LEARNING MANAGEMENT SYSTEM REQUIREMENTS

Nepal Life Insurance Company Ltd.

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REQUIREMENTS

System should be in SAS model which should ensure privacy and security of the content of organization. Learner should be able to perform self-assessment and evaluate and track self-learning and should be able to define learning progress quantitatively. Also, immediate supervisor or administrator should be able to track the learning progress and details of the candidate.

Responsive design - Users should be able to access the LMS from whatever type of device they choose, whether it's a desktop, laptop, tablet or smartphone. The LMS should automatically display the version best suited for the user's chosen device. Additionally, the LMS should also allow users to download content, so it is accessible while offline, ensuring the protection of content as Intellectual Property of the organization. System administrator/Course Owner should have option to restrict/allow contents for downloading.

User-friendly interface – The UI should be suitable to less tech-savvy consumers. The user interface (UI) should enable learners to easily navigate the LMS platform. The UI should also align with the abilities and goals of both the user and the organization. Learners should be able to bookmark their learning content for future reference.

Learning Module: The platform allows multiple course instructors. There should be following minimum option

1. Live Training Sessions: The platform should be able to integrate to ZOOM, Microsoft Teams and Google Meet. Recording at training and attendance should be automatically saved in the LMS system. The content should be able to access in future by authorized people.
2. Offline or Recorded Contents: The contents could be in format of video, PPT and PDF.

Reports and analytics - This includes eLearning assessment tools. Instructors and administrators must be able to view and track their online training initiatives to determine if they are effective or need adjusting. This can be applied to groups of learners and individuals.

Course and catalog management - The LMS holds all the eLearning courses and the related course content. Admins and instructors should be able to create and manage these catalogs and courses in order to deliver a more targeted learning experience.

Support services – LMS vendor must provide online discussion boards where users can connect and help each other. Additional support services, such as a dedicated toll-free service number should be available for an extra cost.

Certification and compliance support - This feature is essential to systems used for online compliance training and certifications. Instructors and admins should be able to assess an individual's skill set and identify any gaps in their performance. The final exam of any course

leading to certification and employee performance evaluation must ensure and establish the credibility of exam with webcam embedded features during the exam.

Social learning capabilities - LMSs need to include social media tools within their platform. Integration with social media platform of organization such as YouTube, Facebook, Instagram, Tik-Tok must be integrated. This allows users to interact with their peers, collaborate and share their learning experiences.

Automation - Learning management systems should enable administrators to automate repeated and tedious tasks. Examples include user grouping, new user population, , create and deactivate users in bulk (CSV file), or group or batch wise.

Localization - It is important for LMSs to include multilingual support features so the learning and training content can remain unaffected by language barriers. Some LMSs integrate geo-location features that allow them to automatically present the appropriate version of the course immediately upon access.

API Integration – LMS platform must have API integration feature to link HR Software and system software to reduce the manual work of data extraction and integration.

Artificial intelligence (AI) - Artificial intelligence can help an LMS create personalized learning experiences for users by providing course formats suited to their needs, and by suggesting topics the user may find interesting based on the courses they have already completed.

Integration of Online Payment Gateway: The LMS platform should integrate the online payment gateway to offer any paid course to agents.

Gamification: LMS need to contain gamification features for MOCK test. By getting points, rating, badges, and rewards for completed tasks learners need to more deeply involved in training and strive harder to succeed.

SECURITY COMPLIANCE

1. A public cloud-based environment is required for this LMS solution.

AVAILABILITY

1. Planned system downtime must be scheduled at least 24 hours in advance.

2. The system must allow failovers to occur without disruption to service.
3. Planned system updates, patches and support must occur without service disruption.

CAPACITY

1. The system must have the ability to store and retrieve training materials and content on historic basis.
2. The system must have the ability to expand capacity with workforce as additional departments are on boarded.

MANAGEABILITY

1. The system must accept training material in the following file types:
   a)   Microsoft supported product formats for Word, Excel and PowerPoint.
   b)   Adobe Acrobat Reader (PDF)
   c)   Standard video file formats (e.g. vob, wmv, mp4)
   d)   Standard image formats (e.g. png, jpg, gif)
2. The system must provide reports upon request and detailed results of import and export activities.

CONTENT MANAGEMENT

1. The system must allow downloadable content for users in various types of media (i.e. PowerPoint, MS Word, PDF) from a computer or mobile device.
2. The system must associate e-Learning webinars to an instructor led training course.
3. The system must associate test and examinations to courses and curriculum.
4. The system must webinars from the student's profile or account.
5. The system must receive and upload Webinar courses.
6. The system must store and manage training materials electronically and in print form for the following assets:
   a) Agent Certificate
   b) Agent ID card
   c) Agency no.
   d) Pan card
   e) Citizenship card.
7. The system must upload certificates of completion, course registration sheets, and evaluations.
8. The system must provide rich text editor with html capabilities.

COURSE AND CLASS DELIVERY:

1. The system must associate classes with instructor names for specific sessions.
2. The system must connect training material to a course.
3. The system must create course specific instructions and data such as parking, training module completion requirements, and unique instructions.
4. The system must display unique ID numbers for courses and events.
5. The system must manage course registration.

6. The system must prevent enrollment in a course when the student is not enrolled in a prerequisite.
7. The system must provide the instructor the ability to post course completion to a student's transcript.
8. The system must support and track webinars.

Basic Required Checklist:

☐ User and Rule Management (bulk upload/ setup users)

☐ Course Management

☐ Responsive Design

☐ Live Classroom, Offline Contents

☐ Multiple Language Support

☐ Should be able to access API (HR system details)

☐ Analytics with a Clean Dashboard

☐ Customize Report

☐ Course/Event Calendar Report

☐ Team Learning Collaboration: Group Discussion and Problem-Solving

☐ Daily Activity Monitoring

☐ Analytics and Feedback: Auto calculation of goods and allow the facility to analyze learning gaps, & share their feedback

☐ Course Personalization: LMS should be able to recommend training courses & program based on the learner's position and job duties

☐ Certificate(e-certificate)

☐ Learning Path: a direction the learner can follow to work through the course in increment on the same topic.