Training and Skills™
For safer and healthier working environments

IOSH Course Management System

Training Provider Admin User Guide

Contents

Introduction

The IOSH Course Management System allows you to manage and deliver IOSH-packaged courses and IOSH-approved courses through one central, web-based platform.

This platform not only allows IOSH to keep its content continually up to date with the latest and best possible guidance; it also enables you to create personalised or translated versions of IOSH courses to address unique training needs.

Your account

As a training provider admin user, you will have your own login details to the new Course Management System. Once you log in to the system, a simple interface makes it easy to run or manage your licensed courses, manage any other trainer users who are assigned to your training provider account and produce information on how and when courses are being used.

Taking your content offline

As well as the online platform, IOSH has produced a dedicated extension for the Google Chrome browser which, after being installed, enables you to deliver courses offline. This means you can continue to deliver IOSH courses anytime, anywhere, without needing an internet connection.

How this user guide supports you

This document sets out the key abilities that you have, as a training provider admin user within the IOSH Course Management System, explained section by section.

Getting started

You can access the IOSH Course Management System in one of two ways:

1 Through its website.
2 Through its Google Chrome extension.

1 Using the website

By using the website to access the training courses, you will get the very latest content available.

Through the website it's also possible to edit/personalise IOSH-packaged courses.

However, you will need a stable internet connection to run courses through the website. So we strongly recommend that you use the Chrome Extension to run offline wherever possible.

Access the website here – **http://mycourse.iosh.co.uk**

2 Offline access through the Chrome extension

Installing the Course Management System extension for Google Chrome enables you to download your course material. This means you can then go offline to deliver courses.

The extension will then synchronise with your online account when you connect to the internet.

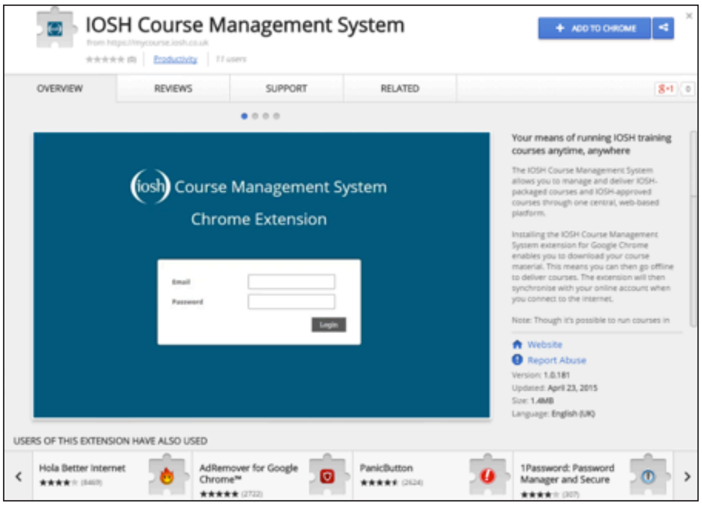
The following section describes how you can install the extension.

Things to remember

- Though it's possible to run courses in the Chrome extension in the same way as you would when using the website, other administrative features and controls will not be available. To edit/personalise courses, control user access or produce session or event logs, you must use the Course Management System website. This fact is reinforced in this user guide through the label 'website only' in the headings of particular sections.
- If you change your password on the website, this will be your new password for the Chrome extension, too.

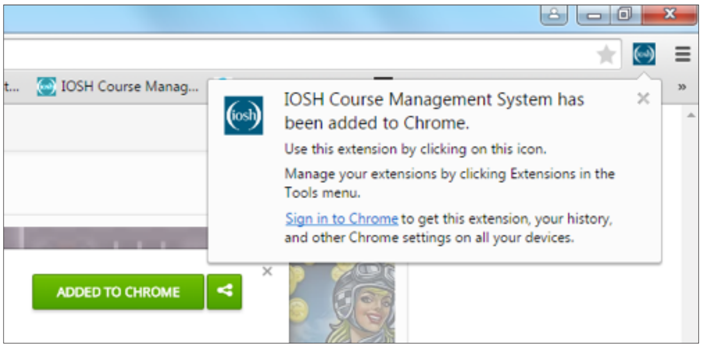
How to install the Chrome extension

- First of all you'll need Google Chrome installed as a web browser on your device.
  - If you do not have Chrome installed, this can be downloaded here – **www.google.com/chrome/**.
- Once Chrome is installed, you'll need to download the Course Management System browser extension. (This is similar in principle to adding an application to a smartphone.)
- To download the Course Management System extension, type or copy/paste the following URL into the Chrome browser's address bar and hit return – **https://mycourse.iosh.co.uk/DownloadChromeExtension**
- By loading the URL above, you will see a listing for Course Management System within the Chrome Web Store like the one displayed below. Check the details to make sure you are installing the IOSH Course Management System.



- Click on the **+ Add to Chrome** button (displayed at the top right of the panel).
- A message will appear asking you to accept permissions. Click **Add** to install the extension.

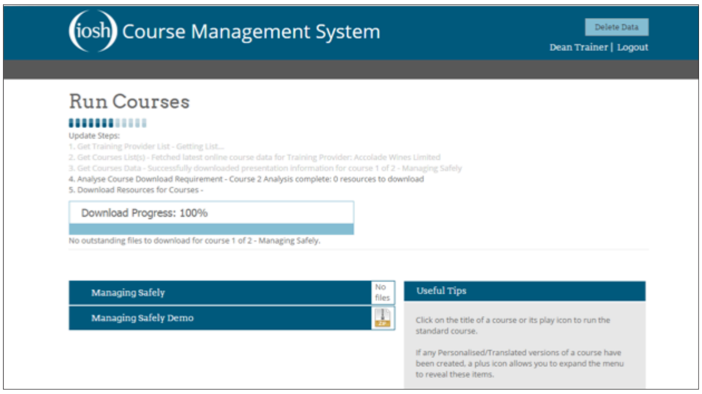
- When the download is complete, an IOSH icon will appear in the top right-hand side of your Google Chrome browser.



Downloading the data you need to run courses offline

- Before you are able to use the Chrome extension to deliver courses offline, you will need to log in to the extension when you are connected to the internet in order to download the data you need.
- Start the Course Management System extension for Chrome by clicking the IOSH icon that appears in the top right-hand side of your browser.
- This will direct you to a login screen (similar to the online login screen).
- Type your login details in (the same details for logging in online).

- The system will perform a few checks. This includes downloading the files necessary to be able to run your courses.
- Depending on the amount of content you need to download, and your broadband speed and hardware, this process may take a few minutes.
  - It will probably take up to 10 minutes the first time you log into the Chrome extension.
  - When you log in to the Chrome extension while online on future occasions, you will just be retrieving the latest data available, so the amount of time required to update the extension will probably be lower.



- Once all the files have been fully downloaded, you will be able to use the Chrome extension for the IOSH Course Management System to run any of your course presentations offline.

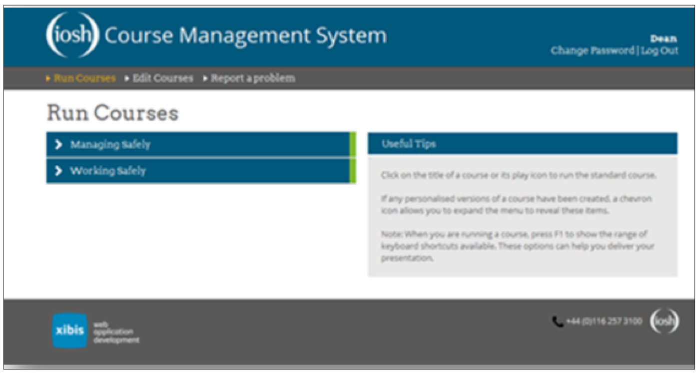
Things to remember

- Though the Chrome extension allows you to deliver training courses without an internet connection, you will need to connect to the internet every now and then to retrieve any updates that are available for your courses.
- You must connect to the internet at least once every two months to have continued permission to use the Chrome extension for any offline training. This is to ensure that course licencing is kept up to date. If you don't log in frequently, the extension will stop working.
- The extension only holds login credentials for users who have logged into the extension and downloaded all the course content.

Choosing a course to run

Running a course works in the same way in the online and offline versions of the Course Management System. (The screenshots here correspond to the online version.)

- First, use your details to log in to the system.
  - The first time you log in online you will see the IOSH Terms and Conditions – please read and accept these to use the system.
- Once logged in, if you carry out training for more than one organisation you will be asked to select which provider you are representing for the session.
- You will then be taken to the **Run Courses** page.
- The courses you have a licence to run are displayed in a menu on the left-hand side.
- Note: If you've created personalised versions of the IOSH-packaged courses, these will sit as sub-items under the standard 'parent' courses. Click on the drop-down arrow button to expand the menu and reveal any personalised versions that have been created.
- Click on the name of the course you'd like to start running – this will automatically start the course presentation.



Running the course presentation

- Once a course presentation opens, you'll notice that a message will appear telling you to press **F11** to enter full screen mode. Use this to maximise the window fully.
- You can use your mouse, remote clicker and/or keyboard arrow keys to progress through the slides of the presentation. (More controls are available – these are described in the following sub-sections.)

- The first slide in a presentation is always the Course Title slide. This gives the name of the trainer delivering the presentation (your name), plus the name of the training provider you are acting on behalf of. If, as a training provider, you have submitted your logo to IOSH, this will also appear on this screen.
- The next slide in a presentation is always the Module Index Slide. This contains the list of modules within that course presentation. Click on a link to jump to that particular module.

- The main body of the presentation then follows.

Using the navigation bar

- When running a presentation, you can reveal the navigation bar by moving your cursor towards the bottom of the window.
- Use the arrows in this navigation bar to browse the contents of the presentation.
- Click on a slide thumbnail to jump to it.
- To exit the presentation, use the **Exit** button that is displayed on the far left of the contents bar. Alternatively, use your computer's **Esc** key.

Using keyboard shortcuts

- Keyboard shortcuts are also provided to assist you in running a presentation. Press **F1** to reveal these keyboard shortcuts while a presentation is running.

F1	Show/hide help
F5	Enter/exit full screen view
F11	Enter/exit full screen view
← or PgUp	Previous slide
→ or PgDn	Next slide
\	Go to home slide
P	Presenter view
W	White-out the screen
B	Black-out the screen
#	Toggle home slide

- If a slide contains an animation that you wish to play again, the **F5** shortcut will refresh the slide so the sequence will play again.
- The white-out and black-out options are included to help you hide and reveal presentation content – useful for course delivery.
- Pressing the 'Toggle home slide' shortcut will show the main course title slide; when clicked again it will continue the course presentation from exactly where you were.

Note about keyboard shortcuts for Mac users

If you're using a Mac, the following shortcuts work differently:

Function-F1	Show/hide help
Command-Shift-F	Enter/exit full screen view
Alt-3	Go to home slide

Opening your presenter view

- When delivering a course, you have the option to use the presenter view – this gives a control panel layout that will be seen by you as a trainer but not by the delegates.
- To open the presenter view, simply press **P** on your keyboard when running a course.

- The control panel is available so that a trainer can immediately see their current place within the presentation, and consult notes for specific slides which either they or IOSH have made, without interfering with what the audience sees.
- The control panel also provides a set of navigation buttons so that trainers can move between the slides in the presentation.
- Note: For any animations, the presenter view will only show the first image of the animation (rather than the whole thing) because the delegates will see it playing on the projector screen.
- To exit presenter view, click on the **X** button.

Extending your display

- When connected to a whiteboard or similar external display, use your computer's display options to 'extend' your display. This will enable you to display the presentation on the whiteboard (for your audience) while you retain a control panel view of the presentation on your computer.
- The way you extend your display depends on the type of computer you are running. If you need help, please see:
    - Windows – **http://windows.microsoft.com/en-gb/windows/support**.
    - Mac – **https://www.apple.com/uk/support/mac/**.

Creating your own version of an IOSH course (website only)

Depending on your needs as a training provider, IOSH may provide you with the ability to create your own version of an IOSH-packaged course. There are two types of courses you can create.

Personalised

- This means you can make a copy of an IOSH course and add in your own slides at pre-determined points within the content.
- The ability to create personalised versions of courses is valuable for those who wish to preserve the core course content but include additional material specifically targeted at a particular client and/or context.

Translated

- This means you can make a copy of an IOSH course and substitute content across its slides with your own translated content.
  - This provides a fuller range of abilities to you.
- The ability to create translated versions of courses is valuable for those who may be training in different regions of the world and/or presenting to international

The particular kind of course you are allowed to create is determined by IOSH as part of your account set-up.

The tools that are available when you add in content will be essentially the same whether you are creating a personalised or translated version of a course. However, as described in the bullets above, it is primarily the extent to which you can modify content that is different.

Below you can find the key steps you need to go through in order to create a personalised or translated version of a course.

The content authoring tools that are applicable to both scenarios are then explained.

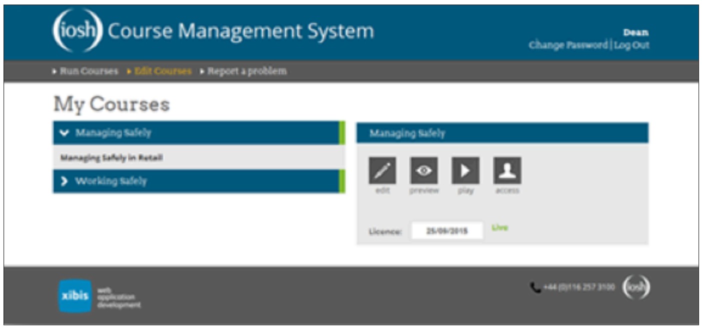
Important note

- Remember to use the Course Management System website if you wish to personalise or translate a course.

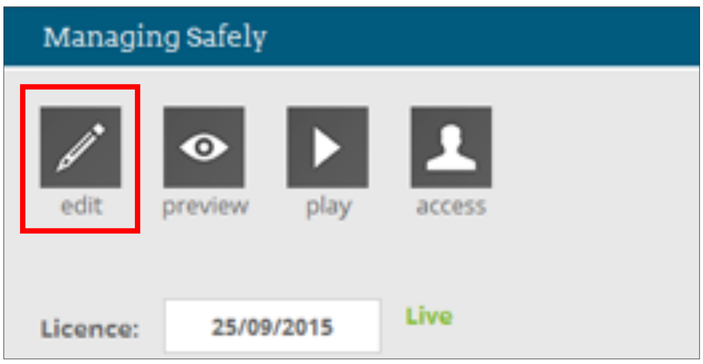
Why you need to create a copy first

As you can't edit the main IOSH-packaged course presentation, first you'll need to create a copy of the course that will allow you to make your content changes.

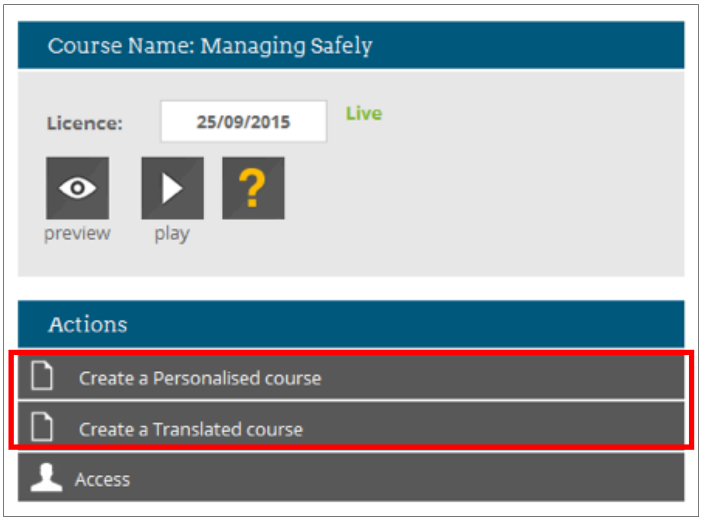
- Click **Edit Courses** on the navigation bar
- Click on the IOSH-packaged course you'd like to work with (for example *Managing Safely*).



- This will open a menu of options that you're able to use for the course (right-hand side):
  - **edit** – opens the controls that allow you to add your personalised course content.
  - **preview** – allows you to preview the content or practise delivering the course.
  - **play** – starts running the course.
  - **library** – directs you to all the documents linked to the course, for example PDFs of the assessments, course results form.
  - the expiry date for the course licence will also be indicated to you.
- Next, click on the **edit** button.

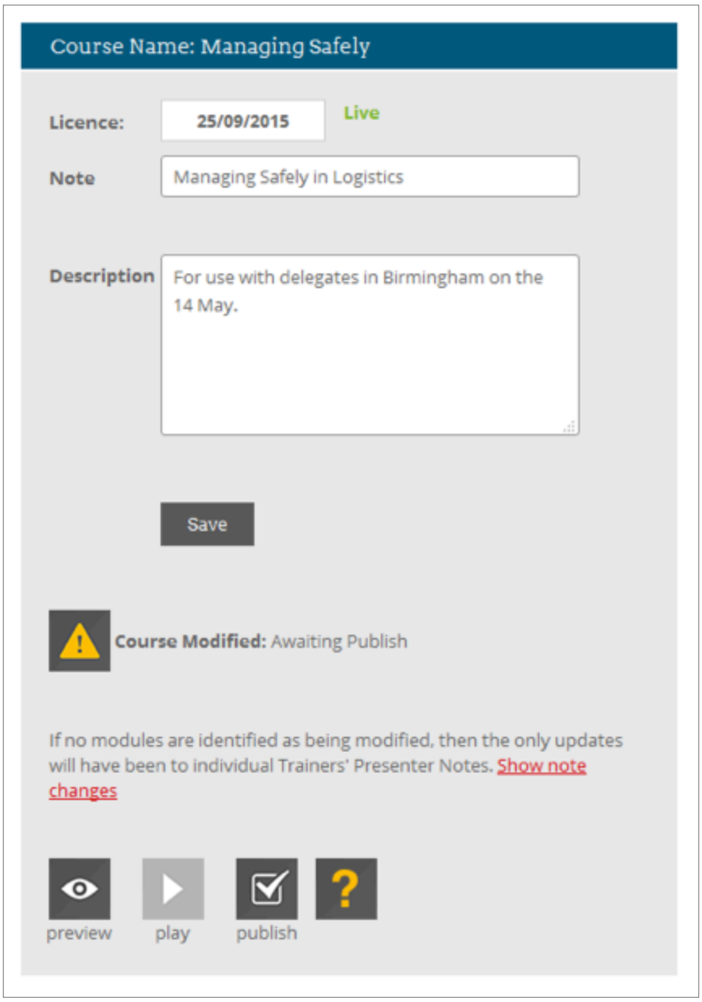


- You will then be taken to a screen which shows the range of modules contained within that course on the right-hand side.
    - In each module, you'll notice a **preview** button. This feature allows you to run through each module in preview mode to check trainers' notes or the presentation content.
    - An **edit notes** button is also displayed for each module. This feature allows you to upload your own notes against each slide to help you deliver a course.
- On the left-hand side of the screen you will see the 'Actions' menu. Depending on your account permissions, here you will see the options **Create a Personalised course** and/or **Create a Translated course**.

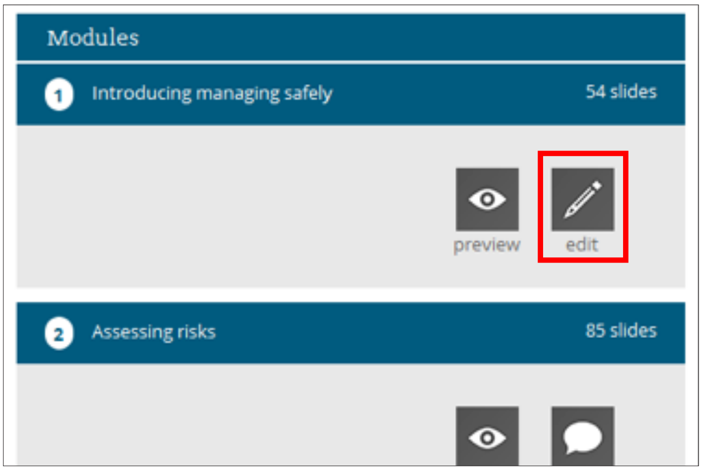


Creating a personalised version of the course

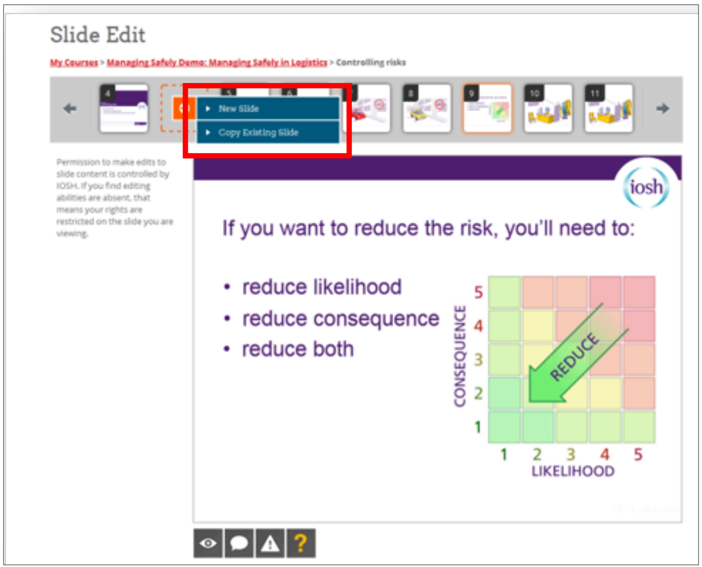
- As outlined above, creating a personalised course enables you to add your own content into an IOSH-packaged course at designated points.
- First, click **Create a Personalised course** in the 'Actions' menu for the course you would like to modify.
- A pop-up box will appear. Type your course title in.
- Type a description into the field (for example, what you intend the content to be used for).
- Click **Save** (it doesn't save unless there is a description).
- You'll notice the warning sign which states **Course Modified: Awaiting Publish**.



- To add your personalised slides, click on the **Edit** button within the module you'd like to add these to.
    - Note: The **Edit** button will only appear next to modules that have placeholders included – this is controlled by the IOSH product development team.



- Once inside the presentation editor, you'll notice orange frames (placeholders) within the slide timeline. This indicates where in the presentation you are allowed to add your own slides.
- Hover your cursor over an orange frame to see the options available.
- You'll have the option to create a new slide or copy an existing slide from any course you're licensed to and insert within this presentation.



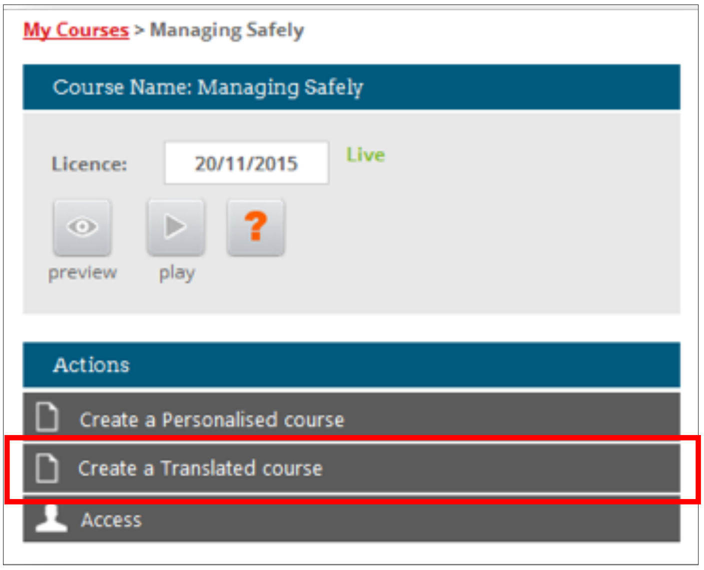
- Click on **New Slide** to add a new slide to that point in the presentation. A blank slide (it will automatically take the course design format) will open.
- Add your content using the content authoring tools – these are explained in the 'Content authoring tools' section that follows later in the document.

Important note

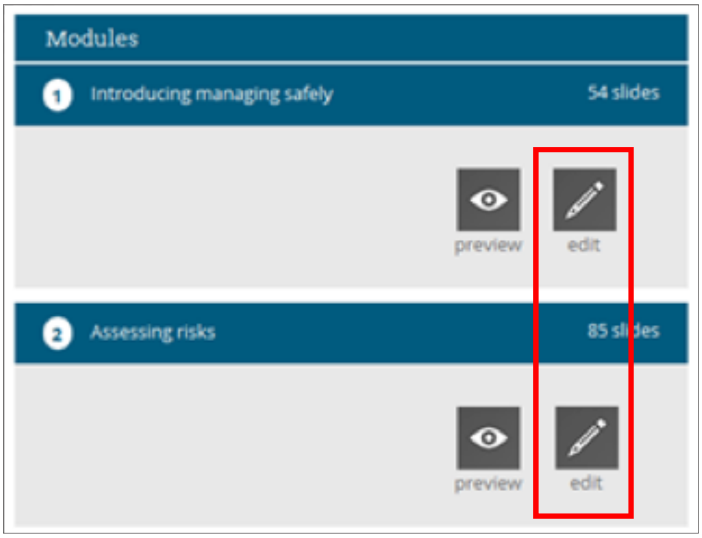
- When creating your new slides, make sure you don't lay any content items on top of the header bar (eg in *Managing Safely* the IOSH logo appears in the purple header bar).
- Within the same placeholder you'll be able to add more than one slide – add what you think will help your delegates but remember not to overload them with additional content that they won't be tested on.

Creating a translated version of the course

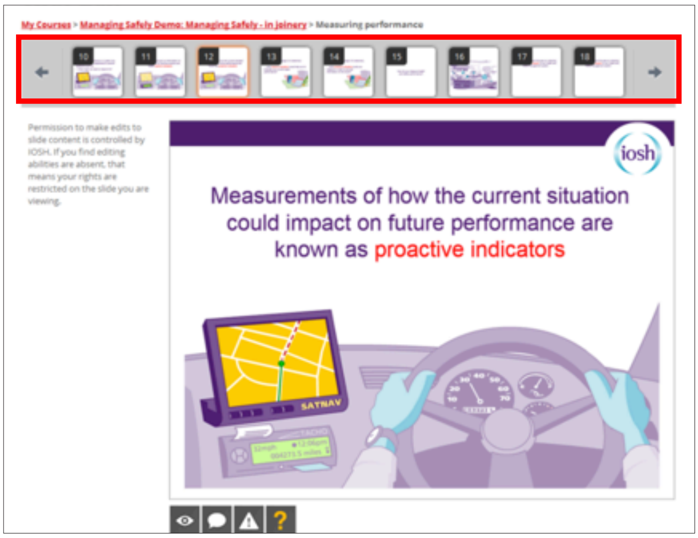
- If you would like to translate the content of a course into another language, use the **Create a Translated course** option in the 'Actions' menu of the course you'd like to modify.



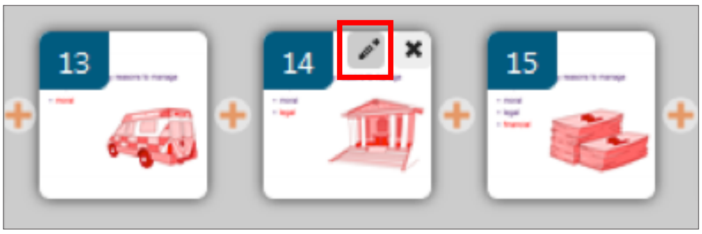
- A terms and conditions message will open. Please read the information and if you're happy to continue, click **OK**.
- A pop-up box will appear. Type your course title in.
- Now the Edit screen will appear. As in personalising a course, the first thing to do is to give your course a description and press the **save** button.
- To add in your translated content, click on the **edit** button in the module you'd like to add these to.



- Once inside the presentation editor, you will see the contents of the module in the slide timeline towards the top of the page.



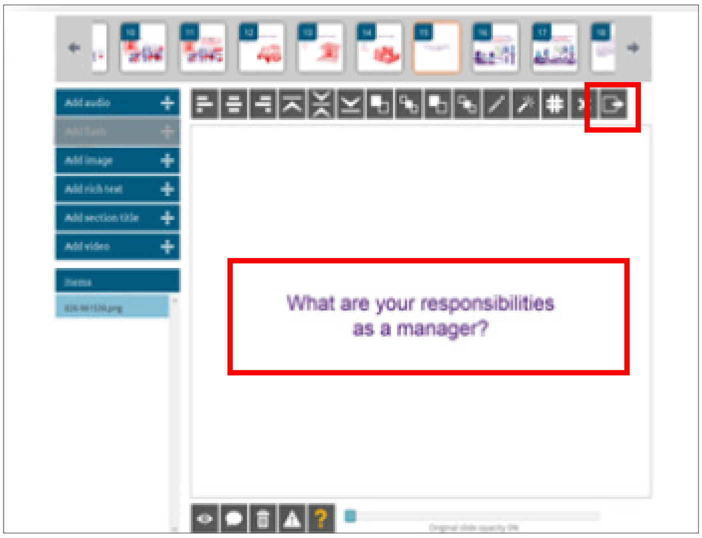
- By moving your cursor into the slide timeline area, a number of options will be revealed.
    - Orange + buttons allow you to add a new slide to a particular point in the presentation. You can choose to add a blank slide or copy an existing slide to work from.
    - When you move your cursor over a specific slide, you will see an 'edit' facility revealed via a pencil icon. Use this to control the contents of that slide.
    - An X button allows you to hide a particular slide.
- To make changes to a slide, click the 'edit' button that appears on its thumbnail on the slide timeline.



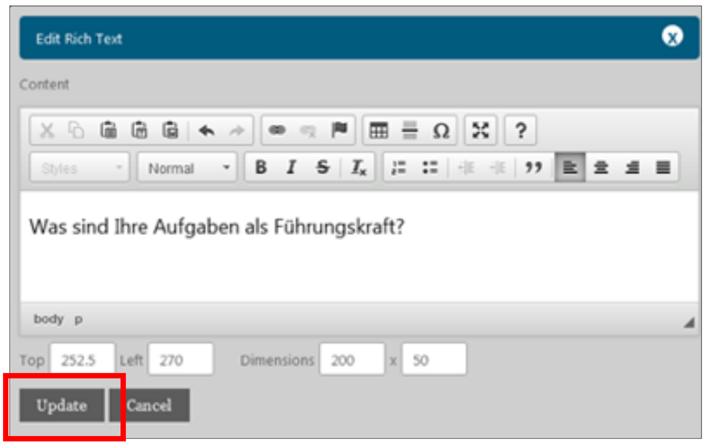
Translating a slide's text

If you wish to translate the text on a slide, a tool is available which lets you compare your revised content with that of the original slide.

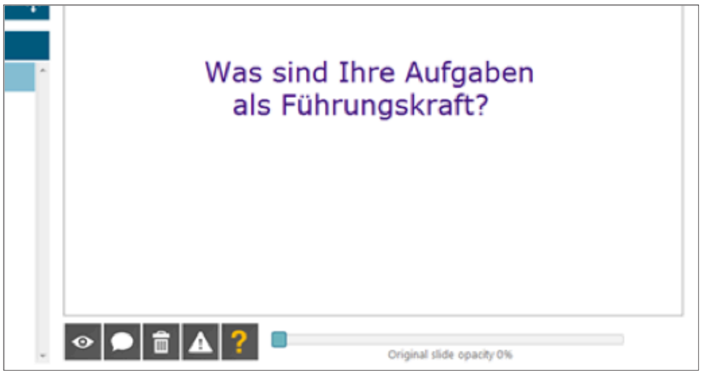
- First, remove the text that is displayed on the slide.
    - If the text is an image, click on the item and then either press your delete key or the X button on the toolbar.
    - However, if the text is already rich text, then you'll only need to double-click on the text to open the properties box to make your changes – this will also keep any animation settings that have been applied.



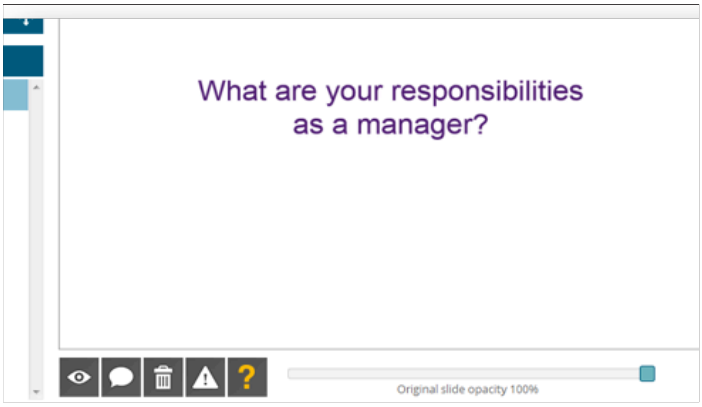
- Next, create your translated text.
    - Click on the blue **Add rich text** option in the left hand menu and drag this onto the slide. (If you were able to double-click on the text in the step above, the properties box would have automatically opened.)
    - Type your translated text into the editor that appears and click **Update**. Your text will be added to the page.



- Scroll to the bottom of the page and you'll see a slider bar – this allows you to compare your translated slide quickly with the original.
  - Slider at 0% – translated content



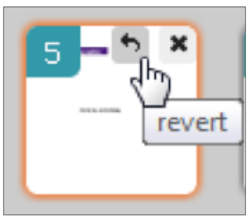
  - Slider at 100% – original content



- Once your changes have been made and you are happy, click on the thumbnail for the next slide you wish to edit and repeat the process until you are done.
- All changes will be saved in real time. Once you are finished, navigate back to the 'My Courses' page.

Reverting a slide to its original content

- Once you have modified a slide, its 'edit' button will change to a 'revert' button in the slide timeline area (see below).



- This 'revert' option allows you to change a slide back to its original state.
  - Note: pressing this button undoes any changes that had been made and is **not reversible**. So be sure you want to continue before you confirm this action.

Using the content authoring tools to edit slides

- On the left-hand side of the screen, edit controls will also open giving you the option to add in a range of content items into your presentation. This includes: audio, images, rich text, section text and video.

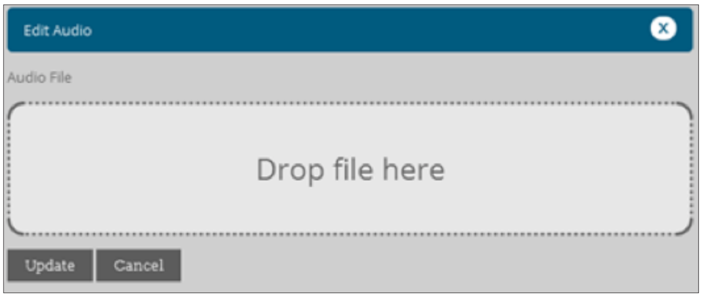
- Note: You can either drag an item onto the slide from the menu of items displayed on the left, or you can drag the actual files onto the slide to trigger the item box to open.
- The top menu bar also gives you options for controlling the slide content. These are similar to those you find in Microsoft Office packages.

- From left to right these tools are:
  - Snap to the left
  - Snap to the centre
  - Snap to the right
  - Snap to the top
  - Snap to the middle
  - Snap to the bottom
  - Bring item forward one place
  - Bring item to the front
  - Send item back one place
  - Send item to the back
  - Properties dialogue box
  - Animation dialogue box
  - Snap to grid (this button toggles the function on or off)
  - Delete item (alternatively, select the item and press the delete key)
  - Fade out transition (fades out the whole slide)

Things to bear in mind when adding a slide

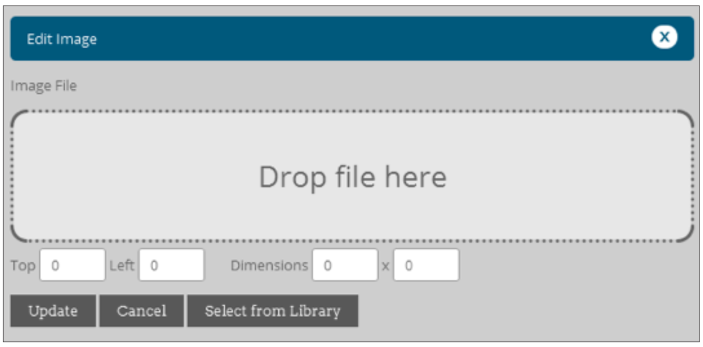
- In the Slide Edit screen, the Course Management System saves any changes that you make in real-time. So there is no need for a save button.
- If you drag items into the presentation from your computer, the system automatically recognises the file type and deals with them accordingly.
- Alternatively, if you wish to add an item through the list of drag and drop elements contained in the Slide Edit screen, there are aspects you will need to carry out manually. These are explained in the sub-sections below.

Adding an audio file



- Click on the blue **Add audio** item in the menu and drag it onto the slide.
- A window will appear. Find your audio file (for example, an MP3 file saved on your Desktop) and drag into the centre of the screen where it says **Drop file here**.
- Click **Update**.

Adding an image file

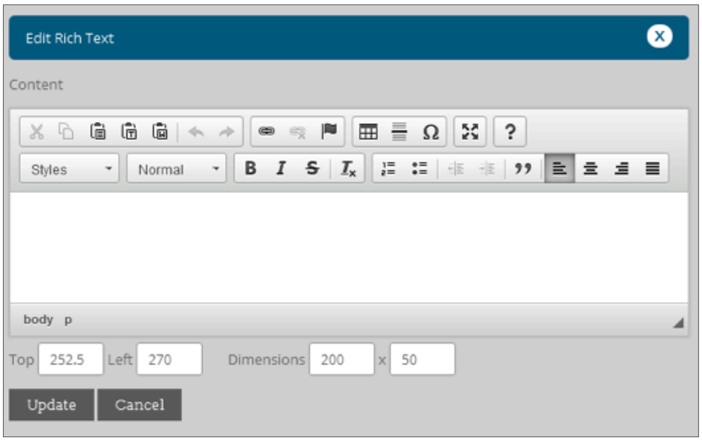


- Click on the blue **Add image** item in the menu and drag it onto the slide.
- A window will appear. You can either:
  - Find where your image file is saved on your PC (accepted image file formats are JPG, JPEG, PNG) and drag into the field, entitled **Drop file here**.
  - Click **Select from Library** and find an image file from the additional images IOSH provide.
- Click on the image you'd like to use.
- Click **Select**.
- If you'd like to enter the exact values for where to position the image on the slide, then you can type these figures into the **Top** and **Left** fields. The **Dimensions** field lets you enter values to determine the size of the content item on the slide.
  - Alternatively you can select the content item and drag round the slide to resize and position it, once you have placed it on the side.
- Clicking **Update** adds the item to the slide.

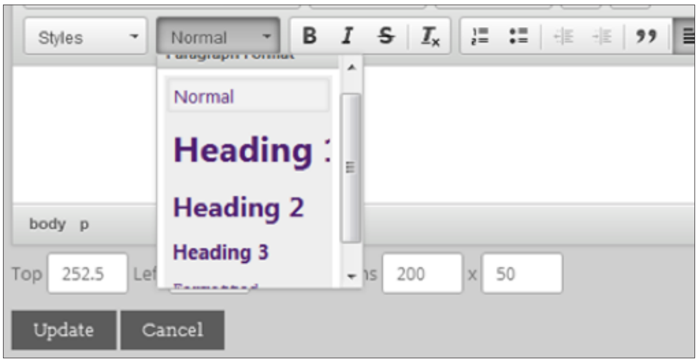
Important note

- If you change the size of the image, you can always use the **Reset to Original Size** button within the Edit Image window to change the aspect ratio back to the original image size automatically.

Adding rich text



- Click on the blue **Add rich text** item in the menu and drag it onto the slide.
- An editor window will open. Type in your text.
- The drop-down menus (text styles and formatting options) contain the standard range of formatting styles and text sizes that are set up by IOSH. You can use these to help make sure that your personalised content is consistent with the entire course presentation.

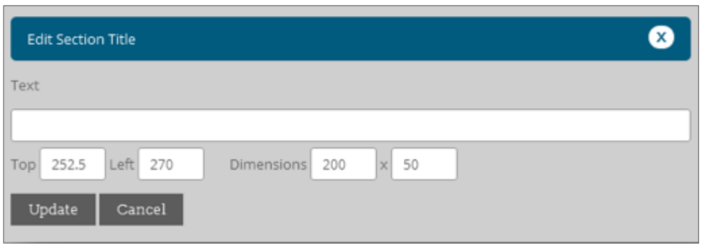


- Click **Update** to add your rich text onto the slide.

Important note

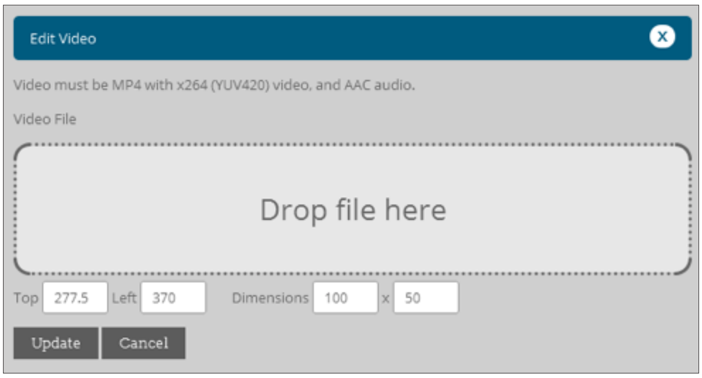
- If you decide to change a section of text from one predefined text style to another, eg, to go from 'span.red' to 'span.purple', you need to highlight the text in the editor and de-select any style already selected in the 'Styles' menu in order to make a new choice.

Adding a section title



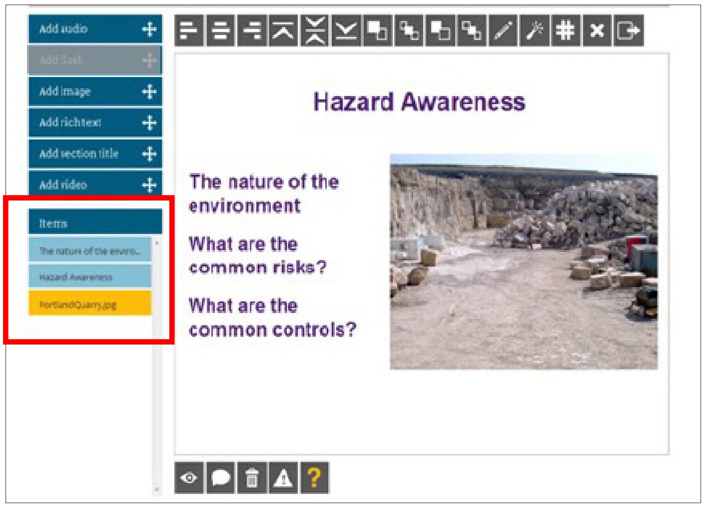
- If you are creating an additional module in a course, you can use the section title option to create a link between the module index slide (at the start of the presentation) and the first slide in that module.
- So, on the first slide of the module you're adding, click **Add section title** and drag the item on the slide.
- An 'Edit Section Title' box will appear. Type your text into the white box.
- Click **Update** to add it to the slide.
- Then edit the index slide. Create a new section title item in the list of modules and link your new module to it.

Adding a video file



- Click **Add video** and drag the content item on the slide.
- An 'Edit Video' box will appear. Find where your MP4 file is saved on your PC and drag into the centre of the field, entitled **Drop file here**.
  - Any MP4 video file up to 250MB in size can be uploaded – remember that the bigger the file, the longer it will take to load. And when running the presentation, it will take longer to cache the file first.
- Click **Update** to add your video onto the slide.

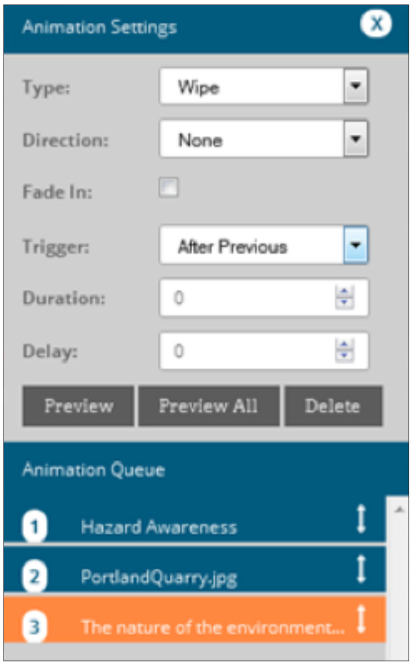
Managing the contents of a slide through the 'Items' list



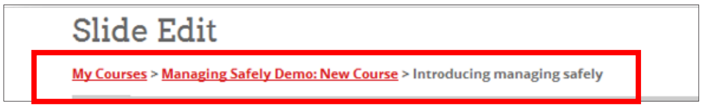
- A way of managing the items on your slide is to use the **Items** list. This contains the range of content items that have been added to that slide.
- You can then select an item from here and use any of the top menu bar options to control it (for example, snap to the middle, bring to front).

Animating an item

- To animate an item on the slide, first select the content item and then click on the animation properties (magic wand) button.
- An 'Animation Settings' box will open.
  - **Type**: Sets how the content appears on the slide; eg fly in, float in, wipe or from next slide.
  - **Direction**: Sets whether the content appears on the slide from the top, bottom, left, right or from its current location (similar to PowerPoint).
  - **Fade in**: Sets whether the content item fades in on the slide.
  - **Trigger**: Determines whether the content item is triggered by the previous item or not (for example, an image triggering a sound file).
  - **Duration**: Allows you to set the specific number of seconds that the animation/transition should take for that particular content item.
  - **Delay**: Allows you a delay of a specific number of seconds before the full content item appears (based on the above settings).
  - **Animation queue**: Use this list to drag and drop the items into the specific order they should appear on the slide.



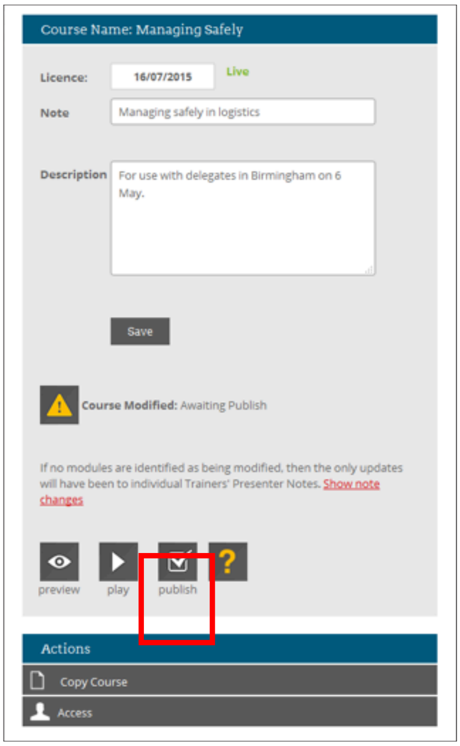
Going back to the main 'Edit Modules' screen



- If at any point you'd like to return to the main edit modules screen, click in the breadcrumbs (the orange links at the top) to go back a level.
- As previously mentioned, your changes to a presentation carried out in the Slide Edit screen will be saved automatically.

Publishing your course (website only)

- Click on the **Preview** button for each of the modules you've made changes to and make sure you're happy with these.
- If you've completed the changes (and are happy with these), you'll need to publish the course before you deliver it to your delegates. Click on the **Publish** button.



Things to remember

- If you have created a translated course, IOSH will review the content of your course once you click **Publish**. We'll check you have a letter from a reputable translator before you can start delivering the course.
- Once IOSH has completed its review, an email will be sent to you with IOSH's decision. This will be either:
  - **Accepted** – Your course will then be available to use in the system.
  - **Rejected** – IOSH will give clear reasons why a course has been rejected. You will then be able to re-edit and re-publish your course to start the process again.
- While your course is in the process of publishing (ie, it is in the review process described above), you won't be able to re-edit or play the course – the **Publish** button will change to a disabled state to indicate this.
- Once the publishing process is complete, the **Publish** and **Edit** buttons will become active and you can start playing the course or making further edits.
- If you click on **Run Courses**, your amended course will now appear underneath the IOSH-packaged courses. And if you login to your Google extension with an internet connection, the course will be downloaded to this, too (giving you the ability to run it offline).

Important note

- If, as a training provider, you do not renew your licence for the main IOSH-packaged course (eg, *Working Safely*), you'll no longer have access to the amended courses that you have created as they are linked to this course.

Approving a trainer's personalised course (website only)

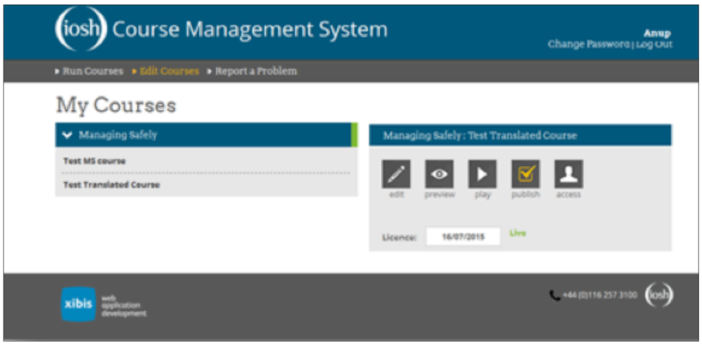
If a trainer user within your organisation has published a personalised version of an IOSH-packaged course, an email will be sent to you as the training provider admin user. This notifies you that the course is waiting for your approval – this step is required before your trainer can use the course.

Important note

- As a training provider admin user, it will be important that you action any emails which request that you approve a course, as other trainers may depend on material which requires your approval.

Giving approval

- Log in to the system.
- Click **Edit Courses**.
- Click on the drop-down button on your IOSH-packaged course (eg *Managing Safely*) to find the trainer's new personalised course in the course list.
- Click on the name of the course. This will open your control buttons in a panel on the right-hand side.
- Click **Preview** to have a look at the content of the course to make sure it meets your organisation's required standards.
- If you are happy, click **Publish**. An email will then be automatically sent to the trainer notifying them that they can now deliver their course.



Important note

- If you give a trainer user full 'Publish' permissions, they won't require your approval first – they can complete the above steps themselves.

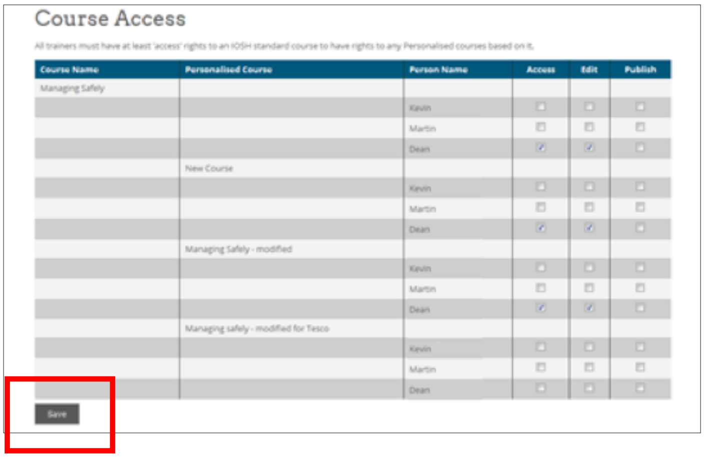
How to set access levels for trainer users (website only)

You may find that you need to restrict the ability for certain trainers to view, edit or publish courses. On the other hand, you may wish to give particular trainers additional access rights over courses.

The permission levels for all of your trainers can be controlled by you as a training provider admin user through the **Access** area of the Course Management System.

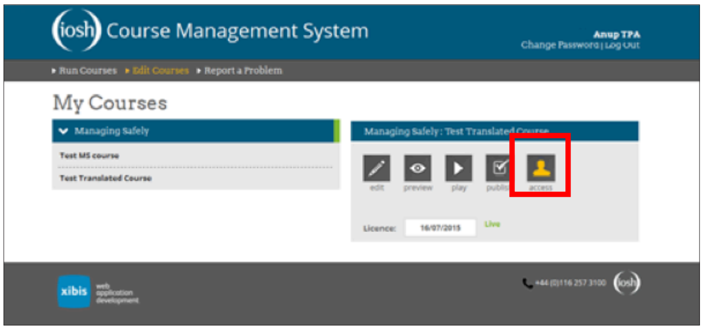
Using the 'Access' area

- Click **Access** (in the top menu bar).
- This shows all of the courses your organisation is licensed for, including personalised or translated versions of courses that your trainers have created.
- Use the check boxes to set permissions for each trainer user:
  - **Access** will allow a trainer to run (play) a course.
  - **Edit** will give a trainer the permission to create a customised (edited) version of a course. An automated email will be sent to you to approve and publish your trainer's course before they can run it.
  - **Publish** will give a trainer the permission to publish a course fully.
- Click **Save** once you have made your changes.

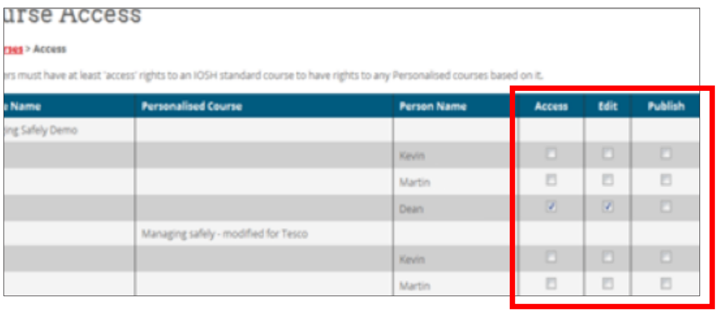


Using the 'Edit Courses' area

- While the **Access** area described above gives you an overall view of the permission levels for particular trainers and courses within the system, you can also set the access levels for a specific course through the **Edit Courses** area.
- Click **Edit Courses** (in the top menu bar).
- Find your course in the course list and click on it – the control buttons will open on the right-hand side of the screen.
- Click on the **Access** icon button.



- This will show a table similar in appearance to the one that was visible through the **Access** button in the header bar. However, this time you will only see the access levels specific to the particular course you've selected.
- Use the check boxes to control which permissions you would like each trainer user to have over this course.

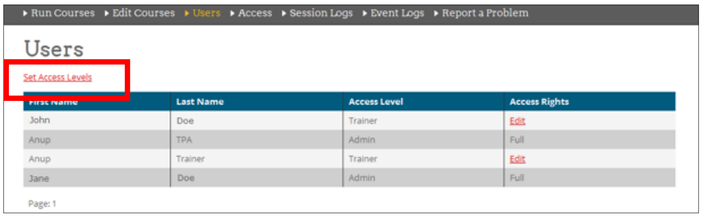


- Click **Save** once you have made your changes.

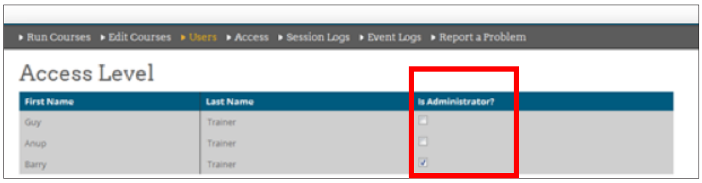
Creating a second training provider admin user

If you know you're going on holiday, so won't be around to carry out admin tasks for your training provider organisation, then you can give your full permissions to another user to cover your admin tasks (provided that they are included in the Course Management system – get in touch with IOSH if they are not).

- Click **Users**.
- Click the link at the top, entitled **Set Access Levels**.



- Tick the field under 'Is Administrator?' for the user you'd like to select.
- Click **Save**.



Using Session Logs and Event Logs (website only)

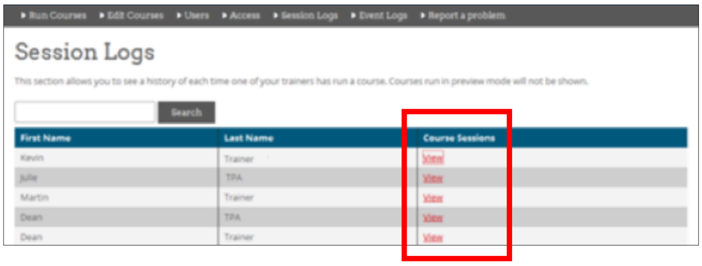
Using Session Logs and Event Logs (website only)

These two areas provide useful data on how trainers within your organisation are using and modifying courses.

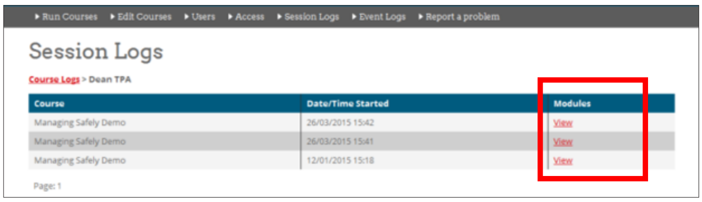
- The **Session Logs** area provides a record of each time one of your trainers has run a course.
- The **Event Logs** area provides a record of all course edits and downloads that have been made by trainers at your organisation.

Session Logs

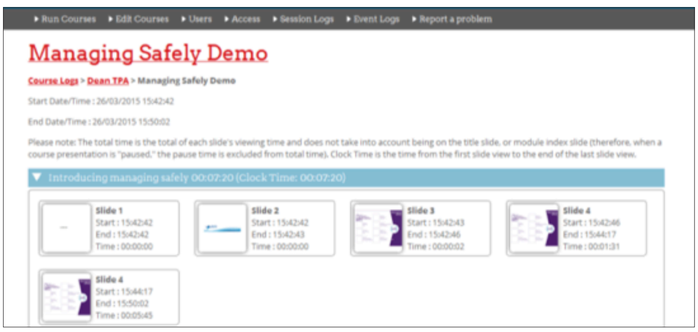
- Click on **Session Logs** (in the top menu bar).
- You'll see a list of all the trainers in your organisation. Click the **View** link for the trainer you'd like to see more information on.
  - Note: If there is a large number of trainers in the list, you can use the search feature to find a particular trainer quickly.



- You will see a record of all of the courses that this particular trainer has run, plus the time and date of each session. Click on **View** to see more detail on the amount of time that the trainer spent on particular modules.



- Click on the drop-down menu for a particular module. This will open slide thumbnails of the specific slides your trainer has delivered and how long your trainer spent delivering that particular part of the course.



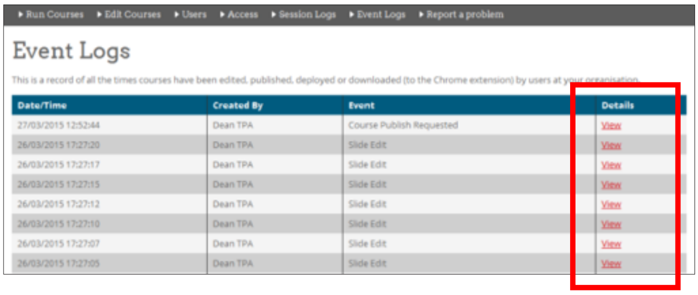
- This section allows you to see a history of each time one of your trainers has run a course.

Something to remember

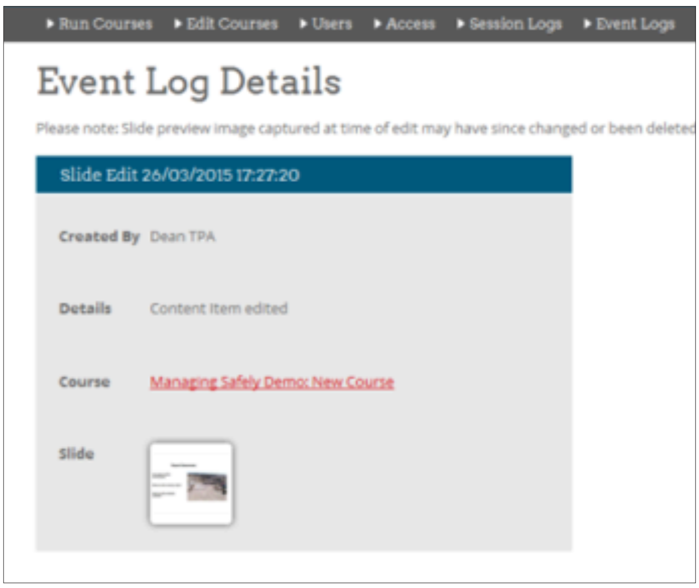
- If a trainer previews a section of a course, i.e. to check an element of the course before running it fully, as long as it is run through the 'Preview' feature this data will not be recorded by the system.

Event logs

- Go to the top menu bar and click **Event Logs**.
- This screen shows you all course editing and downloads actions made by users at your organisation. To see more detail about a particular action, click the **View** link in the right-hand column.



- The **Event Log Details** page gives the date and time of the action, the user involved, along with a top-level indication of the nature of the action (eg, a content item was added to a slide in a particular course).
  - If you are looking at a change to a course presentation, you can use the course link provided on this page to see it within the context of the full presentation. This will essentially direct you to the Edit Courses area.



Seeing updates made to an IOSH parent course (website only)

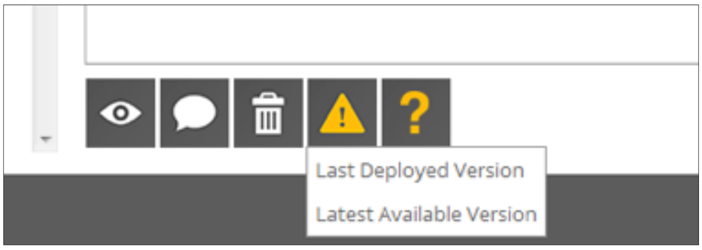
In order to reflect best practice continually, IOSH may update the content of its core training courses when it becomes appropriate to do so.

When such an update does happen, you will be notified by IOSH. At this point, you may wish to revisit your personalised or translated courses to judge whether these need to be updated accordingly.

When you go to edit your own version of an IOSH course, the 'Highlights' tool makes it easy to see where content updates have been made to the 'parent' course.

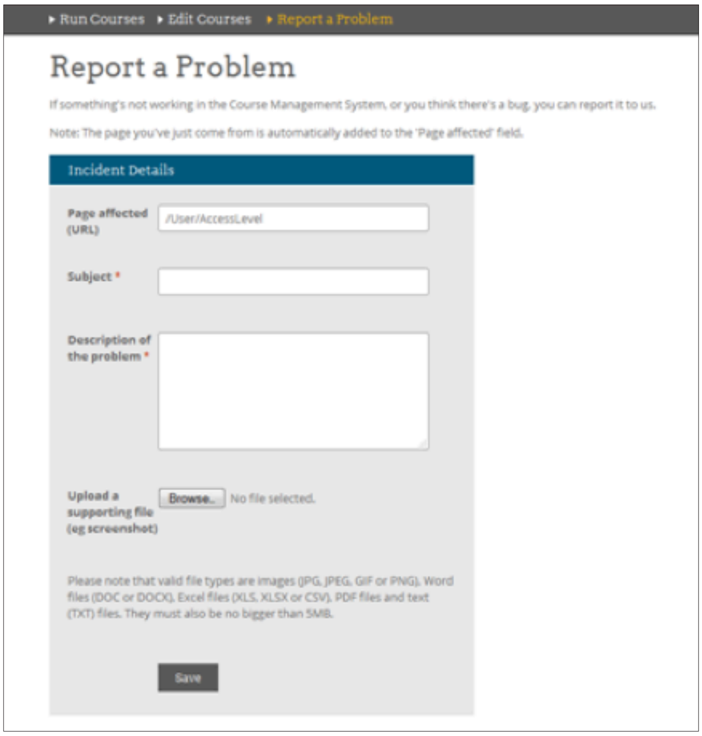
Highlighting content updates within your course

- Click **Edit Courses**.
- Choose your version of the IOSH parent course and click **Edit**.
- Open the contents of a particular module through the **Edit** button.
- The 'Highlights' tool is the warning sign button displayed towards the bottom of the screen.
- Click on the 'Highlights' button, then choose whether to highlight the updates made to the 'parent' IOSH course since either the 'Last Deployed Version' (the last version fully published and deployed) or the 'Latest Available Version' (the most recently published version, which has not been deployed yet) of your course.



- Any slides containing content updates will be indicated to you through a yellow highlight around the thumbnail.
- Once you click on the updated slide, the particular items that have changed will be indicated to you through a yellow highlight.
- When you are happy with the changes and are ready for the course changes to be implemented into your training, navigate back to the My Course area click the **Deploy** button.

Report a Problem



- To report a problem with the Course Management System, go to the top menu bar and click **Report a Problem**.
- The system should automatically insert the correct URL for the page you're coming from – it's useful to access the form directly from the screen or section that you are having problems with.
- Type a title and description about the issue you're encountering in the fields provided.
- You also have an option to upload any files to help IOSH diagnose the problem. For example, this could be a screenshot of the particular page you're having problems with.
- Click **Save** – your issue is automatically submitted to IOSH.

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IOSH is the Chartered body for health and safety professionals. With more than 46,000 members in over 120 countries, we're the world's largest professional health and safety organisation.

We set standards, and support, develop and connect our members with resources, guidance, events and training. We're the voice of the profession, and campaign on issues that affect millions of working people.

IOSH was founded in 1945 and is a registered charity with international NGO status.

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