

**CGP217**

# **National Ambulance Learning Management System Policy**

## CONTENTS

1. POLICY INTRODUCTION .....	3
2. SCOPE.....	3
3. ROLES AND RESPONSIBILITIES .....	3
4. DEFINITION .....	5
5. LMS STANDARD PROCEDURES.....	5
6. LMS MANAGEMENT AND ADMINISTRATION.....	5
7. USER MANAGEMENT AND ACCESS .....	6
8. CONFIDENTIALITY AND PROTECTION OF INFORMATION .....	6
9. COURSE CREATION PROCESS .....	6
10. USE OF COPYRIGHTED MATERIALS IN THE LEARNING MANAGEMENT SYSTEM.....	7
11. USER COURSE CONTENT, BACKUP AND DOWNLOAD RESPONSIBILITIES .....	7
12. BACKUP AND DELETION OF LEARNING MANAGEMENT SYSTEM COURSE .....	7
13. SYSTEM MAINTENANCE, OUTAGE AND UPGRADES .....	7
14. SUPPORT AND TROUBLESHOOTING .....	8
15. COURSE REQUEST 1.....	8
16. RELEVANT LEGISLATION .....	8
17. KEY PROCESS .....	8
18. RELATED POLICIES AND FORM.....	9
19. FEEDBACK.....	9
20. DOCUMENT CONTROL AND OWNERSHIP .....	9
21. APPENDIX FORM .....	11

## 1. POLICY INTRODUCTION

The learning management system (LMS) provides organized, consistent and timely course-related communication between educators/instructors and students. Effective use of the LMS is intended to assist educators/instructors with course administration while supporting student engagement, increasing flexible learning opportunities, and enabling quality learning experiences. The LMS provides an efficient and effective vehicle for ongoing formative student feedback

To define the standard and procedure Guidelines that governs and promotes the efficient use of the Learning Management System (LMS) and ensure compliance with National Ambulance

## 2. SCOPE

This policy applies to all educators, instructors, staff, students, and others who use NA LMS. Adherence to this policy will help protect the integrity of National Ambulance LMS. The education department vested with the day-to-day operations of LMS. Specifically, the Instructional Design & Educational Technology and the Information Systems.

## 3. ROLES AND RESPONSIBILITIES

### 3.1. ORGANIZATION ROLES:

The National Ambulance Education Department provides access to tabs and modules on the LMS portal based on identified groups within and external to the organization, which includes, but is not exclusive to, the following

Staff	NA staff are automatically assigned this role when they are provided with an IT email/account.
Student	NA students are automatically assigned this role when they enrol in their first subject and activate their IT/email account.
External	All affiliates of the National Ambulance will be assigned this role when they are provided with a local LMS account. (Tanat)
None	All external viewers and guests will not be assigned a role but still have limited access to the portal.
Support Staff	Users assigned to system roles will be given this secondary role to access additional information based on their responsibilities within the LMS.

These roles allow the filtering of information on the LMS Portal. Users can be assigned multiple Portal roles. Additional roles may be created as the need arises. Approval for new Portal roles is approved by Education Department in consultation with HR and Clinical Services.

### 3.2. COURSE/SUBJECT/CATEGORY ROLES

Course/Subject/category roles control access to the content and tools within a course site (Schedule 1). Each user is assigned a role in every subject (or category) in which they participate

- 3.2.1. Students are enrolled and unenrolled automatically into subjects in LMS based on their student enrolment information within Student.
- 3.2.2. Educators/Instructors will be assigned to sites by the Clinical Education Manager.
- 3.2.3. Guest account access to specific areas of a site is enabled by default. Clinical Education Manager may choose to disable this access.
- 3.2.4. The subject/category coordinator may choose to assign Subject Roles to additional educators or participants.

### 3.3. SYSTEM ROLES

System roles are used for the administration and support of LMS. For security reasons, these roles are tightly controlled and are only available to Clinical Education Department, Information Technology and select Educator support staff.

3.3.1. System Administrator – Full access to the LMS. This role is reserved for ITS System Administrators and Clinical Education Manager for product support purposes.

3.3.2. Course Creator – This role is assigned to Educators, Instructors and Teaching Managers, and other University staff as approved. It provides full build access to all sites as well as the ability to manage user access to subjects.

3.3.3. Helpdesk – ServiceDesk (IT Help) staff are assigned this role in order to view limited user and subject information for access troubleshooting.

3.3.4. None - All current National Ambulance students, educators, instructors and professional staff have an LMS account automatically generated for them which will not be assigned a system role unless appropriate.

3.3.5. Guest – National Ambulance has certain users that fit this category. These include:

- Short course/sessions
- Virtual sessions
- External users – IT administers these accounts and is responsible for disabling them.
- Guest speakers
- “Role playing” users, “test” users and “training” users. These are non-standard users used for training and testing.

Schedule 1: LMS Course/Subject/Category Roles and Privileges		
Subject Coordinator /LMS administrator	Has full access to the site and can complete the subject wizard and Grades Review Submission	For the Subject Coordinator and LMS Admin
Educator/Instructor	Has semi full access to the site	For additional Educators
Teaching Assistant/Assistant	Has semi full access to the site but is not listed as a lecturer and cannot remove a lecturer from a site.	For any other instructors who require the ability to build and manage the site.
Site/course creator	Has access to build the site but cannot interact with students or access grades	For site designers
Tutor/Group Leader	Has no build access but can communicate with students, manage groups, and access the Grade Centre	For tutors who do not require the ability to build the site but still need to be able to interact with the students and grade assessments.
Moderator	Can only view material and access the Grade Centre	Primarily for assessment moderators.
Announcer	Can view material and utilise communication tools to advise students	For educator, administrative staff to post announcements and communicate with students.
Viewer	View only access to the site	For visitors, peers and external affiliates who require similar access to students.
Student/Participant	Can view materials and use any tools made available by the educator/instructor.	Primarily for students
Guest	Can view only certain materials as made available to the role by the educator/instructor.	For anyone with access to LMS which may include prospective students.

## 4. DEFINITIONS

The following definitions apply to terms as they are used in this document.

**“Course Creator”** means: NA educator/Instructor and staff who are the author or have provisioned the source of materials for use in the Learning Management System.

**“Employee”** means: National Ambulance educator/instructor or staff employed by the National Ambulance.

**“External Learning Tool (ELT)”** means: an internet-based learning application that is not a part of the Learning Management System.

**“Guest Account”** means: an account created by the LMS Administrator in order to grant an external user affiliated with the National Ambulance access to the LMS.

**“Inactivity Date”** means: in regard to a course offered through the LMS, the date on which a course is made inaccessible to students enrolled in the course.

**“Learning Management System (LMS)”** means: a flexible, web-based program for teaching and learning used to supplement courses requiring personal attendance or as the principal delivery mechanism for online courses including Totara and other programs that the University may adopt from time to time.

**“Material”** means: a work, a performer’s performance, a sound recording, or a communication signal, or any substantial portion thereof, as defined in the Copyright Act.

**“User”** means: Any employee, student, staff member, or guest of the National Ambulance accessing the LMS.

## 5. LMS STANDARD PROCEDURES AND GUIDELINES

National Ambulance recognizes the LMS facilitates and enhances the process of teaching and learning but as with all educational resources seeks to promote their efficient use in a manner that supports the National Ambulance mission and is in accordance with MOHAP/DOH/AHA/NAEMT legislation and National Ambulance policy. Accordingly, access to LMS courses shall only be by authenticated, approved Users who require access to specific courses according to the role and responsibility of each User and only for a reasonable period of time. All requests for course creation and integration of external applications shall comply with prescribed forms and processes. Additionally, all use of the LMS shall be in compliance with applicable legislation and National Ambulance policy regarding, but not limited to, Copyright, Acceptable Use of Information Technology, and Privacy.

### Applicability

These Standard Processes and Guidelines apply to all Users of the LMS

## 6. LMS MANAGEMENT AND ADMINISTRATION

1. The Education Department is responsible for the administration of the LMS.
2. The LMS Administrator is responsible for the management and administration of all aspects of the LMS including but not limited to:
  - a. User interface components and design, navigation links, and tool configuration and availability.
  - b. Course components including site design and structure, course codes and term designations.
  - c. External Learning Tools and other services integration.

- Requests for changes to standard templates and configurations within the LMS shall be made to the LMS Administrator. Requests will be assessed by the LMS Administrator, and if approved will follow standard web design practices and principles for usability and accessibility.

## 7. USER MANAGEMENT AND ACCESS

- All Users must be authenticated with unique credentials and use the LMS for National Ambulance affiliated purposes only.
- All Users must access the system through an assigned NA network account.
- In order to ensure privacy, protection of intellectual property and the integrity of materials, access to courses in the LMS is regulated.
- Employees may be granted access to courses when requested by the Course Creators for pedagogical and advisory purposes. These requests for access must be forwarded in writing to the LMS Administrator.
- In certain circumstances a person, group, or organization, other than Users or Employees, who are affiliated with the National Ambulance may request access to the LMS for approved National Ambulance purposes. When deemed appropriate, and within the licensing limitations of the LMS, a Guest Account with a defined LMS user role may be created. All requests for a Guest Account must be received and approved by the LMS Administrator.
- Employees other than the LMS Administrator are responsible for obtaining written permission from the course creator of record in order to receive access to another Course Creator's LMS course.
- A User's account is deemed "inactive" if they have not logged into the LMS at least once over a period of two years. Inactive accounts will be deleted on a yearly basis.
- All Users are required to comply with the National Ambulance's "Acceptable Use of IT Policy"

## 8. CONFIDENTIALITY AND PRIVACY OF INFORMATION

- Confidentiality and privacy of information within the LMS are maintained via authentication using an assigned or authorized UW network account.
- All Users are required to comply with the National Ambulance's "Privacy Policy"

## 9. COURSE CREATION PROCESS

- Course sites must be requested by the course creator of record using the online Course Request Form
- Course sites are created by the LMS Administrator in the order that they are received and are processed within 3-5 business days of receipt.
- A high volume of requests are received at the beginning of each month. During these times courses may take longer than five days to process.

## 10. USE OF COPYRIGHTED MATERIALS IN THE LEARNING MANAGEMENT SYSTEM

1. Course Creators may post copyrighted materials to the LMS only in compliance with the National Ambulance's "Copyright Policy". This applies to all copyrighted materials and link to materials.
2. Copyrighted materials posted directly to Ares can be posted within the LMS course through the Content tool using a URL link supplied via Ares for said item.
3. A link may be provided to the material through the National Ambulance eLibrary.
4. Education Department may periodically review copyrighted materials posted to the LMS.

## 11. USER COURSE CONTENT, BACKUP AND DOWNLOAD RESPONSIBILITIES

1. All Course Creators are responsible for their own course content, assignments, and any other related materials.
2. Course Creators are strongly encouraged to follow standard file management practice and are responsible to maintain backup copies of all materials outside of the LMS.

### **Copying Course Content from Learning Management System Courses**

Course Materials, including slides, notes, outlines, presentations, handouts, tests, exams, and other course and lecture Materials, shall not be copied to another course without the written consent of the Course Creator.

## 12. BACKUP AND DELETION OF LEARNING MANAGEMENT SYSTEM COURSES

1. Course Creators are responsible for creating and maintaining backups of their own LMS courses.
2. The LMS Administrator will on request provide instruction to Course Creator regarding how to create backups of LMS course content.
3. All courses stored in the LMS, will be deleted by the Education Department thirty-six (36) months after the course Inactivity Date.
4. Course Creators may request their own course deletions provided the request date is at least one year after the course Inactivity Date and all appeal deadlines have passed.
5. All requests for course deletions must be sent to the LMS Administrator in writing.
6. Once courses and course content have been deleted, retrieval of course materials will not be possible.

## 13. SYSTEM MAINTENANCE, OUTAGES AND UPGRADES

1. The LMS Administrator will notify all Users in advance of any LMS outages for regularly scheduled maintenance or upgrades. Outages will be scheduled during specific time periods such that the impact (or inconvenience) on Users is kept to a minimum.
2. It is the responsibility of Users to read all notifications posted by the LMS Administrator.
3. Educator/Instructor should consider planned outages when scheduling assignments and tests.

## 14.SUPPORT AND TROUBLESHOOTING

All requests for LMS support or assistance should be sent to the IT support email address: ITHelpDesk@nationalambulance.ae

One on one Totara support for users, including students is offered by the LMS Support Specialist on a weekly basis in the Uplink computer lab.

Training workshops for Course creators are offered throughout the year. Training for specific departments is also available upon request.

## 15. COURSE REQUEST 1

Please provide all the requested information. The course will be created in 3-5 business days. See appendix

## 16.RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Code, Name of Legislation, Year here	Jurisdiction here

## 17.KEY PROCESSES

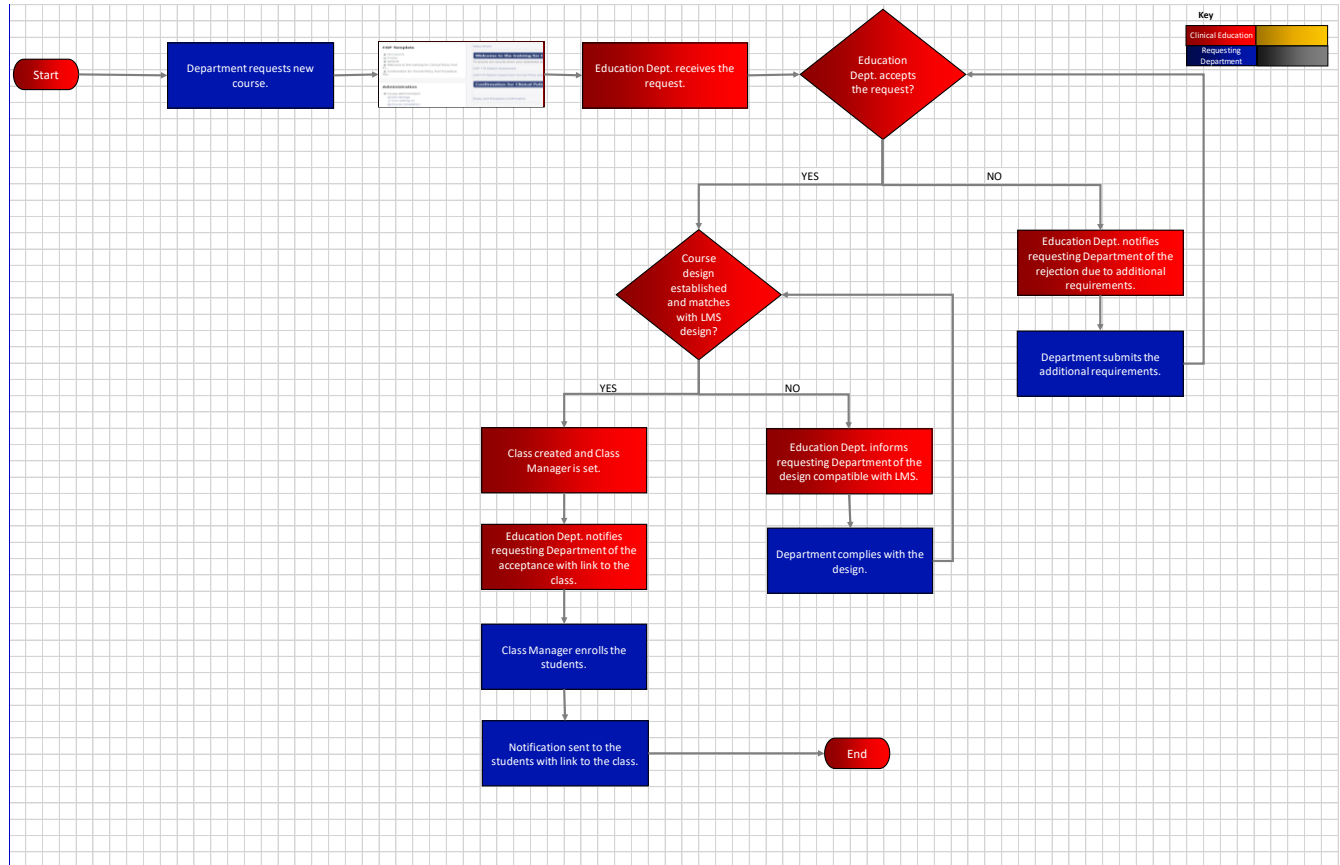
Process Name  
Process Ownership  
Process Measurement  
Interaction with Other Processes  
Forms Used



### 17.2 PROCESS 2

LMS course Application  
Education Department  
Process Measurement  
Course request





## 18.RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form

## 19.FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

## 20.DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- Education Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

### Change Brief

Version No.	Date	Changes
1.0	April 2021	New Document

Review & Approval:

\_\_\_\_\_  
Dr. Ayman Ahmad (Medical Director)

\_\_\_\_\_  
Date

## COURSE REQUEST

### Copyright Compliance:

All use of copyright-protected material in LMS must comply with the National Ambulance's Copyright Policy, as amended from time to time.

☐ I agree to comply with the Copyright Policy and Procedures. I understand that failure to comply may result in penalties.

Department Name	
Course Creator Name	
Requester/Supervisor Name	
Requester/Supervisor Title	
Requester/Supervisor Email	
Request Date	
Purpose & Reason for Request	
Training /session program Title	
Category	<input type="checkbox"/> CME/CPD <input type="checkbox"/> Policy <input type="checkbox"/> Awareness <input type="checkbox"/>
Level of the Program	<input type="checkbox"/> Expert <input type="checkbox"/> Medium <input type="checkbox"/> Beginner
Audience	<input type="checkbox"/> EMT staff <input type="checkbox"/> EMTI <input type="checkbox"/> Paramedic <input type="checkbox"/> Physicians <input type="checkbox"/> other
Course policy related Number (If applicable)	
Specific Educational Materials or Equipment	
I would like multiple sections combined in a single course site	<input type="checkbox"/> Yes <input type="checkbox"/> No
I will be using video lectures (either pre-recorded or to be recorded)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recommended for Approval by Department Head	
Approved by Education Department	