



**LMI**College  
*of Insurance and Risk*

# CPD PORTAL INSTRUCTIONS

Training Manager Access

## Summary

This document provides instructions to Training Managers on how to use the CPD Learning Portal.

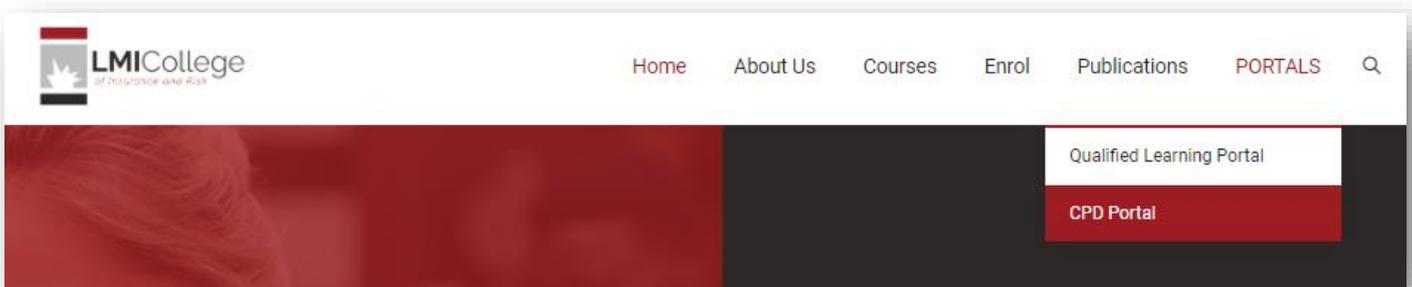
# INTRODUCTION

Welcome to the CPD Trainers Portal. We have outlined in this document your management rights and how best to utilise the CPD portal to manage your team members and monitor their professional development.

## INSTRUCTIONS

Access both the Learner and Training Manager dashboard via our [website](#), and select CPD Portal.

[www.lmicollege.edu.au](http://www.lmicollege.edu.au)



An email has been sent to you with your username and instructions on setting up your password.

If you have not received an email from us, please [contact us](#).

A screenshot of the login form. It includes a 'Username' field, a 'Password' field, a 'Remember Me' checkbox, and a 'Forgot Username/Password?' link. A red 'LOGIN' button is positioned below the fields. At the bottom of the form, there is a link for 'Terms and Conditions'.

### Welcome to the LMI College/Financial Services School Training and Assessment Site!

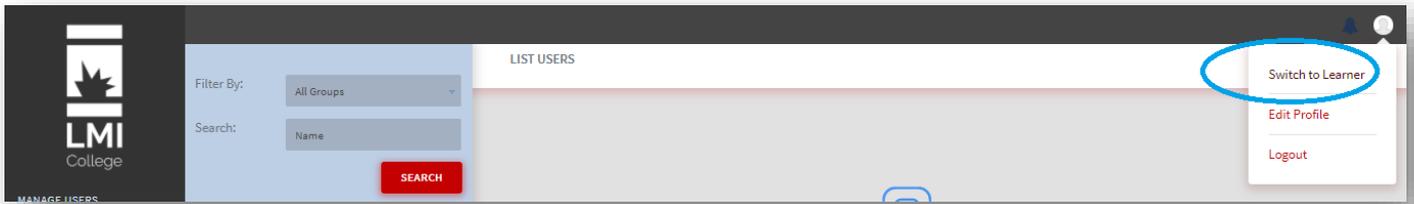
Financial Services School (LMI College) soon to become LMI College is a Registered Training Organisation (RTO) with Australia's leading insurance educator, Dr Allan Manning and resource provider the LMI Group, joining together to provide the insurance industry with professional development opportunities aimed at all levels of the insurance industry.

Insurance industry entrants through to experienced insurance professionals have the opportunity to continuously develop their technical knowledge and skills. We also recognise the need to keep the consumer informed.

Our CPD Portal is unique as it provides both a Training Manager portal to allow training managers to manage team members, monitor CPD points, allocate or recommend courses and add or remove users. The Learner Portal comes with a suite of learning modules for beginners through to insurance professionals. The modules are designed to improve the technical knowledge and skills levels of learners. A certificate can be printed by the student on successful completion of the learning module. Students can maintain a record of CPD hours earned.

# SWITCHING

If you have purchased both a Learner and Training Manager login, you can now switch between your training manager dashboard and learner dashboard with a click of a button.

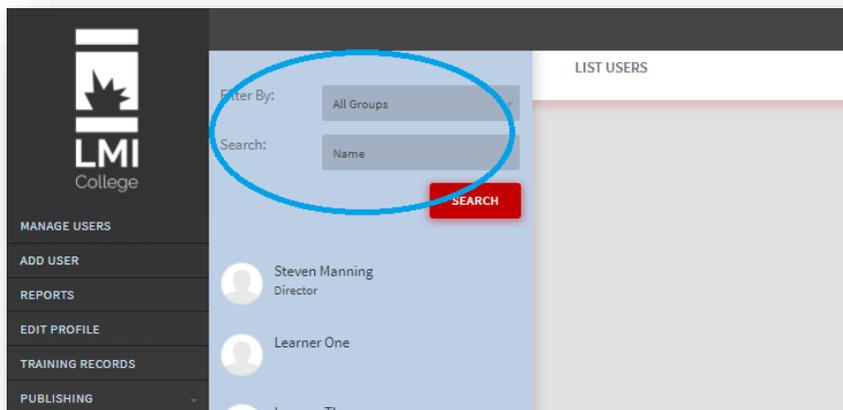


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# START MANAGING

If you have more than one group to manage you can use the filter to select the group and members of the group.

Your team members allocated to the group will be displayed.



# TEAM MEMBER RECORDS

When you select the team member the dashboard will display information about the learner and their training record, including monitoring CPD hours.

**IMPORTANT:** By default, the current course assignment has been set to mandatory. This simply means that all team members have been allocated all the courses (learning modules) available and will have additional learning modules automatically allocated to their dashboard as they are released.

The screenshot displays the LMI College CPD Training Manager interface. On the left is a dark sidebar with navigation options: MANAGE USERS, ADD USER, REPORTS, EDIT PROFILE, TRAINING RECORDS, and PUBLISHING. The main area is titled 'USER DETAILS - LEARNER TWO'. It features a search filter set to 'All Groups' and a search box with 'Name' entered. A list of users is shown, with 'Learner Two Brokers Assistant' highlighted in a blue circle. A blue arrow points from this circle to the 'TRAINING RECORD' section. The 'PROFILE' section includes contact details for 'Learner Two' (ID Number, Brokers Assistant, phone, location, and email) and several action buttons: ASSIGN GROUPS, ASSIGN COURSES, ASSIGN TRAINING RECORDS, ASSIGN LEARNING PROGRAM, RESET RESULT, and DISABLED. The 'TRAINING RECORD' section contains a date range selector set to '1st January 2020 - 31st December 2020' and a 'PRINT ALL RECORDS' button. Below this is a table with columns for DATE, DESCRIPTION, TYPE, CPD, and CERTIFICATE. The 'SUMMARY - COURSE PROGRESS' section shows progress bars for four courses: 'BI Series - Selling and Buying BI Insurance V2' (0% NOT STARTED), 'BI Calculating a Sum Insured V2' (17% IN PROGRESS), 'Strata Insurance Module V1' (41% IN PROGRESS), and 'Farm Insurance V1.00' (0% NOT STARTED).

## ADDING A NEW TEAM MEMBER

The training manager can add and remove team members. When adding a new team member, you are only required to complete the items marked with an asterisk.

The screenshot shows the 'ADD NEW USER' form in the LMI College system. The left sidebar contains navigation options: MANAGE USERS, ADD USER (circled in blue), REPORTS, EDIT PROFILE, TRAINING RECORDS, and PUBLISHING. The main form has the following fields: Role (text input), Title (dropdown menu with 'Please Select'), ID Number (text input), First Name \* (text input), and Last Name \* (text input).

### USERNAME AND EMAIL ADDRESS

We recommend a consistent approach to Usernames and Passwords. The system does not auto generate passwords. **The username cannot be changed. The password can be changed.**

This close-up shows the 'Email \*' and 'Username \*' fields, both highlighted with a blue border. Below these fields are the 'Groups' section with a radio button for 'Generic Demonstration Group', the 'Choose Password \*' field, and the 'Send Welcome Email' section with a radio button for 'Tick to send this user the Welcome email with login details etc.'. 'CANCEL' and 'SAVE' buttons are at the bottom.

### GROUP

Ensure the appropriate Group is ticked

This close-up shows the 'Groups' section where the 'Generic Demonstration Group' radio button is highlighted with a blue border. The 'Send Welcome Email' section and 'CANCEL'/'SAVE' buttons are also visible.

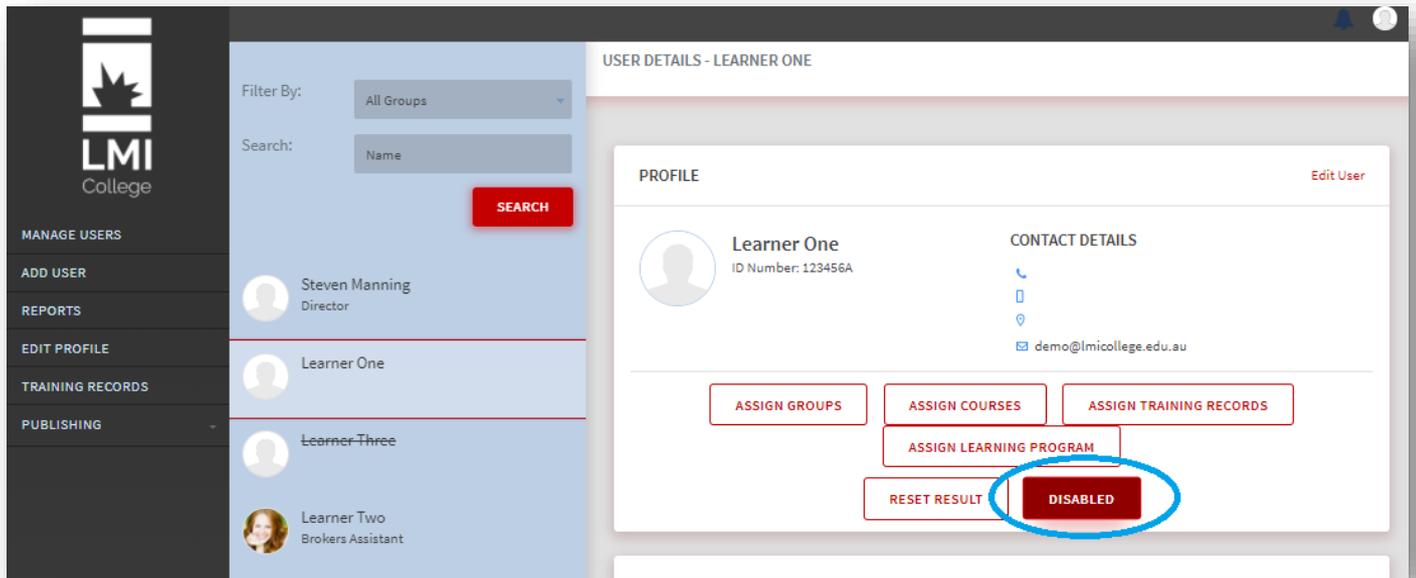
### WELCOME EMAIL

An auto generated email with the username and password will be sent to the new team member by selecting Send Welcome Email.

This close-up shows the 'Send Welcome Email' section where the radio button for 'Tick to send this user the Welcome email with login details etc.' is highlighted with a blue border. 'CANCEL' and 'SAVE' buttons are at the bottom.

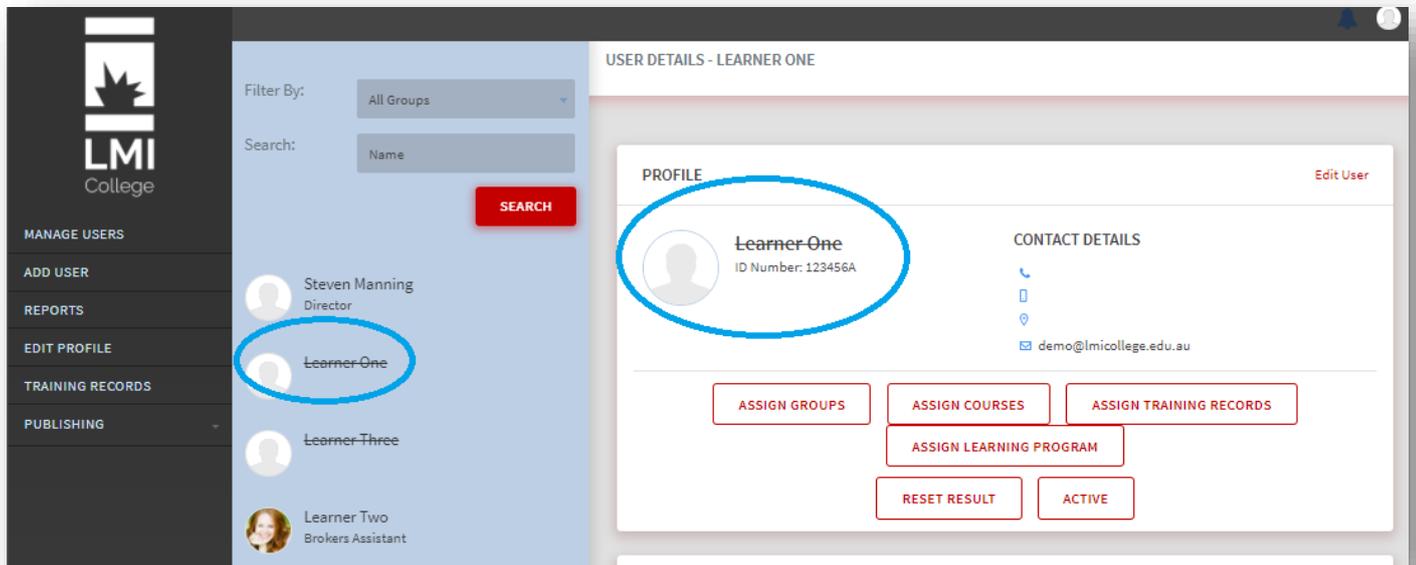
## DISABLING MEMBERS

The training manager can disable access if the team member leaves the organisation.



A warning message will appear.

Once disabled, a line will appear. The team members records will still be available if required for compliance purposes.



## EDITING TEAM MEMBER DETAILS

The training manager as well as the team member can amend their details.

The screenshot shows the 'USER DETAILS - LEARNER ONE' page. On the left is a sidebar with the LMI College logo and a menu including 'MANAGE USERS', 'ADD USER', 'REPORTS', 'EDIT PROFILE', 'TRAINING RECORDS', and 'PUBLISHING'. The main content area is divided into two sections: 'PROFILE' and 'CONTACT DETAILS'. The 'PROFILE' section shows a user card for 'Learner One' with ID Number 123456A. The 'CONTACT DETAILS' section shows contact information for 'demo@lmicollege.edu.au'. Below these sections are several red buttons: 'ASSIGN GROUPS', 'ASSIGN COURSES', 'ASSIGN TRAINING RECORDS', 'ASSIGN LEARNING PROGRAM', 'RESET RESULT', and 'DISABLED'. An 'Edit User' button in the top right corner of the profile section is circled in blue.

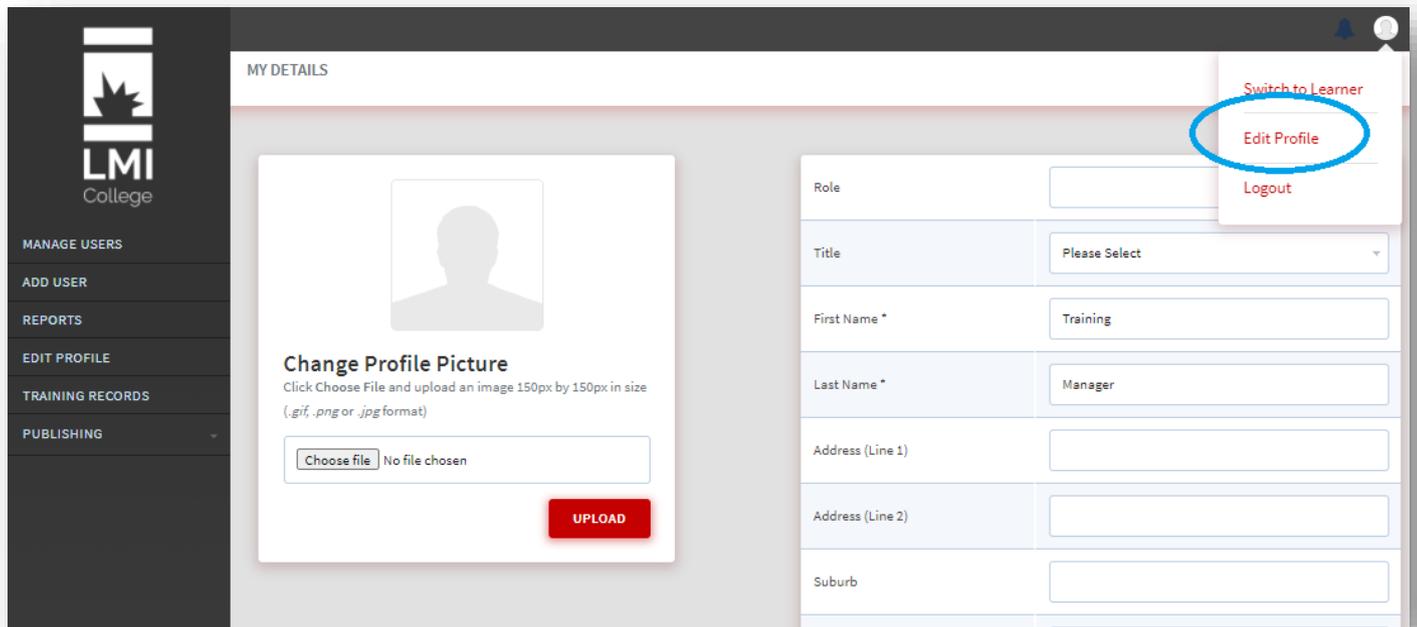
The screenshot shows the 'EDIT USER' page. The sidebar is identical to the previous screenshot. The main content area is a form for editing user details. The form fields are as follows:

ID Number	123456A
Role	
Title	Please Select
First Name *	Learner
Last Name *	One
Address (Line 1)	
Address (Line 2)	
Suburb	
City	
State	
Country	Please Select
Postcode	
Phone	
Mobile	
Email *	demo@lmicollege.edu.au

The Username cannot be changed. The password can be changed.

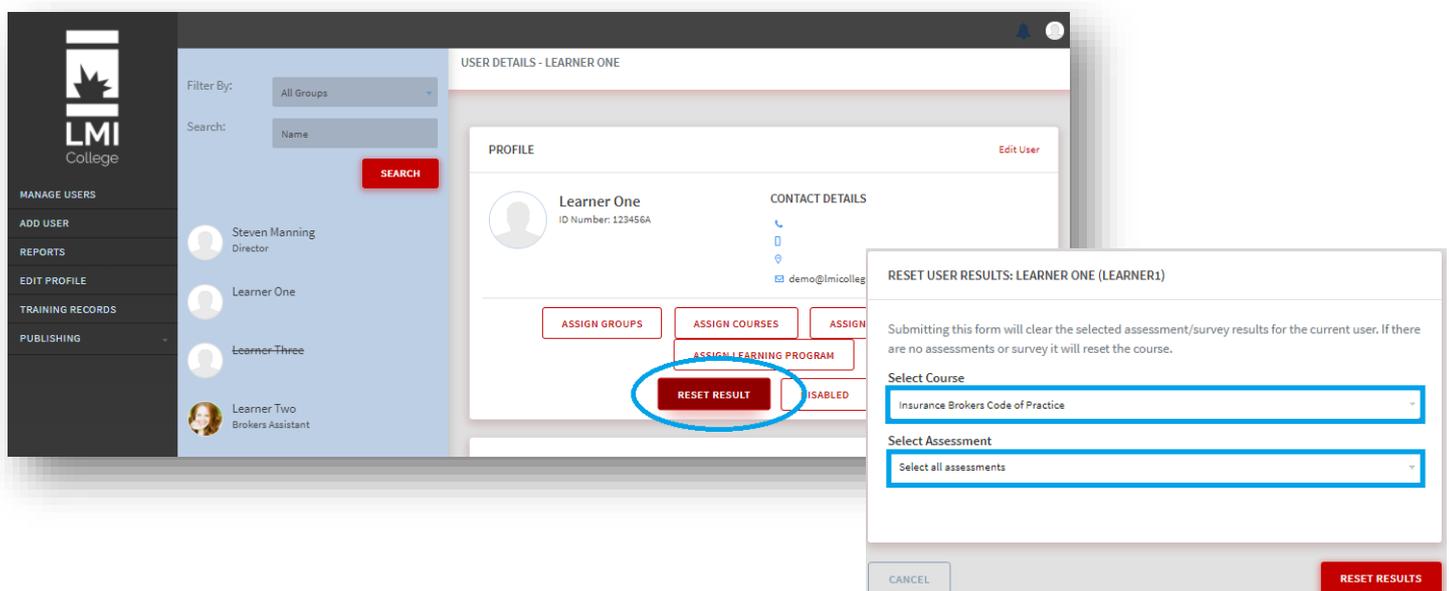
Always remember to select SAVE.

The training manager and team member can edit their own profile.



## RESETTING LEARNERS RESULTS

From time to time the training manager may need to reset the results of a module being undertaken by a team member. This can be as a result of the training manager wanting their team member to repeat a module for compliance reasons (re-induction); or in some instances the team member has not met the required percentage pass mark and had several attempts at completing the assessments. In the majority of cases the pass mark is 80% and the minimum number of attempts set from 10 to unlimited, however some important assessments will only allow three (3) attempts. A warning and feedback are provided to the learner at the end of the failed attempt.



## REVIEW COURSE PROGRESS

The training manager can monitor the progress of each learning module assigned.

The screenshot displays the LMI College Training Manager interface. On the left, a sidebar contains navigation options: MANAGE USERS, ADD USER, REPORTS, EDIT PROFILE, TRAINING RECORDS, and PUBLISHING. Below these is a list of users: Steven Manning (Director), Learner One, Learner Three, and Learner Two (Brokers Assistant), with Learner Two circled in blue. A blue arrow points from the learner's name to the 'SUMMARY - COURSE PROGRESS' section.

The main content area includes a top navigation bar with 'ASSIGN LEARNING PROGRAM', 'RESET RESULT', and 'DISABLED' buttons. Below this is a 'TRAINING RECORD' section with a date range selector (1st January 2020 - 31st December 2020) and a 'PRINT ALL RECORDS' button. A table below shows training activities with columns for DATE, DESCRIPTION, TYPE, CPD, and CERTIFICATE.

The 'SUMMARY - COURSE PROGRESS' section lists various modules with progress bars and status indicators:

Module	Progress	Status
BI Series - Selling and Buying BI Insurance V2	0%	NOT STARTED
BI Calculating a Sum Insured V2	17%	IN PROGRESS
Strata Insurance Module V1	41%	IN PROGRESS
Farm Insurance V1.00	0%	NOT STARTED
Introduction to Business Structures	0%	NOT STARTED
Property Damage Claims Processing V1	0%	NOT STARTED
Motor Vehicle Claims Processing V2	69%	IN PROGRESS
Fundamental Insurance Laws and Regulations V2	0%	NOT STARTED
Professional Indemnity V1.00	17%	IN PROGRESS
Transit Insurance V1.00	26%	IN PROGRESS
Dr Allan Manning - Dependencies and Other Causes of Disruption	0%	NOT STARTED
Dr Allan Manning - Calculating a Claims Settlement	0%	NOT STARTED

## GOALS FOR INDIVIDUAL TEAM MEMBERS

The training manager can allocate goals for a team member to achieve. In addition, the learner's portal allows a learner to set their own goals.

The screenshot displays the LMI College Training Manager interface, similar to the previous one. The user list on the left still has Learner Two circled in blue, with a blue arrow pointing to the 'GOALS' section.

The main content area shows a list of completed and in-progress modules with progress bars and status indicators:

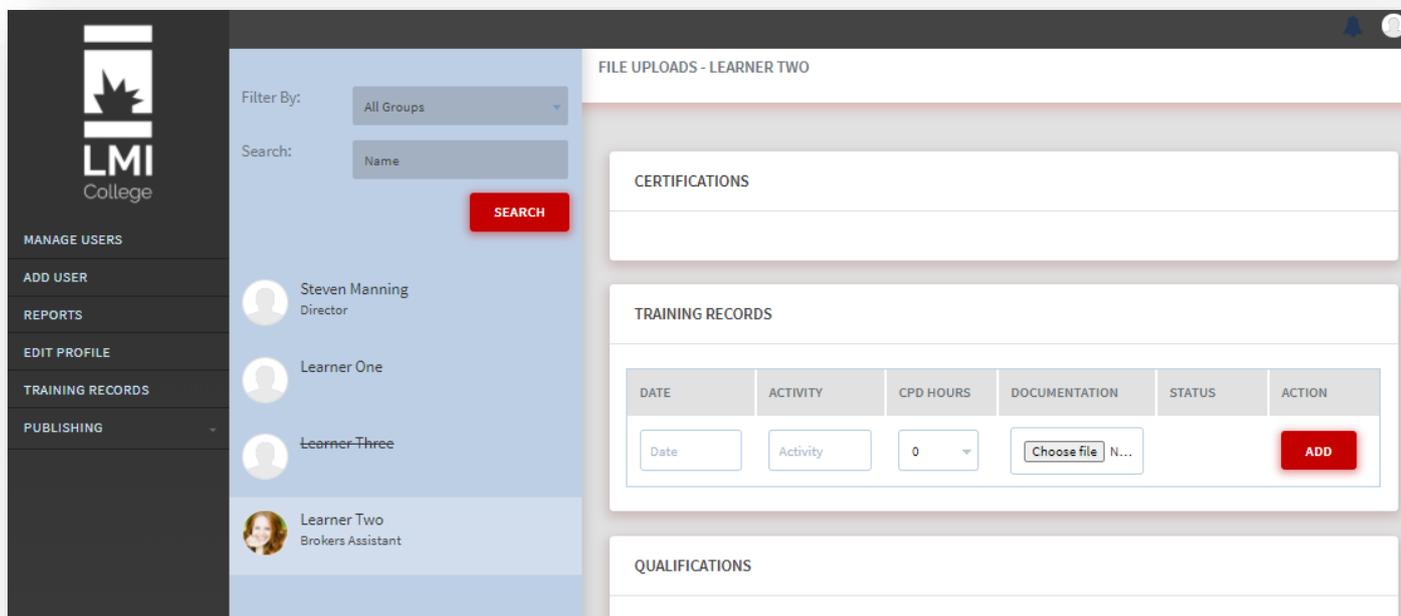
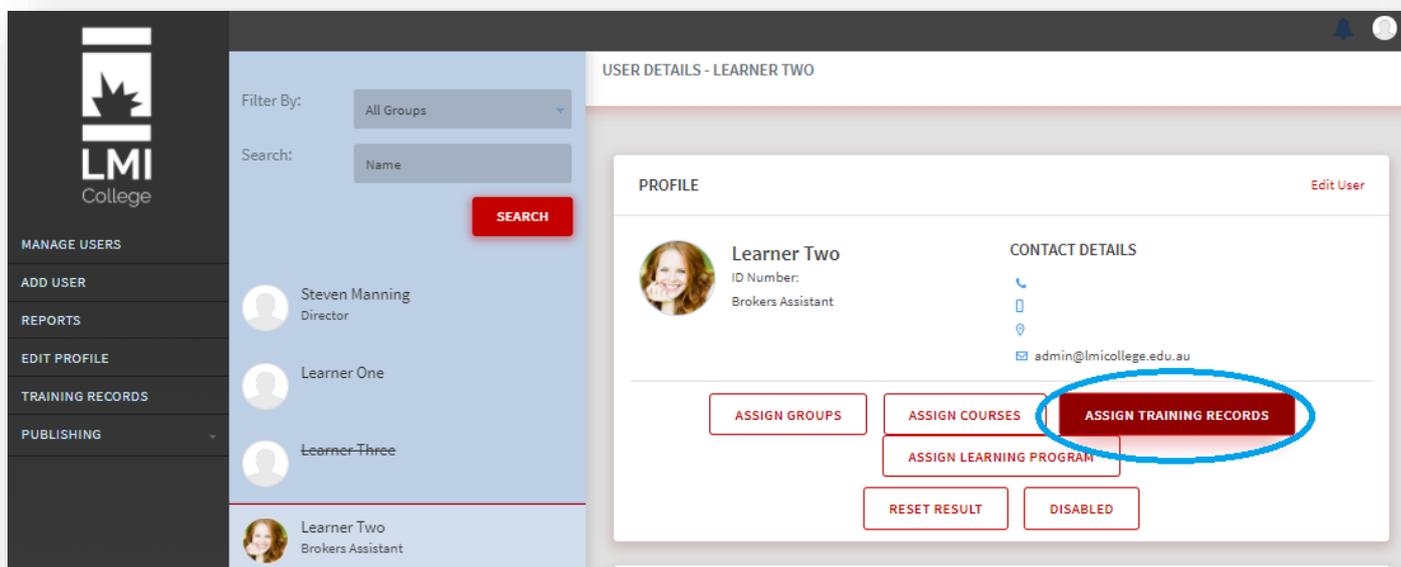
Module	Progress	Status
Privacy and Data Breach Requirements	100%	PASSED
Fundamentals of Commercial Motor Insurance V1	45%	IN PROGRESS
INSURANCE MARKETS AND COMPLIANCE FOR INSURANCE BROKERS V2	0%	NOT STARTED
MANAGEMENT LIABILITY INTRODUCTION	0%	NOT STARTED
MANAGEMENT LIABILITY D&O AND COMPANY LIABILITY V1	0%	NOT STARTED
EMPLOYMENT PRACTICES AND STATUTORY LIABILITY V1	0%	NOT STARTED
PERSONAL ACCIDENT AND ILLNESS INSURANCE V1	0%	NOT STARTED
2020 General Insurance Code of Practice	0%	NOT STARTED
Insurance Brokers Code of Practice	0%	NOT STARTED

Below the module list are three sections: 'TALENT ENDORSEMENT' (User has no skill endorsements), 'GOALS' (User has no current goals), and 'FILE UPLOADS' (User has not updated qualifications). There are also 'View all' links for each section.

# EXTERNAL TRAINING RECORDS

## UPLOAD INDIVIDUAL RECORDS

Training Manager Portal - The training manager can add external training on behalf of a team member. For example, an internal training session or PD day, or add the team members qualification certificate.



Documentation is required (i.e. a Statement of Attainment, or Certificate). If the documentation is not available, we suggest adding a PDF of the email confirmation or inhouse training record.

## EXTERNAL TRAINING RECORDS Continued ...

Learner Portal - The learner's portal allows team members to upload any qualifications they have achieved or evidence of any external training they have undertaken.

When the learner has uploaded evidence of external training, the training manager will be prompted to approve the external training before CPD points are allocated.

ADD TRAINING

List Record: Add / Edit Training

DATE	DESCRIPTION	DOCUMENTATION	CATEGORY	CPD POINTS	STATUS	EDIT/DELETE
<input type="text" value="Date"/>	<input type="text" value="Activity"/>	<input type="button" value="Choose file"/> No file chosen	<input type="text" value="Please Select..."/>	<input type="text" value="0"/>		<input type="button" value="ADD"/>
<input type="button" value="CANCEL"/>						

## REVIEW & EDIT TRAINING RECORDS

The training manager will also have the capacity to approve, delete or edit the record. For example, the training manager may not agree with the CPD points the member has allotted to the external training and may wish to amend this.

TRAINING RECORDS

FIRST NAME	LAST NAME	EMAIL	DATE	ACTIVITY	CPD HOURS	DOCUMENTATION	STATUS	ACTION
Steven	Manning	steve.manning@lmigroup.com	28/03/2019	RiskCoach	15	18827 (1).pdf	Approved	<input type="button" value="edit"/> <input type="button" value="delete"/>
Learner	One	demo@lmicollege.edu.au	10/01/2019	Trouble Shooting for Trainers	1	Literacy Face-to-Face.pdf	Approved	<input type="button" value="edit"/> <input type="button" value="delete"/>

## BULK UPLOAD ATTENDANCE RECORDS

The training manager can perform a bulk upload of attendance records for external training on behalf of team members. For example, an internal training session or PD day. See instructions under "Events".

## FIT FOR PURPOSE LEARNING MODULES

By switching from training manager to learner, the training manager can view the categories of courses currently available and recommend a course or category of courses to a team member.

We recommend the following –

**Compliance and Regulation Courses** - we recommend any courses in this category to all team members.

### Course Examples:

- General Insurance Code of Practice
- Insurance Brokers Code of Practice
- Laws and Regulations
- Insurance Markets and Compliance
- Privacy and Mandatory Data Breach Reporting

**Insurance Industry Entrants** - we recommend some of these courses including Compliance and Workplace Health and Safety, Laws and Regulations to new employees.

We recommend all courses in this category to existing employees or employees new to the industry.

### Course Examples:

- Introduction to Insurance
- Working in a Broking Environment
- Workplace Health and Safety
- Insurance Markets and Compliance
- Privacy and Mandatory Data Breach Reporting
- Laws and Regulations
- Owner Occupied Home & Contents Insurance
- Arranging Cover on Domestic Property
- Arranging Cover on Private Motor Vehicle Insurance
- Rental Property

## **FIT FOR PURPOSE LEARNING MODULES Continued ...**

**Emerging Insurance Professionals** – we recommend this category to those employees currently working with SME business or transitioning to this role.

### Course Examples:

- Business Structures
- Risk Assessment – Trades and Mobile Business
- Public and Products Liability Series
- Personal Accident and Illness Insurance
- Professional & Office Risk Profiling
- Professional Indemnity
- Business Interruption Series
- Farm Insurance
- Commercial Motor
- Strata Property
- Transit Insurance
- Introduction to Management Liability
- Management Liability, D&O and Company Liability
- Employment Practices & Statutory Liability

**Insurance Professionals** – we recommend this category to those employees with experience.

### Course Examples:

- Business Interruption – Claims Settlement Calculation
- Business Interruption – Claims Dual Wages Calculation
- Business Interruption - Dependencies
- Business Interruption - Claims Depreciation
- Business Interruption - Proximate Cause
- Business Interruption - Claims Reserving
- Business Interruption – Claims Time Excess/Time Deductibles

## FIT FOR PURPOSE LEARNING MODULES Continued ...

**Claims Series** – we recommend this category to employees transitioning to a claim's role or as a refresher.

### Course Examples:

- Motor Vehicle Claims Processing
- Property Damage Claims Processing

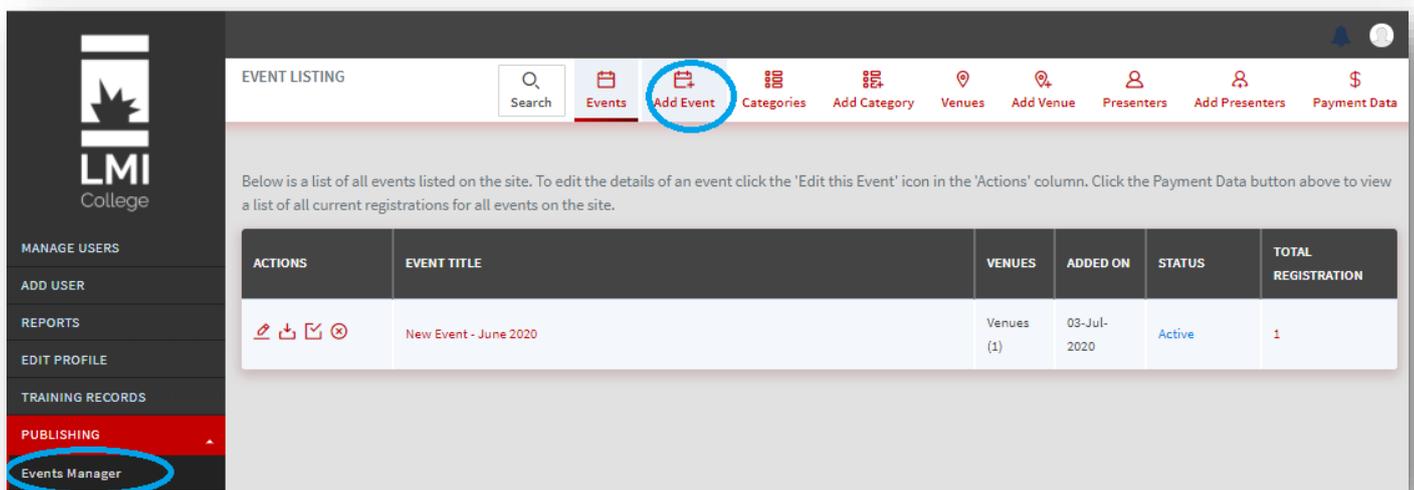
Learners are able to complete a course again the following year for the purposes of a refresher.

## EVENTS

The training manager can create an Event for an external event (i.e. an internal training session or PD day) and perform a bulk upload of attendance records on behalf of team members.

1. Under the Training Managers Profile, refer to the Publishing option and select Events Manager.

To create a new event, select Add Event



The screenshot displays the 'EVENT LISTING' page in the LMI College Training Manager. The left sidebar shows navigation options: MANAGE USERS, ADD USER, REPORTS, EDIT PROFILE, TRAINING RECORDS, PUBLISHING (highlighted in red), and Events Manager (circled in blue). The top navigation bar includes Search, Events, Add Event (circled in blue), Categories, Add Category, Venues, Add Venue, Presenters, Add Presenters, and Payment Data. Below the navigation is a table listing events. The table has columns for ACTIONS, EVENT TITLE, VENUES, ADDED ON, STATUS, and TOTAL REGISTRATION. One event is listed: 'New Event - June 2020' with 1 venue, added on 03-Jul-2020, and an Active status.

ACTIONS	EVENT TITLE	VENUES	ADDED ON	STATUS	TOTAL REGISTRATION
<a href="#">Edit</a> <a href="#">Download</a> <a href="#">Print</a> <a href="#">Delete</a>	New Event - June 2020	Venues (1)	03-Jul-2020	Active	1

## EVENTS Continued ...

2. Complete all the fields under the General Tab.

When selecting the Certificate, you must select the "Event Certificate". A sample of the certificate provided is shown below.

The screenshot shows the 'EVENT DETAILS' form with the following sections:

- GENERAL INFORMATION**
  - Event Title \*: New Event
  - Show On Frontend:
- EVENT ATTENDANCE**
  - Certificate: Event Certificate (circled in blue)
  - CPD hours: 1 (dropdown) 1 CPD Hours is equal to \$1 Credit.
- EVENT STATUS**
  - Event Status: Active

A sample certificate is shown on the right, titled 'CERTIFICATE OF COMPLETION' from LMI Education. It certifies that 'Learner One' has successfully completed the 'New Event' on 01 July 2020, with CPD Points = Hours 1.

3. Go into the Event again by selecting the 'Edit this Event' icon

ACTIONS	EVENT TITLE	VENUES	ADDED ON	STATUS	TOTAL REGISTRATION
   	Internal Training - Renewal Processes	Venues (0)	28-May-2019	Active	0
   	RIB Professional Development	Venues (0)	26-Mar-2020	Active	0

## EVENTS Continued ...

4. Complete the remaining information under the Description tab (if desired) and Venues tab (mandatory).

(suggest adding only one venue if possible, to reduce multiple attendee imports)

To share the Event with your learners and other training managers, tick the appropriate boxes under the Recommend tab.

The Event will now show on the Learners Dashboard.

Once the Event is **Closed** or **Disabled**, it will no longer appear on the Learners Dashboard however it will still show on the Training Managers Events page (this includes all Training Managers within the Group/s selected on the Recommend tab).

The screenshot displays the 'EVENT DETAILS' form with the following elements:

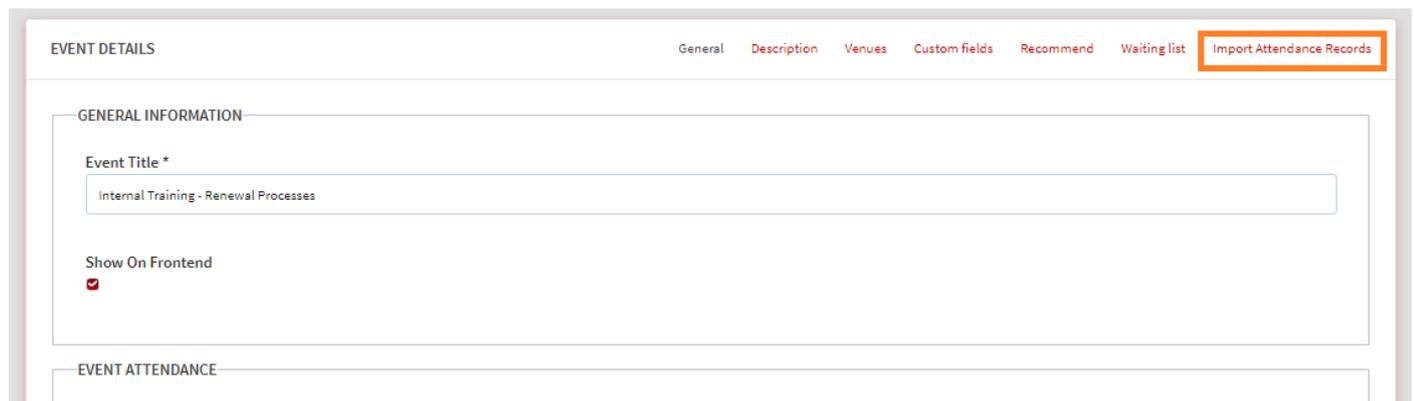
- Navigation Tabs:** General, Description, Venues, Custom fields, **Recommend** (highlighted), Waiting list, Import Attendance Records.
- GENERAL INFORMATION:**
  - Event Title \*:** Internal Training - Renewal Processes
  - Show On Frontend:**
- EVENT ATTENDANCE:** (Section header visible, content obscured)

## 5. Import Attendees

Before importing Attendees:

- All Attendees must have an ID number entered into their User Profile
- Training Managers need to request a “Attendance Records” .csv upload file from the FSS Team.
- Training Managers need to import a list of all attendees into the “Attendance Records” .csv upload file

To import attendees, select the Import Attendance Records tab



The screenshot shows a web interface for 'EVENT DETAILS'. At the top, there are several tabs: 'General', 'Description', 'Venues', 'Custom fields', 'Recommend', 'Waiting list', and 'Import Attendance Records'. The 'Import Attendance Records' tab is highlighted with an orange border. Below the tabs, the 'GENERAL INFORMATION' section is visible, containing a text input field for 'Event Title \*' with the value 'Internal Training - Renewal Processes' and a checkbox for 'Show On Frontend' which is checked. Below this, the 'EVENT ATTENDANCE' section is partially visible.

- a. Select an existing event venue
- b. Select a compatible CSV file to import

## EVENTS Continued ...

- c. Under the Advanced option, tick the box if you want the import to go ahead without checking:
  - i. if an ID or R number does not match; or
  - ii. if there is no learner profile available for a person on the list.
- d. Select Begin Import

The screenshot shows the 'EVENT DETAILS' page with several tabs: General, Description, Venues, Custom fields, Recommend, Waiting list, and Import Attendance Records. The 'IMPORT ATTENDANCE RECORDS' section contains a dropdown menu for selecting an event venue, currently showing 'Crosby Park Events Centre - 15/06/2020 08:30AM to 15/06/2020 05:00PM'. Below this is a file selection area with a 'Choose File' button and the filename 'Internal Training Attendees.csv'. A 'Clear file selection' link is also present. The 'ADVANCED' section includes a note: 'Records for users who have already registered to this events venue will be skipped automatically.' and two radio button options: 'Skip records that don't have an R-Number' and 'Skip records that don't have a matching LMS account'. A red warning message states: 'Click the button below to analyse the import file for any errors. If no errors are found then import will continue automatically otherwise you will be presented with a list of problems found.' A 'BEGIN IMPORT' button is located at the bottom left of the form.

- e. Review your list of attendees, and if all okay then select Continue Import

The screenshot shows a 'PREVIEW CHANGES' pop-up window. It contains the text: 'The following actions will be performed, please click the Continue Import button to continue with registering these users to the event.' Below this is a table with one row:

ACTION
✓ Steven Manning (18827 - LMS ID: 18827) will be registered to that event location.

On the right side of the pop-up, there are two buttons: a red 'CONTINUE IMPORT' button and a grey 'CANCEL' button.

- f. Select okay on the Pop-Up asking "are you sure you want to continue with importing these records?"

## EVENTS Continued ...

To check if the import was successful:

- Go back to Publishing > Events Manager > and select Mark Attendance

Check all attendees have the "Attended" button selected (this will happen automatically)

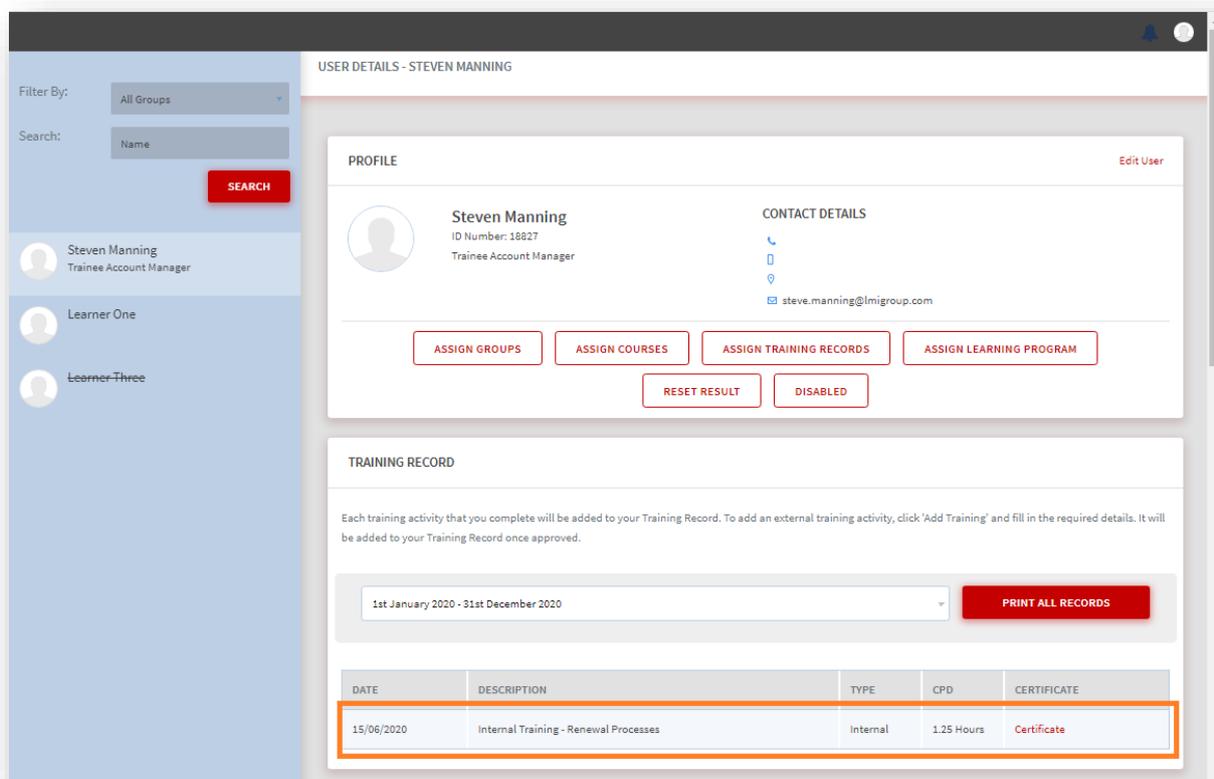
ACTIONS	EVENT TITLE	VENUES	ADDED ON	STATUS	TOTAL REGISTRATION
   	Internal Training - Renewal Processes	Venues (1)	28-May-2019	Active	1
   	RIB Professional Development	Venues (0)	26-Mar-2020	Active	0

Mark users who attended the event.

VENUE: CROSBY PARK EVENTS CENTRE 15/06/20 08:30 - 15/06/20 17:00

FIRST NAME	LAST NAME	REGISTRATION DATE	REGISTRATION STATUS	ATTENDANCE
Steven	Manning	22/06/20 16:41	Completed	<input checked="" type="radio"/> Attended <input type="radio"/> Not Attended <input type="radio"/> Not Marked

- You can check a learners profile to see the Event showing under the Training Record.



USER DETAILS - STEVEN MANNING

Filter By: All Groups  
Search: Name

Steven Manning  
Trainee Account Manager

Learner One  
Learner Three

**PROFILE** [Edit User](#)

**CONTACT DETAILS**

Steven Manning  
ID Number: 18827  
Trainee Account Manager

CONTACT DETAILS

[ASSIGN GROUPS](#) [ASSIGN COURSES](#) [ASSIGN TRAINING RECORDS](#) [ASSIGN LEARNING PROGRAM](#)

[RESET RESULT](#) [DISABLED](#)

**TRAINING RECORD**

Each training activity that you complete will be added to your Training Record. To add an external training activity, click 'Add Training' and fill in the required details. It will be added to your Training Record once approved.

1st January 2020 - 31st December 2020

DATE	DESCRIPTION	TYPE	CPD	CERTIFICATE
15/06/2020	Internal Training - Renewal Processes	Internal	1.25 Hours	Certificate

- You can set the order in which your Events appear under the Event Manager tab by selecting Search > Order By

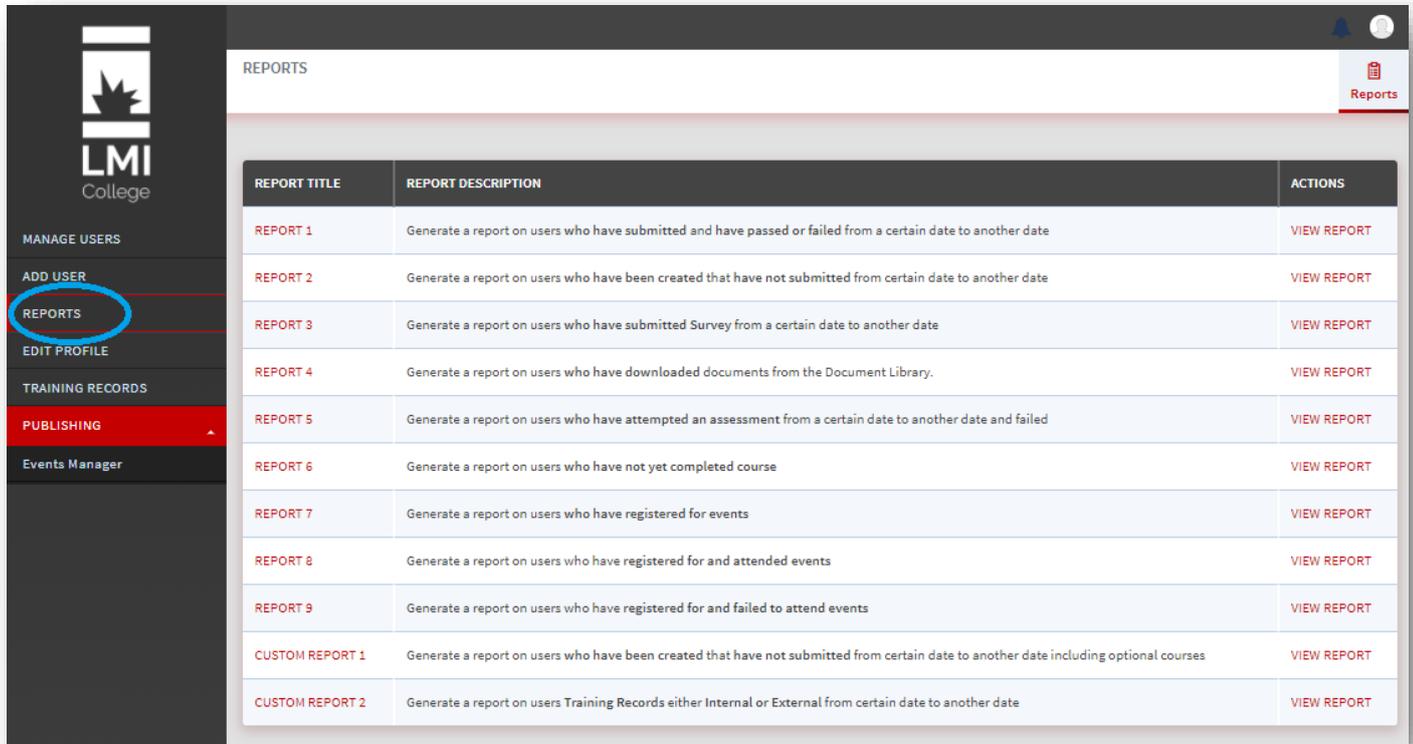
EVENT LISTING

Below is a list of all events listed on the site. To edit the details of an event click the 'Edit this Event' icon in the 'Actions' column. Click the Payment Data button above to view a list of all current registrations for all events on the site.

ACTIONS	EVENT TITLE	VENUES	ADDED ON	STATUS	TOTAL REGISTRATION
<a href="#">Edit</a> <a href="#">Share</a> <a href="#">Print</a> <a href="#">Close</a>	New Event - June 2020	Venues (1)	03-Jul-2020	Active	1

# REPORTS

The training manager will have access to several reports which may be useful to monitor team members and for review purposes.



REPORT TITLE	REPORT DESCRIPTION	ACTIONS
REPORT 1	Generate a report on users who have submitted and have passed or failed from a certain date to another date	VIEW REPORT
REPORT 2	Generate a report on users who have been created that have not submitted from certain date to another date	VIEW REPORT
REPORT 3	Generate a report on users who have submitted Survey from a certain date to another date	VIEW REPORT
REPORT 4	Generate a report on users who have downloaded documents from the Document Library.	VIEW REPORT
REPORT 5	Generate a report on users who have attempted an assessment from a certain date to another date and failed	VIEW REPORT
REPORT 6	Generate a report on users who have not yet completed course	VIEW REPORT
REPORT 7	Generate a report on users who have registered for events	VIEW REPORT
REPORT 8	Generate a report on users who have registered for and attended events	VIEW REPORT
REPORT 9	Generate a report on users who have registered for and failed to attend events	VIEW REPORT
CUSTOM REPORT 1	Generate a report on users who have been created that have not submitted from certain date to another date including optional courses	VIEW REPORT
CUSTOM REPORT 2	Generate a report on users Training Records either Internal or External from certain date to another date	VIEW REPORT

These include the following useful reports-

**Report 1** – used to generate a report on team members who have submitted assessments and have passed or failed from a certain date to another date.

**Report 2** – used to generate a report on an individual team member who has been assigned an individual course and has not submitted from a certain date to another date. This can be done in conjunction with Custom Report 1 and 2 below.

**Custom Report 1** – used to generate a report on team members within a group who have been created but have undertaken any courses.

**Custom Report 2** – used to generate a report on users training record for both internal and/or external training from one date to another.

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# TROUBLE SHOOTING

Our courses include videos, photos and sound. In a small number of modules, we also use SCORM content (explained below).

We recommend learners complete the modules on a stand alone PC or portable device (if possible) using Google Chrome.

## **Videos – not playing**

This could be due to a number of reasons.

1. Your internet speed is slow, and the video has not had time to load. Please allow some time for the videos to load.
2. You are accessing the courses using a terminal server or similar – pop up blockers or other security measures may be preventing access. You may need to enable pop up blockers for this site.
3. The video may be in SCORM format and may not play in a terminal server or similar environment.

SCORM is a type of file widely used in education programs. It allows for interactivity. It is used in a small number of our courses. You will be alerted to SCORM content in the Introduction section of the course. You may need to access the course on a standalone PC or other device such as iPad or similar.

## **Photos – not displaying**

1. Your internet speed is slow, and the video has not had time to load. Please allow some time for the videos to load.
2. You are accessing the courses using a terminal server or similar – pop up blockers or other security measures may be preventing access. You may need to enable pop up blockers for this site

## **Sound – not playing**

1. You are accessing the courses using a terminal server or similar which may not have sound facility.

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# QUALIFICATION COURSES

LMI College Pty Ltd offer a range of accredited and qualification courses including the Tier 2 General Insurance, Tier 1 Insurance Broking and the Diploma of Insurance Broking.

Please contact us for an enrolment form and further details.

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# CONTACT US

## **LMI College**

**Alison Parks**



+61 3 9835 9999



[Alison.parks@lmicollege.edu.au](mailto:Alison.parks@lmicollege.edu.au)

