

PeopleFluent Learning

Processing of Enrollments

Contents

About this Document.....	3
Learning Types and Transcript Statuses.....	4
Enrollment Checks.....	6
Enrollment Status Changes.....	20
Enrollment Approvals	21
Automatic Enrollment.....	24
Group Enrollment	25
Legal Notice	26

About this Document

Introduction

The LMS allows users to enroll in courses and applies business rules, which determine the success or failure of the enrollment. This document provides information about processing enrollments in the LMS.

Document Information

Revision Information	
Revision Date:	April 25, 2024
Revised Document Version Number:	2.0
Details of Revision:	Initial publication.

Learning Types and Transcript Statuses

Learning Types

The LMS supports the following enrollable learning types:

- Online
- Exam
- Classroom
- Virtual Classroom and Virtual Classroom Archive
- Workshop/Seminar
- Program
- On the Job Training
- Just-in-Time Learning
- Special Interest Group
- Self-Training (Paper) and Self-Training (Video)
- Coaching
- Task

The LMS also supports the following non-enrollable learning types:

- Book
- CD
- External
- Video
- Audio

Transcript Statuses

When a learner successfully enrolls onto a course, the transcript will take one of the following statuses:

- Not Started
- Waitlisted
- In Process
- Completed

- Withdrawn
- Cancelled
- Pending Approval
- Approval Denied
- Completed (Self-Asserted)
- Passed
- Failed
- No Show
- Deadline Expired
- Session Selection Needed
- Waiver/Exempt
- Withdrawn - Valid Reason
- Withdrawn - Invalid Reason
- Excused
- Dropped from Waitlist
- Deactivated
- Withdrawn - Account Closed

Enrollment Checks

This section describes business rules that are applied when enrolling. For each of the steps described below, two rules are shown in each table:

1. The Module (M) rule, which is applied if the request is for enrollment in a specific module;
2. The Learning Program (LP) rule, if the enrollment request is at the LP level.

In many cases these are the same, but since it does vary they are described independently.

One point that is not covered in the rules below is the manner in which the problem is reported back to the user, as this is a part of the implementation and screen handling more than a business rule issue. In general, a failed request is reported back to the user with an appropriate explanation for the cause of the failure.

Step 1: Enrollment Period

Before checking other module or learning program attributes, the LMS will ensure that the enrollment period has started and not passed.

Rule	Type	Definition
1-M	Module	Checked for the module. If the period has not started or already passed, the request is denied.
1-LP	Learning Program	Checked for each module within the program. If the period has not started or already passed for any sub-module, the enrollment is denied for the program.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Already checked during the original request
Auto Enrollment	Yes
Group Enrollment	Yes

Exception:

This check is performed every time a learner makes an on-line enrollment request, but is not performed when a subsequent approval (i.e. a manager is approving a request) is processed. Since the manager’s approval may come much later, it is assumed that the learner has already met this requirement as long as the original request is within the deadline allotted.

Step 2: Enrollment Security Constraints

Each module and learning program allows the administrator to specify whether a program/module (or module session) is available for enrollment to the public or restricted to a specific set of organizations and/or users.

Rule	Type	Definition
2-M	Module	Check to ensure that the module and session security permissions are appropriate for the user. If not, reject the request.
2-LP	Learning Program	Check to ensure that the LP security permissions are appropriate for the user. If they are, all modules in the LP are assumed to be OK and no further security checking is done. Otherwise, the entire request is rejected.

Note that if a user passes the LP security checks, they are assumed to be OK for all of the module-level checks and so no further checking is done.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Already checked during the original request
Auto Enrollment	No
Group Enrollment	No

Step 3: Current Enrollment Status

Sometimes users make a mistake and will try to enroll in a module or program multiple times. The LMS will disallow an enrollment if the user has a currently active enrollment for the requested module or program. In other words, a user cannot be simultaneously enrolled in the same module multiple times. Once the enrollment status becomes inactive, the user can again enroll to any session of the same course. The following statuses are considered 'active': Not Started, In Process, Session Selection Needed.

Rule	Type	Definition
3-M	Module	If the user has a currently active enrollment to any session for the same module, disallow the request

3-LP	Learning Program	<p>If the user has a currently active enrollment to any session for the same LP, the request is disallowed.</p> <p>If the user is already enrolled in a specific module used by this LP, no new module enrollment is added, but the rest of the LP enrollment is allowed to continue successfully.</p>
------	------------------	--

When enrolling for a learning program in which the user already has credit for one of the required modules, a shared transcript entry will be added to the user’s transcript records.

If the status changes for the shared transcript, it changes for all associated learning programs. For example, if the status for a class goes from 'Not Started' to 'Completed', all shared transcripts for associated program will be updated to 'Completed' as well.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Step 4: Prerequisite Requirement

Each module and learning program allows the administrator to specify prerequisites regarding other modules or programs that must be satisfied before this request can proceed.

Rule	Type	Definition
4-M	Module	Check to ensure that the module prerequisites have been satisfied, else refuse the request.
4-LP	Learning Program	Check to ensure that the LP prerequisites have been satisfied, else refuse the request. The user must satisfy all LP and sub-module prerequisites.

When there are unmet prerequisites, the user is given a list and a link to the catalog so that they can follow-up on the required item.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Already checked during the original request
Auto Enrollment	Yes/No (based on the 'Ignore Prerequisites and Enrollment Approval Steps for Automatic Enrollments' system config option)
Group Enrollment	Partially. Module and LP prerequisites will only be checked if the 'Perform prerequisites check?' option is enabled. Sub-module prerequisites will always be checked.

Step 5: Approval Requirements

Some courses may require the learner enrollment request to be approved. When the user requests enrollment approval the request is queued for the designated approver (e.g. the manager or a specific approver).

The request will be visible to the learner at Training Records > Pending Enrollments, where they can withdraw the 'Pending Approval' request. The approving party however has the option to Approve or Deny the request.

When the learner withdraws the request, it is automatically deleted from the approving party's queue.

Rule	Type	Definition
5-M	Module	If an approval is required, create a transcript (status=Pending Approval), queue the request to the first approver, and terminate enrollment processing.
5-LP	Learning Program	If an approval is required, create a transcript (status=Pending Approval), queue the request to the first approver, and terminate enrollment processing. No transcripts are created for the individual modules at this time.

This rule is applied in the following cases:

Normal Enrollment	Yes (if enabled as part of the Enrollment Policy)

Approval Enrollment	--
Auto Enrollment	Yes/No (based on the ' Ignore Prerequisites and Enrollment Approval Steps for Automatic Enrollments' system config option)
Group Enrollment	No

For more information about enrollment approval, see [Enrollment Approvals](#).

Step 6: Module Enrollment Limit

Administrators can limit the number of actively enrolled users for each module. Pending approvals can be configured to count as active enrollments (in the System Configuration).

Rule	Type	Definition
6-M	Module	If the amount of active enrollments has reached the seat limit, the enrollment request is denied. If waitlist is enabled, a transcript (status=Waitlisted) is created.
6-LP	Learning Program	Check enrollment limit for each auto-enrolled sub-module. If the amount of active enrollments has reached any sub-module's seat limit, the enrollment request for the LP is denied. If any of the auto-enrolled sub-module's sessions waitlist is enabled, a LP transcript (status=Waitlisted) is created. No transcripts are created for any of the sub-modules.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes (unless override is enabled)

Step 7: Module Archived Status

A module can be set to 'archived', which hides the module from view and protects it from any further enrollments.

Administrators can limit the number of actively enrolled users for each module. Pending approvals can be configured to count as active enrollments (in the System Configuration).

Rule	Type	Definition
7-M	Module	If the module is archived, the enrollment request is denied.
7-LP	Learning Program	If the LP is archived, the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Already checked during the original request
Auto Enrollment	Yes
Group Enrollment	Yes

Step 8: Session Status

The Session Status can be set to pending, active, completed, closed, cancelled, invitation only, or retired.

Rule	Type	Definition
8-M	Module	If the session status is anything but 'active', the enrollment request is denied.
8-LP	Learning Program	If the session status is anything but 'active', the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes

Approval Enrollment	Already checked during the original request
Auto Enrollment	Yes
Group Enrollment	No

Step 9: Session Start/End Date

Multi-session modules allow to set a start and/or end date for each session.

Rule	Type	Definition
9-M	Module	If the session's start or end date has passed, the enrollment request is denied.
9-LP	Learning Program	If the LP session's start or end date has passed, the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes (unless override is enabled)

Step 10: Session Completion Date

Each session can have a 'strict' date-specific completion deadline (where on failing the deadline, the transcript will be changed to Deadline Expired).

Rule	Type	Definition
10-M	Module	If the session's strict deadline has passed, the enrollment request is denied.
10-LP	Learning Program	If the LP session's strict deadline has passed, the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Step 11: Re-enrollment Restrictions

Each session can be configured to disallow re-enrollment once it has been completed. Optionally, a time period can be set until re-enrollment is allowed again.

Rule	Type	Definition
11-M	Module	If re-enrollment is not available (yet), the enrollment request is denied.
11-LP	Learning Program	If re-enrollment is not available (yet), the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes (unless override is enabled)

Step 12: Rule-Based Enrollment Restriction

Each module and/or session can be configured with rule-based enrollment restrictions (a limited number of users with specific job profiles from specific organizations in a specific time period).

Rule	Type	Definition
12-M	Module	If the limit per organization is reached for a user from that organization, the enrollment request is denied.
12-LP	Learning Program	If the limit per organization is reached for a user from that organization, the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Step 13: Token-Based Enrollment

Each module and/or session can be configured with rule-based enrollment restrictions (a limited number of users with specific job profiles from specific organizations in a specific time period).

Rule	Type	Definition
13-M	Module	If the token account used for the enrollment has an insufficient amount of tokens, the enrollment request is denied.
13-LP	Learning Program	If the token account used for the enrollment has an insufficient amount of tokens, the enrollment request is denied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Step 14: Transcript/Record Preparation

Update transcript and registration tables.

Rule	Type	Definition
14-M	Module	Add entries to the transcript and registration tables to enable tracking of the module activity, and update resource totals. The status of the entries is set to 'Enrolled.'
14-LP	Learning Program	Add entries to the transcript and registration tables to enable tracking of the module activity, and update resource totals. Also, the LP itself has an entry added to the transcript. The status of the entries is set to 'Enrolled.'

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Step 15: Costing

Once an enrollment has been confirmed (Step 14 is completed), charges need to be entered into the accounting subsystem. This is an area where specific charging rules are handled separately from the base processing of Step 14.

Rule	Type	Definition
15-M	Module	For each module, enter the appropriate charges into the accounts table.
15-LP	Learning Program	For an LP enrollment, only one charge, that for the program, is applied.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	No
Group Enrollment	No

The LMS will bypass online payment if users are enrolled with the Group Enroll or Auto-Enroll method.

Step 16: Related Subsystems

Once an enrollment has been confirmed (Step 14 is completed), several other subsystems need to be informed.

Rule	Type	Definition
16-M	Module	Setup the AICC tracking tables. Update the mailing lists for this course.
16-LP	Learning Program	Setup the mailing list for this LP. If this LP has a certification, the AICC tables are also setup to enable external certification score tracking.

This rule is applied in the following cases:

Normal Enrollment	Yes
Approval Enrollment	Yes
Auto Enrollment	Yes
Group Enrollment	Yes

Exception:

Auto Enrollment and Group Enrollment automatically add the user’s name to the mailing list for the assigned module, disregarding user preference settings.

Step 17: Automated Messaging

Once an enrollment has been confirmed (Step 14 is completed), the following communications need to be sent:

1. Explicit messages to the user to confirm the enrollment (these are not sent for direct user enrollments since the user already knows that they have successfully enrolled).
2. An explicit message to the user’s direct appraiser confirming the enrollment (the manager may suppress these messages with a Preferences option).
3. Automatic event messages based on the fact that this enrollment event in a module has occurred. For this processing, the Messaging Subsystem is informed of the event so that it can independently send any preset messages (e.g. from an instructor to everyone who enrolls this course). The enrollment subsystem does nothing more than inform the Messaging subsystem of the event. This includes LP as well as module events.

Rule	Type	Definition
17-M	Module	Send a confirmation message to the user and user’s direct appraiser, plus inform the Message Event manager of this event.
17-LP	Learning Program	Send a confirmation message to the user and user’s direct appraiser, plus inform the Message Event manager of this event.

This rule is applied in the following cases:

Normal Enrollment	<p>Yes</p> <p>When the enrollment is successful:</p> <ol style="list-style-type: none"> 1. No message to user 2. Message to Direct Appraiser 3. Any 'auto-event' messages <p>A request needing approval results in an email reminder being sent to the first approver (unless the user has no valid first approver - see below)</p>
Approval Enrollment	<p>Yes</p> <p>For APPROVAL:</p> <ol style="list-style-type: none"> 1. Message to user (on final approval) 2. Message to DA (on final approval) 3. Any 'auto-event' messages. <p>For DENIAL:</p> <ol style="list-style-type: none"> 1. Message to user
Auto Enrollment	No messages are sent.
Group Enrollment	<p>Yes</p> <ol style="list-style-type: none"> 1. Message to user. 2. Message to DA 3. Any 'auto-event' messages. <p>No if suppress email checkbox is checked</p>

Exceptions:

- If a user does not have a Direct Appraiser (DA), no DA enrollment confirmation message is sent.
- For an enrollment in which the user's DA is the specified approver and the user does not have a DA, the configured Enrollment Pending Notification e-mail is sent to the user.

Basic Message Delivery

The following settings determine how emails are delivered:

- All emails are routed to the corresponding external email account. When a TO UserID value is selected, the LMS will lookup the email address from the user's record and use that as the external email address.
- The FROM mail account is the sending user's email address as recorded in the database. For all users the value used by the LMS is taken from the email field in the user's record.
- When the system needs to send an email (for example, for enrollment confirmations), the FROM address will be the email address of the SYSTEMUSER. The SYSTEMUSER is typically set by default to 'ndadmin', so the system administrator must give this user ID a valid email address, otherwise the external SMTP mail service will refuse to deliver system-originated messages.

Enrollment Status Changes

Whether or not a user can modify their enrollment/transcript statuses depends on:

- The 'Allow Enrollment Status Change' setting for the module or parent program (the default should be 'YES')
- Additionally, the user's role must be configured to have unrestricted access to 'Overall Status'

Under these conditions, users can:

- 'Mark as Completed' if the enrollment status is currently 'In Process'
- 'Withdraw' if the enrollment status is currently 'Not Started'

Learning Programs

For a learning program, the status changes cascade down to each module within the program:

When withdrawing from the program (only possible if none of the child modules have been started), all child modules will also be withdrawn.

When marking the program as complete, all child modules will also be set to 'Completed (Self-Asserted)'.

If any sub-module level action fails, the action on the parent program fails.

Enrollment Approvals

Learner enrollments may require approval before their place on the course is confirmed. The LMS supports multiple levels of approval processing, with each level allowing a different approver to be assigned. For each level the approver may be one of:


Approver	Description
The User’s Direct Appraiser	The learner’s direct appraiser is looked up at the time of the enrollment request.
Course Specific Approvers #1 and #2	This specific approvers are looked up at the time of the enrollment request. These individuals are specified in the Catalog Editor per session.
A Designated User	The administrator can specify a named user within the enrollment approval policy.
HR Manager Email	Where HR does not have access to the LMS, an email can be sent to the HR email specified for the Learner in the User Editor to request approval.
Default System Approver	Use the approver specified in System Defaults.
Organization Approver	Use the approver specified in the learner’s organization.

Step 1: Initial Enrollment

On enrolling onto a course that requires approval:

1. The learner is prompted for a 'justification' for the enrollment.
2. The request is then placed in the approval queue.
3. Notifications are sent to approvers.

Step 2: Approver Handling



To see all approval requests at Workspace > Enrollment Approval as opposed to just the requests with you as the named approver, you will need the 'Allow Global Approval' role access control to be enabled.

After receiving an enrollment request notification, approvers can either approve or deny the request. When approving a request the approver may attach a comment that is forwarded to the next approver. Then:

1. If the request is denied, an email is sent to the user and the transcript entries appropriately changed.
2. If approved and there is another approver level specified, the request is forwarded to the next approver.
3. If approved and there are no more approvals required, the Enrollment Processing steps resume as described in the previous section.

Exception:

An approver is not allowed to approve their own request even if they have system administration privileges.

Resumption of Enrollment

For an approved request, enrollment processing will resume as detailed in the previous section. The Enrollment Approval logic is no longer in control and so all handling is controlled by basic enrollment business rules from this point on, with one major exception. Since this enrollment has been manually approved, some subsequent checks normally associated with a non-approval based module are not performed.

1. No additional module level approvals are required.
2. No security checks are performed since these were performed as a part of the original request.
3. No prerequisite checks are performed since these were executed as a part of the original request.

Description of Approval Handling

In most of the cases, the first approver for a module or learning program is the learner's direct appraiser. However, due to internal policy or staff data quality issues, some learners' direct appraiser info may not be available. The LMS handles cases like this in the following ways:

- While the DA is processing the request, they are asked by the LMS to enter a 'justification' comment which will be forwarded to a second approver together with the enrollment approval queue.
- In most of the cases, the second approver for a module or learning program is the instructor. After the direct appraiser has approved the request in the LMS, an email is sent to the second approver's email account to remind them to approve the request in the LMS.
- After a request is approved by all approvers:
 - Module - the LMS will change the module entry status in the transcript to 'Enrolled'. Send an email to the learner and his direct appraiser confirming the enrollment status.
 - LP - the LMS will change the Learning Program entry status in the transcript to 'Enrolled', and all entries are made for the individual modules at this time. Send an email to the learner and his direct appraiser confirming the enrollment status.

Note that the exact content of the email messages are contained in the Email Template Editor and may be customized as desired.

Automatic Enrollment

Basic Handling

Administrators can automatically enroll users onto modules or learning programs on an ongoing basis. When users who are automatically enrolled onto a module or program logs into the LMS, it checks their training history for completed, active or pending statuses relating to the module or program. If there are none, they are enrolled.

Enrollment confirmation emails are not sent to users when they are auto-enrolled, as they could receive a large number of emails. Instead, a popup informs the user that they have been auto-enrolled on a course. The course also appears in the Current Learning Modules tab on the Learning page.

Targeting Criteria

You can specify criteria to identify learners to be targeted for automatic enrollment onto a given session. Common criteria are:

1. Users Groups
2. Role
3. Logical Domain or Organization

You can also specify additional criteria in the following categories:

- Completed Courses
- Employment Information
- Job Profiles & Competencies
- User Attributes
- Organization Attributes

Group Enrollment

Group enrollment allows administrators to bulk enroll selected learners onto a session. Basic guidelines are:

1. Any number of learners can be group enrolled at a time.
2. The group enrollment operation is a single, non-recurring action. Once the enrollment is done, another list of users could be selected and the process explicitly repeated, but the LMS will not automatically perform any additional enrollment actions.
3. Processing of enrollment checks is performed in the same order as described for other enrollments, but the group enrollment process may skip some steps.

Group enroll overrides the checks below if the override checkbox is checked:

1. User Current Status
2. Start Date and End Date of the course
3. Enrollment Limit
4. Event Status (allowing enrollment onto an inactive session)
5. Enrollment Period
6. Prerequisite
7. History Expiration Window
8. Org and User constraint
9. Disallow Re-enrollment (so even the course doesn't allow re-enroll the user can still get enrolled)
10. Waitlist handling

Please refer to that section for details of the other actions that are performed.

Since group enrollments are not performed by the individual users, emails are typically sent out to ensure that the user is informed of the assignment. These notifications can be temporarily disabled by checking the 'Suppress automatic e-mails' option.

Legal Notice

This document has been created for authorized licensees and subscribers ("Customers") of the software products and associated services of Learning Technologies Group, Inc. by its division PeopleFluent and all of its affiliates (individually and collectively, as applicable, "PeopleFluent"). It contains the confidential and proprietary information of PeopleFluent and may be used solely in accordance with the agreement governing the use of the applicable software products and services. This document or any part thereof may not be reproduced, translated or retransmitted in any form without the written permission of PeopleFluent. The information in this document is subject to change without notice.

PEOPLEFLUENT DISCLAIMS ALL LIABILITY FOR THE USE OF THE INFORMATION CONTAINED IN THIS DOCUMENT AND MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ITS ACCURACY OR COMPLETENESS. PEOPLEFLUENT DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PEOPLEFLUENT DOES NOT GUARANTEE THAT ITS PRODUCTS OR SERVICES OR ANY SAMPLE CONTENT CONTAINED IN ITS PRODUCTS AND SERVICES WILL CAUSE OR ENABLE CUSTOMER TO COMPLY WITH LAWS APPLICABLE TO CUSTOMER. USERS ARE RESPONSIBLE FOR COMPLIANCE WITH ALL LAWS, RULES, REGULATIONS, ORDINANCES AND CODES IN CONNECTION WITH THE USE OF THE APPLICABLE SOFTWARE PRODUCTS, INCLUDING, WITHOUT LIMITATION, LABOR AND EMPLOYMENT LAWS IN RELEVANT JURISDICTIONS. THE PEOPLEFLUENT PRODUCTS AND SAMPLE CONTENT SHOULD NOT BE CONSTRUED AS LEGAL ADVICE.

Without limiting the generality of the foregoing, PeopleFluent may from time to time link to third-party websites in its products and/or services. Such third-party links are for demonstration purposes only, and PeopleFluent makes no representations or warranties as to the functioning of such links or the accuracy or appropriateness of the content located on such third-party sites. You are responsible for reviewing all content, including links to third-party web sites and any content that you elect to use, for accuracy and appropriateness, and compliance with applicable law.

Any trademarks included in this documentation may comprise registered trademarks of PeopleFluent in the United States and in other countries.

Microsoft, Windows, and Internet Explorer are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. Oracle and PeopleSoft are registered trademarks of Oracle International Corporation. Adobe and Acrobat are registered trademarks of Adobe Systems Incorporated. All other names are used for identification purposes only and are trademarks or registered trademarks of their respective owners. Portions of PeopleFluent Workforce Communication software may include technology licensed from Autonomy and are the copyright of Autonomy, Inc. Quartz Scheduler is licensed under the Apache License.

Website: peoplefluent.com

Copyright © 2024, Learning Technologies Group, Inc. All rights reserved.