actions displays detailed information about the Actions of the Plan.
- Estimates displays information about the estimates with totals.
- Budget Information displays information about the budget (activations and remaining budget available).
- Global Reports displays miscellaneous information about the Action/Operational Plans.
- Customizable reports.
- Group names. 🚫
- Events displays the list of ITU-D events. It allows the modification of the URL. 🚫
- Control Panel gives access to the configuration of the system. 🚫

 Create / Edit / View Actions 1
 Estimates
 Budget Information
 Global Reports
 Customizable reports
 Group Names (Access restricted)
 URL management of Events (Access restricted)
 Control Panel (Access restricted to ADM)

[Back](#)

- (1) Click on the “Create / Edit / View Actions” link to open the OPS actions catalogue.

(1) Click on the “Add Action” to create a new action in the OPS.

(1) Fill in the form provided.

(2) Click on the “Submit” button to validate the new action.

3.1.2. Update an action

- (1) Enter the action number * (1)
- (2) Or Select the Operational Plan System (2015-2018) ** (2).
- (3) Click on the “Submit” Button.

From this point there are two ways to access the action information:

- (*) By entering the action number, Coordinators will be directed to the Action information page.
- (**) By selecting the Operational Plan System (2015 - 2018), Coordinators will have access to all the actions entered in the system and should select the appropriate action they wish to modify.

- (1) Click on the “Create / Edit / View Actions” link to open the OPS actions catalogue.

Search Form

This form allows the user to display a list of existing Actions.
You can filter by Output, SubOutput, Region, Action Manager, Dates, Status and specific information about events.

To create an Action, click on the Add Action button above or select the Output and the SubOutput where it will be recorded and click on [Submit]. A button [Add Action] will appear if you have the appropriate Rights.

1 Output:

2 SubOutput:

Region:

Action Manager:

Dates: From To
(dd/mm/yyyy) (dd/mm/yyyy)

Status: Requested Planned Confirmed Ongoing Implemented Postponed Cancelled

Priority Domain:

Unit:

Only Actions under regular budget?

All Events

Events (other than Work./Sem./Symp.)

Workshops:

Seminars:

Symposia:

Forum:

Ad Hoc Assistance:

3

- (1) Select the Output to appear in the catalogue.
- (2) Select the SubOutput to filter further what will be displayed in the catalogue.
- (3) Submit the research form;

Apart from the "Output" and "SubOutput", which are mandatory, the user is welcome to fill in as much as he/she knows in order to filter the entry of the catalogue.

List of Actions									
Centres of Excellence Output: 8/2 - Centres of Excellence (cycle 2015-2018) (X606000) SubOutput: 8/1.05 - Centres of Excellence for Europe (X6060005) Start date: 01/01/2015 - End date: 31/12/2016 Sorted by Action No Number of Actions found: 11					Export this list to Excel		Export this list to Excel with Results		Print this list
Action No	Cost Center Internal Order	SubOutp. Title	Region(s)	Place Country	Start Date End Date	Action Manager	Status	Updated on	Updated by
14270	X6060005	8/1.05	Next Generation Broadband Internet Access	EUR	On-Line ITU Academy 26/05/2015 22/06/2015	PONDER, J. Mr.	Confirmed	23/03/2015 11:28	RAPOSO, S. Mrs.
14275	X6060005	8/1.05	Mobile Broadband	EUR	On-Line ITU Academy 17/11/2015 14/12/2015	PONDER, J. Mr.	Planned	24/03/2015 15:54	CHEVTCHENKO, M. Mrs.
14280	X6060005	8/1.05	Cyber Security Awareness for SMEs	EUR	On-Line ITU Academy Jul 2015	PONDER, J. Mr.	Planned	26/03/2015 12:16	CHEVTCHENKO, M. Mrs.
14281	X6060005	8/1.05	Cyber Security Lifecycle of the New Millennium	EUR	On-Line ITU Academy Oct 2015	PONDER, J. Mr.	Planned	26/03/2015 12:16	CHEVTCHENKO, M. Mrs.
14295	X6060005	8/1.05	Broadband Access	EUR	Chemnitz Germany 17/09/2015 18/09/2015	PONDER, J. Mr.	Planned	20/04/2015 15:49	BDT Support
14296	X6060005	8/1.05	Network and IT Security	EUR	Chemnitz Germany 14/09/2015 15/09/2015	PONDER, J. Mr.	Planned	01/07/2015 13:12	CHEVTCHENKO, M. Mrs.
14298	X6060005	8/1.05	End-to-End QoS Network Design	EUR	Warsaw Poland 19/11/2015 20/11/2015	PONDER, J. Mr.	Planned	20/04/2015 15:51	BDT Support
14300	X6060005	8/1.05	Strategic Aspects for Internet Governance and Innovations	EUR	Warsaw Poland 05/11/2015 06/11/2015	PONDER, J. Mr.	Planned	20/04/2015 15:51	BDT Support
14301	X6060005	8/1.05	e.Waste	EUR	Porto Salvo Portugal Jun 2015	PONDER, J. Mr.	Planned	09/04/2015 17:14	CHEVTCHENKO, M. Mrs.
14302	X6060005	8/1.05	Assess compliance of telecommunication and data communication cables and devices	EUR	Porto Salvo Portugal Sep 2015	PONDER, J. Mr.	Planned	01/04/2015 11:57	CHEVTCHENKO, M. Mrs.
14303	X6060005	8/1.05	Software Quality Control and Testing	EUR	Porto Salvo Portugal Oct 2015	PONDER, J. Mr.	Planned	01/04/2015 11:58	CHEVTCHENKO, M. Mrs.

1

- (1) Press on the any of the actions to have access to the information related to it.

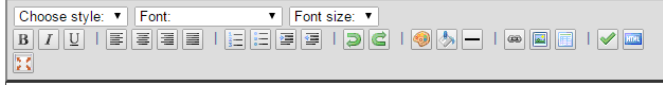
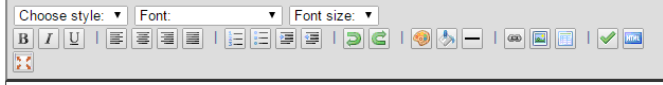
3.1.3. Create/update a course

Operational Plan System			
Back		Export to Word HTML Report	
Objective:	8	Initial budget of the Output: unavailable	
Output:	Centres of Excellence (cycle 2015-2018) (X606000)	Budget available for the Output: 0	
SubOutput:	Centres of Excellence for Europe (X6060005)	Budget available for the Action: 0	
Action 14270			
Next Generation Broadband Internet Access			
Status:	Confirmed	CC/Internal Order:	X6060005
Commitment level:	0 %	HQ/Region Coordination?	<input type="checkbox"/>
Region(s):	Europe	Event:	<input type="checkbox"/>
Place:	ITU Academy / On-Line	To be displayed on the Web?	<input checked="" type="checkbox"/>
Dates:	26/05/2015 - 22/06/2015	Unbudgeted:	<input type="checkbox"/>
Estimated days:	28 days	Event Category:	Other
Action Manager:	PONDER, J. Mr.	In ITU Calendar of Events:	<input type="checkbox"/>
Other responsible staff:	HXELE, M. Mr.	Ad Hoc Assistance:	<input type="checkbox"/>
URL:		Mission:	<input type="checkbox"/>
Benef. Countries:			
Description:	This course will focus on Next Generation Broadband Internet Access from technology, regulation and business aspects. It will cover the Internet architectures, Internet protocols (IPv4, IPv6, TCP, UDP) and fundamental Internet technologies (routing, DNS,		
Internal Remarks:			
Priority domains:			
Related SubOutputs:			
Group:	None		
Expected results:	To build capacity in Next Generation Broadband Internet Access		
Expected KPIs:	About 50 participants		
Expected Risk Factors:	Lack of participation		
Achieved Results:			
KPIs/measurement:			
Identified Risk Factors:			
Updated on 23/03/2015 11:28 by RAPOSO, S. Mrs.			
Back		Delete Action Modify Action Duplicate Action Estimates Budget Benef. Countries Benef. Regions Priority Domains Related SubOutp. Assessment Training Catalog PP Resolutions WTDC Resolutions SG Questions Link to other Actions Other titles Event Info Group Mission report >> To ITU Calendar	

(1) Press the “Training Catalogue” button to open the training related to the action;

Objective:	8
Output:	Centres of Excellence (cycle 2015-2018) (X606000)
SubOutput:	Centres of Excellence for Europe (X6060005)
Action 14270	
Next Generation Broadband Internet Access	
Training Catalog	
Course Code: 15DL14270EUR-E	
Language:	English
Bureau:	
Community:	
Discount:	0
Region:	Europe
Training Type:	e-Learning
Pre-Requsetes:	
Event Facilitator:	
Organizing Institution:	FEEIT, FYR of Macedonia
Email Contact:	jaroslav.ponder@itu.int
Expert/Tutor:	Toni Janevski
Number of participants:	0
Origin:	CoE
Training fees:	<input checked="" type="checkbox"/> 150 \$
Training Category:	Technologies and Services
Registration Start Date:	
Registration End Date:	
Registration URL:	
Partners:	[Unknown] Select Partners
Related courses:	
News:	<input type="checkbox"/>
URL:	
WBS:	
Short description:	This course will focus on Next Generation Broadband Internet Access from technology, regulation and business aspects. It will cover the Internet architectures, Internet protocols (IPv4, IPv6, TCP, UDP) and fundamental Internet technologies (routing, DNS, DHCP), Internet services (WWW, e-mail, BitTorrent, Skype, social networking, etc.), as well as network neutrality aspect of the Internet regulation.
Full description:	
Objectives:	
Comments:	
1 Modify	
Back to Action details	

(1) Click on the “Modify” button to permit the training to be updated;

Operational Plan System	
Back	
Objective:	8
Output:	Centres of Excellence (cycle 2015-2018) (X606000)
SubOutput:	Centres of Excellence for Europe (X6060005)
Action 14270	
Next Generation Broadband Internet Access	
Training Catalog	
Language:	English
Bureau:	ITU-D
Joomla Community Code:	
Discount (%):	0
Region: (*)	Europe
Training Type: (*)	e-Learning
Pre-Requisites:	
Deadline:	Automatic to Start Date - 10 days
Event Facilitator:	
Organizing Institution:	FEEIT, FYR of Macedonia
Email Contact:	jaroslaw.ponder@itu.int
Expert/Tutor:	Toni Janevski
Number of participants:	0
Origin:	CoE
Training fees:	<input checked="" type="checkbox"/> Amount: 150 \$
Training Category: (*)	Technologies and Services
Registration Start Date:	<input type="text"/> (dd/mm/yyyy)
Registration End Date:	<input type="text"/> (dd/mm/yyyy)
Registration URL:	
Partners:	[Unknown]
Related courses:	
News:	<input type="checkbox"/>
URL:	
URL displayed:	
WBS: (*)	P.40595.1.03
Short description: (*) (1097 characters remaining)	This course will focus on Next Generation Broadband Internet Access from technology, regulation and business aspects. It will cover the Internet architectures, Internet protocols (IPv4, IPv6, TCP, UDP) and fundamental Internet technologies (routing, DNS, DHCP), Internet services (WWW, e-mail, BitTorrent, Skype, social networking, etc.), as well as network neutrality aspect of the Internet regulation.
Full description: (3983 characters remaining)	<div style="border: 1px solid gray; padding: 5px;"> Choose style: Font Font size:  </div>
Objectives: (3996 characters remaining)	<div style="border: 1px solid gray; padding: 5px;"> Choose style: Font Font size:  </div>
Comments:	
Reset	1 Submit
Back	

The “Region”, “Training type”, “Training Category”, “WBS” and “Short Description” fields are mandatory for the course to appear on the ITU Academy. Coordinators have to fill in as much information as possible in the provided fields.

(1) Press the “Submit” button to validate the creation/update of the course.

When all these have been done, the course will appear in the ITU Academy website within 24 hours from the time the training catalogue was “submitted”.

3.2. ITU Academy

The ITU Academy team has defined a timeline to help run the course as smoothly as possible. Coordinators need to be aware of this timeline to avoid overlaps in the activities required for the course to be effected. Overlaps in the activities could cause disruptions of the process which could result in the course being canceled.

3.2.1. *Before the course*

3.2.1.1. Administrative documents

Coordinators have to provide the documents related to the course (“Invitation letter”, “Information note”, “Registration form”, “Agenda”, Etc.), to the ITU Administrator. The documents, once validated by the ITU Administrator, will be attached to the course and will appear on the course description on the ITU Academy website to help the participant. **These course documents have to be sent not later than one month before the starting date of the course.** These documents need to be submitted using the approved templates already shared with the Coordinators.

Once the documents related to the course have been received, the ITU Academy Administrator will validate the course and will open the registration period.

3.2.1.2. Purchasing a Course

Regarding the purchasing of a course, participants will be able to pay directly for a course using credit or debit cards. If they are unable to use this method, participants can generate invoices for themselves and pay offline through bank transfer to the ITU Account (details provided in the website). **The offline payment service will close two weeks before the course starting date**, whereas the online payment will end the day before. **N.B The system will not issue invoices for a course that has to start in two weeks from the date the invoice is requested.**

3.2.1.3. List of instructors

As mentioned above, courses created on the OPS will be reflected on the ITU Academy within twenty four hours. Coordinators should inform the ITU Administrator of the upcoming courses, so that access can be granted to them. They should also provide to the ITU Administrator, the list of focal points in the region so that access can be granted to them as Instructors for the courses.

3.2.1.4. Course validation

Until the ITU Academy Administrator validates the course, the buttons (“Online payment”, “Offline payment” and “Registration”) will be disabled. Participants may set a reminder so that they are notified when the course is confirmed and registration is open.

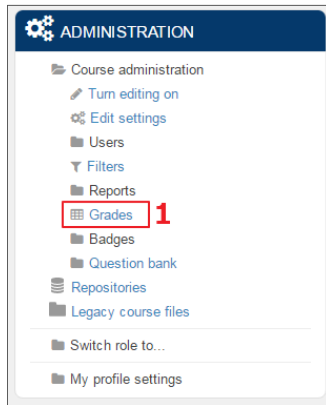
3.2.1.5. Certificates / feedback

At the end of the course, participants who have successfully completed the training and attained required marks in the assessments are entitled to receive a certificate. In order to issue the certificate automatically on the platform, Coordinators will have to provide the logos and electronic signatures of all

the CoEs. They will also have to indicate in which language (English, French, Spanish, Arabic, Chinese and Russian) the ITU Academy Administrator will have to set the official feedback in.

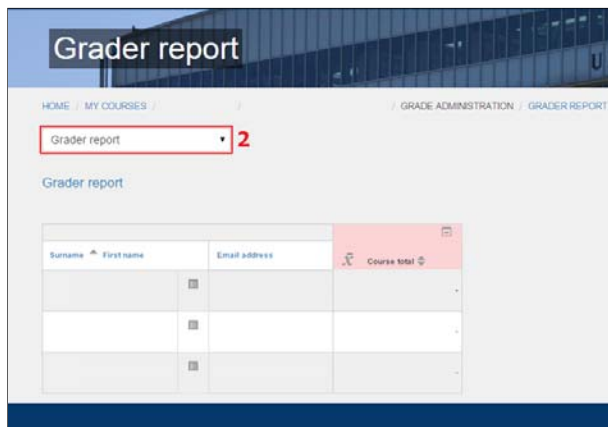
3.2.1.6. List of participants

The ITU Academy Coordinators have access to the lists of participants for their respective courses. Therefore, they will be able to monitor the status of registrations at any point during the registration period (1). They will also be able to export the list, if needed. To do this follow the steps (2-7) as explained below:

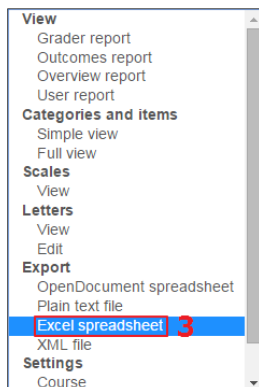


(1) Press the “Grades” link to navigate to the **Grades report** of all the Participants in the courses.

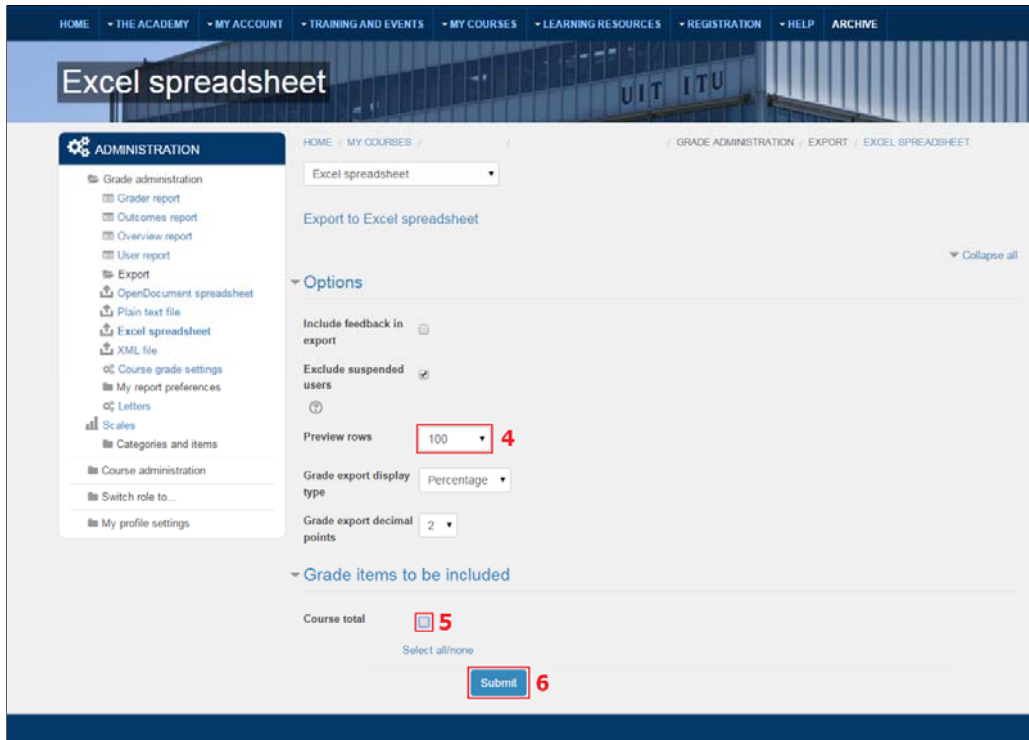
Note that if it is not necessary to export the listing of Participants, it is possible to skip the steps (2) to (7).



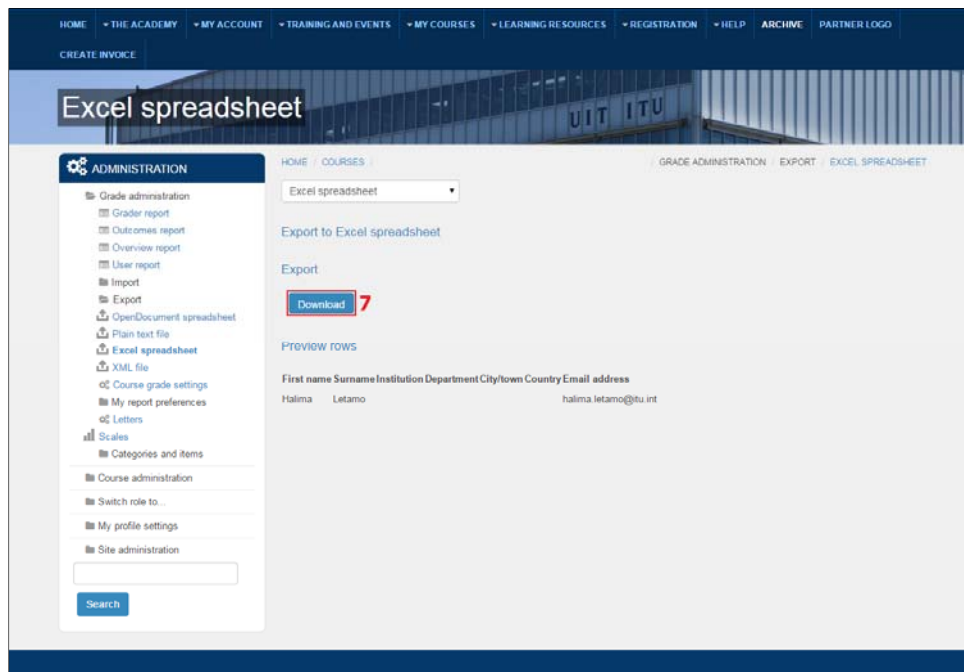
(2) Go to the “Grader report” to open the option of export.



(3) Select the “Excel spreadsheet” export option.



- (4) Select a large enough number on the “Previews rows” box.
- (5) De-select the “Course total” checkbox.
- (6) Click the “Submit” button.



- (7) Click the “Download” button.

3.2.2. During the course

Since an overlap between the offline payment processes and the beginning of the course might happen, (payment can take some time to reach the ITU Account, depending on the country), Coordinators

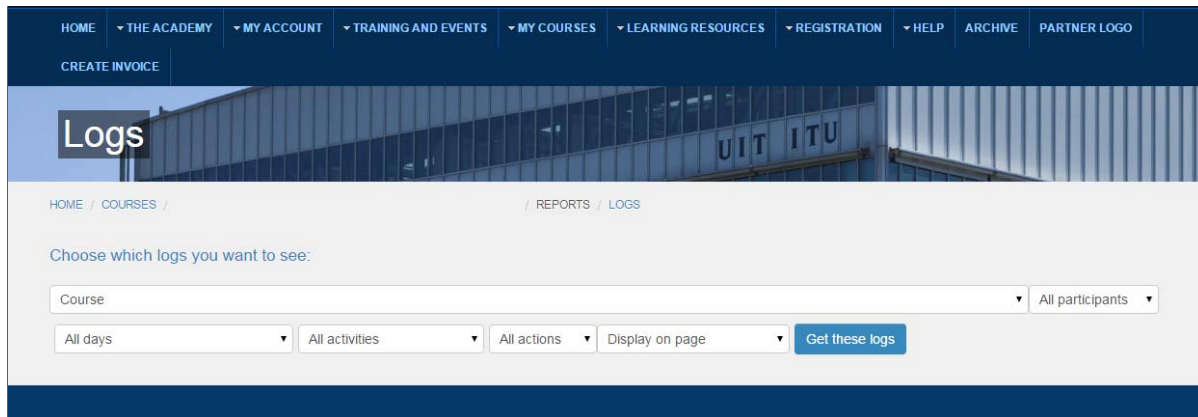
may provide recommendations for the participants concerned to be registered, having confirmed that the fees have been transferred. If the Coordinator realizes that the participant has not been honest about the transfer of fees, they may advise the ITU Administrator to revoke the participation of the participant in the course.

During the course active period, Coordinators may want to observe a different activity (or activities) of the course. In order to do so, many options have been opened for the Coordinators.

3.2.2.1. Reports

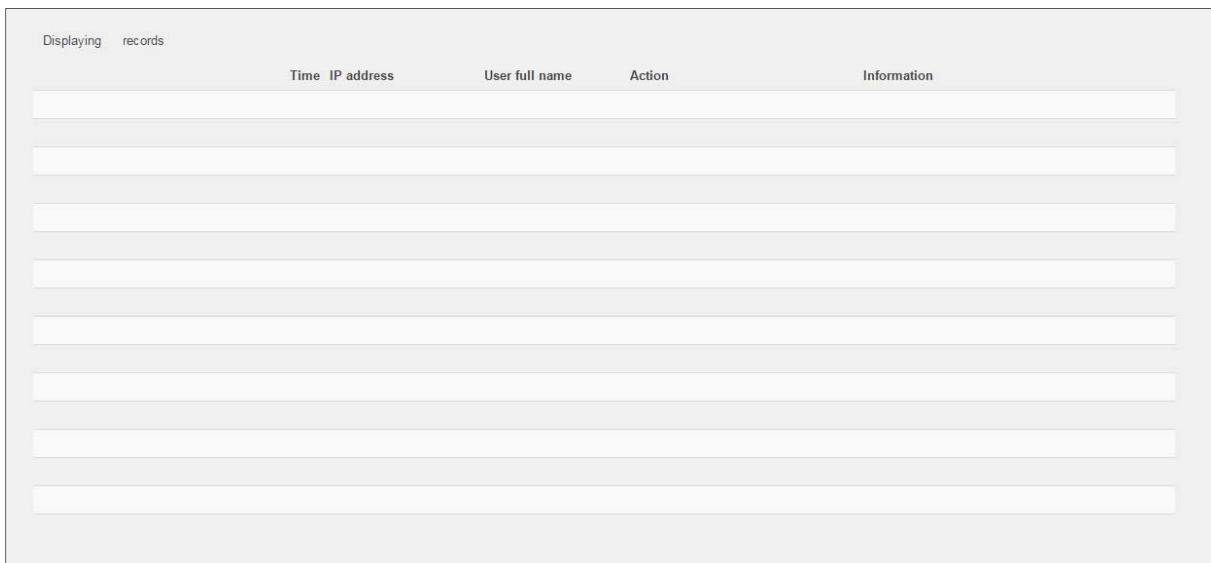
Coordinators can observe different reports by going to the box Administration > Course Administration > Reports.

a. Logs



Coordinators can observe the entire log of the course by pressing the “Get these logs” button. They can filter the logs for any participant, any day, any activity, and/or any action.

b. Live logs



Time	IP address	User full name	Action	Information

Coordinators can observe the entire log of the course live. This option cannot be filtered.

c. Activity report

HOME / COURSES / / REPORTS / ACTIVITY REPORT

Computed from logs since

Activity	Views	Related blog entries	Last access

Coordinators can observe the log of all the activity of a course. This option cannot be filtered.

d. Course Participation

HOME / COURSES / / REPORTS / COURSE PARTICIPATION

ADMINISTRATION

- Course administration
- Switch role to...
- My profile settings
- Site administration

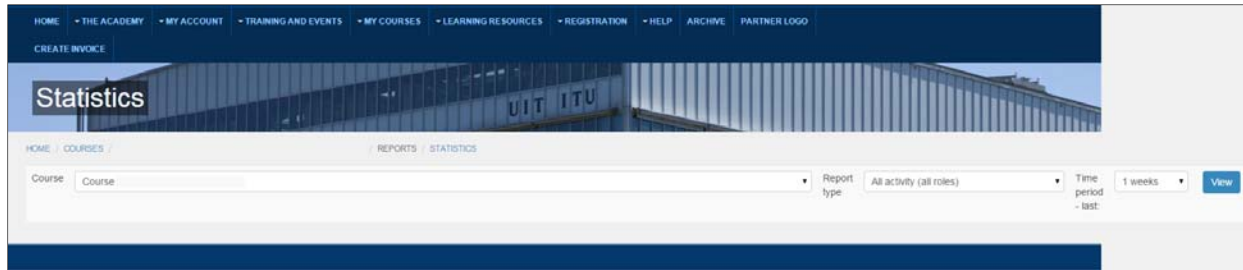
Activity module: Choose... Look back: Choose... Show only: Student Show actions

All actions Go

Groups: All participants

Coordinators can observe the course participation. They can filter this option for any activity, any time (“Look Back”), any type of participant (Student, Instructors ...) and/or any action.

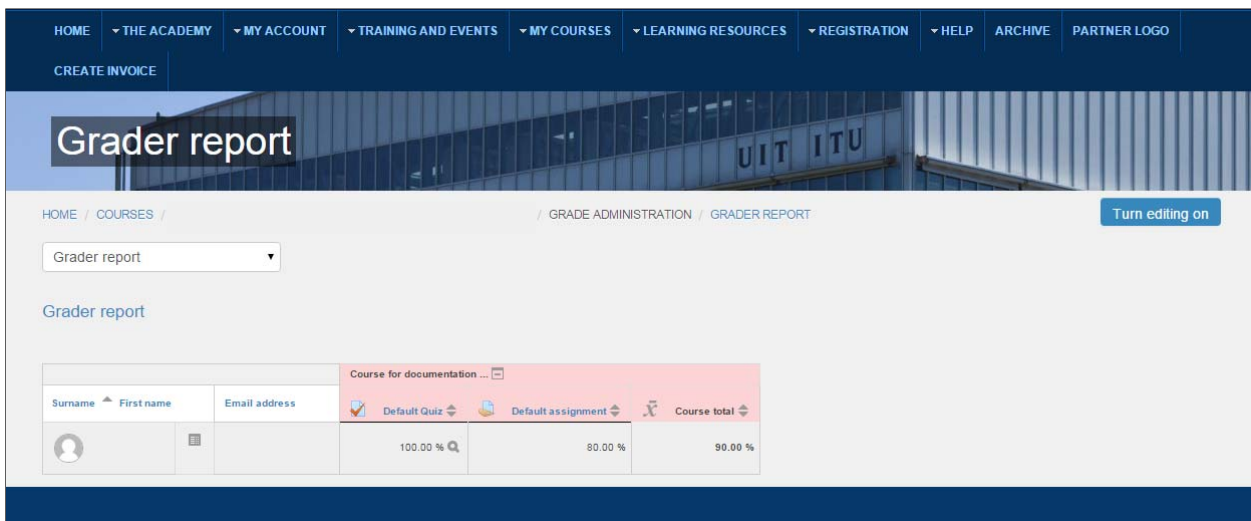
e. Statistics



Coordinators can create small and simple graphs. They can filter the statistics for any Report type (“All Activity (all roles)”, “All Activity (views and posts) Instructor”, “All Activity (views and posts) Student”, “All Activity (views and posts) Guest”, “Views (all roles)” or “Posts (all roles)”), or any time period.

3.2.2.2. Grade

Coordinators can observe the grades report by going to the box Administration > Course Administration > Grades.



3.2.3. After the course

3.2.3.1. Evaluations

Coordinators have to ensure the instructors have done an evaluation of the participants and graded them accordingly. Templates for the evaluation have been provided to the CoEs. Coordinators should provide those templates to the instructors.

3.2.3.2. Training Feedback form

Coordinators have to ensure that the instructors have collected the training feedback forms from the participants. The instructors should submit them to the CoEs Focal Point or back to the ITU Coordinator, as the case may be, who will analyze the results of the feedback forms. Templates for the feedback have also been provided to the CoEs.

3.2.3.3. Final Reports

Coordinators have to make a final report at the end of the training. They should request the training reports from the Instructors/CoE, add their own input/comments. The final report should also contain a complete list of participants indicating which participants should be issued a certificate.

3.2.3.4. Training Materials

Coordinators have to collect the different training materials from the course, place them in a zip file with the action number as part of the file name (e.g. “14343 – Course_Name.zip”). This file together with the Final Report should be sent to the ITU Administrator.

3.2.3.5. Certificates

The certificates for face-to-face training will be generated once the information has been received from the Coordinator.

3.3. Communities

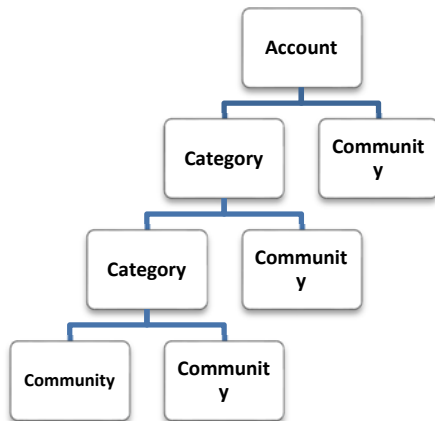
Using the Community feature, the ITU Academy Team has decided to take the platform to another social level by empowering registered users to organize themselves into common interest groups. This feature will provide a full set of options and actions. The Communities will be used as sharing platform and as an advertising platform for upcoming courses

3.3.1. Introduction

The Coordinator and Administrator will have the rights to create and manage the Communities on the platform. They are accessible through the user profile (by pressing the “My Account” in the menu).



A Community can be **public**, **private** or by **invitation only**. Interactions will be facilitated via **Wall** posting, **Photo**, **Video** and **File sharing**, and communicating by group messaging and group dedicated **forum** areas. Community members will be able to schedule **events**.



Coordinators can create a Category to classify all the Communities. For example, under Center of Excellence > Europe, the Coordinator of Europe will be able to manage the Communities for each of the course held in Europe. A Category can be nested; which means one category within another one.

Communities can be created without a category. Those might move in category depending on the Administrator.

3.3.2. Create a category

3.3.2.1. Category creation

Activity
You have no activity.

List of Communities

1 **New Category** **New Community**

My Categories My Communities Joined Communities My Invites Invited To

You have no Categories.

(1) Press the “New Category” button to create a category.

Create Category

Published **Yes** **1**

Parent There are no Categories available.

Name **2**

Description **3**

Logo **4**

Types **Approval** **5**

Access **- Everybody** **6**

Create **Enable** **7**

Create Access **8**

Nested **Enable** **9**

Nested Access **10**

Owner **11**

Integrations **Forum** **12**

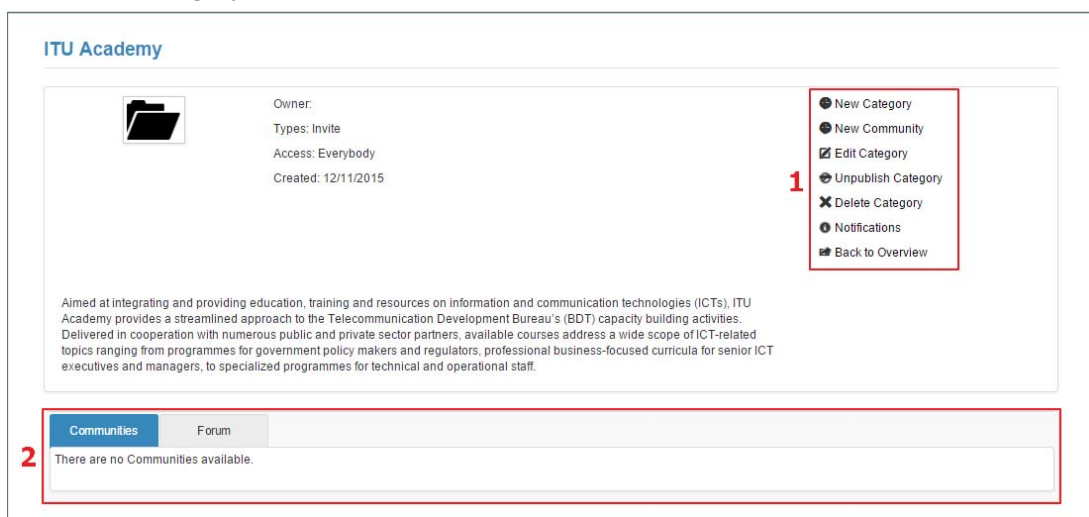
Display **Enable** **13**

Public **Yes** **14**

14 **Create Category** **Cancel**

- (1) Make the category visible or not.
- (2) Select a name for the category (Required).
- (3) Select a description for the category (Optional, but can give a clear idea on the category).
- (4) Select an image for the category (Optional).
- (5) Select the type which determines the way a Community will be joined:
 - Open: Users can enter the community.
 - Approval: Users can request approval to enter a community.
 - Invite: Users have to be invited in the community.
- (6) Determines who can see the category (Those from the group and above will have access to it).
- (7) Enable the ability to create communities in this category.
- (8) Determines who can create communities in this category.
- (9) Enable the ability to create categories in this category.
- (10) Determines who can create categories in this category.
- (11) Will automatically be filled with the creator unique ID.
- (12) Enable the creation of a forum.
- (13) Make the category forum public or not.
- (14) Press the “Create Category” button to validate.

3.3.2.2. Category overview



- (1) Owner right over the category:
 - Create new category
 - Create new community
 - Edit category
 - Making the category invisible
 - Delete category
 - Notifications
- (2) Overview all the community and forum linked to the category.

3.3.3. Create a community

3.3.3.1. Community creation

(1) Press the “New Community” button to create a community.

- (1) Make the community visible or not.
- (2) Select a region for the community.
- (3) Select a name for the community (Required).
- (4) Select a Coordinator (Can be skipped because of (13)).
- (5) Select a description for the community (Optional, but can give a clear idea on the community).
- (6) Select an image for the category (Optional).

A screenshot of a web form for creating a community. The form contains several dropdown menus and a text input field, each with a red box around it and a red number next to it. The items are: 'Type' (Open) with callout 7; 'Access' (empty) with callout 8; 'Invite Access' (empty) with callout 9; 'Users Public' (No) with callout 10; 'Nested' (Enable) with callout 11; 'Nested Access' (empty) with callout 12; and 'Owner' (empty) with callout 13. Each dropdown menu has a small blue question mark icon to its right.

(7) Select the type which determines the way a Community will be joined (Will help determine a community type different than the category or community this new community will belong to):

- Open: Users can enter the community.
- Approval: Users can request approval to enter a community.
- Invite: Users have to be invited in the community.

(8) Determines who can see the community (Those from the group and above will have access to it).

(9) Determines which type of users will be able to invite another to join the community.

(10) Determines if the community Users will be publicly visible.

(11) Enable the ability to create communities in this community.

(12) Determines who can create communities in this community.

(13) Will automatically be filled with the creator unique ID.

A screenshot of a web form for creating a community, showing the 'Integrations' section. The 'Wall' tab is selected. The form contains four dropdown menus and a text input field, each with a red box around it and a red number next to it. The items are: 'Display' (Enable) with callout 14; 'Public' (No) with callout 15; 'Post' (empty) with callout 16; and 'Approve' (Disable) with callout 17. Each dropdown menu has a small blue question mark icon to its right. At the bottom of the form, there is a red box around the 'Create Community' button with callout 18, and a 'Cancel' button next to it.

Note that (14-18) will apply to the Photo, Video, File and Events.

(14) Enable the usage of this tab.

(15) Determine if the tab will be publicly visible.

(16) Determine which type of user will be able to add new elements on this tabs.

(17) Enable approval of Moderator for elements to appear.


(18) Press the “Create Community” button to validate.

Integrations	Wall	Photo	Video	File	Events	About
Display		Enable 14				
Public		Yes 15				
16 <input type="button" value="Create Community"/> <input type="button" value="Cancel"/>						

- (14) Enable the usage of About.
 (15) Determine if about will be publicly visible.
 (16) Press the "Create Community" button to validate.

3.3.3.2. Community overview

Centres of Excellence



Users: 2
 Owner:
 Admins:
 Type:
 Access:
 Category: Centres of Excellence
 Created:

1

- New Community
- Edit Community
- Message Users
- Unpublish Community
- Delete Community
- Edit About
- Notifications
- Back to Category

The Centres of Excellence programme was launched by the International Telecommunication Union at the turn of the millennium, aiming to support capacity building in the field of information and communication technologies (ICTs) in the world's developing countries. ITU Centres of Excellence are institutions sharing expertise, resources and capacity-building know-how in telecommunications and ICTs training/education, distributed around the world.

Forum

Walls

2

This Community has no wall posts.

Photos

3

This Community has no photos.

Videos

4

This Community has no videos.

Users

5

NO IMAGE AVAILABLE

ONLINE

Owner

NO IMAGE AVAILABLE

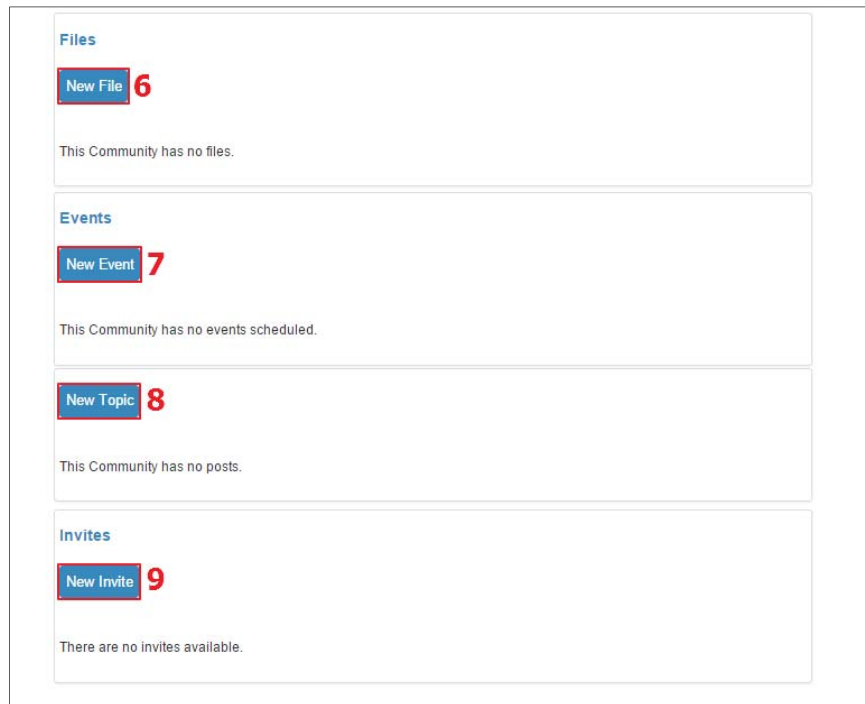
Admin

Menu

15

- (1) Owner right over the community:
- Create new community
 - Edit community
 - Message to all users
 - Making the community invisible
 - Delete community
 - Edit About
 - Notifications
- (2) Create a new post on the wall.

- (3) Add new photos for the community.
- (4) Add new videos for the community.
- (5) Search a user on the community.



- (6) Add new files for the community.
- (7) Schedule new events for the community.
- (8) Create new topic for the community.
- (9) Create invite for new users.

4. Instructor manual

4.1. Purpose of this document

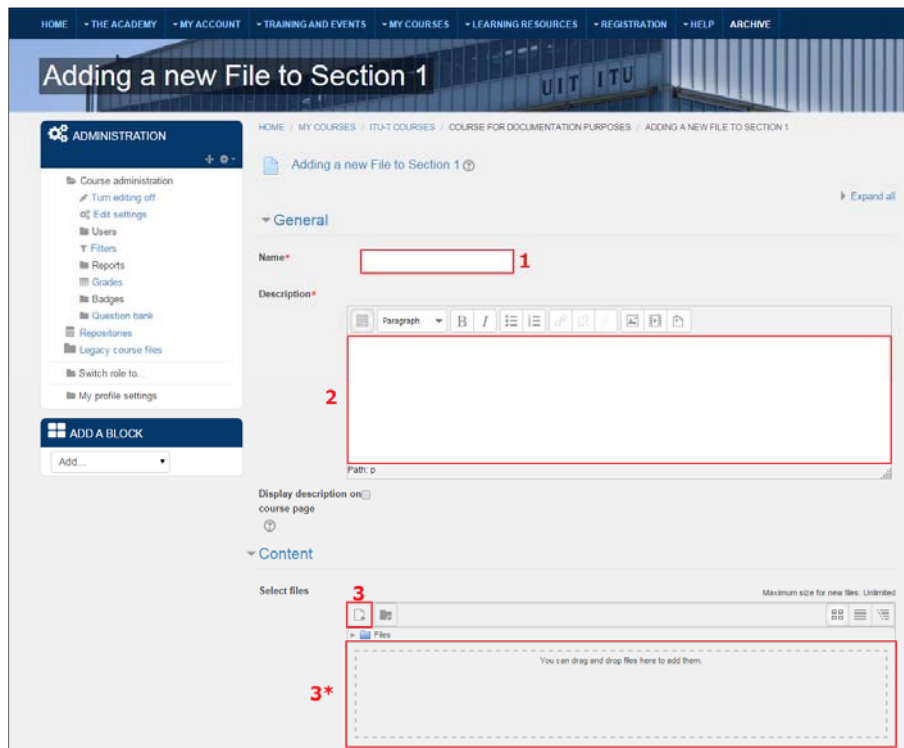
This Document has been developed as a guide for managing training materials and course evaluation on the ITU Academy. While the document is primarily targeted at new Instructors on the ITU Academy platform, it also serves as a reference manual for the Instructors who are new to the use of Moodle as a learning platform.

4.2. Training Materials

4.2.1. File Material

One of the ways to share a file with Participants is to add the specific file on the course page as a resource. The type of files that can be added, are PDF, Word and other text oriented documents, Excel spreadsheet, PowerPoint, zip files, SCORM packages and media such as image, video and audio files. There are two ways to achieve this:

- The fastest way to add a file to Moodle is using “drag and drop”, which lets Instructors drag files from their computer directly into a Section, Topic or Weekly Section of a Moodle course.
- The other way to add a file to Moodle requires Instructors to add the resource “File”. Please refer to section 3.4.2 for more detail on this.



- (1) Enter a name for the file. The name entered will be displayed as a link on the course page.
- (2) Enter a short description to explain the file added.
- (3) Press the “Add...” button to upload a file from computer. (Please refer to section 3.4.5).

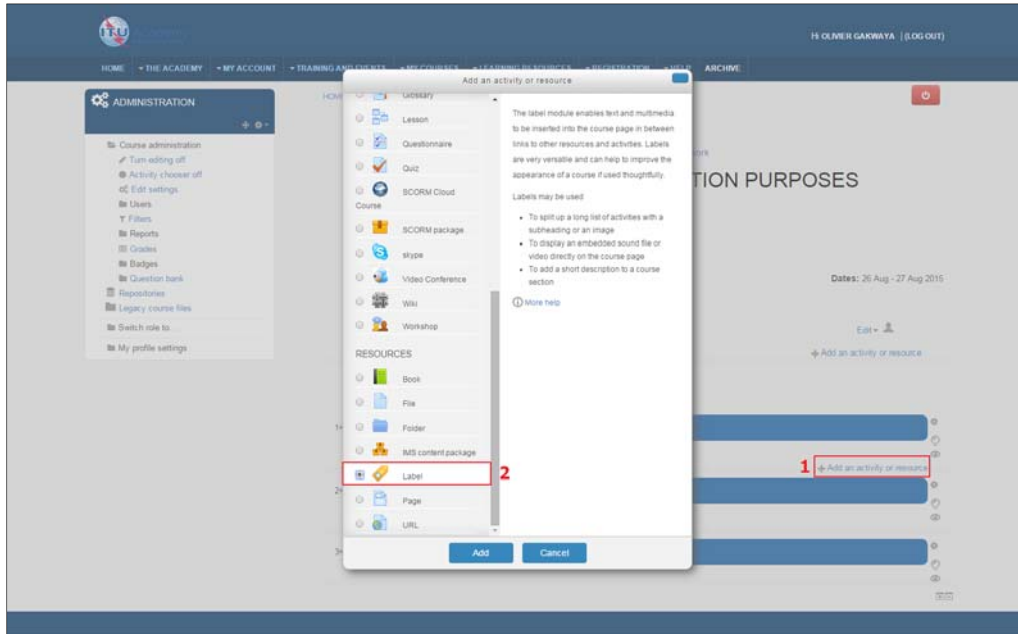
(3*) Drag and drop the file in this zone.

4.2.2. Audio/Video Materials

Instructors should note that the recommended file types include MP4, M4V, SWF, MP3 or OGG. Other file types may not be embedded in the page, in which case Participants will see only a link to the file which they can download but may need to install a player to view.

4.2.2.1. Embedded Media

When media is embedded, a media player appears directly on the page so that Participants can view or listen to it without leaving the page.



(1) After pressing “Add an activity or resource” link, a small window will appear.

(2) Select the activity or resource where you will embed the video, then press the “Add” button.

Please make sure that the width of the video is less than 450 pixels wide, otherwise it may not display as good as desired.

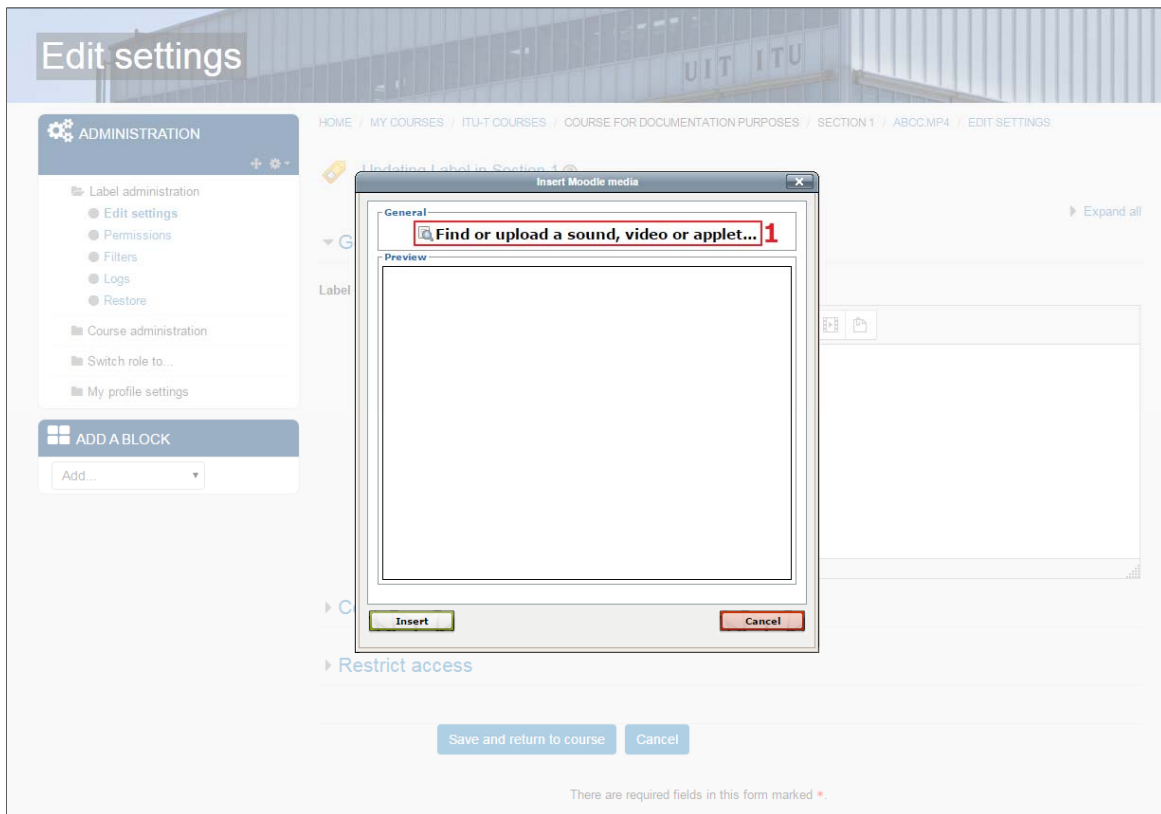
In the example, the “Label” activity has been used, but Instructors can use any other means as long as there is a *HTML Editor* available.

There are two ways which can be used to embed a media:

- The first one is to use the “Insert Moodle Media” in the HTML Editor Formatting Toolbar.



(1) Press the “Insert Moodle Media” button.



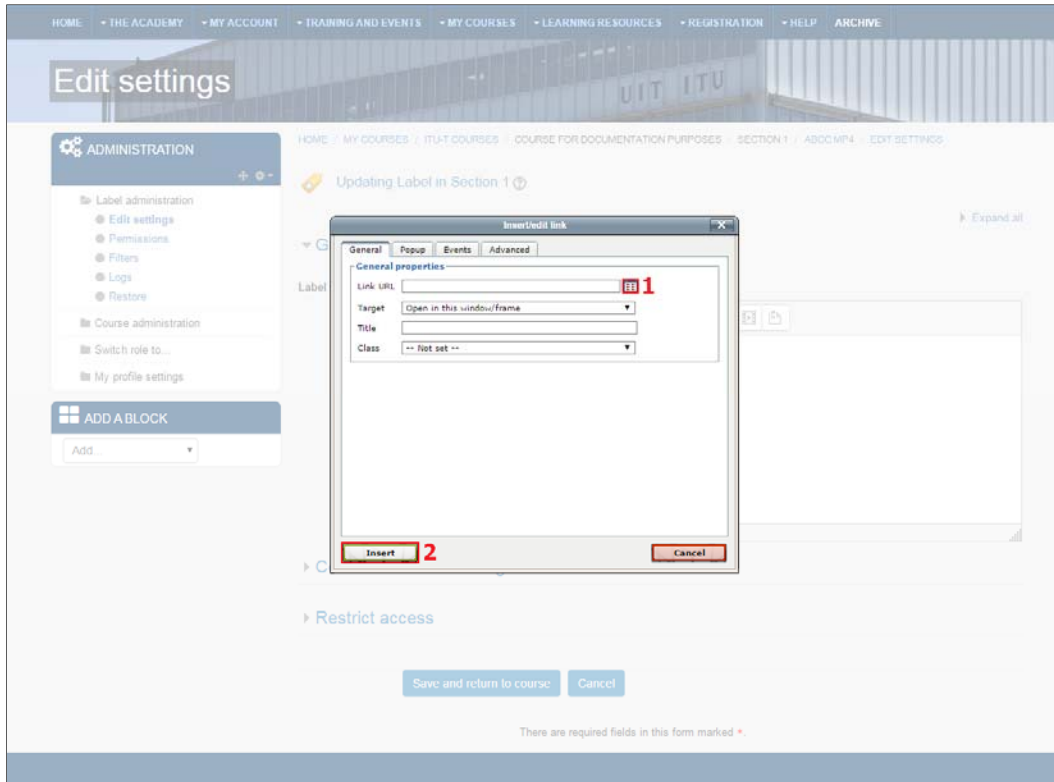
(1) Press the “Find or upload a sound, video or applet...” button, it will open the “File picker” window. Note that if an Instructor has already uploaded Medias, he/she will find them directly on this page. Otherwise, he/she might want to refer to the section about uploading a media file.

• The second one is to use the “Insert/edit link” in the HTML Editor Formatting Toolbar. Instructors can insert a new media or update an old one.



(1) Type a title for the media you want to embed. Then select that text.

(2) Press the “Insert/edit link” button to open a small window.



(1) Press the “Browse” button to open the “File Picker” window. Select the file. (Please refer to section 3.4.4).

(2) Press the “Insert” button to validate.

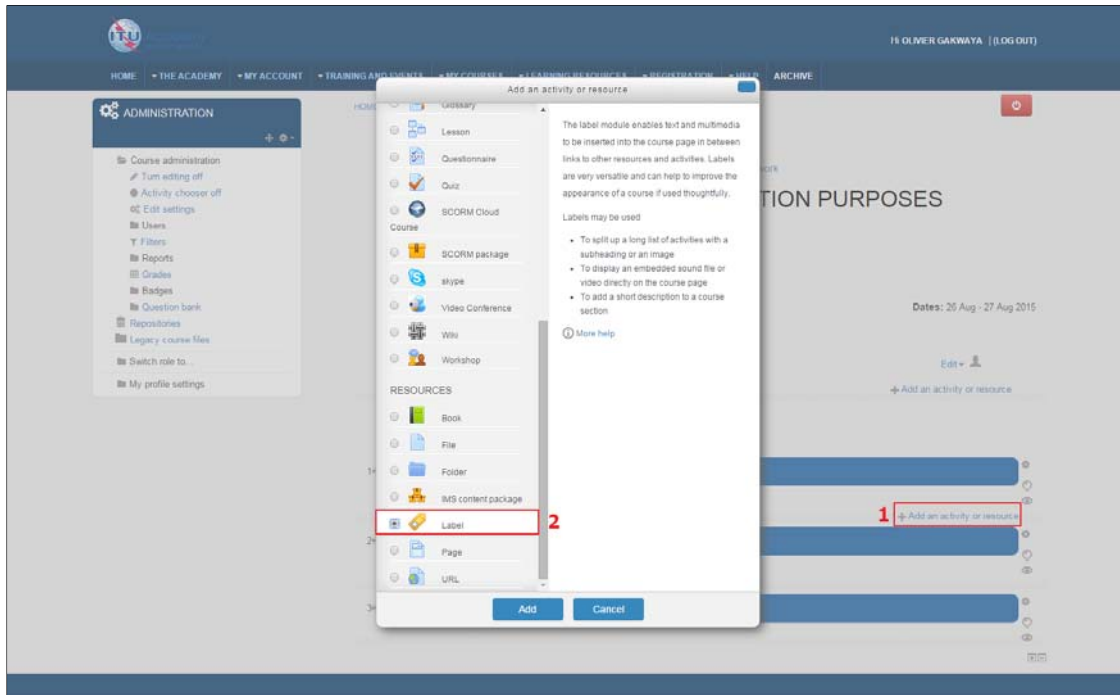
Note that if there is already a link attached, the “Insert” button will be an “Update” one.

4.2.2.2. Linked media

When media cannot be embedded, a media can be linked using an URL resource on the course page. Therefore, wherever an HTML Editor is available, it is possible to create a link from the webpage to the hosted media webpage.

First, Instructors need to go to the media hosted webpage and copy the “Share URL”, or the webpage URL from their browser’s location bar.



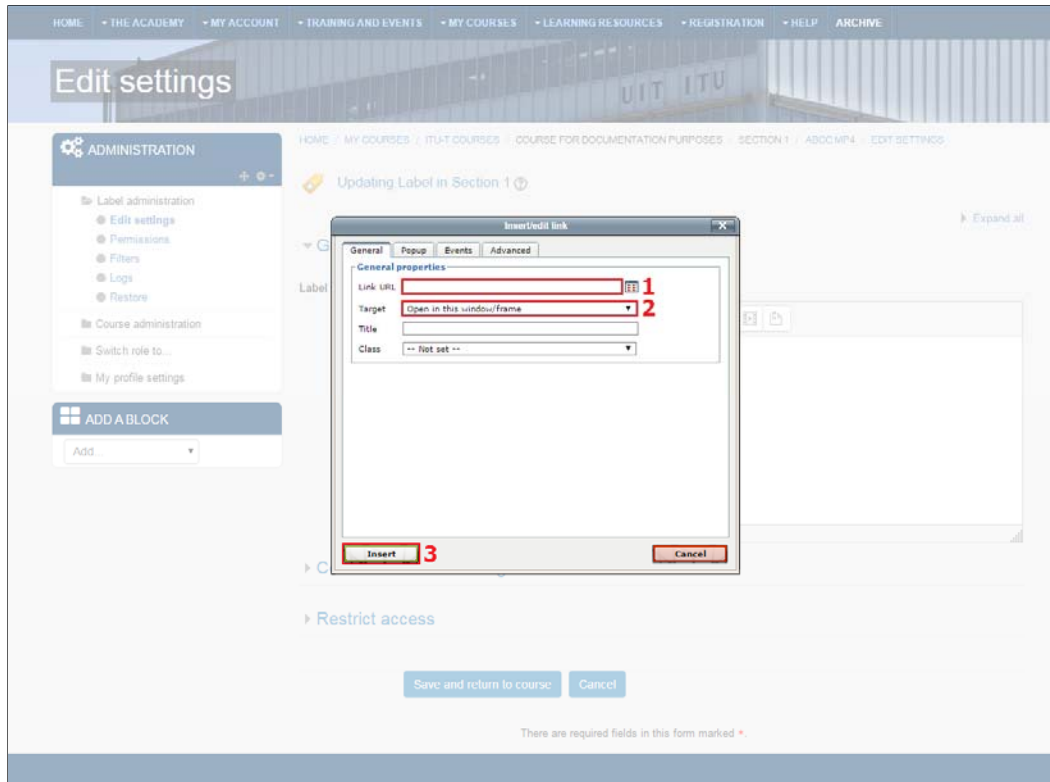


- (1) After pressing “Add an activity or resource” link, a small window will appear.
- (2) Select the activity or resource where you will embed the video, then press the “Add” button.

In the example, the “Label” activity has been used but you can use any other means as long as there is a *HTML Editor* available. This method is very similar to the second method of embedded media referred in 3.2.2.1.



- (1) Type a title for the media you want to embed. Then select that title.
- (2) Press the “Insert/edit link” button to open a small window.



- (1) Paste the link previously copied.
- (2) Choose the target between “Open in this window/frame” or “Open in new window”.
- (3) Press the “Insert” button to validate.

4.2.3. Forum / Chat / Videoconference

The Forum, chat and videoconference activity modules enable a two way conversation, amongst Participants, and between the Participants and the Instructors.

4.2.3.1. Forum

Instructors and Participants can communicate and collaborate using the Forum activity. Instructors can create discussion topics or, depending on the forum type, allow Participants to originate topics. Course members can then “post” replies, and “subscribe” if they want to receive an email copy of each post made to a particular forum.

To set up this activity, select “Forum” in the “Add an activity or resource” window (Please refer to section 4.4.1 and 4.4.2).

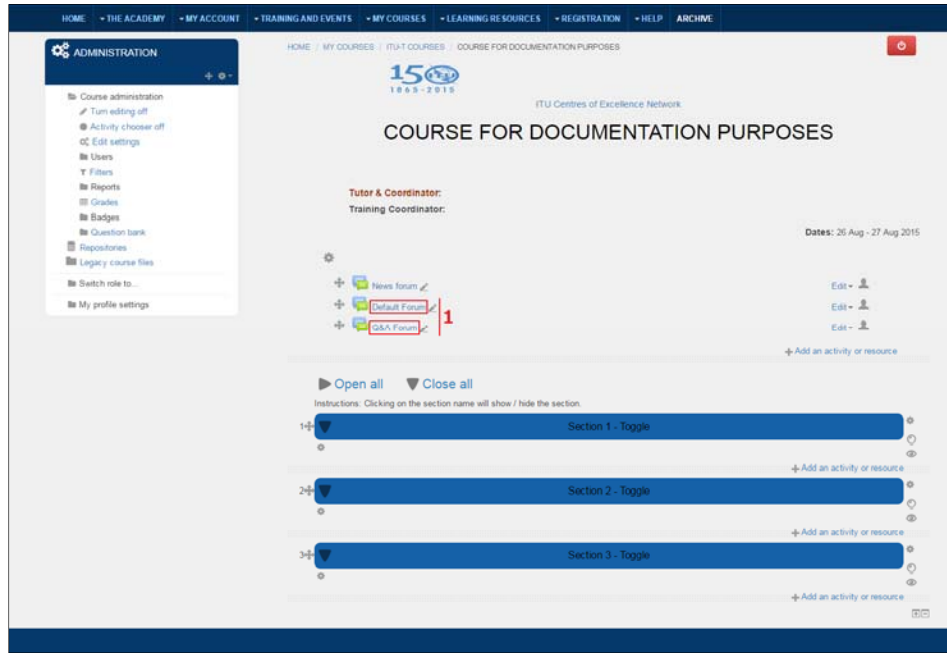
- (1) Select a name to be displayed as title of the Activity
- (2) Select a description. A file or a media can be uploaded (Please refer to section 3.2.2.1 or 3.2.2.2). The description can be displayed on the course page.
- (3) Select a type of forum. There are several forum types in Moodle. Some forum types allow only the instructor to start a new topic, and others allow Participants to start new topics. Select the type(s) of forums that make sense for the activities required from the Participants.

Instructors can find several forum types:

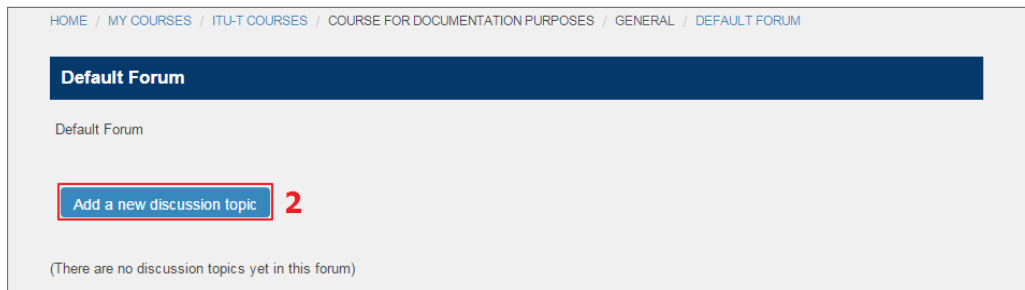
- **Standard forum for general use** (default) allows for the “standard” usage of a discussion forum with multiple topics arranged in a threaded conversation. Participants may start new topics in this format.
- **Standard forum displayed in a blog-like format** allows for the “standard” usage of a discussion forum with multiple topics arranged in a “blog” style format, with the first post prominent and comments behind a link. Participants may start new topics in this format.
- **Single simple discussion** allows for only one topic to be started by the instructor. This is best suited for short-term, focused conversations.
- **Each person posts one discussion** allows each student to only start one new topic or conversation within the forum. Participants are not limited in the number of replies they can post within those topics.
- **Q and A forum** allows an instructor to pose a question to Participants. Participants must post their responses or answers before they can view other Participants’ responses.
- **The News Forum** is a unique forum, automatically created with the course for instructors to post announcements. Comments are not allowed, only instructors can post messages to the forum, and all course Participants receive an email copy of each message by default.

- **Individual student journals:** Moodle does not come with a preset option for student journals, but you can set one up using a forum to create either a private journal, where only instructors can read messages posted by students, or blog-like individual journals that everyone on the course can read.

4.2.3.1.1. Add a new topic to a forum



(1) Press the forum activity link



(2) Press the “Add a new discussion topic” button

HOME / MY COURSES / ITU-T COURSES / COURSE FOR DOCUMENTATION PURPOSES / GENERAL / DEFAULT FORUM






Default Forum

Default Forum

▼ Your new discussion topic


Subject* **3**


Message*





Paragraph ▼ B I     

Topic Message|


Path: p

Subscription  Send me email copies of posts to this forum ▼

Attachment  Maximum size for new files: Unlimited, maximum attachments: 9

► Files



You can drag and drop files here to add them.

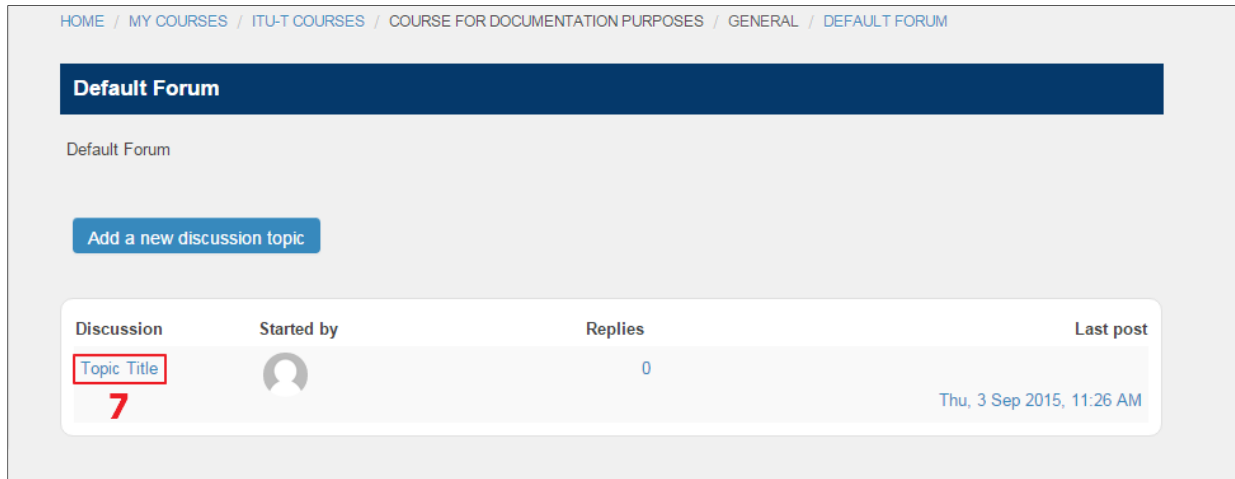
Mail now

5

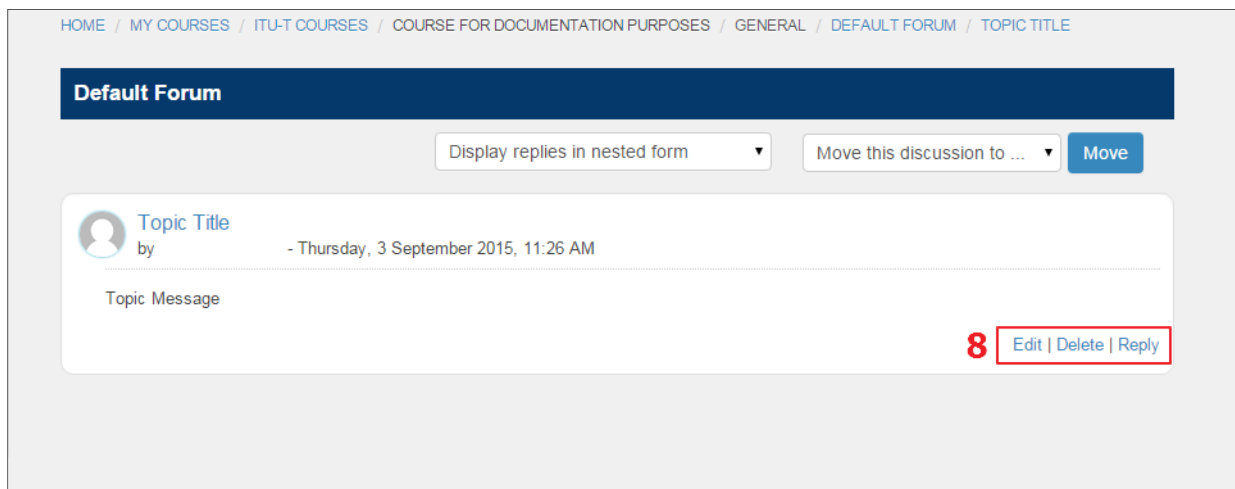
Your post was successfully added.
You have 1 min to edit it if you want to make any changes.
Olivier Gakwaya will be notified of new posts in 'Default Forum'

6

(6) Press the “(Continue)” link



(7) Press the “Topic Title” link



(8) Press the “Edit” or “Delete” or “Reply” link to, respectively, edit the message written, delete it or reply to it.

4.2.3.2. Chat

The *Chat* activity allows course members to hold a real-time text-based conversation with other course members. Different chat rooms can be set up for the same course. For example, a course may have some chats where meeting times are scheduled, and others that are always available. Chat sessions can also be logged for reference, with instructor control over who can see the logs.

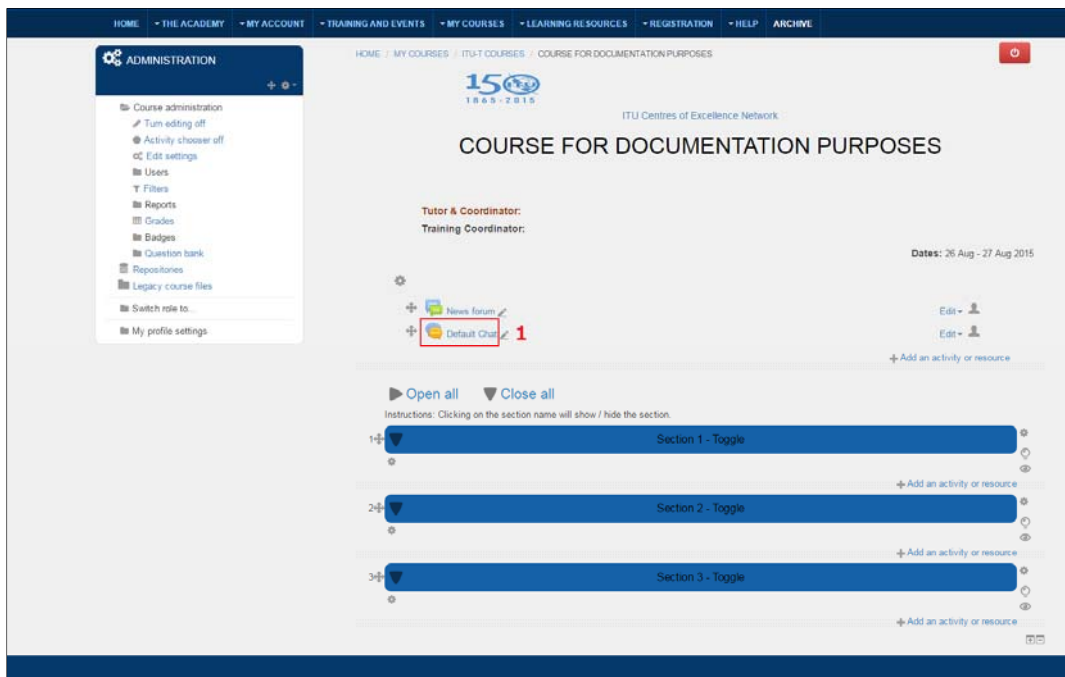
4.2.3.2.1. Set up a Chat Room

To set up this activity, select “Chat” in the “Add an activity or resource” window (Please refer to section 4.4.1 and 4.4.2).

- (1) Type the name of the chat room (e.g. “Course discussion: Recycling waste”).
- (2) Type the description that lets Participants know the purpose of the chat.
- (3) (Optional) Schedule the next chat meeting.
- (4) (Optional) Set the meeting to be daily or weekly.
- (5) Choose how long the chat log will be preserved.
- (6) Choose if everyone can access the chat log.
 - If the answer is yes, this will allow everyone in the course to review the text entered into the chat stream (whether or not they attended a session).
 - If the answer is no, ITU Academy Administrator can set for specific Participants the ability to see the chats logs.
- (7) Press the “Save and return to course” button to validate.

4.2.3.2.2. View or Delete Chat Logs

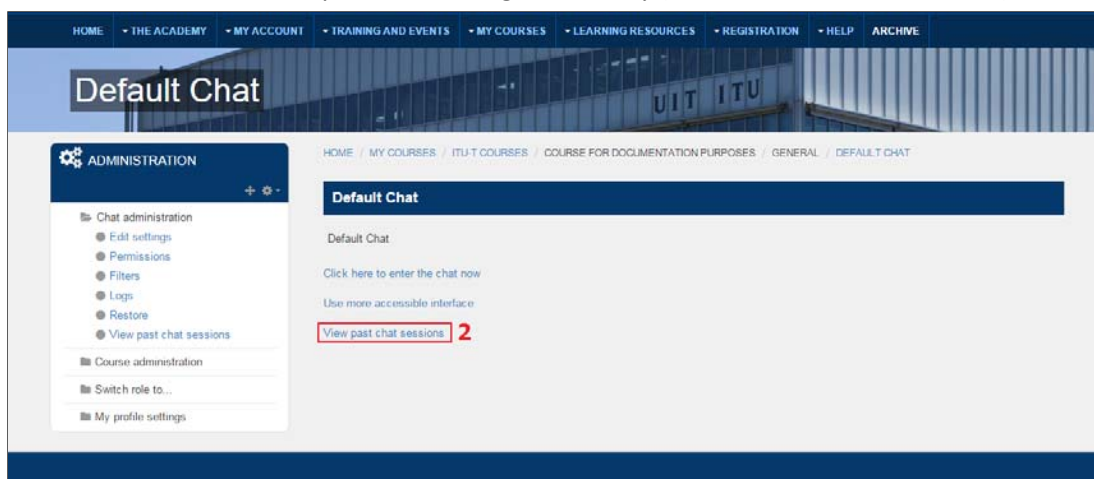
Instructors can view, delete, or export logs of chat room sessions. A session begins when the first person enters a chat, and ends when the last person leaves.



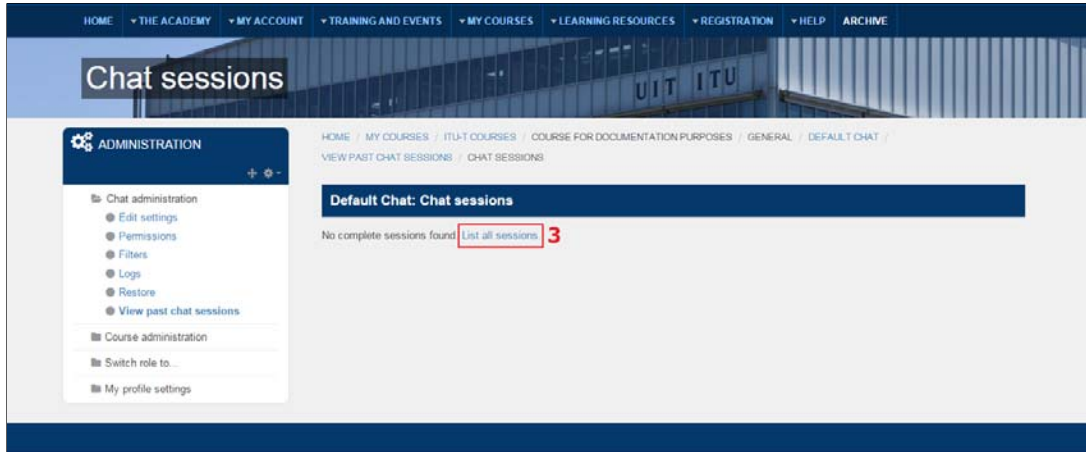
(1) Press the chat activity link

View/delete a log of a particular session

By default, only Instructors and Coordinators can view past sessions. To allow Participants to see them, Instructors have to set it up when creating the activity (Please refer to section 3.3.2).

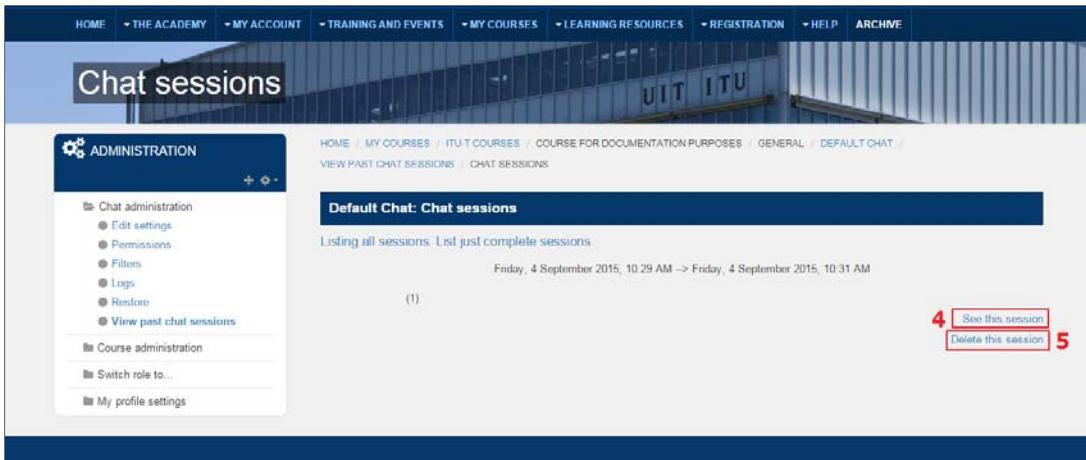


(2) Press the “View past chat sessions” link



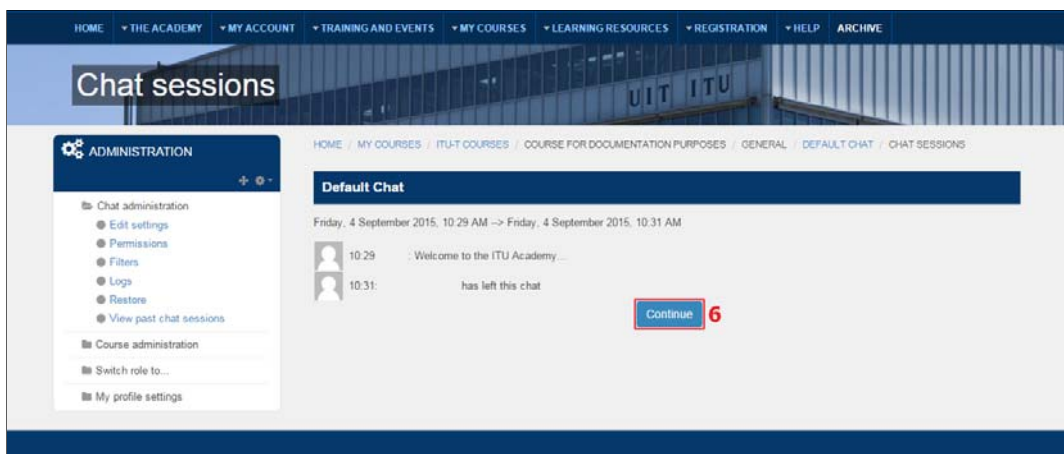
(3) Press the “List all sessions” link.

Note that this link will only appear if the following message is displayed: “No complete sessions found”. Otherwise, the sessions will be listed in reverse-chronological order, with the most recent session at the top of the list.

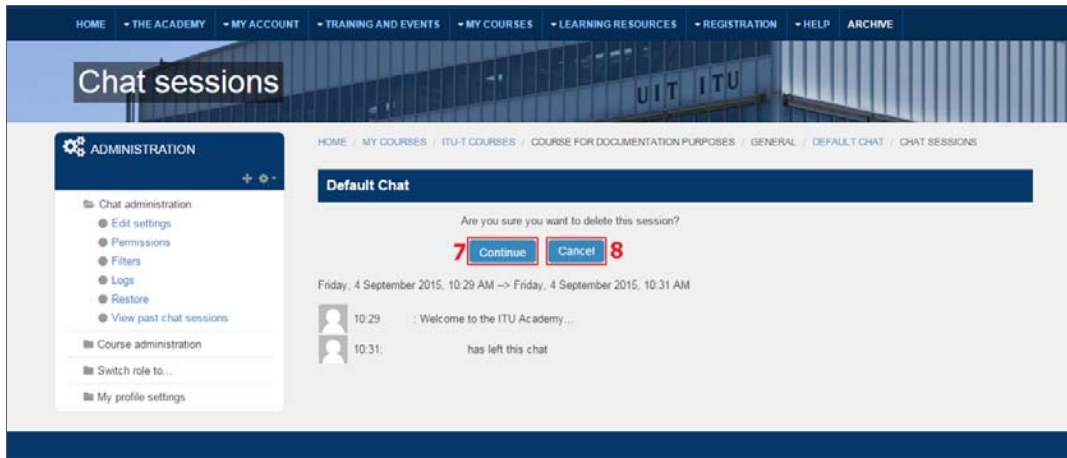


(4) Press the “See this session” link. Go to (6)

(5) Press the “Delete this session” link. Go to (7-8)



(6) Press the “Continue” button to close the log of the particular session.



(7) Press the “Continue” button to delete the log of the particular session.

(8) Press the “Cancel” button to close the log of the particular session.

4.2.3.3. Videoconference

BigBlueButton supports multiple audio and video sharing, presentations with extended whiteboard capabilities – such as a pointer, zooming and drawing – public and private chat, desktop sharing, integrated VoIP, and support for presentation of PDF documents and Microsoft Office documents.

As Moderators, Instructors may mute/unmute others, eject any user from the session, and make any user the current presenter. The presenter may upload slides and control the presentation. As viewers, Participants may join the voice conference, share their camera, raise their hand, and chat with others.

The Instructors will be able to set the videoconference for any course he/she is involved in, by using the “BigBlueButtonBN” activity. But first, the Instructor must contact the HCB Administrator to express his/her intention to do so. The HCB Administrator will set up a resource on the course that will record the session for analytics and archives purposes.

4.2.4. Lesson

The lesson activity module enables a teacher to deliver content and/or practice activities in interesting and flexible ways. Instructors can use the lesson to create a linear set of content pages or instructional activities that offer a variety of paths or options for the learner.

In either case, Instructors can choose to increase engagement and ensure understanding by including a variety of questions, such as multiple choice, matching and short answer. Depending on the participants' choice of answer and how the Instructor develops the lesson, participants may progress to the next page, be taken back to a previous page or redirected down a different path entirely.

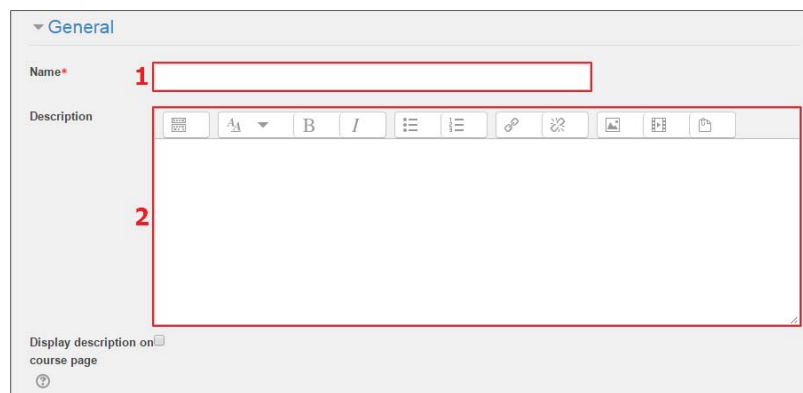
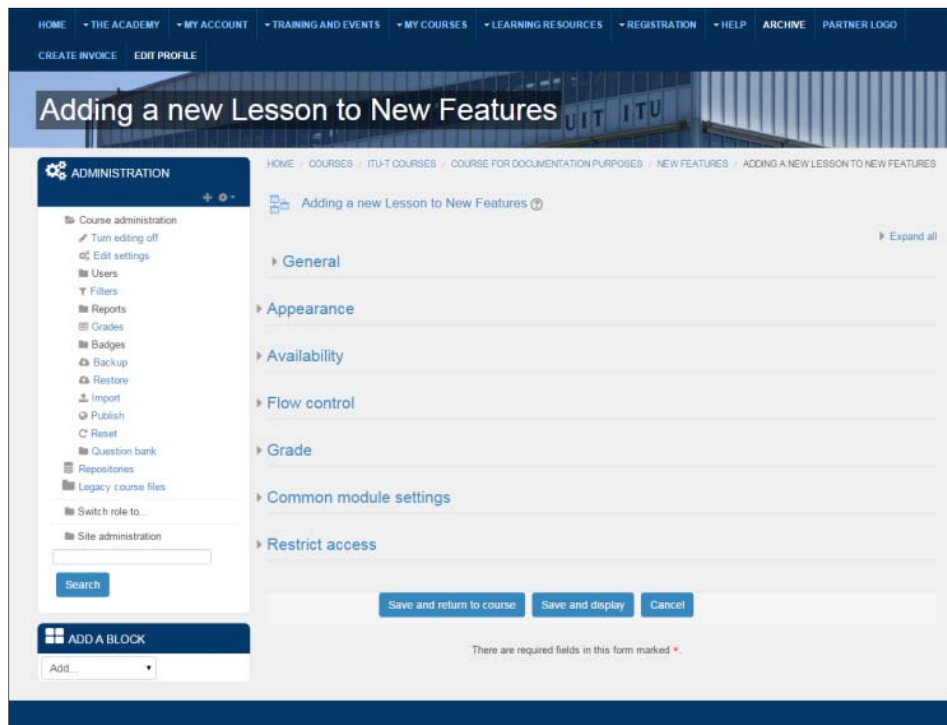
The lesson activity can be graded. The lesson may be used for self-directed learning of a new topic, for scenarios or simulations/decision-making exercises, or for differentiated revision, with different sets of revision questions depending upon answers given initial questions.

4.2.4.1. Planning the lesson

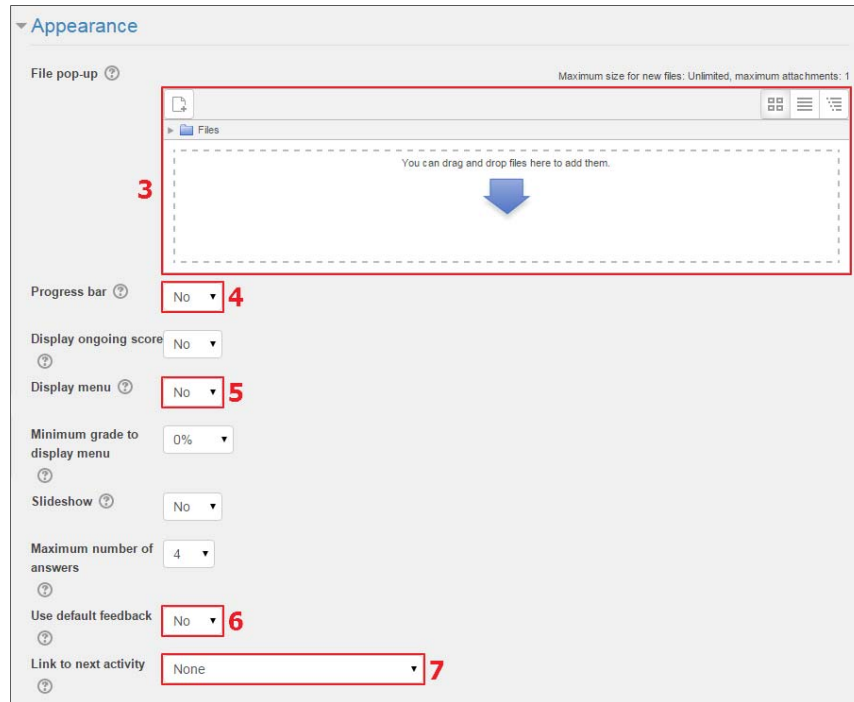
A lesson is made of pages which may have content for the student to read or questions for them to answer. Those elements can be created or imported. Instructors need to have a clear idea beforehand of what they want (having in mind the specific learning objectives). Even those who are very comfortable working directly online might find it useful to note down on paper the direction they want their lesson pages to go in, rather than having to remember and visualize the navigation in their head.

4.2.4.2. Setting a lesson

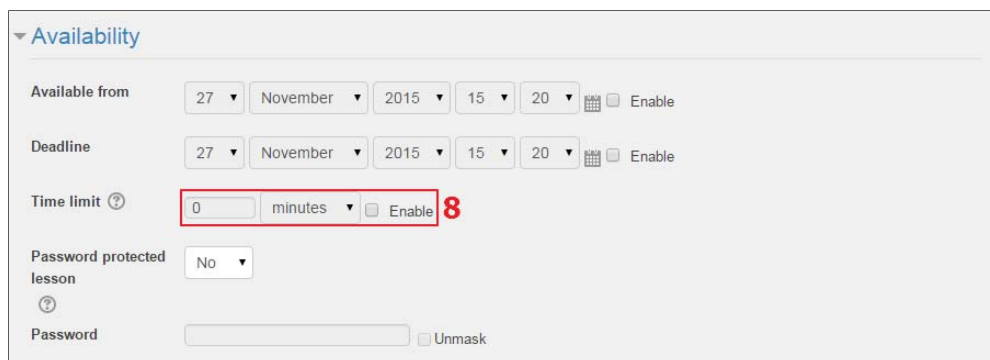
To set up this activity, select “Lesson” in the “Add an activity or resource” window (Please refer to section 4.4.1 and 4.4.2).



- (1) Type the name of the lesson activity
- (2) Type the description that lets Participants know the purpose of the lesson.



- (3) Instructors can include a link to a file on the lesson page for students to refer to by uploading it here.
- (4) Instructors can show a bar at the bottom of the page showing how far into the lesson the student has got. Note that the lesson progress bar only works correctly with a “straightforward” navigation, such as page 1 – page 2 - ... - end of lesson.
- (5) Instructors can choose to show a list of the pages in the lesson so a participant can see what is coming up.
- (6) Instructors can set phrases regardless of the participants’ answers.
- (7) Instructors can give participants a link to another activity when they reach the end of the lesson.



- (8) Instructors can set a time limit on the lesson which can now be seconds, minutes, hours, days or week. Press the Enable button first, and then select the amount of time needed. Participants will see a countdown counter in a block as they work. The timer doesn’t forbid them to answer when time is up, but answer will not be scored.

▼ Flow control

Allow student review **9**

Provide option to try a question again **10**

Maximum number of attempts **11**

Action after correct answer **12**

Number of pages to show **13**

(9) Instructors can allow Participants to review the lesson. Participants will not be able to change their answers, only view them.

(10) Instructors can allow Participants to try a failed question again but not get credit for it.

(11) Instructors can decide how many times they want students to be able to attempt each question. When maximum attempt has been reached, Participants will be taken automatically to the next page. This setting can be used with (10):

- When “provide an option to try again” is set to “No”, Participants will be able to retake the question as many times as it is set here, with a score penalty.
- When “provide an option to try again” is set to Yes, then Participants will be able to retake the question as many times as it is set here without a score penalty. In this case an extra dialogue appears.

(12) Instructors can choose where they want a participant to be sent to if they get a question right

(13) Can only be used when “Action after a correct answer” (12) is set to show an unseen or unanswered page.

▼ Grade

Grade **14**

Scale

Maximum points

Grade category

Grade to pass **15**

Practice lesson **16**

Custom scoring

Re-takes allowed

Handling of re-takes

Minimum number of questions

(14) Instructors can choose the type of grade, the scale or Maximum point to reach.

(15) Instructors can determine the minimum grade required to pass (please refer to section 3.4.7).

(16) Instructors can specify if it is a practice lesson, which means the lesson will not appear in the gradebook.

(17) Activity completion can be obtained manually by the Participants or automatically by the Instructors.

(18) This is where the Instructors can define some of the activity completion requirements.

(19) Press “Save and display”, to validate the settings and edit the lesson content.

4.2.4.3. Adding contents and questions

This section will follow an example on how to create new content for a lesson.

(1) Press any of this links to create content for the lesson.

4.2.4.3.1. Add a content page

The page content is where an Instructor can provide information to move lesson forward without requiring the Participant to answer any specific questions. Participants see the page’s title, some information and then on or more buttons at the bottom to select.

To create a content page, press the “Add a content page”.

- (1) This is where the Instructors enter the title for this content page.
- (2) This is where the Instructors add the information for the Participants, making use of the Text Editor and its multimedia features.

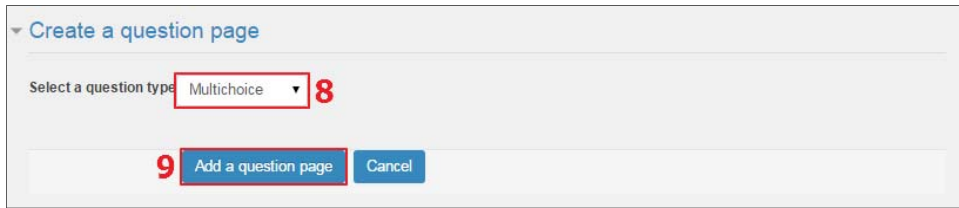
- (3) This is where the Instructors write the words they want Participants to click on to get to the next part of the lesson.
- (4) This is where the Instructors set where the words in (3) will lead to. Note that (3) and (4) can be used four times to create four buttons.
- (5) Press "Save Page" to validate.

Page title	Page type	Jumps	Actions
Content Page Title	Content	This page	<div style="border: 1px solid red; padding: 2px;"> 6 7 </div>

- (6) This is the action Instructors can apply to each element of the lesson (from left to right): move, edit, preview and delete.
- (7) This is where the Instructors can continue adding element to his/her lesson.

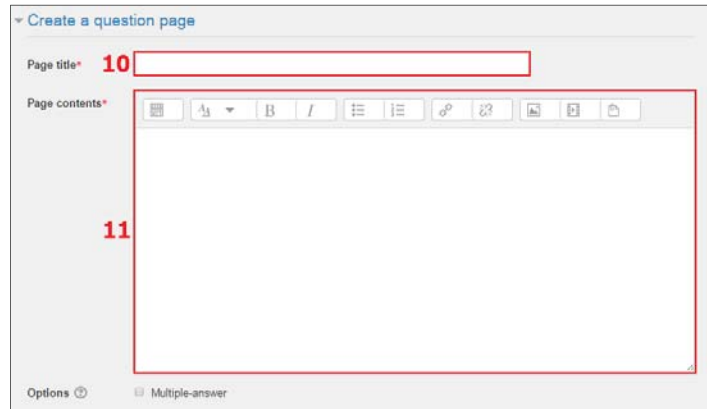
4.2.4.3.2. Add a question page

Using (7), to add a question page, press the “Question”.



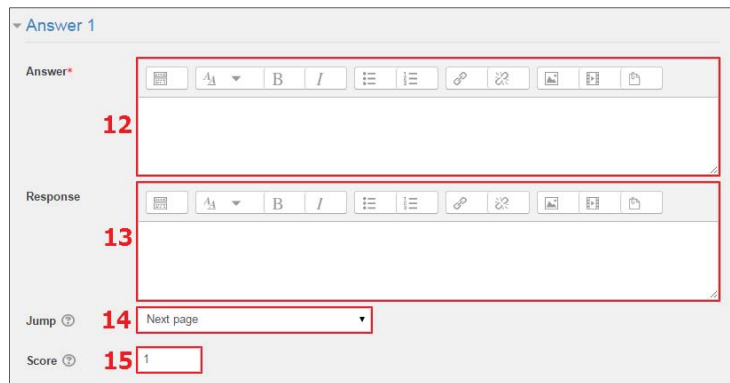
(8) This is where the Instructors choose the type of question desired.

(9) Press to continue adding a question.



(10) This is where the Instructors type the name Participants see at the top of the question page.

(11) This is where the Instructors type the actual question



(12) This is where the Instructors type the answer.

(13) This is where the Instructors type the feedback for the answer.

(14) This is where the Instructors decide where to the Participant next.

(15) This is where the Instructors decide the score of the answer.

Answer 2

Answer*

Response **16**

Jump Ⓜ This page

Score Ⓜ 0

Answer 3

Answer 4

17 Save page Cancel

There are required fields in this form marked *.

(16) In the case of multi-choice, Instructors may need to fill in a second answer.

(17) Press to validate.

For the example, four more questions have been added. Therefore, the activity should look something like this.

Lesson 2.9+ Example Ⓜ

Preview Edit Reports Grade essays

Collapsed Expanded

Inserted page: Question 5

Page title	Page type	Jumps	Actions
Content Page Title	Content	This page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼
Question 1	Multichoice	Next page This page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼
Question 2	Multichoice	Next page This page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼
Question 3	Multichoice	Next page This page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼
Question 4	Numerical	Next page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼
Question 5	Numerical	Next page	Ⓜ Ⓜ Ⓜ Ⓜ Add a new page... ▼

4.2.4.3.3. Add a cluster

A cluster is a group of question pages which will be offered randomly to a student as they work through the lesson. It is best if Instructors have made the question page beforehand and can then decide where to mark the start and end of the cluster. The start is marked by a “cluster” page and the end by an “end of cluster” page.

Using (7), press the “Add a Cluster” to add one to the lesson. Then, using the same method, press “Add an end of cluster” to add one to the lesson.

Cluster	Cluster	Unseen question within a cluster	18	⚙️ 🔍 ✕	Add a new page...
End of cluster	End of cluster	Next page		⚙️ 🔍 ✕	Add a new page...

(18) This is where Instructors will be able to move the item. All the questions that should be part of the cluster should be framed by the items added just below.

Page title	Page type	Jumps		Actions
Content Page Title	Content	This page		⚙️ 🔍 ✕ Add a new page...
Cluster	Cluster	Unseen question within a cluster	19	⚙️ 🔍 ✕ Add a new page...
Question 1	Multichoice	Next page This page		⚙️ 🔍 ✕ Add a new page...
Question 2	Multichoice	Next page This page		⚙️ 🔍 ✕ Add a new page...
Question 3	Multichoice	Next page This page		⚙️ 🔍 ✕ Add a new page...
Question 4	Numerical	Next page		⚙️ 🔍 ✕ Add a new page...
Question 5	Numerical	Next page		⚙️ 🔍 ✕ Add a new page...
End of cluster	End of cluster	Next page		⚙️ 🔍 ✕ Add a new page...

(19) This is where Instructors will be editing each jumps to the element “Cluster” (please refer to (4) and (14)).

Page title	Page type	Jumps		Actions
Content Page Title	Content	Cluster		⚙️ 🔍 ✕ Add a new page...
Cluster	Cluster	Unseen question within a cluster		⚙️ 🔍 ✕ Add a new page...
Question 1	Multichoice	Cluster Cluster		⚙️ 🔍 ✕ Add a new page...
Question 2	Multichoice	Cluster Cluster		⚙️ 🔍 ✕ Add a new page...
Question 3	Multichoice	Cluster Cluster		⚙️ 🔍 ✕ Add a new page...
Question 4	Numerical	Cluster		⚙️ 🔍 ✕ Add a new page...
Question 5	Numerical	Cluster		⚙️ 🔍 ✕ Add a new page...
End of cluster	End of cluster	Next page		⚙️ 🔍 ✕ Add a new page...

4.2.4.3.4. End of lesson

In order to end the lesson, Instructors have two options: make the “End of cluster” jump to “End of lesson” or create a new content page to make that jump. Choosing the later will help create a conclusion instead of finish abruptly the lesson. However, note that it is always advisable to make the “End of cluster” page jump to this named page instead of using next page, even if it is not essential.

4.2.5. Quiz

The quiz activity enables a teacher to create quizzes comprising questions of various types, including multiple choice, matching, short-answer and numerical. Quizzes may be used:

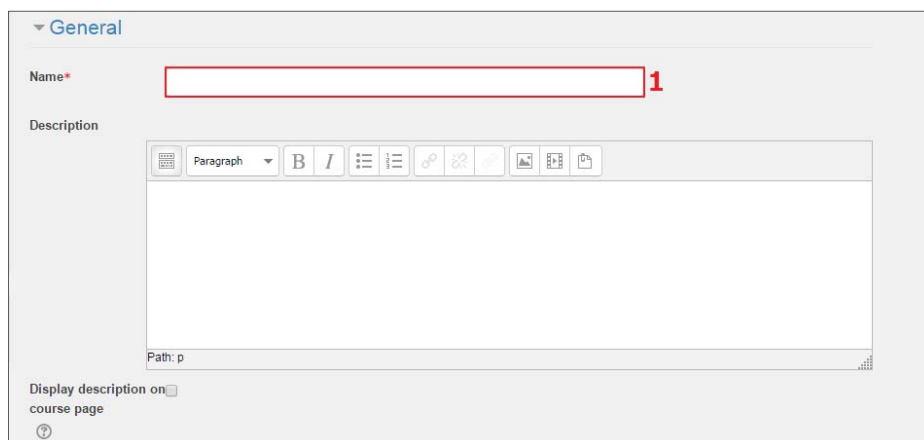
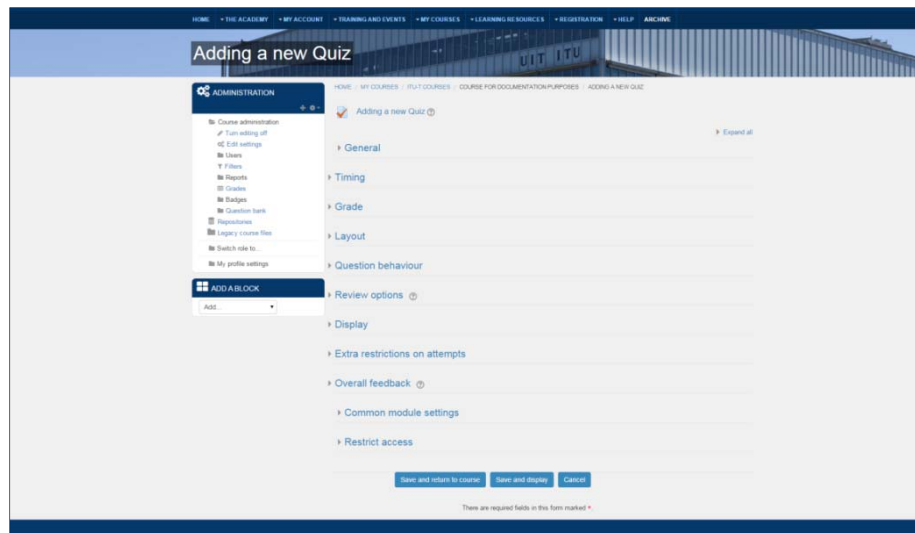
- As course exams
- As mini tests for reading assignments or at the end of a topic

- As exam practice using questions from past exams
- To deliver immediate feedback about performance
- For self-assessment.

The Instructor can allow the quiz to be attempted multiple times, with the questions shuffled or randomly selected from the question bank. A time limit may be set. Each attempt is marked automatically, with the exception of essay questions, and the grade is recorded in the gradebook.

The Instructor can choose when and if hints, feedback and correct answers are shown to Participants.

To set up this activity, select “Quiz” in the “Add an activity or resource” window (Please refer to section 4.4.1 and 4.4.2).



(1) Enter the name of the quiz. A description can also be entered and displayed on the course page. Note that Instructors might want to configure more settings matching their needs.

Timing

Open the quiz 7 September 2015 11 39 Enable

Close the quiz 7 September 2015 11 39 Enable

Time limit 0 minutes Enable

When time expires Attempts must be submitted before time expires, or they are not counted

Submission grace period 1 days Enable

(2) Specify starting and ending dates/times for the quiz.

(3) Specify the time limit in which each Participant has to do the quiz.

Note that by default, Participants have an unlimited time in which to complete a quiz attempt. With this option, a floating timer window is shown when a student starts an attempt, and the timer begins counting down (JavaScript support enabled needed).

(4) (If a time limit is set) specify what happens when the limit is reached:

- Attempts must be submitted before time expires, or they are not counted (Default)
- Open attempts are submitted automatically (and only saved questions are counted)
- There is a grace period when open attempts can be submitted, but no more questions can be answered (If this option is selected set the duration of the grace period below).

Grade

Grade category Uncategorised

Attempts allowed Unlimited

Grading method Highest grade

Unlike many Moodle activities, with a quiz, Instructors do not have to select a *Grading scale* on the *Settings* page. When you open the quiz to add questions, Instructors will determine how many points each question is worth.

(5) Categories must first be added in the gradebook

(6) Specify how many attempts an individual student can make on the quiz. By default, only one is allowed.

(7) If multiple attempts are allowed, specify how Participants will be graded: **Highest grade, Average, First attempt, or Last attempt.**

Layout

Question order* Shuffled randomly

New page Every question

Navigation method* Free

Show less...

(8) Specify how to re-order the questions in the quiz.

Note that “Shuffled randomly” will re-arrange the questions order randomly for each student, and for each attempt by that student.

(9) Specify the number of questions per page. This may later be moved manually on the editing page.

(10) Specify in which order the student may answer the questions. By default, this is set to *Free* and Participants may answer questions in any order. To require Participants to answer questions in sequence, without returning to previously viewed questions, select *Sequential*.

(11) For answers in questions that have multiple parts, such as multiple choice or matching questions, specify if they should be shuffled or not at each attempt.

(12) Specify how the questions will act with the following commonly used settings:

- **Deferred feedback** (Default): Participants must submit the quiz before anything is graded or they get any feedback.
- **Interactive with multiple tries**: Participants receive immediate feedback as they submit each question; if they do not answer correctly, they can try again for a lower score.
- **Immediate feedback**: Participants can submit their responses to a question immediately and get it graded, but can submit only once and cannot change the response.
- **Adaptive mode and Adaptive mode (no penalties)**: Participants have multiple attempts at each question before moving on to the next question. The question can adapt itself to the student's answer, for example by giving some hints before asking the student to try again. Note that **Adaptive mode** subtracts a penalty for each wrong attempt. **Adaptive mode (no penalties)** does not.
- **CBM** means *Certainty Based Marking*, a more complex system where Participants indicate how confident they are about answers.

(13) If multiple attempts are allowed, specify if a new attempt at a quiz will contain the results of the previous attempt.

During the attempt	Immediately after the attempt	Later, while the quiz is still open	After the quiz is closed
<input checked="" type="checkbox"/> The attempt	<input checked="" type="checkbox"/> The attempt	<input checked="" type="checkbox"/> The attempt	<input checked="" type="checkbox"/> The attempt
<input checked="" type="checkbox"/> Whether correct	<input checked="" type="checkbox"/> Whether correct	<input checked="" type="checkbox"/> Whether correct	<input checked="" type="checkbox"/> Whether correct
<input checked="" type="checkbox"/> Marks	<input checked="" type="checkbox"/> Marks	<input checked="" type="checkbox"/> Marks	<input checked="" type="checkbox"/> Marks
<input checked="" type="checkbox"/> Specific feedback	<input checked="" type="checkbox"/> Specific feedback	<input checked="" type="checkbox"/> Specific feedback	<input checked="" type="checkbox"/> Specific feedback
<input checked="" type="checkbox"/> General feedback	<input checked="" type="checkbox"/> General feedback	<input checked="" type="checkbox"/> General feedback	<input checked="" type="checkbox"/> General feedback
<input checked="" type="checkbox"/> Right answer	<input checked="" type="checkbox"/> Right answer	<input checked="" type="checkbox"/> Right answer	<input checked="" type="checkbox"/> Right answer
<input type="checkbox"/> Overall feedback	<input checked="" type="checkbox"/> Overall feedback	<input checked="" type="checkbox"/> Overall feedback	<input type="checkbox"/> Overall feedback

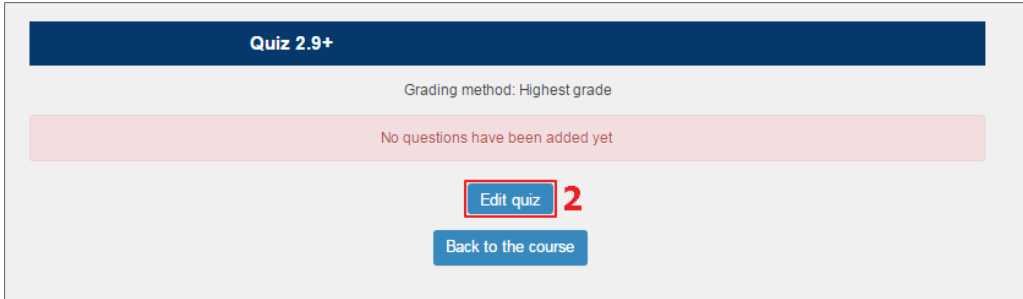
(14) Specify when and how Participants can review their Quiz results.

- **During the Attempt**: is only available when *How questions behave* (above) has been set to a mode that provides immediate feedback, in which case a checkbox will appear below each answer allowing the student to submit that response and then receive immediate feedback.
- **Immediately after the attempt**: Within 2 minutes after the student clicks submit all and finish.
- **Later, while the quiz is still open**: After 2 minutes, but before the closing date for the Quiz. If the Quiz does not have a closing date, this phase never ends.
- **After the quiz is closed**: Requires a closing date to be set for the quiz.

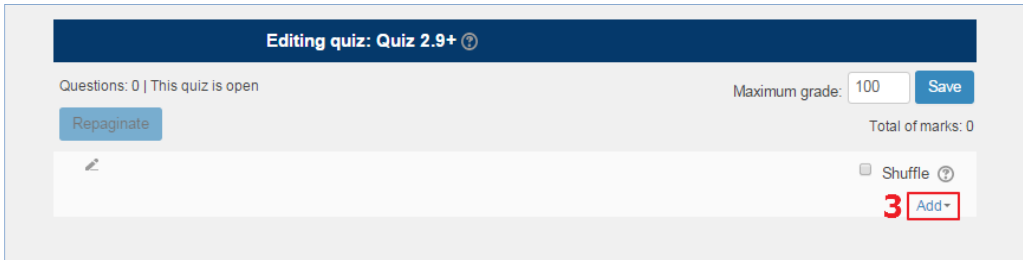
4.2.5.1. Add questions



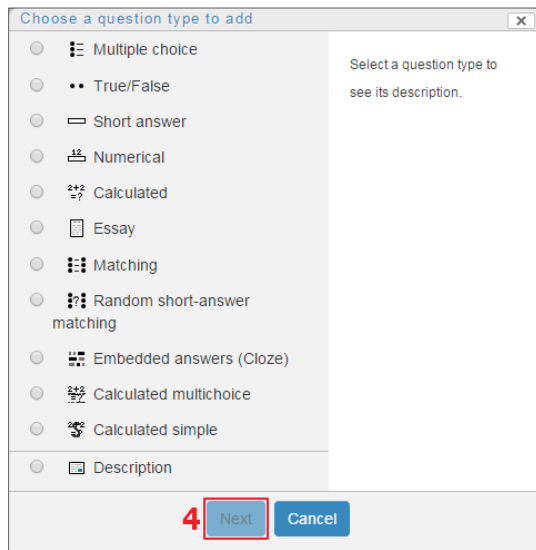
(1) Press the quiz activity link.



(2) Press the “Edit quiz” button to add the questions.



(3) Press the “Add” then the “+ a new questions” link then button to open a small window to choose the question type required.



(4) Once the choice has been made, Press the “Next” button.

The following are brief descriptions of the quiz question types used in Moodle.

1) Multiple Choice

In response to a question (the text for which may include an image), the respondent chooses from multiple answers. There are two types of multiple choice questions - single answer (where there is only one correct answer) and multiple answers (where the student can pick all answers that apply).

2) True/False

In response to a question (the text for which may include an image), the student selects either True or False.

3) Short Answer

In response to a question (the text for which may include an image), the student enters a word or phrase. There may be several possible correct answers, with different grades for various options. Answers may or may not be sensitive to case.

4) Numerical

From the student perspective, a numerical question looks just like a short-answer question in that they enter their answer into a short edit box. The difference is that the answer has to be numerical and answers are allowed to have an accepted error range. This allows a continuous range of answers within a particular tolerance of the correct answer.

5) Calculated and Calculated Simple

Calculated questions require a student to calculate a numerical answer given specific values for variables in a formula. For example, a question might ask a student to compute the area of a triangle given two numbers for the base and height of the triangle. The numbers for the variables are generated randomly per attempt, so that different Participants taking the quiz will be given different sets of numbers. The Calculated Simple question type is a simpler version of the calculated question type.

6) Essay

In response to a question (the text for which may include an image), the respondent writes an answer in essay format. These must be scored manually by an instructor.

7) Matching

The respondent must "match" the correct answers with each question. A list of sub-questions is provided, along with a list of answers.

8) Embedded Answers (Cloze)

These very flexible questions consist of a passage of text (in Moodle format) that has various answers embedded within it, including multiple choice, short answers and numerical answers.

9) Calculated Multiple choice

These questions require a Participant to choose the correct numeric answer from a selection of answers. The answers are computed based on a randomly generated set of values for variables in a formula. For example, a question might ask the Participant to compute the area of a triangle given two randomly generated values for the base and height of a triangle, and then provide a set of possible numerical answers for the Participant to choose from.

10) Description

The description type is not a question type, but a way to display additional text (including images) within the quiz. For example, this can be used to provide information needed by a group of questions.

The following is an example of a true or false type of question.

General

Category: Default for Course for documentation purposes (8)

Question name* 5

Question text* 6

Default mark* 1

(5) This is where the Instructors enter a descriptive name for the question.

(6) This is where the Instructors enter the actual question.

General feedback ? 7

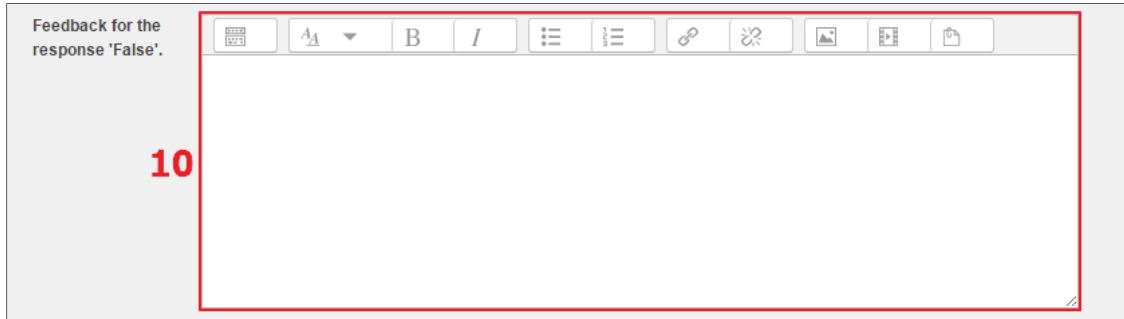
Correct answer 8 False

(7) This is where Instructors add a general feedback for the Participants, making use of the Text Editor and its multimedia features. This will appear whether the participants answered correctly or not.

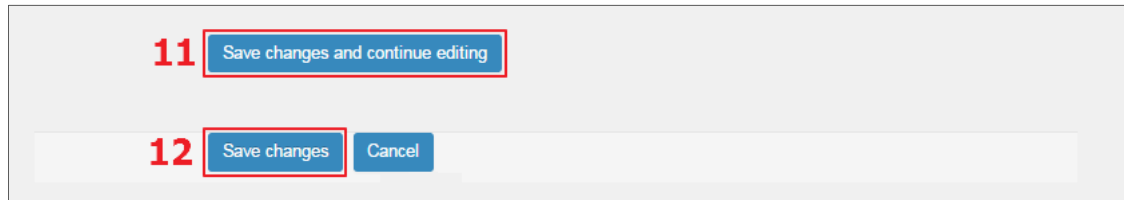
(8) This is where Instructors select the correct answer.

Feedback for the response 'True'. 9

(9) This is where Instructors provide a feedback for the answer true.



(10) This is where Instructors provide a feedback for the answer false.



(11) Press the “Saves changes and continue editing” button to save the modification but stay in the question settings. This will allows to preview the question.

(12) Press the “Saves changes” button to validate.

4.2.6. SCORM Packages

The SCORM module enables the instructor to upload any SCORM or AICC package to include it in the course. AICC stands for Aviation Industry CBT Committee and primarily uses the HTTP AICC Communication Protocol (HACP) to facilitate communication between the course content and Moodle. SCORM (Sharable Content Object Reference Model) is a collection of specifications that enable interoperability, accessibility and reusability of web-based learning content. For the time being, Moodle supports SCORM 1.2, and not SCORM 2004.

To set up this activity select “SCORM package” in the 'Add an activity or resource' window (Please refer to section 4.4.1 and 4.4.2).

Note that Moodle does not generate SCORM content. Moodle presents the content in SCORM packages to learners, and saves data from learner interactions with the SCORM package.

▼ General

Name * 1

Description

Display description on course page

Package

Package file ? Maximum size for new files: Unlimited, maximum attachments: 1

2

Auto-update frequency

- (1) Enter a name for the SCORM activity and a description which will be displayed in the course page.
- (2) Either drag and drop a SCORM package zip file into the box with the arrow or click the “Add button” to open the File picker menu in order to choose a file from your computer or a repository.

▼ Appearance

Display package 3

Display activity name

Display course structure on entry page 4

Show Navigation ? 5

Display attempt status 6

- (3) This is where the instructor can choose how to display the SCORM package. Choose from current or new window. Note that if you choose a new window, participants need to ensure pop ups are enabled.
- (4) Choose “Yes” or “No” to display course structure on entry page. If you choose “Yes”, participants will see the table of contents of the package when they click to access the package.
- (5) This setting determines whether the navigation buttons are shown or not. If the instructor chooses “No” > the buttons are hidden, if the Instructor chooses “under content” > the buttons are displayed underneath the SCORM package, if “floating” is selected > the buttons will be in the chosen position.
- (6) This setting allows the instructor to choose whether to display a summary of the participants' attempts on the entry page, on their Dashboard page or both.

- (7) Choose the dates you wish the SCORM package to be available to participants.

- (8) Choose the grading method. The options under grading method include: “learning objects”, “highest grade”, “average grade” and “sum grade”. The option “learning objects” shows the number of completed/passed Learning Objects for the activity. The maximum value is the number of Package's Learning Objects. The option “Highest grade” will display the highest score obtained by users in all passed Learning Objects. The option “Average grade” will calculate the average of all scores. The option “Sum grade” will add all scores.
- (9) The instructor can choose the Maximum grade. Note that this mode is not applicable if the Grading Method is “Learning objects”.

▼ Attempts management

Number of attempts 10

Attempts grading 11

Force new attempt 12

Lock after final attempt 13

► Compatibility settings

► Common module settings

► Restrict access

14

Save and return to course Save and display Cancel

(10) The instructor can define the number of attempts permitted to users. It works only with SCORM 1.2 and AICC packages. The option to start a new attempt is provided by a checkbox above the Enter button on the content structure page, so be sure to provide access to that page if you want to allow more than one attempt.

(11) If participants are allowed to take multiple attempts, the instructor can choose how the attempts will be graded: First attempt, Last attempt, Average attempt or Highest grade.

(12) If this option is enabled, every time a participant accesses the package, it will count as a new attempt.

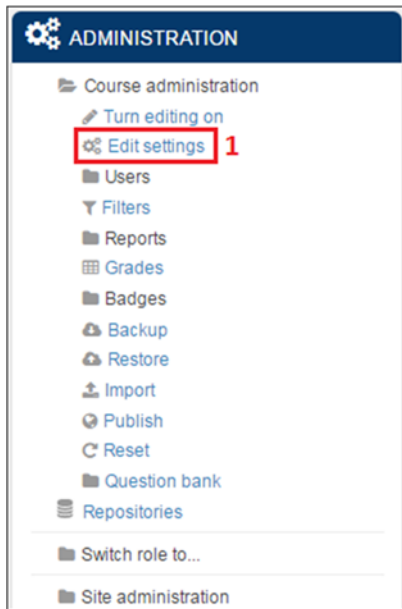
(13) If this option is enabled, a participant can no longer access the SCORM package once he/she has used up all of the attempts.

(14) Press "Save and display" to validate the settings.

4.3. Course Administration

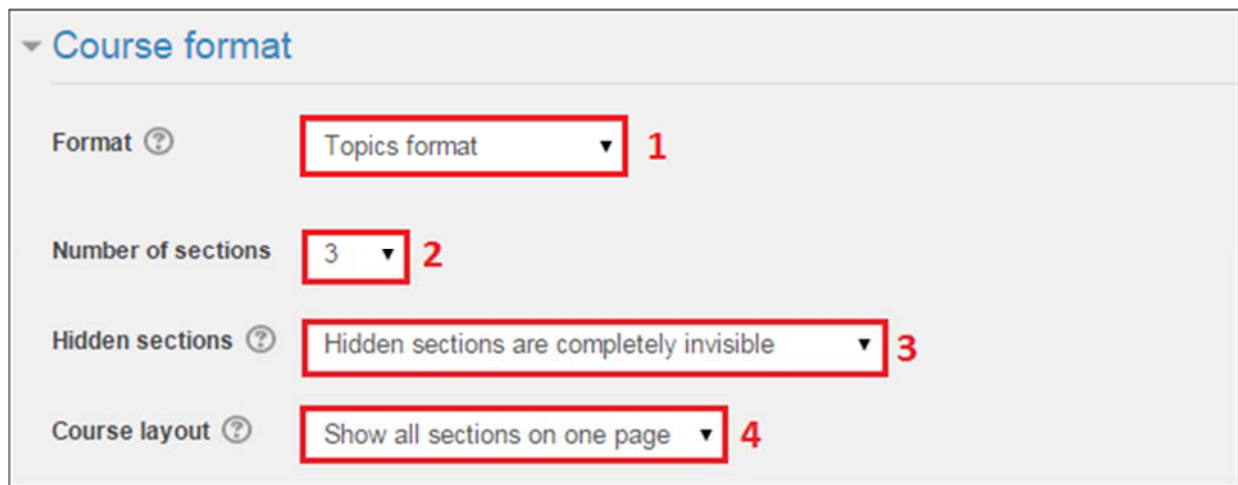
4.3.1. Course Settings

ITU Academy Coordinators and Instructors can modify the settings of the course, particularly the course format. Note that to modify other settings, instructors should be familiar with the functioning of the platform.



(1) Press “Edit settings” to modify the course settings.

4.3.1.1. Course Format



(1) This is where the instructor can modify the course layout.

The following are brief descriptions of the standard course formats available in Moodle. Note that there are other Formats that can be further explored.

- **Weekly format:** The course is organized week by week, with a clear start date and a finish date. Moodle will create a section for each week of the course. The instructor can add content, forums, quizzes, and so on in the section for each week.

- **Topics format:** The course is organized into topic sections that an instructor can give titles to. Each topic section consists of activities, resources and labels. Note that with the Weekly and Topics format it is possible to choose the option “show one section per page”.
- **Social format:** This format is oriented around one main forum, the social forum, which appears listed on the main page. It is useful for situations that are more free form. When selecting the social format, it is possible to specify how many discussions should appear on the course page.
- **Single activity format:** This only has one section, and allows the instructor to add only one activity to the course. When the single activity format is selected, a drop down menu appears for the instructor to choose the activity he/she wishes to use.
- **Collapsed Topics:** This format is essentially the same as the standard Topic and Weekly formats but with a 'toggle' for each section. The toggles' purpose is to reduce the amount of initial information presented to the user thus reducing the 'scroll of death' that can plague courses with a great amount of content. The 'state' of the toggles is remembered on a per course per user basis.

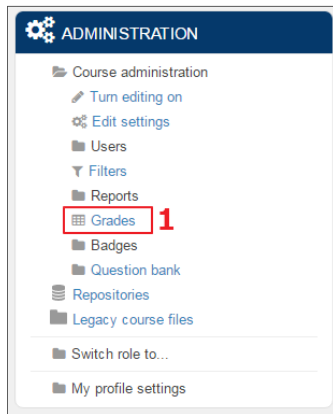
(2) This setting is only used by the 'weekly' and 'topics' course formats. In the 'weekly' format, the instructor can specify the number of weeks that the course will run for, starting from the course start date. In the 'topics' format, the instructor can specify the number of topics in the course. Both of these translate to the number of "boxes" that appear in the centre of the course page. By default, the maximum number of weeks/topics is 52.

(3) This option allows the instructor to decide how the hidden sections in the course are displayed to the participants. By default, a small area is shown (in collapsed form, usually grey) to indicate where the hidden section is, though the participants still cannot see the hidden activities and texts. This is particularly useful in the Weekly format, so that non-class weeks are clear.

(4) The Course layout setting determines whether the whole course is displayed on one page or split over several pages. The setting currently applies to the topics and weekly core course formats and contributed collapsed topics course format only. The instructors can choose from the dropdown whether they wish to "show all sections on one page" in the familiar scrolling format, or "show one section per page".

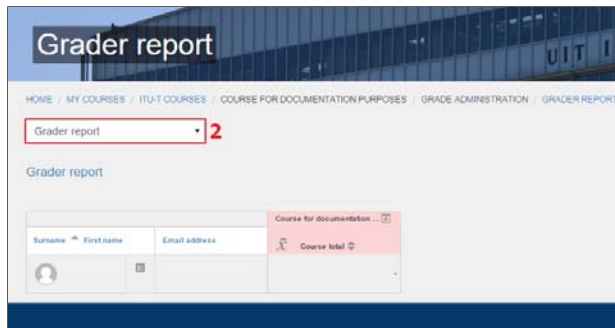
4.3.2. Course Participants Listing

The ITU Academy Coordinators and Instructors have access to the lists of Participants for their respective courses. Therefore, they will be able to monitor the status of registrations at any point in time. How to get the list of Participants and how to monitor the grades of Participants is quite similar. However, by following the steps (1-7) below, Instructors will be able to obtain the information about the Participants, such as the “City/Town”, “Country”, and the “Company”:

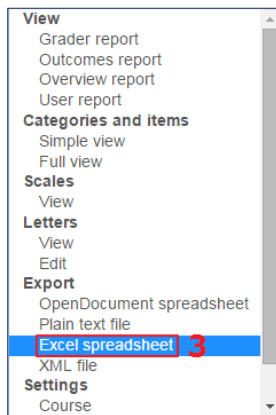


(1) Press the “Grades” link to navigate to the **Grades report** of all the Participants in the courses.

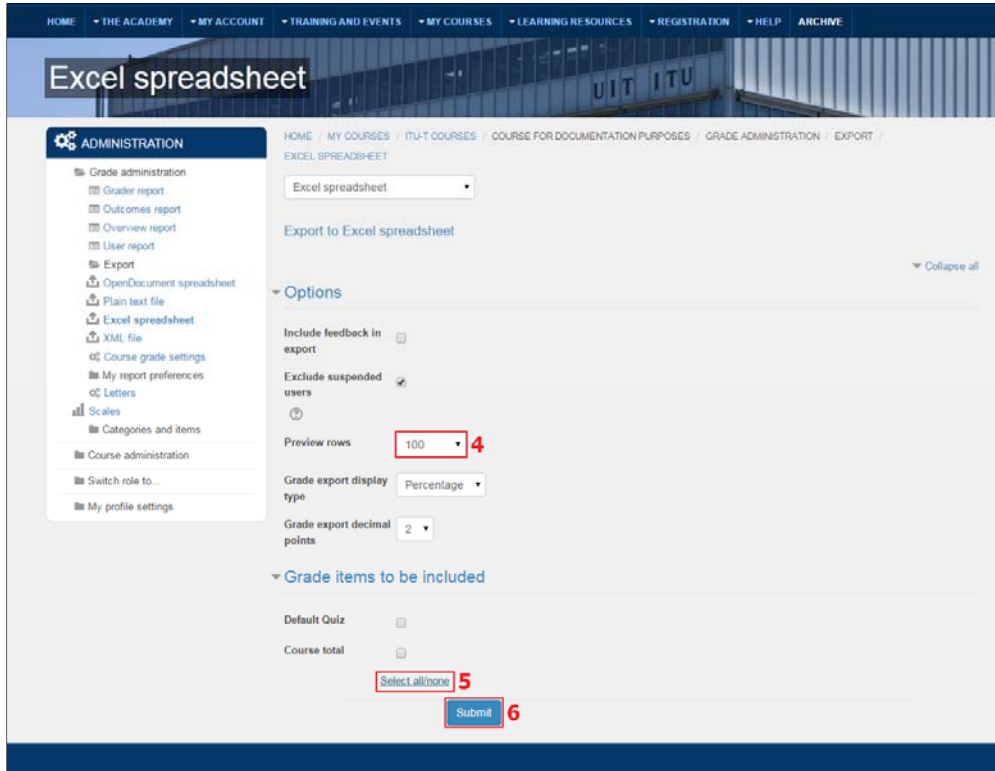
Note that if it is not necessary to export the listing of Participants, it is possible to skip the steps (2) to (7).



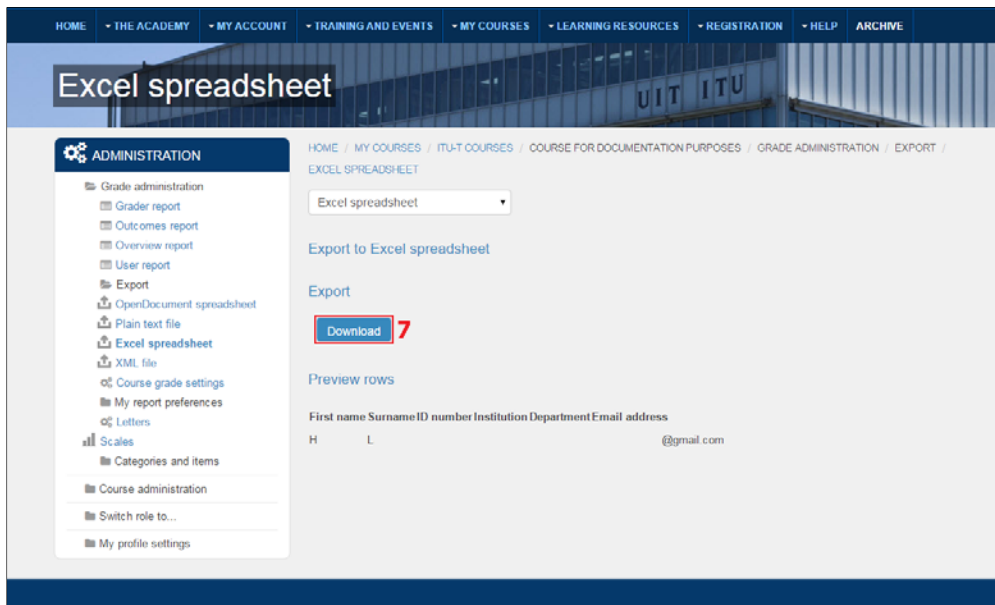
(2) Go to the “Grader report” to open the option to export.



(3) Select the “Excel spreadsheet” export option



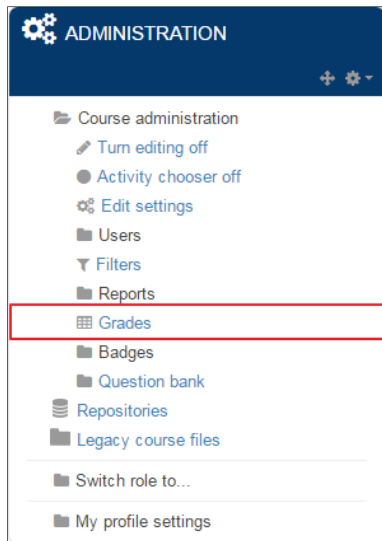
- (4) Select a large enough number in the “Previews rows” box.
- (5) Press the “Select all/none” link to remove all the checked boxes
- (6) Press the “Submit” button.



- (7) Press the “Download” button.

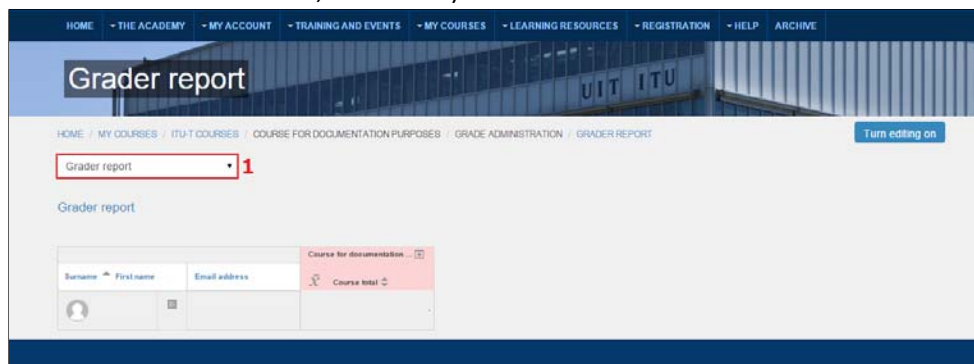
4.3.3. Grading

All the grades for each student in a course can be found in the course gradebook, or ‘Grader report’.



The grader report collects items that have been graded from the various parts of Moodle that are assessed, and allows Instructors to view and change them as well as sort them out into categories and calculate totals in various ways. When Instructors add an assessed item in a Moodle course, the gradebook automatically creates space for the grades it will produce and also adds the grades themselves as they are generated, either by the system or by Instructors.

The grades are initially displayed as the raw marks from the assessments themselves. This will thus depend on how Instructors set those up, e.g. an essay mark of 36 out of 50, will appear as 36, the mark that the student got, not as a percentage (although this can be changed later, see below).



(1) Grade administration menu dropdown. This menu will help Instructors to manage the grading process of the student.

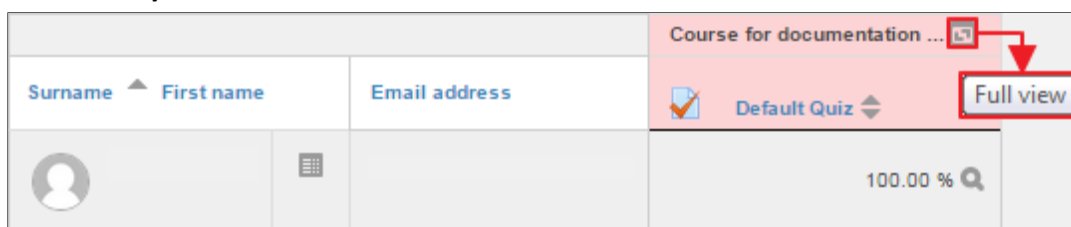
4.3.3.1. Display

At the top right corner of the grades table, there is a small icon. Pressing this icon button will cycle three ways of displaying the grades. Those three ways are the following:

1) **Aggregates** : Total column only



2) **Grades only** : Without the totals column



3) Full view : Grades and totals column

Surname ▲ First name		Email address	Course for documentation ...	Aggregates only
			100.00 %	100.00 %

4.3.3.2. Manually Editing and Overriding Grades

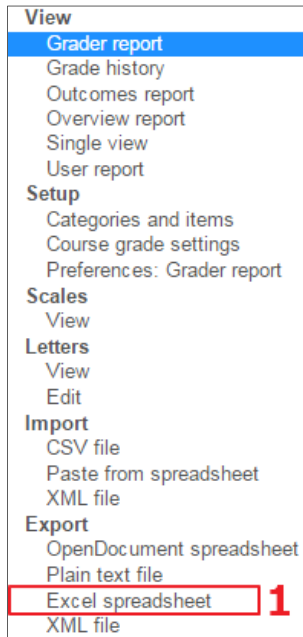
The Grader report can be altered by pressing the “Turn editing on” button on the “Grader report” page. This button is independent from the “Turn editing on/off” button on the course page.

Surname ▲ First name		Email address	Course for documentation ...	Course total
Controls				
			100.00	100.00

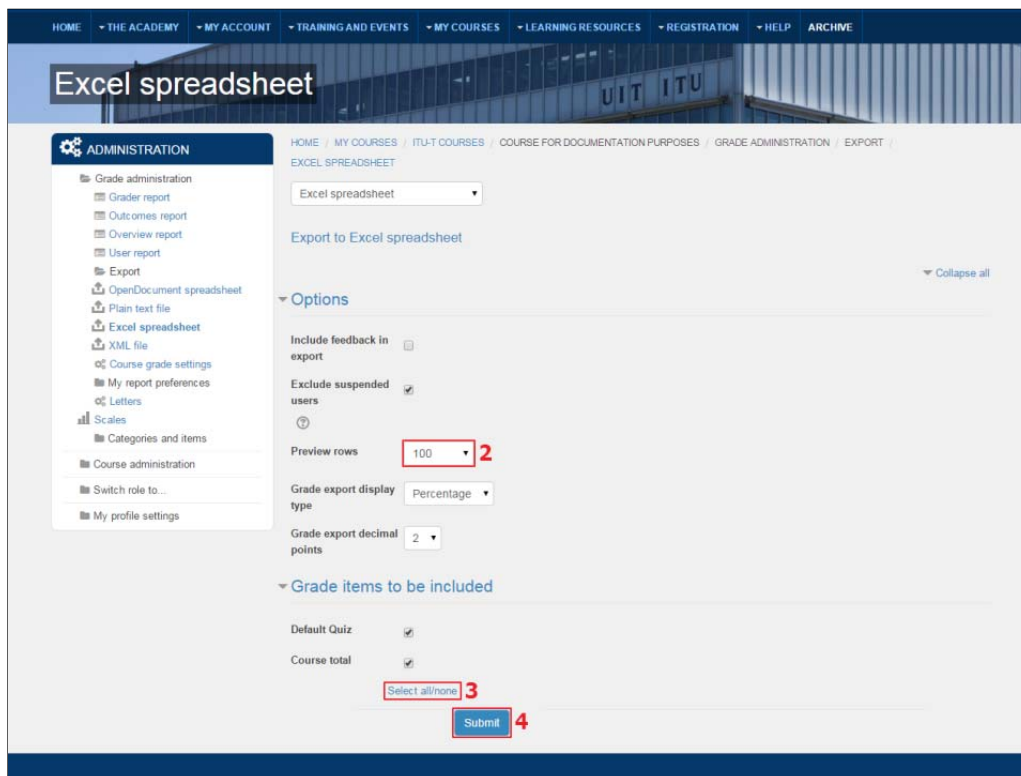
- (1) Press this “Gear” icon button to open the grade categories editing page. Grades can be organized into different categories. A grade category has its own aggregated grade which is calculated from its grade items.
- (2) Press this “Gear” icon button to open the grade item editing page. A grade item is a unit (typically an activity) where course Participants are assessed through a grade or mark. The settings of this editing page will affect the calculation and display of the grades in the gradebook.
- (3) Press this icon button to open the grade calculations editing page. Calculations for the gradebook follow the pattern of formulas/functions in popular spreadsheet programs. They start with an equal sign, and use common mathematical operators and functions to produce a single numerical output.
- (4) Press this “Gear” icon button to open the grade editing page. The grades of each student can be manually changed.
- (5) Press this “Magnifying Glass” icon button to open the student activity submission page. There, Instructors will be able to see in details the submission of a Student to the activity.

4.3.3.3. Grade export

Grades can be exported to a spreadsheet, plain text file or XML file, or published via an URL.



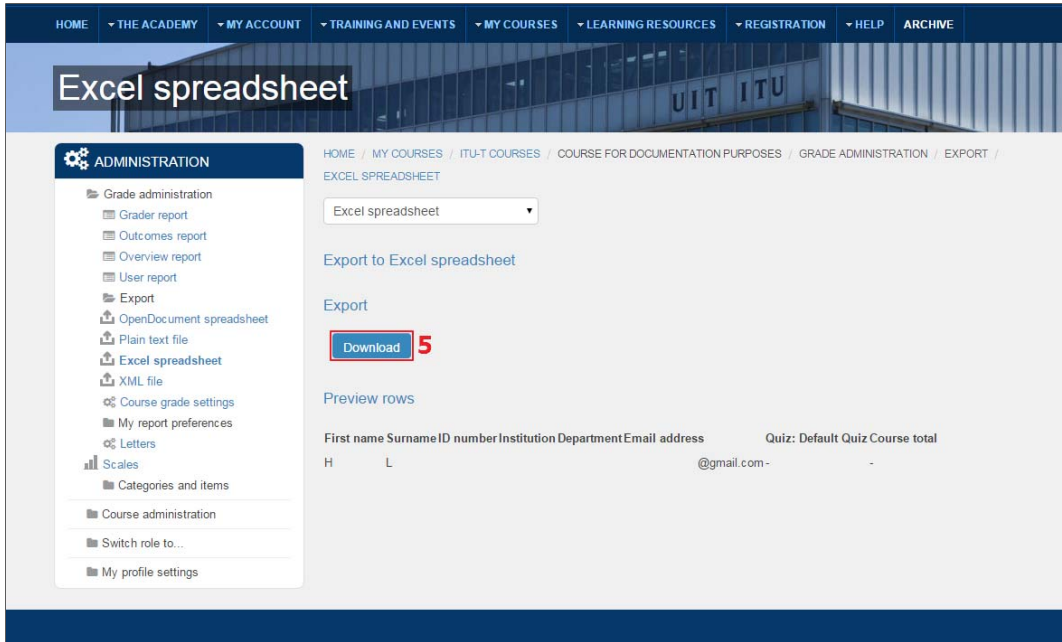
(1) Select the “Excel spreadsheet” export option.



(2) Select a large enough number on the “Previews rows” box.

(3) Press the “Select all/none” link to check all the check boxes.

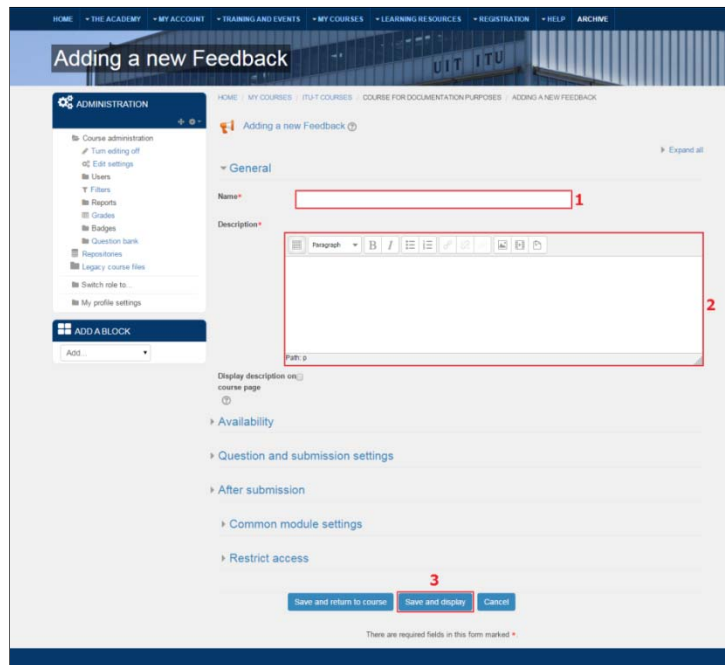
(4) Press the “Submit” button.



(5) Press the “Download” button.

4.3.4. Feedback

To set up this activity, select “Feedback” in the “Add an activity or resource” window (Please refer to section 3.4.2).

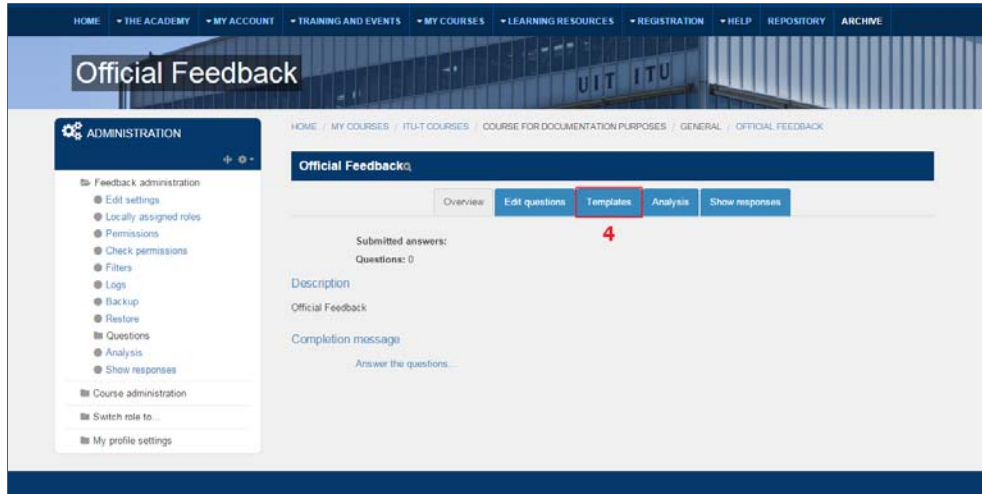


(1) Enter a name for the feedback form. The name entered will be displayed as a link on the course page.

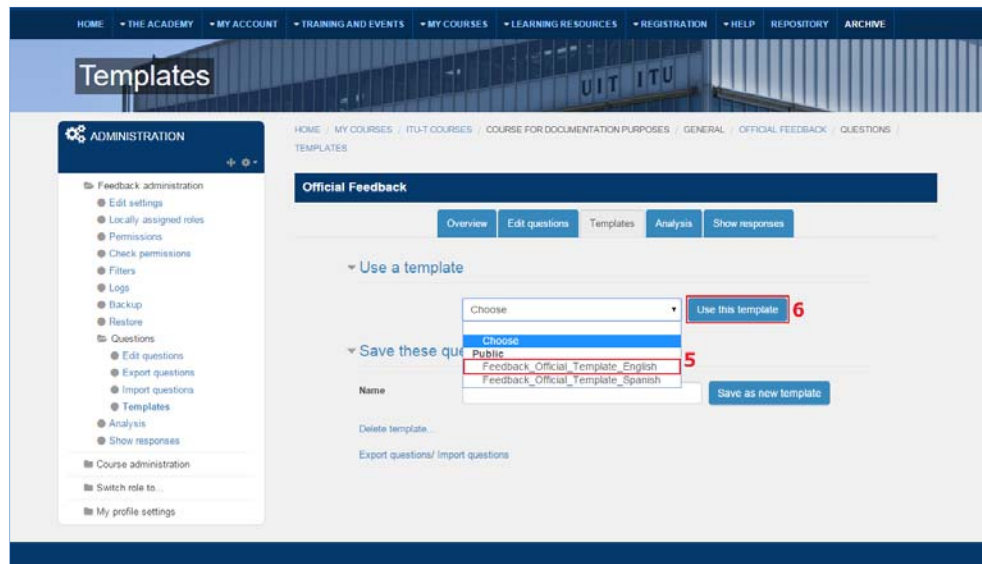
(2) Enter a short description to explain the purpose of the feedback form.

Note that at this point, Instructors might want to add some options to it.

(3) Press the “Save and display” button.

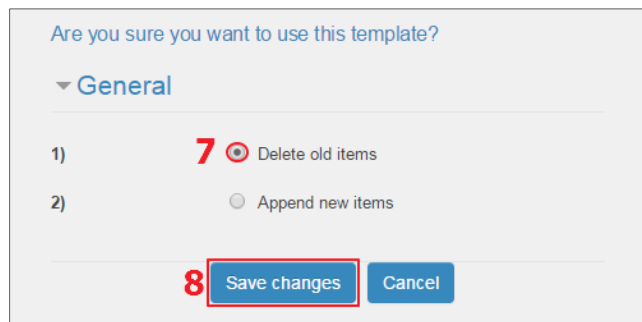


(4) Press the “Template” tab button.



(5) Select the official “Template” provided in the six official languages.

(6) Press the “Use this template” button.



(7) Select Delete old items.

(8) Press the “Save changes” button to add all the official questions to the form.

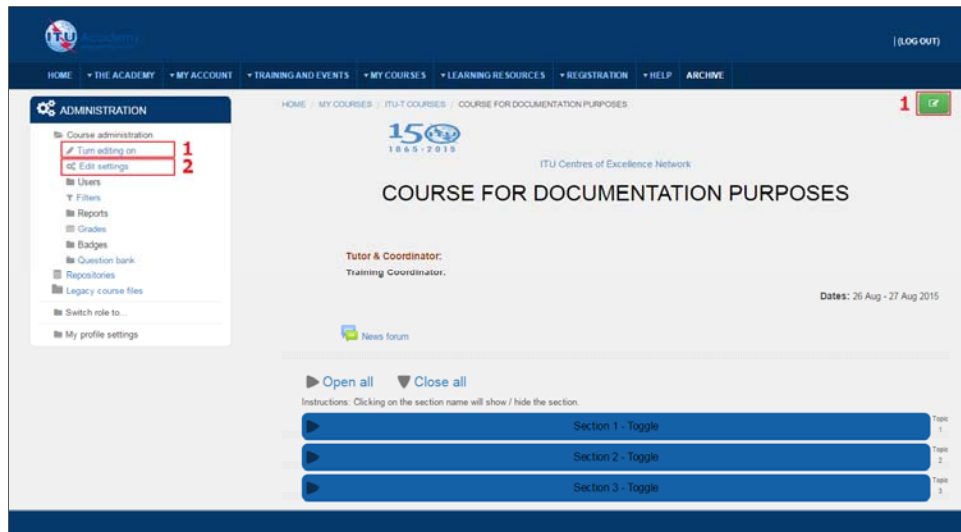
Note that by “Deleting old items”, Instructors will ensure the official template is fully added.

4.4. General functions

The purpose of this part of the Manual is to gather repetitive information and serve as a source of reference for the first part of this document.

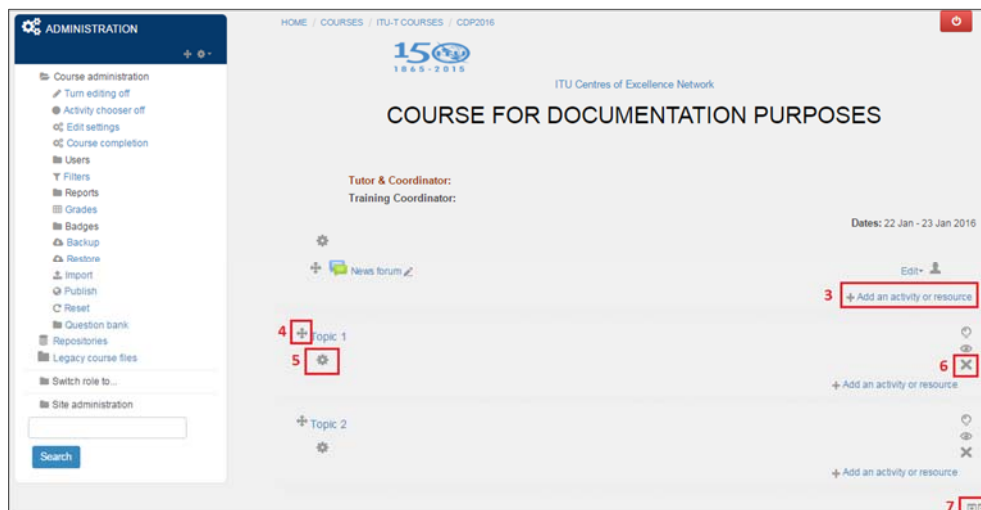
4.4.1. Turning on the editing process

The editing process enables an Instructor to make changes to a course, and to create the course layout and add all the materials needed.



(1) Press the “Turn editing on” link or the “Edit” green button to enable the course editing process. By doing so, Instructors will be able to create activities (Questionnaires, Quiz, Assignments, etc.) or add resources (Documents, videos, etc.) that will be available to the Participants. See (3). Instructors will also be able to modify the layout by moving, editing, adding and deleting course sections. See (4, 5, 6, 7).

(2) Press the “Editing settings” link to enable the course edit settings process. By doing so, Instructors will modify the course settings. This should be used when Instructors know enough about the platform.



(3) Once (1) has been pressed, press the “Add an activity or resource” link to select the new training material to be added.

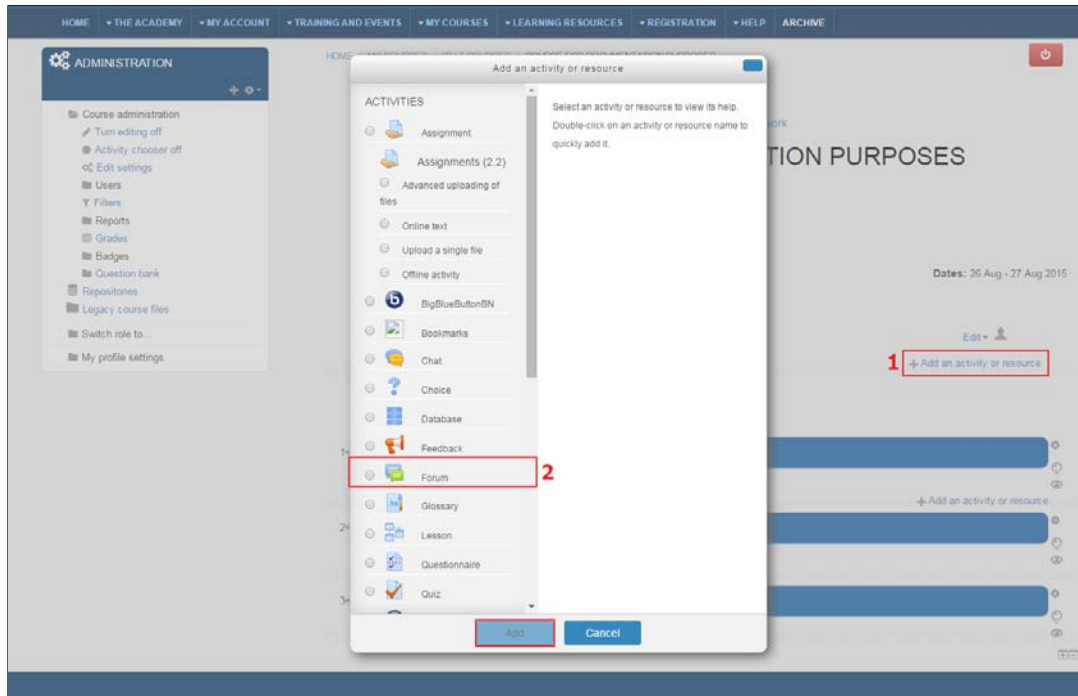
(4) Press this icon to move the course sections to a different position in the course page.

(5) Press this button to edit a course section. To edit the course name, untick the option “Use default name”. Here you can also include a summary of the section.

(6) Press the X icon to delete a course section. You will be prompted to confirm if you wish to delete the section and its contents. Note that all activities inside the section and their user data will also be deleted. This operation **cannot be reversed**.

(7) Press the plus and minus icons at the bottom of the page to add or reduce the number of course sections.

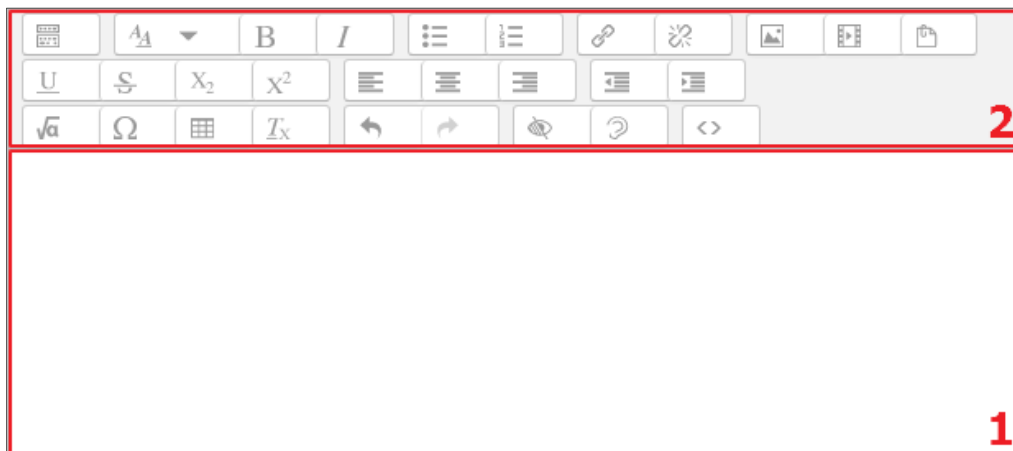
4.4.2. Adding an activity or a resource



(1) After pressing “Add an activity or resource” link, a small window will appear.

(2) Select the activity or resource to be used, and then press the “Add” button or double click.

4.4.3. HTML Editor

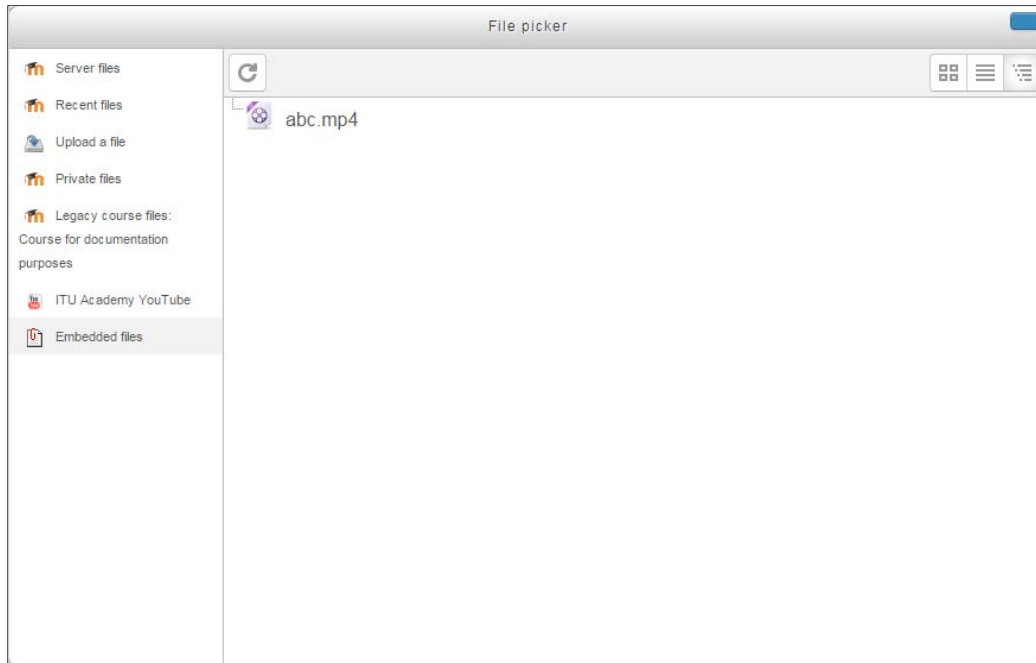


- (1) HTML Editor Content box. Instructors will be able to enter any text they see fit for the course.
- (2) HTML Editor Formatting Toolbar. Instructors will be able to format the text and upload material thanks to this.

Note that it is possible to upload image by dragging it from the computer and dropping it in (1).

4.4.4. File picker

The “File picker” window is the window where Instructors can manage the files they are going to use for the course. Instructors can upload/delete/rename the files at their convenience.

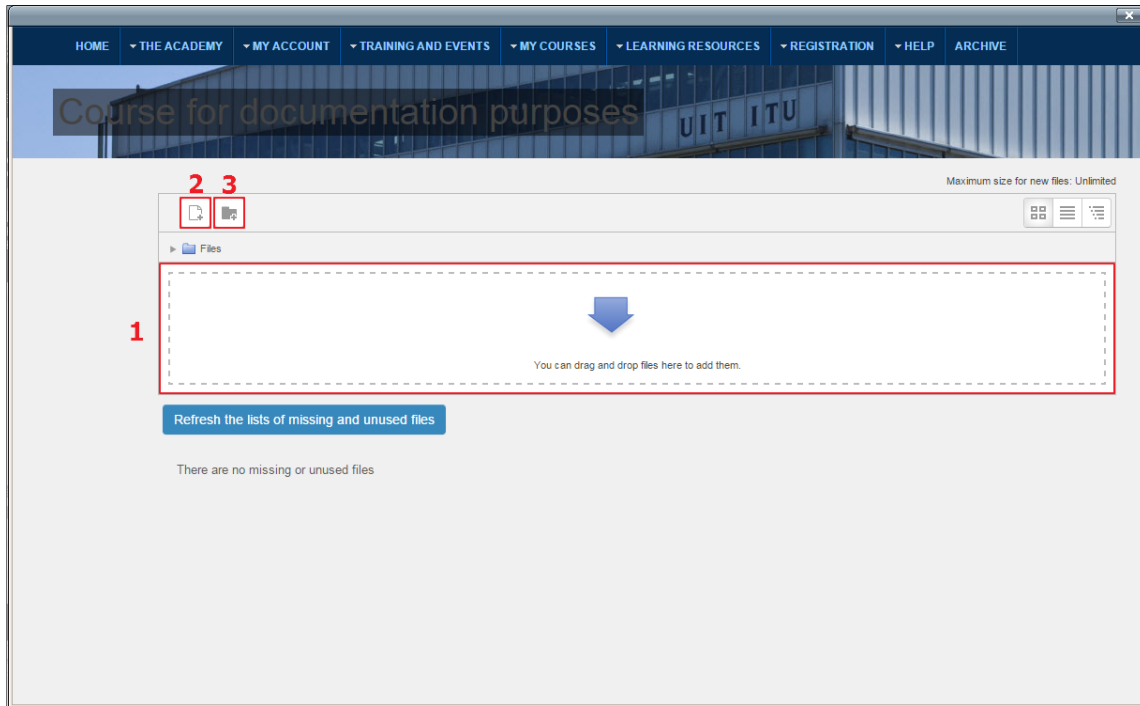


4.4.5. Uploading media

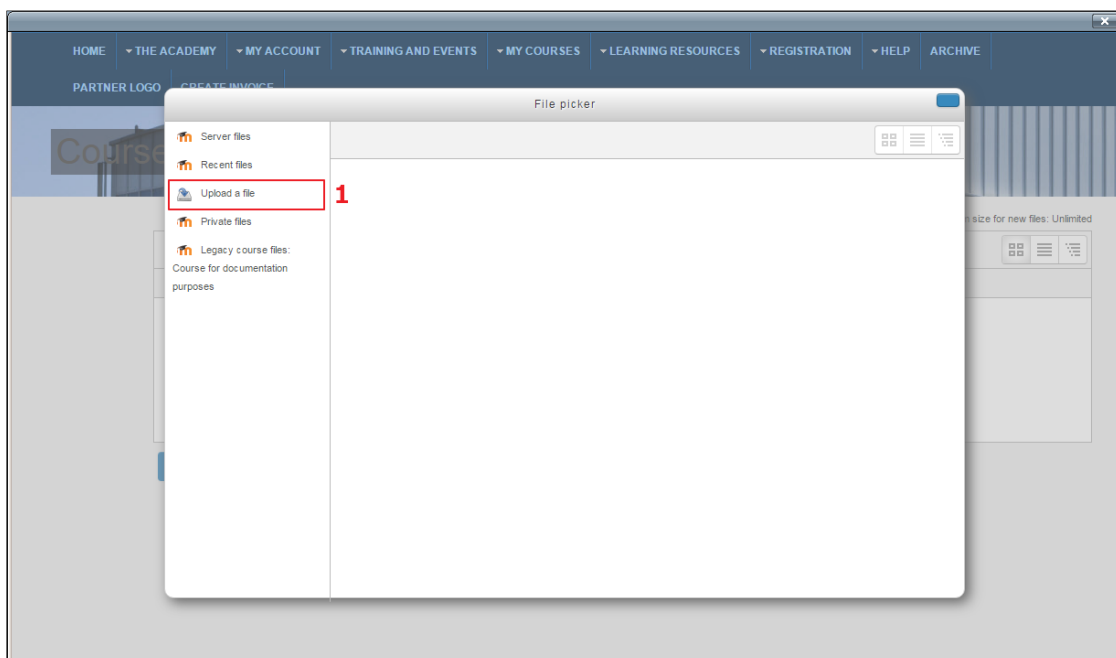
The ITU Academy can host media of different types.



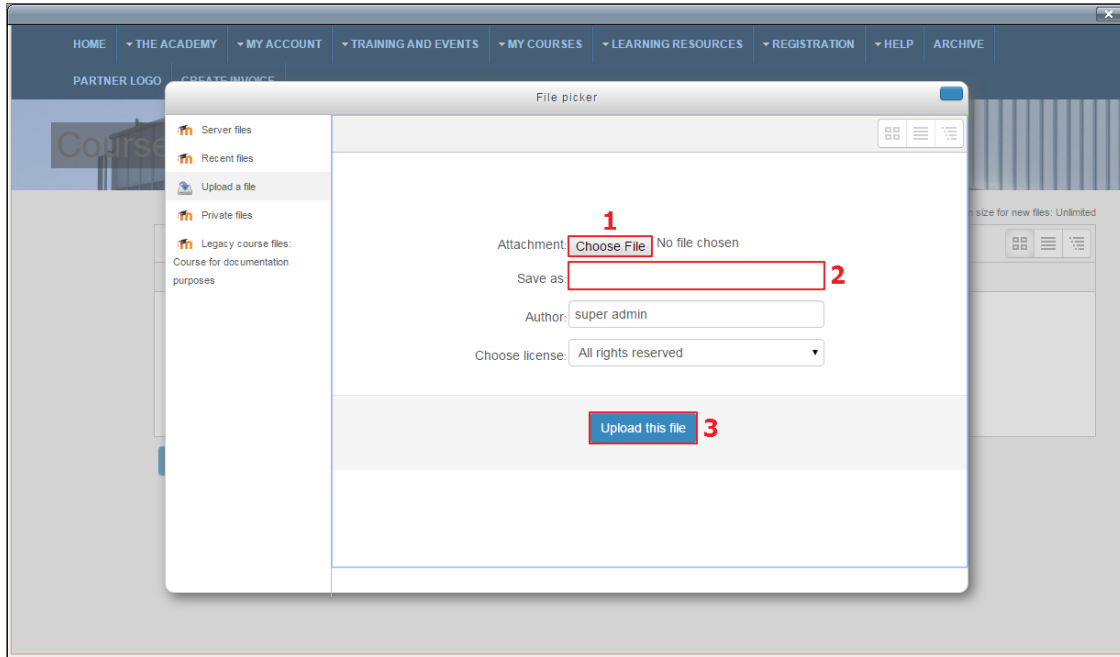
- (1) Press the “Manage embedded files” button.



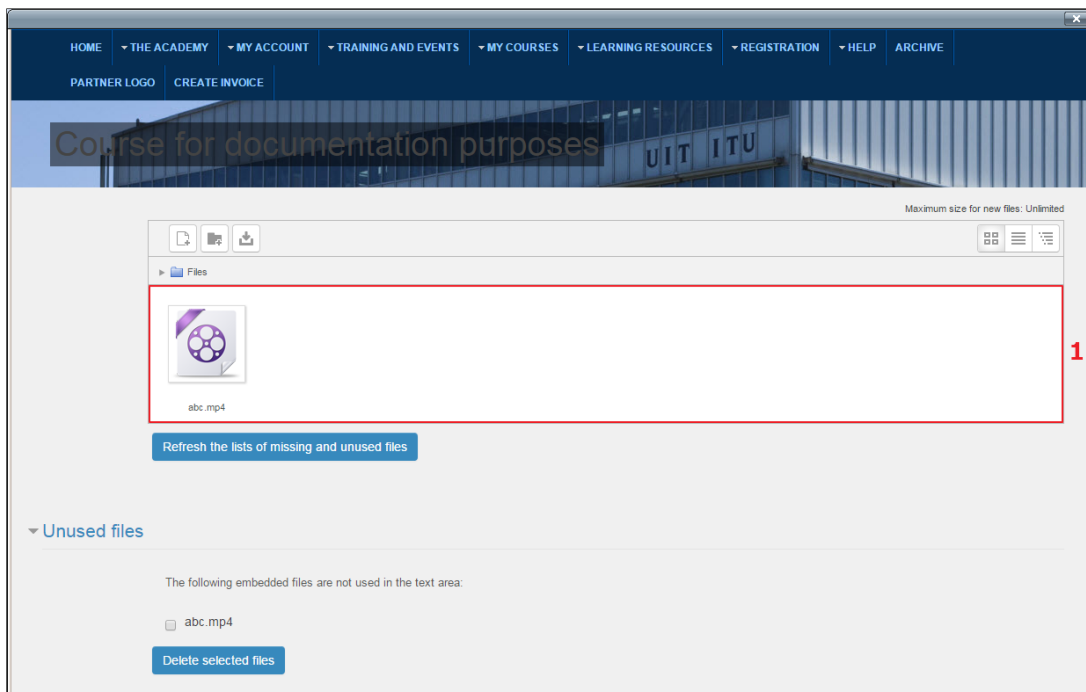
- (1) Drag and drop the file(s) to upload. The upload will start automatically. Once done, the window can be closed.
- (2) Press the “Add...” button to open “File picker” window.
- (3) Press the “Create Folder” button to create a new folder in order to sort out the embedded files.



- (1) Press the “Upload a file” button.



- (1) Press the “Choose File” button. Then select the file you want to upload.
- (2) Enter a new name of the file. By default, it will be the same as the file uploaded.
- (3) Press the “Upload this file” button to upload the file.



- (1) The drag and drop of file(s) is still possible in this zone. The files uploaded can be observed here.

4.4.6. Grade to pass

With this new feature, Instructors can set a grade to pass for some of the activities. This particular grade will be displayed in a specified colour in the grade report: Red (if the Participant failed) and green (if the Participant passed). This has no effect on the course aggregate score and this feature is not present for a course in particular. It is only present for all individual activities such as Quiz, Assignment, etc.

This is an example on how to use the “Grade to pass” feature. Two assignments activities with “Grade to pass” score set to 45. The test user has failed the first one and passed the second one.

Surname		First name	Email address	Grade2Pass - Test		
				#1	#2	Course total
				35.00 %	55.00 %	45.00 %

4.4.7. Restrict access

The restriction set complexity has been greatly decreased in the latest version. It is simple and easily understandable. Instructors can set some rule regarding the access of an activity, depending on the completion of another activity, a date, a grade or the user profile of Participants. Those rules can be nested to add the previous version complexity.

Activity completion	Require students to complete (or not complete) another activity.
Date	Prevent access until (or from) a specified date and time.
Grade	Require students to achieve a specified grade.
User profile	Control access based on fields within the student's profile.
Restriction set	Add a set of nested restrictions to apply complex logic.

5. Participant and Guest manual

5.1. User account

The user account responds to the Single Sign On (SSO) property of access control. SSO grants user the ability to log once and gains access to a multiple related but independent software systems. The user can log him/herself in on any platform of the ITU Academy and be logged on the other. Therefore, the home platform, the e-learning platform and the communities can be available to the user by a single login.

5.1.1. Create account

The screenshot shows a web page with a search bar at the top. Below it are two links: 'LOGIN' and 'CREATE AN ACCOUNT'. The 'CREATE AN ACCOUNT' link is highlighted with a red box and a red '1'. A modal form is displayed over the page. The form contains the following fields: 'Name: (*)', 'Username: (*)', 'Password: (*)', 'Confirm Password: (*)', 'Email: (*)', and 'Confirm email Address: (*)'. A red vertical line with a red '2' is positioned to the right of these fields. At the bottom of the form, there is a checkbox labeled 'Terms and Conditions' with a red '3' next to it. Below the checkbox, a note states 'Fields marked with an asterisk (*) are required.' At the very bottom of the form is a blue button labeled 'CREATE AN ACCOUNT' with a red '4' next to it.

- (1) Press the “Create an account” link, a popup should appear.
- (2) Fill out the form. Notice that every field is required to be valid.
- (3) Press the “Terms and Conditions” link, read and check the box to validate.
- (4) Press the “Create an account” button to validate the inscription.

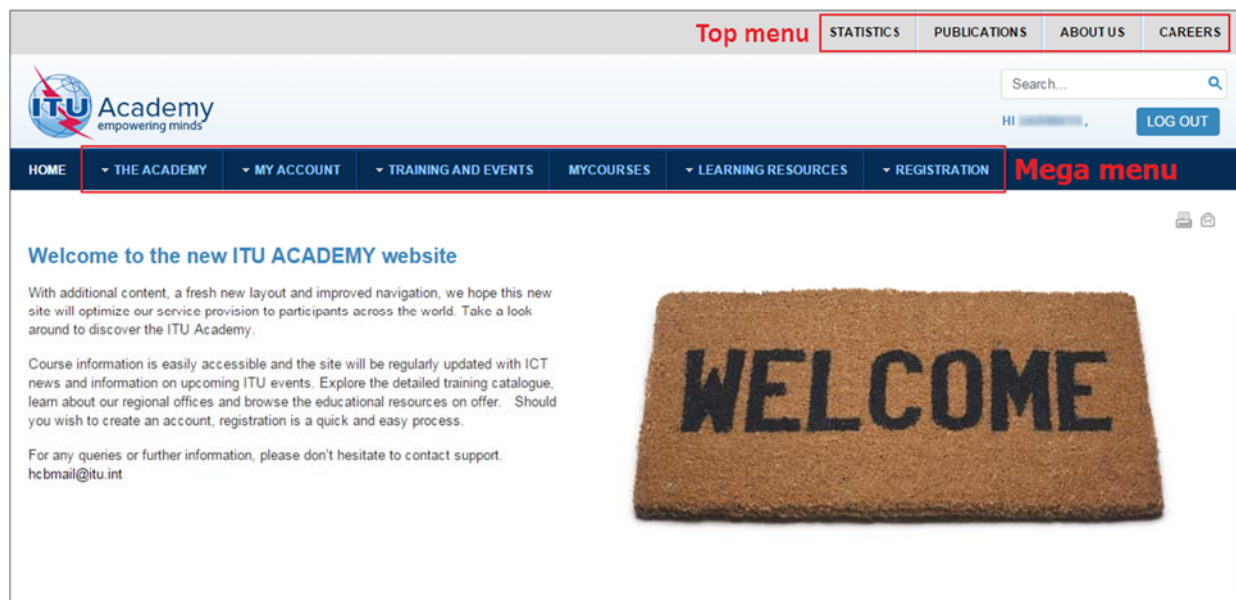
Note that an email of confirmation will be sent to the e-mail address provided. The user will be redirected to the login.

5.1.2. Login

The screenshot shows a web page with a search bar at the top. Below it are two links: 'LOGIN' and 'CREATE AN ACCOUNT'. The 'LOGIN' link is highlighted with a red box and a red '1'. A modal form is displayed over the page. The form contains the following fields: 'Username' and 'Password'. A red vertical line with a red '2' is positioned to the right of these fields. At the bottom of the form is a blue button labeled 'LOGIN' with a red '3' next to it. Below the button are two links: 'Forgot your password?' and 'Forgot your username?'. At the very bottom of the form is a note: 'Please add your account info to login'.

- (1) Press the “Login” link, a small window should appear.
- (2) Fill the user/password field.
- (3) Press the “Login” Button to login.

5.2. ITU Academy platform



The overall objective of the ITU Academy is to harmonize, integrate and gather under one umbrella all existing ITU training services corresponding to the organization's main areas of activity – radiocommunications, standardization and development – and to extend the current portfolio of training programs. To achieve this objective, the ITU Academy is going to be:

- Working with members, stakeholders and partners in setting priorities for ICT training, development and human capacity-building
- Commissioning the design of training, development and human capacity-building solutions in response to agreed priorities, drawing on the services of recognized experts
- Creating a library of ICT learning and human capacity-building resources
- Providing a platform for knowledge transfer

All ITU Academy activities are accessible through a portal found at <http://academy.itu.int>. This portal allows for a single access point to all ITU training interventions, whether delivered face-to-face or through instructor-led or self-paced e-learning. The cornerstone of the ITU Academy portal is the delivery of capacity building related training and educational opportunities. In order to adequately deliver these training interventions, the portal utilizes a Learning Management System (LMS). The LMS facilitates an enhanced learning environment

With additional content, a fresh new layout and an improved navigation, the new platform has optimized the services the ancient portal was lacking. The course information is more easily accessible. ICT News and information on upcoming ITU events are available through the portal.

Once registered and/or logged in, the user is able to fully use the ITU Academy features. Two menus will be available. The first one will allow the users to go to webpage from the ITU main website. As for the other one, it represents the overall features.

5.2.1. Global search

The screenshot shows the ITU Academy website interface. At the top, there is a navigation bar with the ITU Academy logo and the tagline "empowering minds". A search bar in the top right corner contains the text "next generation" and a magnifying glass icon. Below the navigation bar, there is a main header with the text "Global Search" and a background image of a building with "UIT ITU" signage. The search results are displayed in a white box with a search bar containing "next generation" and a magnifying glass icon. Below the search bar, the text "COURSES 1*" is displayed. The results are categorized under "TECHNOLOGIES AND SERVICES" with a sub-header "Number of Matching Items: 2". There are two tabs: "UPCOMING" and "ARCHIVE". The first result is "Next Generation Broadband Internet Access". It includes a course image, course details (Course Type, Region, Language, Fees, Discount, Selling Price), and start/end dates. Below the course details is a "View This Course" button. Below the course results, there are sections for "ARTICLES 1**" and "EVENTS 1***". Both sections have "UPCOMING" and "ARCHIVE" tabs and display a message "No [Articles/Events] are Available".

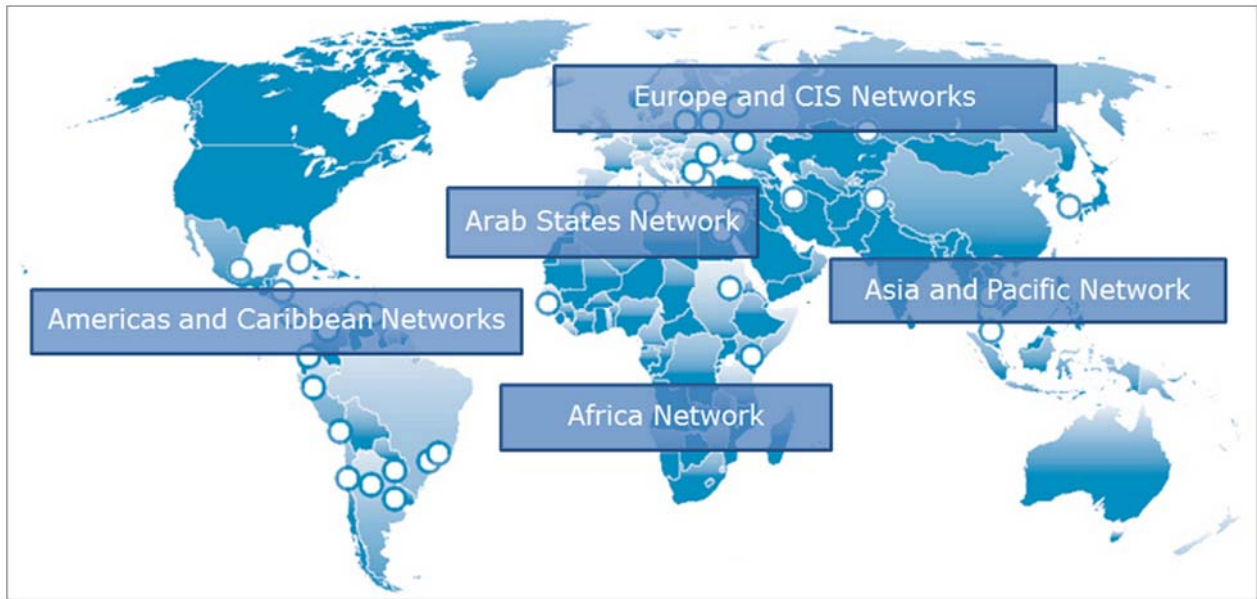
(1) Type any keyword needed and press “Enter”. The global search will return the result for courses (1*) articles (1**) and events (1***).

5.2.2. The Academy



The first feature provides general information about the ITU Academy. This feature shares the Academy vision and how the portal is used to realize this vision. It also provides information about the services the user can expect from the portal.

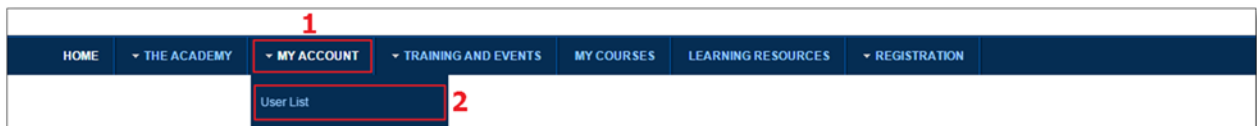
The main information you can access through this feature is about the *Centres of Excellence*.



The purpose of the Centres of Excellence programme, launched by the ITU at the turn of the millennium, is to share expertise, resources and capacity-building know how in telecommunication and ICT training around the world. CoE networks have been established in a number of regions including Africa, the Americas, Arab States, Asia-Pacific, Caribbean, Commonwealth of Independent States (CIS) and Europe. Under the umbrella of ITU Academy, these regional networks are now being joined together into a single global network sharing training curricula, resources and expertise.

5.2.3. My account

“My Account” is the second feature of the portal. It provides the user access to his profile and all the information and the subsequent properties of using ITU Academy. This feature also provides a listing of users.




(1) Click on the “My Account” button to access the user profile.

My Profile

UIT ITU

Profile Page

	Community	Edit	Connections
	Hits:	0	
	Online Status:	ONLINE	
	Member Since:	2 days ago	
	Last Online:	Now	
	Last Updated:	-	
	Connections:	0	
	Forum Ranking:	-	
	Total Posts:	-	
	Karma:	-	
Rating:	☆☆☆☆☆		

Contact Info

Badge name:
-
badge id:
-

Profile Gallery

This tab contains a basic no-frills image Gallery for CB profiles

[Submit New Gallery Entry](#)

No Items published in this profile gallery

Personal Accomplishments

Enrolled Courses

[Next Generation Broadband Internet Access](#)

Badge Details

Forum

This user has no forum posts.

No subscriptions found for you.

No favorites found for you.

Blogs

[New Blog](#)

Title	Category	Created
You have no blogs.		

Connections

This user has no current connections.

ProfileBlog
Add new blog entry ▾

This user currently doesn't have any posts.

ProfileWall
Write on the wall ▾

This user currently doesn't have any posts.

Invites
New Invite

To	Date	Status
You have no invites.		

Guidelines

Activity
You have no activity.

List of Communities

My Categories My Communities Joined Communities My Invites Invited To

You have no Categories.

Articles

Article	Section	Category	Created
You have no articles.			

(2) Click on the “User List” button to open the listing of users.

Members List

Members List

My Details

ITU Academy Site has 4773 registered users

Search criteria

Username:

Find Users

Search results

<< Start < Prev [1] 2 3 4 5 6 ... 160 Next > End >>

Image	Username	Other
NO IMAGE AVAILABLE		Online Status: OFFLINE Member Since: 2 days ago Last Online: -

(1) This “Search criteria” zone is normally collapsed.

(2) Click on the “Search Users” link to extend “Search criteria” and the link disappear. This feature helps filtering the user list.

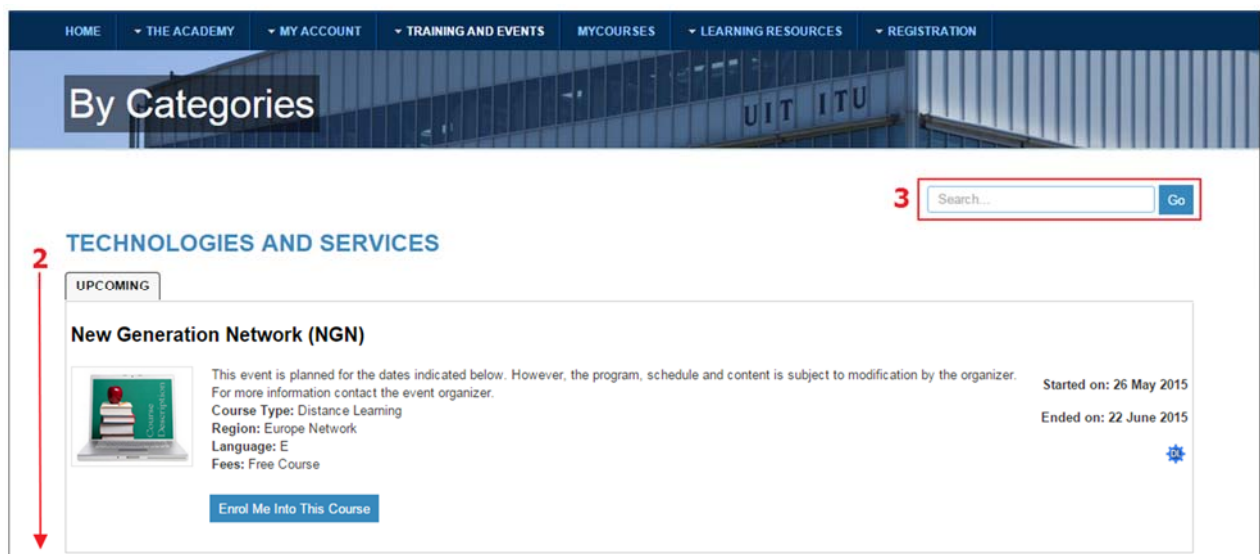
5.2.4. Training and events



“Training and events” is the third feature of the portal. It covers the information about the “Terms and Conditions”, the “Training Registration Process” and the events of the Human Capacity Development. One of those events is the “ITU Global Forum on Human Capacity Development”. The User will be able to gather a small description of this major event. This feature also provides an online courses catalogue sorted by category and region.

5.2.4.1. Training catalogue by Categories

The catalogue of courses can be sorted by categories. All the upcoming and archive courses will be listed. There is an option to filter the exhaustive list.




Sub Categories:

2012

UPCOMING ARCHIVE **2***

Digital Terrestrial Television Broadcasting Technologies



This course is designed for officials dealing with the planning, implementation and maintenance of Digital TV broadcasting stations. Over the six weeks course, the participant would gain an understanding of Overview of Digital TV; Spectrum Planning and Management; Compression Technologies, Advanced Coding Techniques, Advanced Modulation Techniques and Next Generation DTTB Technologies. The course envisages active contribution of participants in weekly discussions as they form the requisite tools to apply the knowledge accorded in the learning materials. Together with the contributions made, quizzes and assignments will also be held to evaluate participant's success.

Started on: 29 January 2012
Ended on: 22 April 2012

Course Type: Distance Learning
Region:
Language: English

[Enrol Me Into This Course](#)

- (1) Select in the menu Training and Events > Training Catalogue > By Categories.
- (2) Scroll down to see all the categorized upcoming or archived (1*) courses.
- (3) Type any courses needed, then press "Go" button to filter the catalogue.

5.2.4.2. Training catalogue by Region

The catalogue of courses can be sorted by region (Africa, Americas, Arab States, Asia & Pacific, CIS, and Europe network). All the upcoming and archive courses will be listed. There is an option to filter the exhaustive list.



HOME THE ACADEMY MY ACCOUNT **TRAINING AND EVENTS** MY COURSES LEARNING RESOURCES REGISTRATION

GLOBAL ICT FORUM ON HUMAN CAPACITY DEVELOPMENT TRAINING REGISTRATION
TERMS AND CONDITIONS **TRAINING CATALOGUE**

By Region **1**
By Categories



HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MY COURSES LEARNING RESOURCES REGISTRATION


By Region

3 Search... [Go](#)

2 REGION: AFRICA NETWORK

UPCOMING ARCHIVE

Ce séminaire consistera à décrire et rappeler les principes fondamentaux des réseaux 4G, les perfor



Course Type: Distance Learning
Region: Africa Network
Language: FRENCH
Fees: 500000\$
Discount: 0\$
Selling Price: 500000\$

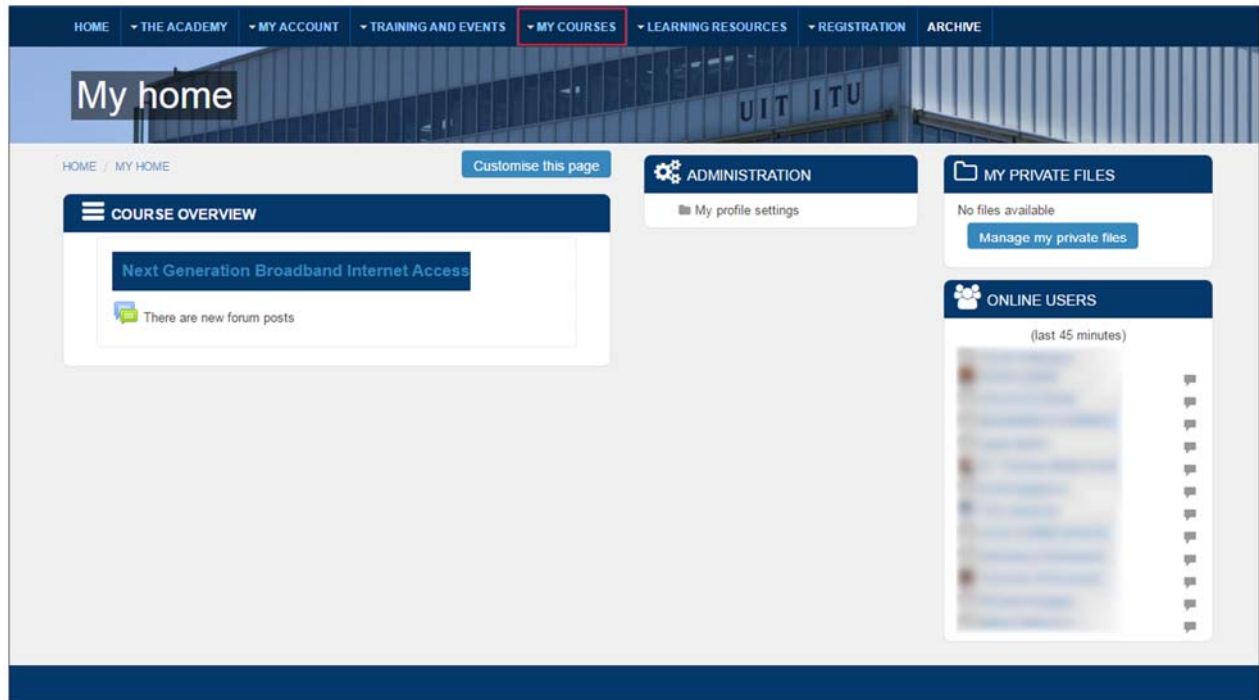
Starts on: 05 June 2015
Ends on: 20 April 2015

[Book This Course](#)

- (1) Select in the menu Training and Events > Training Catalogue > By Region.
- (2) Scroll down to see all the upcoming and archive courses categorized by region.

(3) Type any courses needed, then press “Go” button to filter the catalogue;

5.2.5. My courses



“My Courses” is the fourth feature of the portal. It provides the users access to all the courses they enrolled to and all the notifications about new entries in the specific course (new forum posts, new quizzes ...).

5.2.6. Access a course

There are three types of courses. Each one of them has a different way to be accessed to. The first one (Guest Access) is the most straight forward. It is a free and public one; anyone can access it. The second one (Self-enrolment by key) is a free and restricted one. The user has to be granted access. This option can help in limiting the number of students. The last type of course (Self-enrolment by payment) refers to a purchase one.

5.2.6.1. Guest Access

This type of course will be accessed from any search presented in the previous section. The user will be immediately redirected to the complete course, by clicking on the said course. Once in the course homepage, the user will have access to all the information and documents.

5.2.6.2. Self-enrolment

5.2.6.2.1. Enrolment by key

This type of course requires the user to self-enroll, through the request form below. The users will receive an email with the “enrolment key” once they have been accepted.


HOME / COURSES / TECHNOLOGIES AND SERVICES / 12844 / ENROL ME IN THIS COURSE / ENROLMENT OPTIONS

REGISTRATION AND ENROLMENT TO THIS COURSE

In order to participate in the course New Generation Network (NGN), deliver between 26 May 2015 and 22 Jun 2015, you must first follow the registration procedures and accept the registration conditions. For more information on this course, Please click on [Course Details](#) **1**

STEP 1 -REGISTRATION TO ITU ACADEMY

In order to access this course you need to have a valid account in ITU Academy. If you don't have a valid account please [CLICK HERE](#) in order to open an account. **2**



STEP 2 -ENROLMENT INTO THIS COURSE

If you have already logged in ITU Academy, and you have the enrolment key, please enter it in the box below:

Recommended Community Is Not Available

Enrolment key Unmask **3**

4

If you do not have the enrolment key, [CLICK HERE](#) to request and receive it by email. **5**

If you any questions, please do not hesitate to contact the course coordinator: ITU Academy Administrator | bdtwebsupport@itu.int.

- (1) Click on the “Course Details” link to open the description of the course.
- (2) Click on the “Click Here” link to be redirect to the home. There, refer to the section 4.1 about the user account.
- (3) Type the enrolment key received via the e-mail address, check the box to reveal the key.
- (4) Press the “Enrol me” button to access the course.
- (5) Press the “[Click Here]” button to request an enrolment key to be sent via e-mail.

5.2.6.2.2. *Enrolment by payment*

This type of course requires payment to be completed in order to access the course.

HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MYCOURSES LEARNING RESOURCES REGISTRATION

Global Search

next generation


COURSES

Number of Matching Items: 2

TECHNOLOGIES AND SERVICES

UPCOMING ARCHIVE

Next Generation Broadband Internet Access



Course Type:
Region: Europe Network
Language: ENGLISH
Fees: 150\$
Discount: 0\$
Selling Price: 150\$

Starts on: 26 May 2015
Ends on: 22 June 2015

[Book This Course](#)

HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MYCOURSES LEARNING RESOURCES REGISTRATION

You are being transferred to Datatrans to complete payment. Please click on below button to proceed..

Amount: 150

Discount in %: 0

Selling Price: 150

Currency: USD

[Payment Terms and Conditions](#)

[Proceed](#)

- (1) Payment details (Amount, currency ...).
- (2) Click on the "Payment Terms and Conditions" link to read terms of payment.
- (3) Check the box to agree with the terms specify in (2).
- (4) The "Proceed" button is not available when the user has not agreed to the terms of payment.

HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MYCOURSES LEARNING RESOURCES REGISTRATION

You are being transferred to Datatrans to complete payment. Please click on below button to proceed..

Amount: 150

Discount in %: 0

Selling Price: 150

Currency: USD

[Payment Terms and Conditions](#)

[I Agree](#)

[Proceed](#)

(5) By checking the box, an “I Agree” button should appear.

HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MYCOURSES LEARNING RESOURCES REGISTRATION

You are being transferred to Datatrans to complete payment. Please click on below button to proceed..

Amount: 150
Discount in %: 0
Selling Price: 150
Currency: USD

[Payment Terms and Conditions](#)

I Agree
Proceed **6**

(6) By pressing the “I Agree” button, the “Proceed” button will be available to be pressed.

ITU Academy
Amount : 150.00 Currency : USD

Payment method/Payment details

VISA Verified by VISA Visa
 MasterCard MasterCard SecureCode MasterCard
 Maestro MasterCard SecureCode Maestro

Please, select your preferred payment method. In the next step you will be asked to enter required payment information.

Cancel **7**

Secure payment by
datatrans
Certified by VISA / MasterCard

(7) From here on, pick the method of payment and follow the instruction given by the site.

Once payment has been completed, the user will be redirected directly to the course in question. A receipt will be sent by e-mail.

5.2.7. Registration

“Registration”, the sixth feature of the portal, provides the user a means to register him/herself to a course. It also provides the user with the “Terms and Conditions” relative to the use of personal data.

HOME THE ACADEMY MY ACCOUNT TRAINING AND EVENTS MYCOURSES LEARNING RESOURCES REGISTRATION

1 Registration Terms and Conditions

Registration

Name *

Username *

E-mail *

Verify E-mail *

Password * Unmask

Verify Password *

Address information

Title *

First name *

Last name *

Address *

Post code *

City *

Telephone *

State *

Country *

Terms and Conditions

Welcome to ITU!

Thanks for using our products and services ("Services"). The Services are provided by itu.int., located at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States.

By using our Services, you are agreeing to these terms. Please read them carefully.

Our Services are very diverse, so sometimes additional terms or product requirements (including age requirements) may apply. Additional terms will be

agree Terms and Conditions

Fields marked with an asterisk (*) are required.

5

- (1) Select in the menu Registration > Registration.
- (2) Fill out the form. Notice that every field is required to be valid.
- (3) Read the "Terms and Conditions".
- (4) Check the box to agree to the terms.
- (5) Press the "Register" button to validate the registration form.

Note that an email of confirmation will be sent to the e-mail address provided. The user will be redirected to the login.

5.2.8. Archive

Uess I am correct on this??

Status	ID	Course Name	Start Date	End Date
	15WS14245AFR-F	Réseaux mobiles 4G et nouvelles approches de réseaux backbones : Cas des pays Ouest Africains	01.06.15	05.06.15
	15WS14301EUR-E	e.Waste	01.06.15	30.06.15
	15DL14268ASP-E	Satellite Network Registration Procedures and International Regulations	01.06.15	28.06.15

“Archive” is the last feature of the portal. It provides the user a means to find any **past** courses by date, category or region. This feature can only be visible through the courses part of the platform. For that, the user has to type the following address <https://academy.itu.int/courses/my> or to select the feature “My courses”. This will make the said feature available.

6. Conclusion

It is hoped that Users of this manual will find it helpful in using the ITU Academy platform. While no claim is made to the manual being exhaustive, an attempt has been made to cover all areas of interest to the various users of the platform. As the platform will be subject to changes due to ongoing upgrades, the Manual will be updated accordingly.

7. References

- <https://www.it.umass.edu/support/moodle/add-a-file-a-moodle-course>
- <https://www.it.umass.edu/support/moodle/embed-video-or-audio-a-moodle-page>
- <https://www.it.umass.edu/support/moodle/add-a-forum-activity-moodle>
- <https://www.it.umass.edu/support/moodle/add-a-chat-activity-moodle>
- <https://www.it.umass.edu/support/moodle/add-and-configure-a-quiz-activity-moodle>
- <https://www.it.umass.edu/support/moodle/quiz-question-types-and-descriptions>
- [https://docs.moodle.org/26/en/Grade categories](https://docs.moodle.org/26/en/Grade_categories)
- [https://docs.moodle.org/26/en/Grade items](https://docs.moodle.org/26/en/Grade_items)
- [https://docs.moodle.org/26/en/Grade calculations](https://docs.moodle.org/26/en/Grade_calculations)

8. Annex

8.1. ITU Academy platform user rights, roles and responsibilities table

Rights levels	User Categories	Rights	Roles and Responsibilities
System	Super User	<ul style="list-style-type: none"> System and course rights (ability to manage all features and functions of the system and courses) 	<ul style="list-style-type: none"> In charge of site administration Where system errors occur - troubleshooting, routine customization and configuration Escalates major errors to system developers Provides both technical and non-technical support to the ITU academy users Provides support to the ITU Administrator and Coordinators
	ITU Administrator	<ul style="list-style-type: none"> System and course rights (ability to manage all features and functions of the system and courses) Monitors the ITU Academy platform 	<ul style="list-style-type: none"> Manages the ITU academy website (creates articles, news and events, etc...) Creates and modifies courses Enrolls Instructors and/or Participants Prepares certificates for online course and generates certificates for face to face course Provides support to the ITU Coordinators
Course	ITU Coordinator	<ul style="list-style-type: none"> Course rights (ability to manage all features and functions of a course) 	<ul style="list-style-type: none"> Creates and updates courses in the OPS and/or Moodle Sends documentation required for the course 1-3 month before the commencement of a course, to the ITU administrator Submits the list of instructors to be enrolled in the course to the ITU Administrator Where the participants have to be enrolled manually, the coordinator submits the list of participants to the ITU administrator for enrolment Modifies instructors' and participants' data if required Backs-up a course or restores an old one with all the enrolments

		<ul style="list-style-type: none"> • In the absence of a CoE, analyses the feedback forms and compiles the end of training report • Collects training reports completed by CoE's and sends them to ITU Headquarters • Provides support to the Instructors
Instructor	<ul style="list-style-type: none"> • Course rights (ability to manage some specific features and functions of a course, and access the list of participants) • Rights to switch roles between instructor and participant (allows them to view courses from the point of view of participants) 	<ul style="list-style-type: none"> • Creates course activities and adds resources (training materials) • Administers training and manages forums and chats • Creates quizzes and tests and assesses participants • Evaluates participants performances • Creates and distributes the feedback form to participants • Collects the feedback forms completed by participants and sends them to the CoE or ITU Coordinator, as the case may be. • Sets-up and records video conference sessions • Completes the end-of-training report and submits it to the CoE/ITU coordinator • Provides support to the participants
Participant	<ul style="list-style-type: none"> • Access to all resources and activities designed for the training they are enrolled in 	<ul style="list-style-type: none"> • Enrolls into a course by following the online registration in the ITU Academy platform • Submits enrolment request to the ITU Coordinator, if he/she has not been able to enroll into a course through the system (with proof of payment) • Accesses all resources and activities provided by the ITU Coordinator and/or Instructor • Completes the course feedback form at the end of the course • Generates certificates if he/she has successfully completed an online course. (if the course successfully completed is a face to face course, the ITU administrator will process certificates and send them by e-mail.)
Guest	<ul style="list-style-type: none"> • Temporarily assigned to non-enrolled users for courses that allows guests • Limited access to course content 	<ul style="list-style-type: none"> • Enrolls into a free and open course he/she has been allowed to participate in by the coordinator

