

PeopleFluent Learning

Multi-Language Support

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About this Document

Introduction

PeopleFluent LMS is equipped with multi-language capability allowing administrators to:

- Set up a single object with different language versions
- Translate object metadata in bulk
- Configure language-specific contents
- And use delivery language options to target their learners

This document outlines the setup and applications of multi-language support in the LMS.

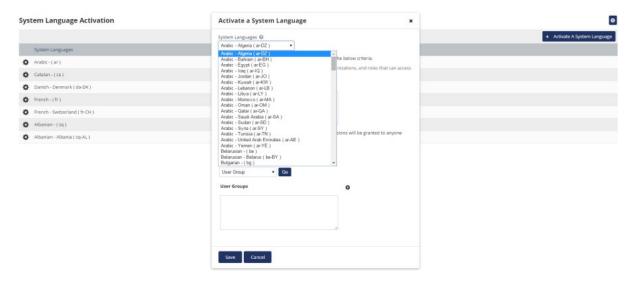
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Multi-Language Setup

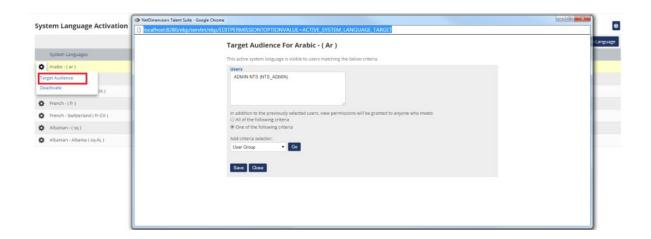
System Language Activation

Before you can add a language version to an object, you must first activate the language. To do so, go to GENERAL SETTINGS > System Language Activation. Click + Activate a System Language to add that language.



Target Audience on System Language

On activating a System Language, the default target audience is the person performing the activation. You can grant additional audiences the access to this language through Target Audience.



Managing Language Bundles

The Language Bundle Concept

A language bundle is a collection of localizable / translatable fields and language-specific contents in a given language that can be added to an object e.g. a course or a news article. The primary language of the object is the default language.

Language Bundle Permissions

The primary language bundle is considered a part of the object thus it cannot be deleted and access will depend on the object's permission settings.

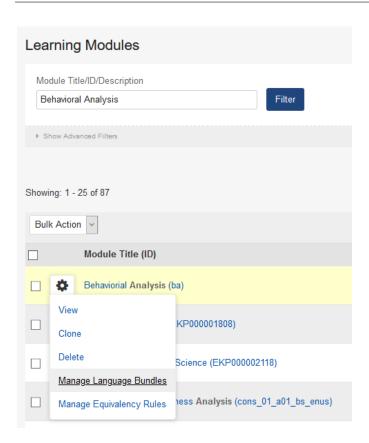
Read and write permissions can be set on a secondary language bundle. On new secondary bundle creation, the system grants read permission to "All" by default so that administrators can see all bundles created to avoid any duplicates.

There are typically two roles when managing language bundles: the object administrator and the translators. Translators would only need to edit an existing bundle content, and the object administrator would need to be able to add new bundles, delete any bundle and switch the bundle language to another. Example permissions could be:

Role	Permission	
Object Administrator	Write access to the object	
French Translator	Read access to the object, write access to the French bundle	
Spanish Translator	Read access to the object, write access to the Spanish bundle	

Language Bundle Management

For supported object types, the "Manage Language Bundles" function will appear under context action menus in the Manage Center. For example, "Manage Language Bundles" for learning objects:

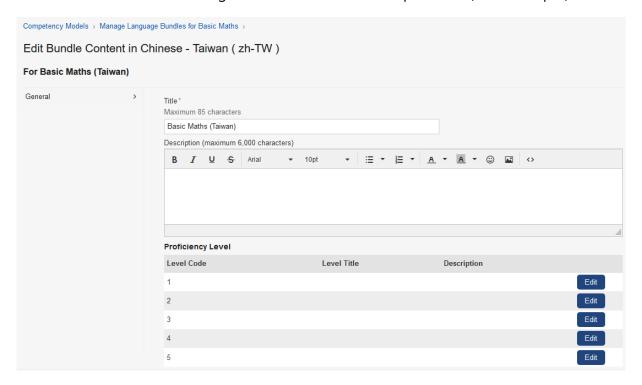


The bundle listing shows the existing configured language versions for the module including the primary language. You can carry out a number of actions for the language bundles of this object:

- 1. Add Language Bundle
- 2. Edit Bundle Content
- 3. Switch Bundle Language
- 4. Delete Bundle
- 5. Set Permissions



Depending on the object type, you will be presented with a set of translatable fields when you "Edit Bundle Content". Editing bundle contents for competencies, for example, will look like:



Auto-Select Language Mechanism

The Auto-Select Language Mechanism tries to match available language bundles for the localizable object against user preferences, defaulting to the Primary Language Bundle where no match can be found. The mechanism will match according to the following rules:

- Language Bundles matching user preference exactly will be auto-selected (country specific Language Bundles will only be selected if it matches the user preference exactly)
- Non-Country specific Language Bundles will be selected for user preferred language (ignoring country)
- Where no match can be found, the primary language will be selected

To illustrate, assume the following language bundles are available for an object:

Primary Language Bundle	Secondary Language Bundles
nl-NL (Dutch, Netherlands)	de-DE (German, Germany)
	en (English, not specific to any country)
	es-MX (Spanish, Mexico)

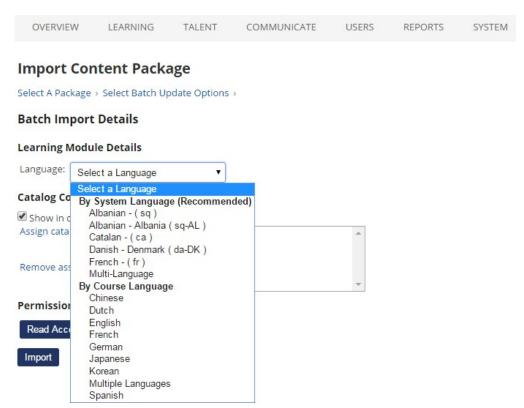
The mechanism will auto-select the following language variants for the following User Preferences:

User Preferred Locale	Selected Language
de-DE	de-DE
en-US	en
en-UK	en
es-ES	nl-NL
fr-FR	nl-NL

Learning Objects

Importing Language Specific Content Packages

When importing a self-contained SCORM/AICC package, you can select the language of the course you are creating or updating. When importing a package containing several courses, the primary language must be specified.



When importing a single course package (SCORM/AICC), options are presented depending on whether you are creating or updating a course:

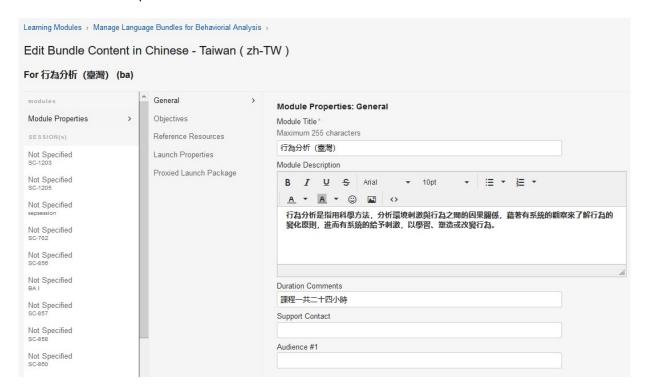
Option	Import Behavior on Create	Import Behavior on Update
Import As New Bundle	New course is imported with selected language as primary language	Course is imported as new language bundle for the course
Update Existing Bundle Revision	n/a	Course is imported as a new revision to an existing language bundle

Configuring Multi-Language Module Properties

To display module information such as Title and Description in a learner's preferred language, the translations must first be configured.

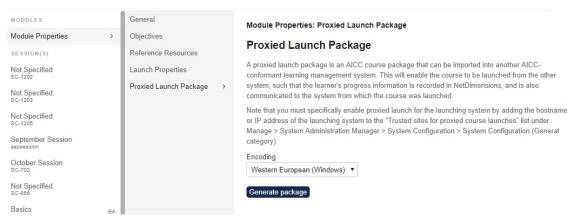
Administrators can configure translations for the following module properties via "Edit Bundle Content":

- General
- Objectives
- · Reference Resources
- Launch Properties



A Proxied Launch Package can be generated from a particular language version of a course and installed on a third-party AICC-compliant LMS to run the course. Learners can launch the course externally in the specific language hosted on the LMS:

For Behaviorial Analysis (ba)



Configuring Multi-Language Session Properties

Bundle Properties

If there are multiple sessions, the system will list all of them under SESSION(S) for the Administrators to set up session-level information:

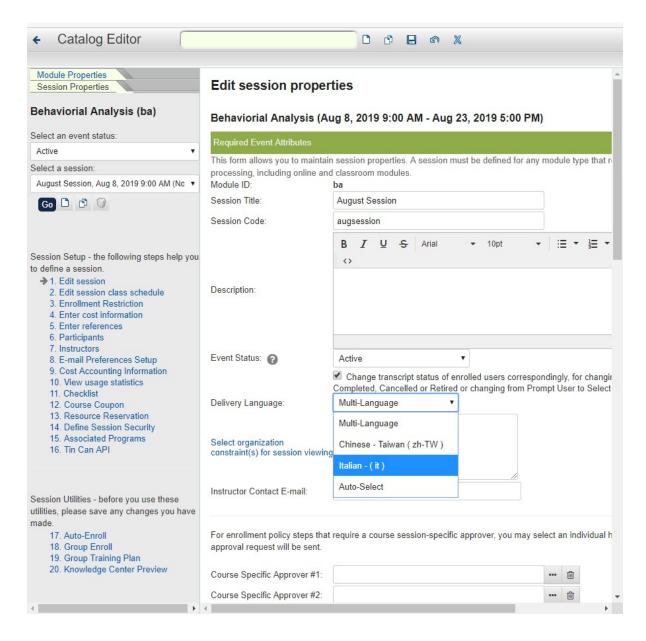
Edit Bundle Content in Chinese - Taiwan (zh-TW)

For 行為分析(臺灣) (ba) Module Properties: Session Module Properties Session Title Maximum 255 characters SESSION(S) 行為分析 (八月課程) 行為分析(八月課程) Session Description Not Specified B I U S Arial 10pt Not Specified 行為分析是指用科學方法,分析環境刺激與行為之間的因果關係,藉著有系統的觀察來了解行為 的變化原則,進而有系統的給予刺激,以學習、塑造或改變行為。 Not Specified Not Specified Not Specified

Managing Session Languages in Catalog Editor

You can specify the session language from the Language setting consisting of bundles configured for the module in the Catalog Editor. Learners enrolled in the session will see the course title/description and download references in that language. The system will use the session language on the transcript also.

For Modules with multi-sessions, the system will provide the "Auto-Select" option in the Language setting under Session Properties. It will be the default upon the creation of a new session. If learners enroll in the session, the system will show both the module and session level metadata in a language selected with the Auto-Select mechanism (Please refer to the section LMS Objects with Multi-Language Support > Auto-Select Language Mechanism for details).

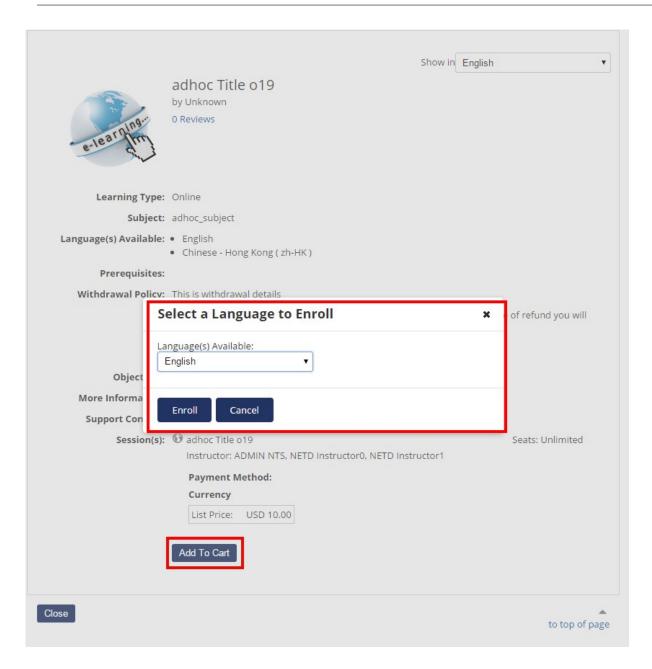


Language Selection on Enrollments

For online courses, the language needs to be specified as part of the enrollment.

Self-Enrollment

Learners can select their preferred language when they enroll themselves:



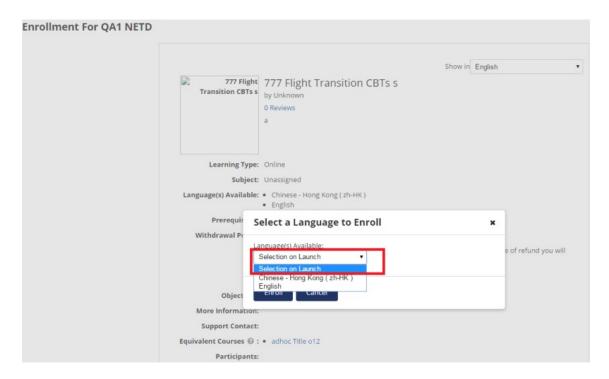
Enrollment by Reviewer

Language Selection on Launch

When enrolling on behalf of a learner, to have the learner select the language themselves, Selection on Launch should be selected as the delivery language. When selected, there will be a one-time language switching option on first launch by the learner.

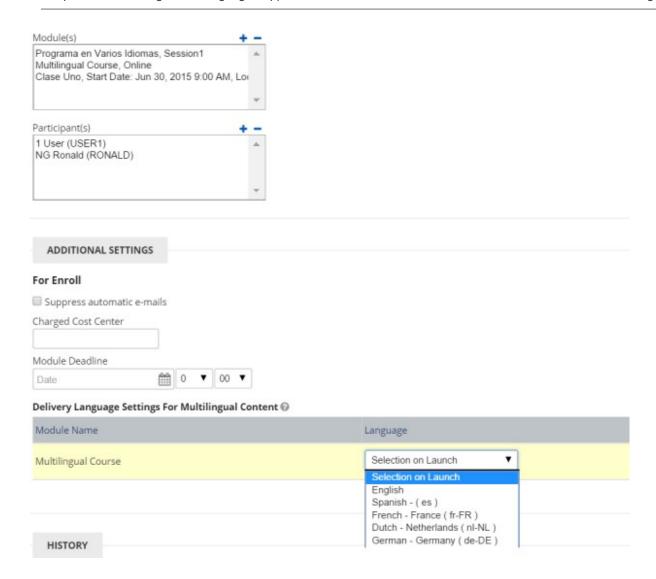
Manager Assignment

Language options will be available when managers assign such courses to their staff members:



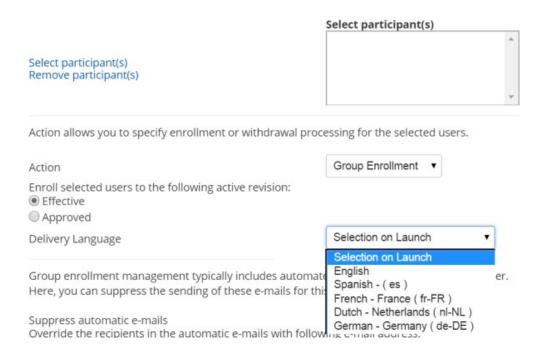
Enrollment Wizard

Language options will be available when administrators enroll learners via enrollment wizard:



Group Enrollment

Language options will be available when administrators enroll learners using the Group Enroll function, the system would first check whether the course has multi-lingual online contents and further look for any available versions for the Effective Revision. Then it would let administrators pick a language from Delivery Language, or select "Selection on Launch" to offer learners the option to choose.



Credit Sharing Between Enrollments

If learners have completed a course outside of a program previously, the completion will be credited for subsequent enrollments of a program containing the same course.

Assuming a program is a multi-session type like ILT: if the previous enrollment was for Session 1 (French) and a subsequent session has been enrolled containing the same course but specifically for Session 2 (Spanish), the learner can still share credit with the previous enrollment with Session 1.

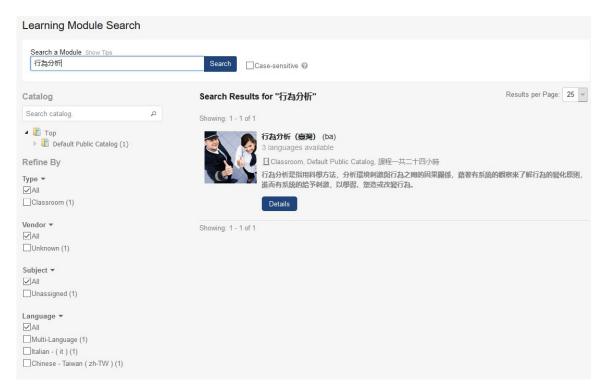
Displaying Courses

The system determines the language when displaying courses according to the general principles below:

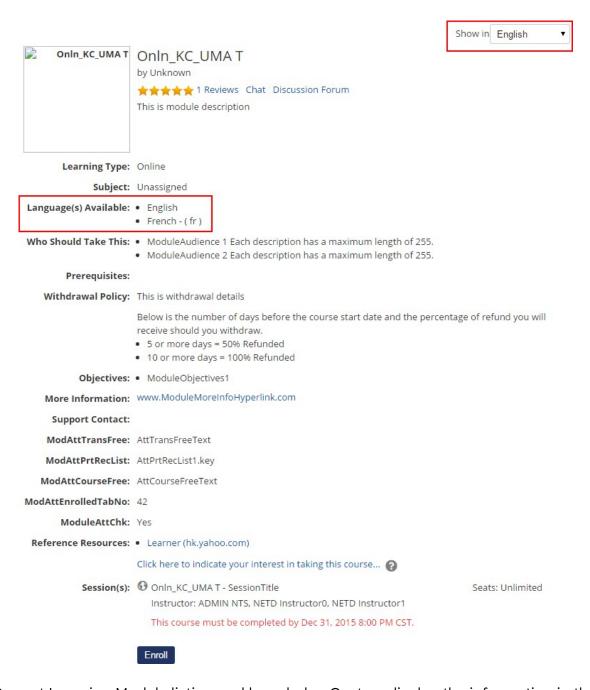
- If a learner has already enrolled in the course, the system will display relevant information in the language associated with the enrollment. For a reviewer, there is an option to show the course description with a language switching option.
- If it is a multi-session course, the language associated with the enrollment (session-assigned language) will be shown.
- If the learner has not yet enrolled in the course but there is a selected language from a previous page, that selected language should be carried over.
- If the learner has not yet enrolled in the course, the language selected using the Auto-Select mechanism (i.e. the preferred language of the learner / the primary language) will be shown. For a reviewer, the bundle information is shown in the Auto-Select language of the learner, and the course description can be switched to the preferred language.

The following are some illustrations of the information display:

• **Module Search** - If the search keyword matches the data (including resources) of any bundles assigned to the course, the system will return the information of the course as one result showing the metadata in that language and the available language versions.



• **Course Description** - When viewing the description of a course with multiple language versions, the system will provide the list of available languages for the learners to select.



 Current Learning Module listing and knowledge Centers display the information in the enrollment language.



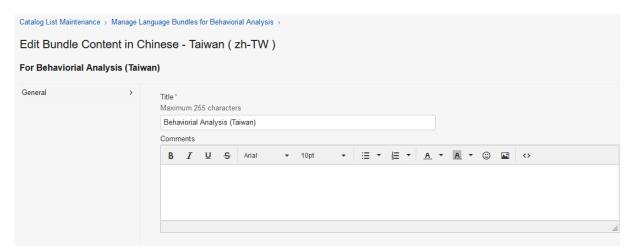
Catalogs

Administrators can create a new catalog level in the primary language via Catalog List Maintenance, and add additional language versions via language bundles. The display of the catalog metadata is based upon the Auto-Select mechanism to match the learner's preferred language before defaulting to the primary language (if not available). Administrators can configure each catalog level with its own set of bundles.

Bundle Properties

To set up the catalog article bundle:

- 1. Go to Catalog List Maintenance and select **Manage Language Bundles** for the catalog.
- 2. Select **Edit Bundle Content** for the language bundle. The Edit Bundle Content in <selected language> page opens.



Clone

The catalog clone feature supports language bundle cloning to the new copy. When the entire hierarchy of catalogs is cloned, all of its bundles (for each individual level) will be cloned as well, using the same catalog bundle metadata. The translatable fields that make up a catalog bundle are Title and Comments.

Dynamic Display of Multilingual Catalog Content

The catalog name in the Auto-Select language appears in various areas. Dynamic catalog name display is supported in:

- The course search areas. For Universal Search, the system will display the catalog name according to the learner's preferred language in the search suggestions and results.
- Catalog Search the left-hand catalog filter with the hierarchical drill down and the catalog name displayed in the search results

RECHERCHE DE MODULES D'APPRENTISSAGE



· Catalog Browser, the catalog folder name, and the navigation breadcrumb

NAVIGATEUR DE CATALOGUES

Haut > Par défaut Catalogue publique

Sous-catalogues



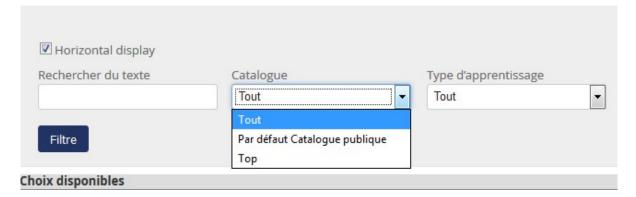
• Module selector, namely, the visible catalog names in the Catalog filter options

Module(s) Actuellement Requis

Description

Exécutez une recherche pour produire une liste d'articles dans le panneau « Choix disponibles ». Sélectionne Sélections ». Utilisez le bouton de la double flèche pour déplacer les articles entre les panneaux. Lorsque vo

La liste des résultats de la recherche se limite aux 1,000 premières lignes.



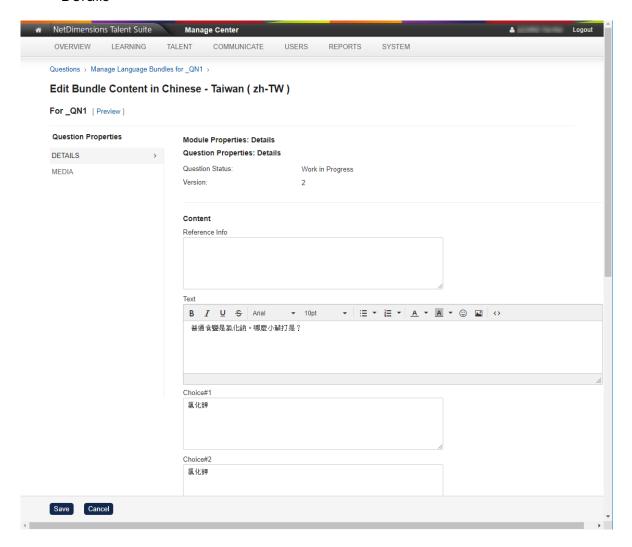
Exams

Question Bundles

Bundle Properties

Administrators can configure translations for the question and define the media fields via "Edit Bundle Content":

· Details



• Media - The URLs common to all question types

Edit Bundle Content in Chinese - Taiwan (zh-TW)

Question Properties

DETAILS

MEDIA

Module Properties: Media
Question Properties: Media
Image URL
https://img-aws.ehowcdn.com/350x235p/s3-us-west-1

Video URL

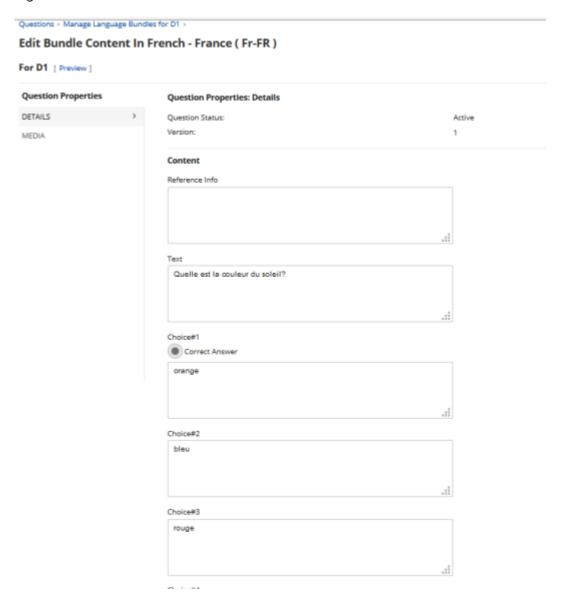
Audio URL

Other(HTML)

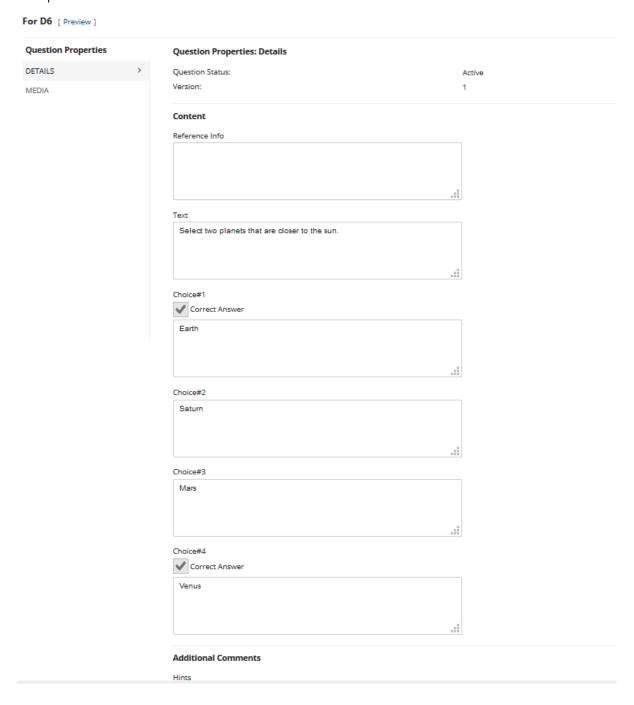
Translation of Question Types

- The translatable fields that can be defined at the bundle level include "Reference Info", "Text", the configured "Choices" / "Matches", "Hints", "Pre-Comment" and "Explanation" (Not applicable to Fill in the Blank, True/False, Drag & Drop / Hotspot, Rating, Triple Rating, or Common Media Fields).
- The "Correct Answer" indicator is placed on the Choice defined in the primary language (Not applicable to Fill in the Blank, True/False, Drag & Drop / Hotspot, Rating, Triple Rating, or Common Media Fields).
- When doing the choice/match label translations, the translated version of each choice/ match number should correspond to the number defined in the primary language (Not applicable to True/False, Drag & Drop / Hotspot, Rating, Triple Rating, or Common Media Fields).

Single Choice



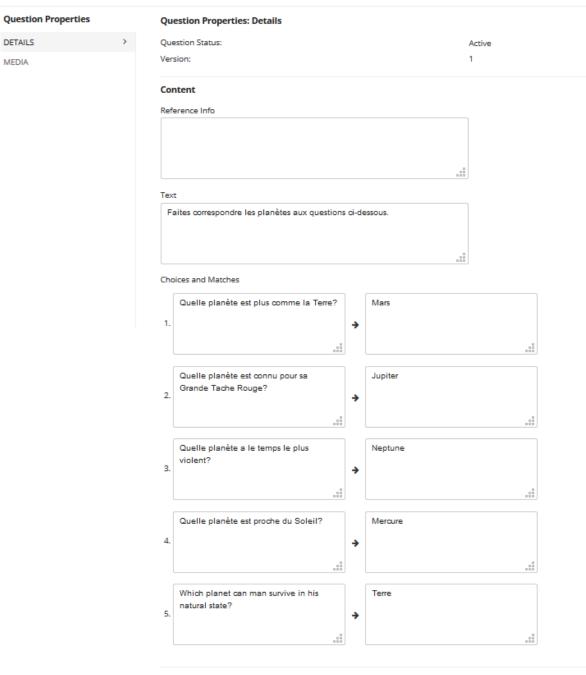
Multiple Choice



Matching

Note that the choice-match order sequence should correspond to the same set defined in the primary language.

For D7 [Preview]



Additional Comments

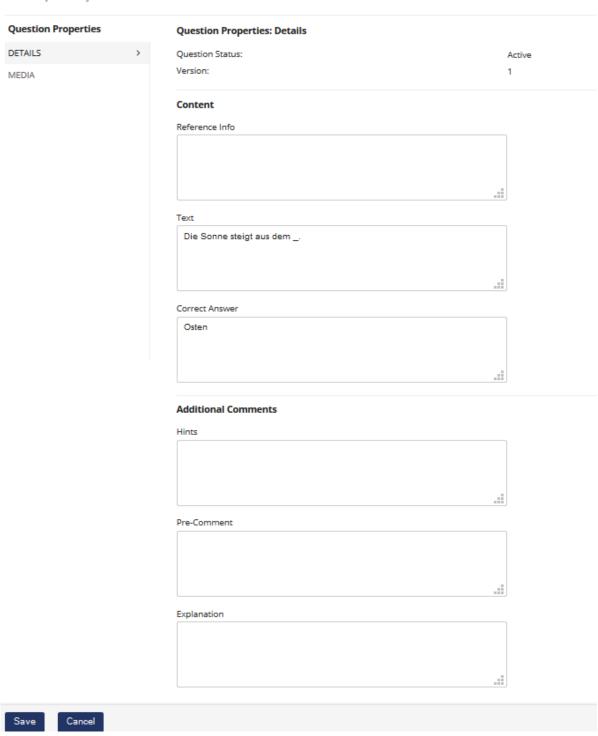
Fill In The Blank

Note that the "Correct Answer" is defined or translated in the same language as the question at the bundle level. The system grades the response against the answer defined in the same language.

Questions > Manage Language Bundles for D3 >

Edit Bundle Content In German - Germany (De-DE)

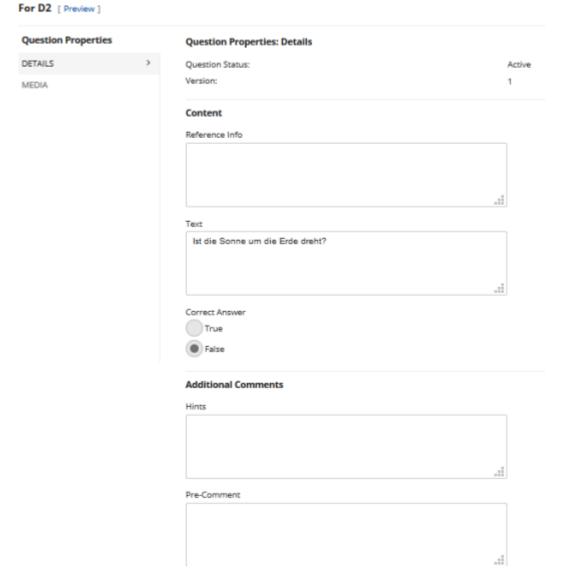
For D3 [Preview]



True/False

Note that the "True" or "False" correct answer is defined in the primary language. The system would render the "True" or "False" display label according to the learner's preferred language which could be different from the language that the question is delivered in.

Edit Bundle Content In German - Germany (De-DE)



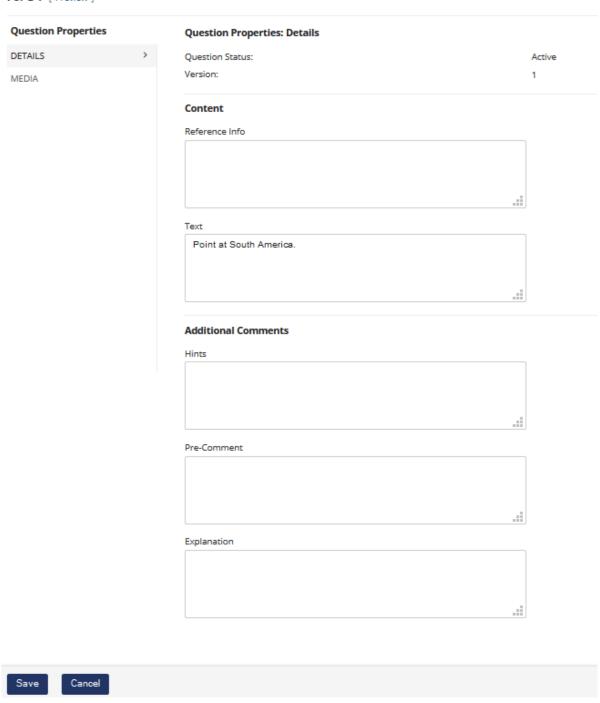
Drag & Drop / Hotspot

Note that the background image, the draggable image for Drag & Drop and the hot area coordinates and size are all defined in the primary language.

Questions > Manage Language Bundles for D4 >

Edit Bundle Content In English - (En)

For D4 [Preview]



Rating

The translatable fields that can be defined at the bundle level include "Reference Info", "Text", "Low Value Label", "High Value Label", "Hints", "Pre-Comment" and "Explanation". Note that the Low and High Value labels are translatable while the spread number is defined in the primary language.

Questions > Manage Language Bundles for D5 >

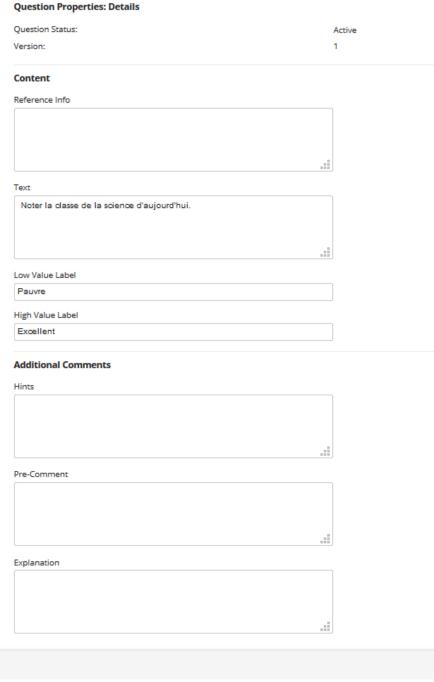
Edit Bundle Content In French - France (Fr-FR)

For D5 [Preview]

Question Properties

DETAILS >

MEDIA



Triple Rating

Cancel

Save

The translatable fields that can be defined at the bundle level include "Reference Info", the triple "Column Heading X", "Text", "Low Value Label", "High Value Label", "Item X", "Hints", "Pre-Comment" and "Explanation". Note that the Low and High Value labels are translatable while the spread number is defined in the primary language.

Content	
Reference Info	
Text	
Please rate this class.	
Column Heading 1	
Easy to understand	
Lasy to directions	
Column Heading 2	
Interesting	
Column Heading 3	
Relevant	
Neievant	
High Value Label	
Excellent	
Low Value Label	
Poor	
item 1	
Instructor	
item 2	
Lecture Video	
tem 3	

Question Approval Mode

Question Status

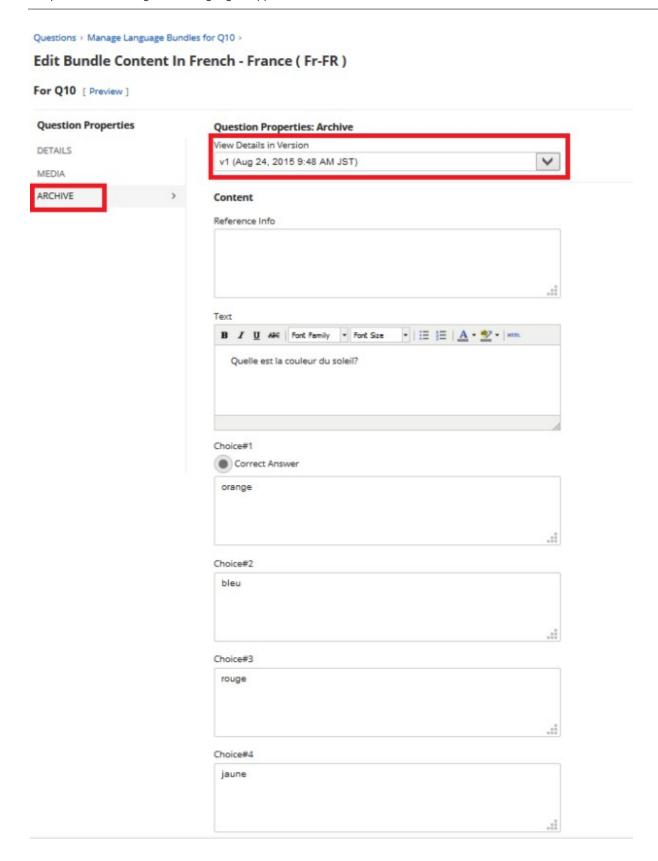
When question approval mode is enabled, questions must follow the "Work in Progress", "Ready for Review", "Reviewed", "Approved", and "Retired" status flow. The bundle content is only editable when the question status is "Work in Progress" thus, all translations should be completed during this status and the question approver must verify that all the translations are correct before approving the question.

Versioning

When re-opening a question for editing from an "Approved" status, a new version is created and its version number is incremented by one. This will affect all bundles for the question.

Archiving

When creating a new version of a question, the system archives the contents of the current version. This is applicable across all of its bundles as well. To see the old content for a given bundle, go to "Archive" from within the bundle:



Status Resetting

When administrators add a new language version to a question while it is "Reviewed" or "Approved", the question status is reset to "Work in Progress". The question has to go through the approval process again to make sure the translations are correct.

Exam Bundles

Bundle Properties

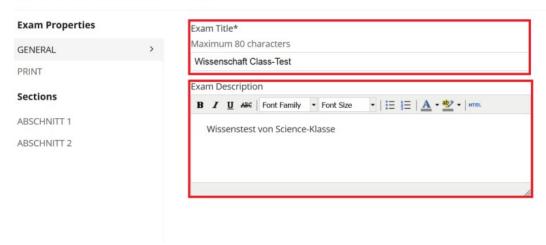
Administrators can configure the following exam properties via "Edit Bundle Content":

• General - Translation of the basic information

Exam Manager > Manage Language Bundles for Wissenschaft Class-Test >

Edit Bundle Content In German - Germany (De-DE)

For Wissenschaft Class-Test [Preview]



 Print - Administrators can configure the Cover Sheet for each language version for printing.



If there are multiple sections, the system will list all of them under Sections:



Exam Validation

Where multiple languages are involved, exam validation will additionally check language bundle compatibility when adding questions, directly or via random draw, to exams.

General Principle for Question Language

An exam taken in a language must be delivered with questions in that language. To uphold this principle, the set of configured exam bundles must be a subset of the question bundles. For example, if administrators set up an exam with the language versions - *de-DE, en, and fr-FR (where * is the primary language), then the question must have at least these language versions before it can be associated to the exam.

If one of the exam bundles is a generic language, then any country-specific versions of that language can be delivered for the questions. There is a lookup sequence find the appropriate language for the question. For example, if (en) is the specified generic language:

- 1. The system would look for the generic language (en) for the question.
- 2. If there is none and multiple country-specific languages (for ex. en-US, en-GB, en-CA) are available for the question, then the system would check if any matches the preferred language of the learners, and deliver in this language; otherwise it just randomly pick a country-specific language.
- 3. If there is just one country-specific language, deliver the question in this language.
- 4. If there is no country-specific version of that language, the system will not deliver the exam.

Manual Validation

The manual validation function is available to exam administrators at the bundle level. They can quickly validate the exam in a particular language to see if all (fixed or random) questions can possibly be delivered in that language. They can identify and fix any issue arisen during the validation accordingly. Any fixed section is validated in Step 2 and an error message indicates that if any question fails the exam language requirement. The random draw is checked in Step 3 as well and it would indicate if there are not enough questions to meet the language requirement.

Exam Validation Result

Step 1 - Update maximum point totals.

Updated

Step 2 - Ensure specified questions exist.

Error: Question D2

3 Questions from this exam were checked against the database.

1 Questions are either missing or not available in the specified exam language.

Step 3 - Ensure pools contain enough questions for random sections.

Section does not have enough questions.

Step 4 - Auto exempt minimum question requirement met.

Validation successful.

Result: This Exam Validation Failed.

Print Validation

For printing the answer sheet for an instance or instance exam in the Manage/generate instance screen, if there is one or more (fixed or randomly drawn) questions that do not fulfill the specified language requirement of the exam, the system would display the following error.

Some question(s) can not be delivered in the specific exam language version.

Close

Start/Preview Exam Validation

When starting an exam in general including preview, if there are one or more (fixed or randomly drawn) questions that do not fulfill the specified language requirement of the exam, the system would display the following error message.

Message

Some Question(s) Can Not Be Delivered In The Specific Exam Language Version.

Some question(s) can not be delivered in the specific exam language version.

Delivery Language Options

Administrators can deploy a multilingual exam as part of a multilingual course. The system would provide flexible delivery language options to cater for various deployment scenarios. Sometimes exam administrators require to specify an exam language for learners because of compliance, regulatory, or jurisdiction reasons; then the exam will always be delivered in this language.

Language Selection Mechanism

In general, the system would offer the exam, evaluation or certification in the same language as that the learners have taken a course in.

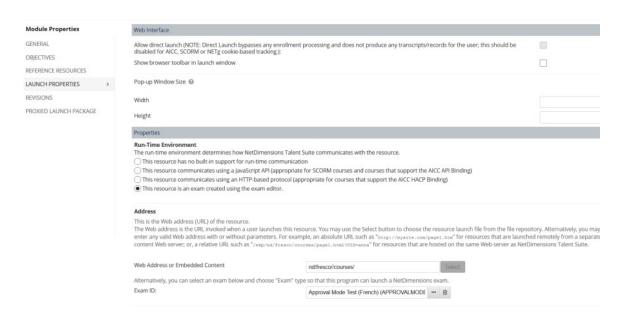
Assuming there is an exam with a number of language versions (e.g. fr-Fr*, de-DE, en-UK, en, where * is the primary language):

- For exams supporting only one language, the system always uses the primary language.
- For exams supporting multiple languages:
 - a. If the courses are specified, enrolled or selected in a language (de-DE) and the exams have this version, use the associated transcript language and take this on the exams' first launch as a snapshot, as the transcript language can be changed subsequently with "Selection on Launch (Allowing the learners to pick the language for one time)" or session transfer.
 - b. Use the learners' preferred language (en-UK) if the exam has the same version (en-UK).
 - c. Use the generic language (en) if the learners' preferred language is its equivalent country- specific version (en-US).
 - d. Default to the primary language (fr-Fr) for any preferences of other languages not available in the exam.

Provision Scenarios

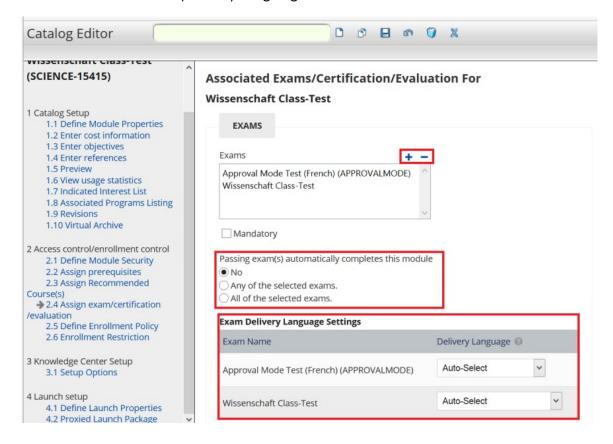
· Embedding Exams in Courses

If administrators configure an exam to be part of the course, and there is a set of language versions for the course and a separate set for the exam. The delivery language options between the course and the exam should be combined together by defaulting the exam to use the Auto-Select option. The LMS will match against the learner's preferred language, defaulting the exam to the primary language when no match can be found.



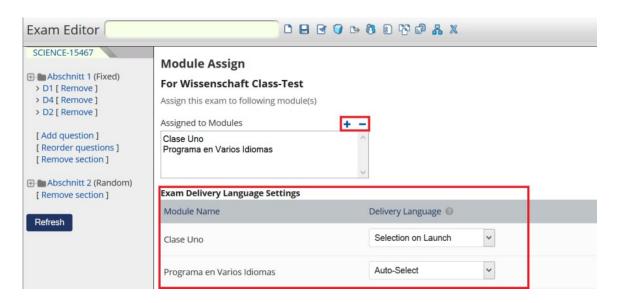
• Attaching Exams/Evaluations to Courses

The administrators can associate a separate exam with the course, and they can select the delivery language options. If Auto-Select is selected, the system would try to match with the language version of the course to deliver the exam first. Unless that particular version is not found in the exam, then the system would use the learner's preferred language. If none is found it would default to the primary language.



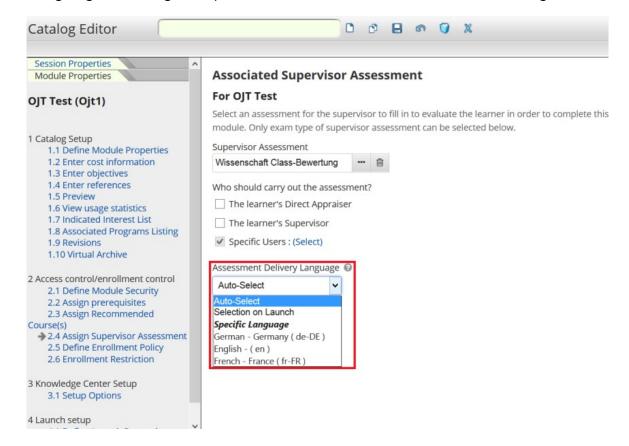
Module Assignment in Exam

Administrators can assign an exam as separate contents to different modules. There are different exam delivery language options for different courses.



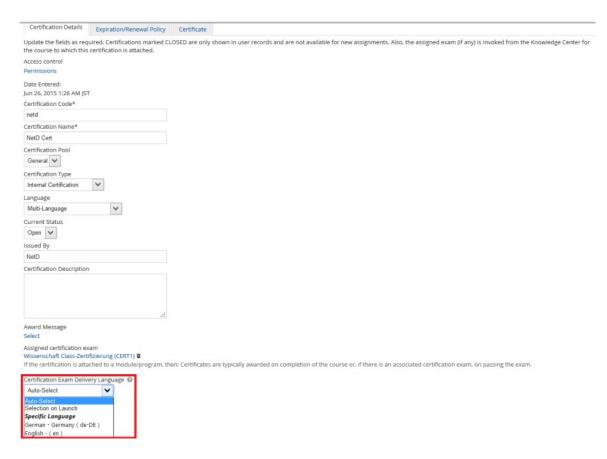
Attaching a Supervisor Assessment to an On-The-Job Course

The administrator can choose the language to deliver the assessment for supervisors when assigning a multilingual supervisor assessment to an On-The-Job training course.



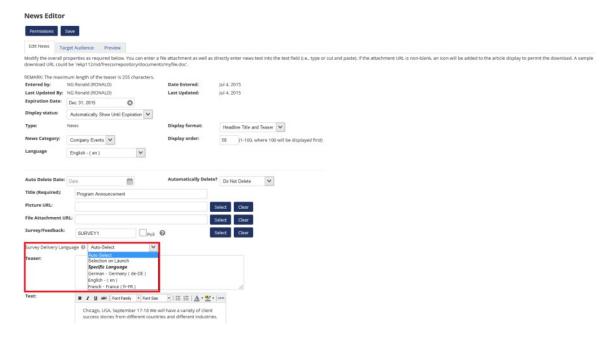
Attaching an Exam to a Certification

The administrators can specify the delivery language when assigning a multilingual exam to a certification.



• Attaching a Survey to News

If the administrators intend to deploy a multilingual survey inside a news article, they can select the delivery language options.

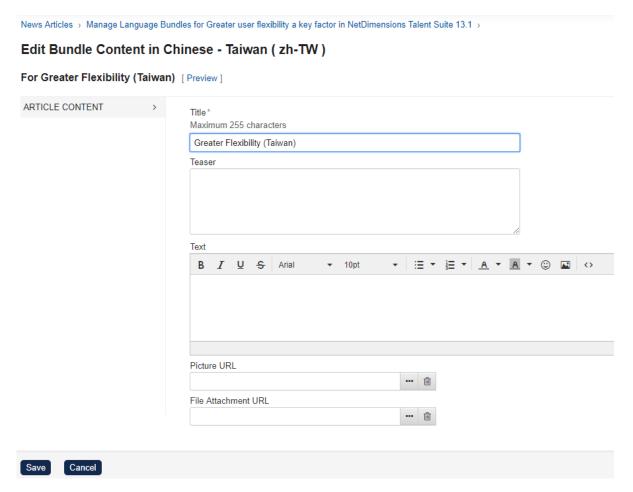


News

Administrators can create a news article in the primary language via the News Editor, and add additional language versions via language bundles.

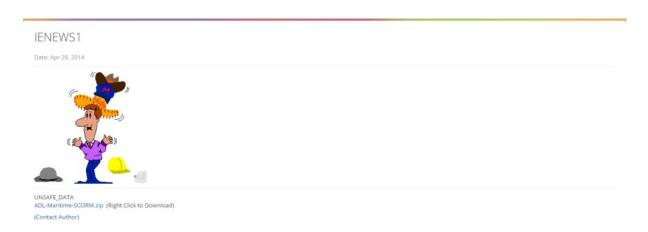
Bundle Properties

Administrators can set up the article bundle via "Edit Bundle Content".



Delivery Language Targeting

The system can roll out multilingual news to an audience in the appropriate language based upon the Auto-select mechanism. The system would try to deliver the article in the preferred language of the learners. If no match is identified then it would default to the primary language for delivery.



Language-Specific Search

When a keyword matches the specific bundle content of a news object, the system would display the returned article in that specific language in the search result. If the keyword matches several bundles of the same article, priority will be given to matching the preferred language of the learner before randomly picking one of the matched languages.

SEARCH



Dynamic Display of Bundle Level Information

If a news article with multilingual content is targeted to a learner on the homepage widget, then the system will render the news in the language using the Auto-Select mechanism (the learner's preferred language or the primary language).

SOUTHCHINA NEWS

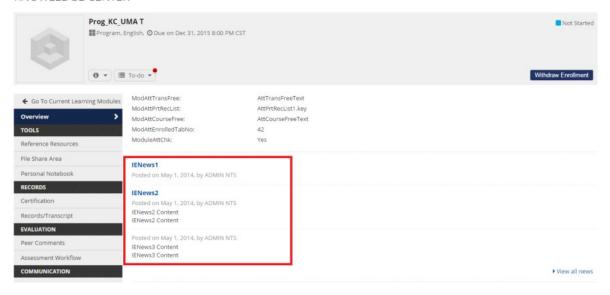
Date: May 1, 2014

Chad strikes Boko Haram in Nigeria

(Contact Author)

Similarly, this is also applicable to the news in the Knowledge Center or the Career Center.

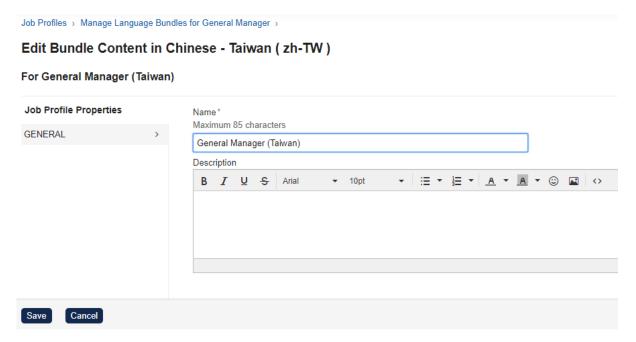
KNOWLEDGE CENTER



Job Profile

Bundle Properties

Administrators can set up the job profile bundle via "Edit Bundle Content".



Dynamic Display of Job Profile Data

Dynamic language-dependent display of Job Profile data is available in the key learner areas. The system uses the Auto-Select mechanism to display the data relevant to the user in the appropriate language. It adopts this display mechanism in the following areas:

- When the reviewer/Job Profile Administrator reviews another user's drill-down information
- When a user searches on a job profile name in a particular language via the Universal Search
- When the user looks at the relevant widgets that display job profile information on the Home Page
- When the user/reviewer looks at the job profile information in the Learning Path in general
- When the user/reviewer looks at the job profile information in the Career Development Center in general
- When the user/reviewer looks at the gap information against a Job Profile in the Training Gap Analysis screen

- When the user receives an email notification which contains a message that includes job profile details rendered by an email parameter placeholder
- When a user searches on another user using the Job Profiles filter via the People Search

Here is an example with zh-CN language setting:

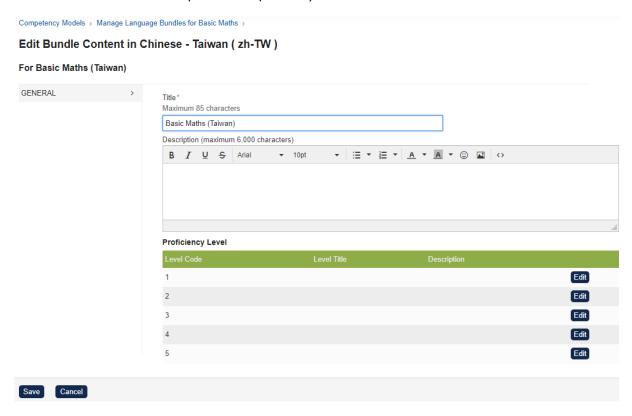
学习途径



Competency

Bundle Properties

Administrators can set up the competency bundle via "Edit Bundle Content".



Dynamic Display of Competency Data

Dynamic language-dependent display of competency data is available in the key learner areas. The system uses the Auto-Select mechanism to display the data relevant to the user in the appropriate language. It adopts this display mechanism in the following areas:

- When the reviewer/Job Profile Administrator reviews another user's drill down information.
- When the reviewer selects the appropriate Proficiency Level from a level selector to be awarded to the user
- When the reviewer tries to assign a competency to another user using the gear action button
- When the user/reviewer looks at the gap information against a Job Profile in the Training Gap Analysis screen
- When the user/reviewer looks at the competency information in the Career Development Center in general

- When the user/reviewer looks at the competency information in the Learning Path in general
- When the user looks at the relevant widgets that display competency information on the Home Page
- When the user receives an email notification which contains a message that includes competency details rendered by an email parameter placeholder

Here is an example with zh-CN language setting:

学习途径

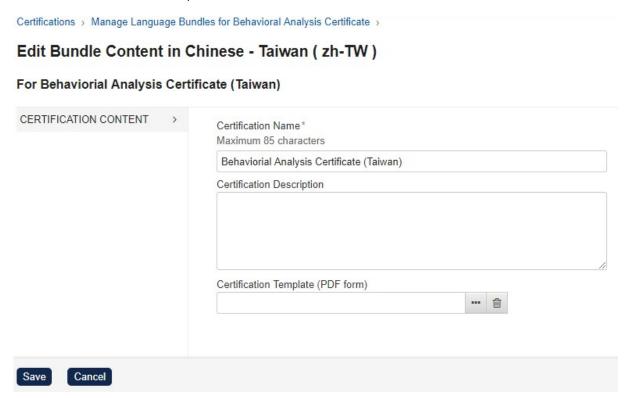


Certification

Administrators can create a new certification in the primary language via the Certification Editor, and add additional language versions via language bundles.

Bundle Properties

Administrators can set up the certification bundle via "Edit Bundle Content".



Display of Certification

The display of certification follows the Auto-Select Language Mechanism to pick the preferred language of the learners being awarded, or default to the primary language when a match is not found.

Administrators can configure the Certificate Template (PDF) for each language version so that learners would be awarded certificates tailored in a particular language.

Certifications > Manage Language Bundles for Training Certificate >

Edit Bundle Content in Chinese - Taiwan (zh-TW)

For 行為分析證書(臺灣)



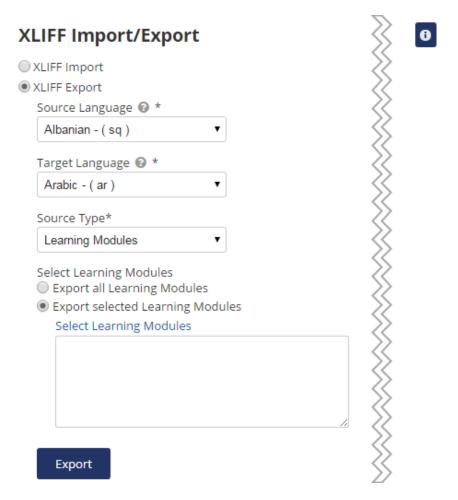
XLIFF Support for Translations

Translation houses use CAT Tools (Computer-Assisted Translation) as an aid for translation of documents and revision of work. The industry standard "XML Localisation Interchange File Format (XLIFF)" is one of the most common formats used for translation data file exchange in CAT Tools and supported by lots of localization services providers. For details about XLIFF, please refer to https://en.wikipedia.org/wiki/XLIFF.

The LMS supports import and export of multilingual content in the XLIFF Version 2.0 format.

Export

Administrators should select a Source Language (usually the primary language) and a Target Language to translate the object to. They can specify the Source Type, and further define the specific items to export.



Import

The import feature handles translations defined in the target language and updates them to the corresponding bundle of the specified object. You can define data across different source-target language combinations and across different object types in the same file.

XLIFF Import/Export

XLIFF Import

A .xlf file that conforms to the XLIFF 2.0 standard

Please select .xlf file to import

Choose File No file chosen

- Create any new language bundles found in the XLIFF file
 - Reset question status to "Work In Progress" on question bundle creation

Import

XLIFF Export

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