Roadcraft Online General FAQ

1.1 What can I do as an administrator?

Roadcraft Online provides you with administrator access to your own system. As an administrator, you can log in at any time to view and report on participant progress. An administrator can:

- View participant progress at a high-level
- Add, remove or archive participants
- View licence information
- Send reminder emails to participants
- Report on course and module progress
- Download PDF management reports and more granular data via Excel reports

1.2 Is there a quick view of participant progress?

To quickly view a high-level overview of participant progress, log into your account and view your dashboard. Here you'll see how many people have been added to your system and how many have completed, are in progress or have not yet started the course(s). You can also view how many licences you have left to assign to new participants.

1.3 How do I add participants?

Adding participants is a simple three-step process that takes minutes to complete.
1. Start by editing the participant import Excel file provided and add the information for the people you wish to add to a course.
2. Click on Participants > Import eLearning participants, select the course and upload the file from step 1.
3. Send the auto-generated email.

1.4 What is a unique identifier and why should I care?

We use email addresses as unique identifiers in the system. This means that only one email address can exist for each individual. This helps you track progress and maintain one licence per individual, but also helps should there be a support question.

1.5 What happens if someone does not have access to an email address?

We have added a feature at the import stage that allows you to display passwords when you import participants. In this case, you would follow the same process but create 'dummy' email addresses (this can be anything that follows the standard email format of *x@x.co.uk*). You would then simply assign one of these addresses and a password to each individual.

1.6 How are emails managed?

Emails are auto-generated within the system. When you first import participants, an HTML email is auto-generated and displayed. You have the option to edit this or send it as is. The system then sends five reminder emails to anyone who is either in progress or not started. Password reminders can be sent from the Participant menu.

1.7 What happens if I want to remove someone from the system?

If someone has been imported but is no longer needed in the system and they have yet to start a course, you can remove them via the Participant menu. This frees up a licence for re-use. If someone has already started or completed a course, they can be archived by the same process (a licence in this case has been used so cannot be re-allocated).

1.8 Are reports available?

The system offers various standard reports. You can:
- View and download overall course usage as an Excel file from the eLearning Module Overview menu.
- Download a high-level PDF management report from with the eLearning Module Overview or eLearning Participant Progress menu.
- View and download detailed course information by module as an Excel file from the eLearning Participant Progress menu.
- View and download a PDF with detailed participant information for anyone who has completed at least one module from the eLearning Participant Progress menu.

1.9 How can I tell how many licences I have purchased and are still available for use?

This information is available from the Licence Information tab on your dashboard.

2.0 Can I assign both Roadcraft and Motorcycle Roadcraft to the same individual?

If you have purchased licences for both courses then you can assign these to the same participant. Each course uses one licence, so someone assigned to two courses uses two licences.

2.1 Can I access the system on any device?

You can access the system from any PC, Mac or mobile device. Some menu items in the administration system are not viewable on mobile devices but the participant system and associated videos are.

2.2 Can you confirm what happens if someone takes a module test and fails it three times?

The system is designed to help individuals learn and not have the participant feel nervous about the outcome. Currently, if someone fails the test three times, then they fail the module

and this is marked in the administration system as such. They would receive a failure notification but would then be able to continue the course. We recommend that managers are active in using the reporting system to view anyone with a failed module and to discuss this outcome with them on a 1:1 basis. Participants who fail a module(s) will not receive a certificate of completion once they complete the course.

2.3 Can the pass mark be set higher?

The pass score for each module is 8/10 and cannot be changed. The system also displays the average score for completed modules in the eLearning Participant Progress area.

2.4 If someone re-takes the test, can the questions be different?

Currently we do not offer this feature. Part of a successful learning process is the ability to review how one answered the questions the first time around, and this is how we have the system set up currently.

2.5 Can we choose our own line-up and schedule of modules?

The courses are based on the books and follow the same progress. The courses cannot be changed and each module is available once the previous module has been completed.

2.6 Can we integrate the Roadcraft eLearning platform into our own solution?

The system is designed to be a standalone, web-based learning environment and as such, cannot be integrated into any other.

2.7 I am the designated administrator but I am about to go away on leave/extended leave. How do I ensure that my company continues to manage the progress of our participants through their eLearning course(s)?

You can easily make someone else an admin user. It's a very quick process accessible from within the administration site that un-assigns the current admin and then re-assigns someone else (or someone new).

2.8 How and when is the certificate of completion awarded to participants?

The certificate is generated when someone finishes the course and appears as a link on their dashboard (after they complete the very last question of the very last module quiz). They also receive an email with confirmation the course is complete and a note reminding them that the certificate is available.

Licensing

3.0 What is a licence?
A licence provides access to the eLearning programme(s). A customer purchases a number of licences for one or both programmes and assigns these to a participant using their email

address. The number of licences purchased by each customer is recorded in their Company Record.

3.1 How long does a licence last?

Each licence is valid for 12-months from initial use. After this period, the licence is still active and it is at the discretion of TSO as to whether archive the account or allow a grace extension period.

3.2 How are licences allocated to customers?

Licences are allocated to customers when they purchase a system or when they add programmes or licences to an existing system. When a new company is added, the number of licences sold is entered in the Programme Information section of the company record. This can be adjusted at any point.

3.3 How does licence usage work?

A licence had either two states: Used or unused. A used state refers to a licence that has been activated by a participant beginning an eLearning module. An unused state refers to a licence that has not been activated by a participant. A licence in an unused state can be reassigned to another participant.

3.4 Can I exceed the number of available (sold) licences?

The import process checks the number of available licences and allocates them to the participants in the Excel import document (in the order they have been entered). Any that exceed the number of available licences are not imported and are listed in the *Failed* area of the participant import summary screen and associated email.

3.5 What is the difference between deleting and archiving?

Deleting permanently removes the participant and allows their licence to be re-used. It is only possible to delete a participant when they have yet to start a programme. Archiving retains the participant details (that can be restored later) but removes their activity from the Programme Information and Licence Information areas. Archived participants remain in the participant list but are displayed in strikethrough.

3.6 What happens when a participant assigned to eLearning is deleted?

The participant details are permanently removed and the Programme Information and Licence Information areas are updated to reflect the change. The unused licence is added to the available licences.

3.7 What happens when a participant assigned to eLearning is archived?

The participant details are removed and the Programme Information and Licence Information areas are updated to reflect the change. This includes the archived details in

Licence Information. The archived participant remains in the participant list but is displayed in strikethrough. A new action item that allows the participant to be restored is now displayed.

3.8 How is a deleted participant restored?

A deleted participant cannot be restored.

3.9 How is an archived participant restored?

If a participant has been archived, click the Restore Participant action item. This will restore the participant record. The participant details are added and the Programme Information and Licence Information areas are updated to reflect the change. This includes the archived details in Licence Information.

4.0 Does allowing a customer administrator access to a programme use a licence?

Yes. A customer administrator has the option of taking an eLearning programme. If this option is selected, a licence is used.

4.1 What happens if a company deletes users to free up licences?

A company administrator can delete or archive their participants. They can delete unused licences that will free up these for re-use. They cannot delete used licences – only archive them.

4.2 What information is provided to a customer when they exceed the licences they have purchased?

Warnings and error messages are displayed when a company exceeds their licence limit.

4.3 Can a customer assign participants to a programme they haven't purchased?

No. A customer only has the ability to import participants into the programme they have purchased.