

Séntrel

Learning Management System

increase training efficiency and effectiveness with easier enrolment, better progress tracking and accurate confirmation of student understanding

QPC's Séntrel Learning Management System (LMS) module is part of the new Séntrel Total Capability Management (TCM) platform that has been used extensively to provide strategic management of capability, aligning individual skills to business objectives. Working with enterprise contact centres to understand their specific needs, the module has now been extensively updated to provide tactical Agile Training, creating more ways to train agents quickly and effectively.

Quickly create high-impact training

Deploy custom training programmes that mix and reuse a variety of training activities. Create self-paced courses from Microsoft PowerPoint using Adobe® Presenter or deploy SCORM or AICC compliant courses created by your existing content creation applications. You can also record virtual classroom sessions and download and edit them for reuse as a self paced course. Curriculums can also include external events, such as management assessments and classroom training sessions.

Find specific training content with enhanced search capabilities - use filters to search by title, description, author or type and even search within the content to find relevant meetings, training sessions, archives and more.

Maintain branding - add branding, logos, colours and image backgrounds to match your organisation's image.

Add tests to content - add quizzes to course content to assess learner performance. Optionally set pass/fail criteria to ensure participants meet minimum required levels of achievement. Use question branching and custom audio and visual feedback to guide users and tailor learning paths.

Survey capabilities - provide content authors and training managers with survey capabilities to gauge the overall effectiveness of course content.

Easily deploy self-paced courses

Enable learners to browse for the courses, curriculums and virtual classes that are offered by your training department. Set permissions to control who can see certain listings. You can also implement an optional approval process with workflow notifications to ensure learners have met specific requirements, such as prerequisites or manager approval, before enrolling in a class.

Manage groups to assist with enrolment and tracking - as a training manager, you can define leaders within the LMS to assist you with learner enrolment and tracking, without granting them full administrative access.

Manage curriculum - use a wizard-based approach to create progressive learning tracks that combine related training courses, content and classes. Easily define course prerequisites and determine optional and required modules and completion requirements.

Enable bookmarking - let participants take a break at any time during a training course and resume at point of exit. Participants can review material in the course or curriculum after completion without affecting score or status. Managers can track the participant's progress in the course or curriculum even if the course is not fully completed.

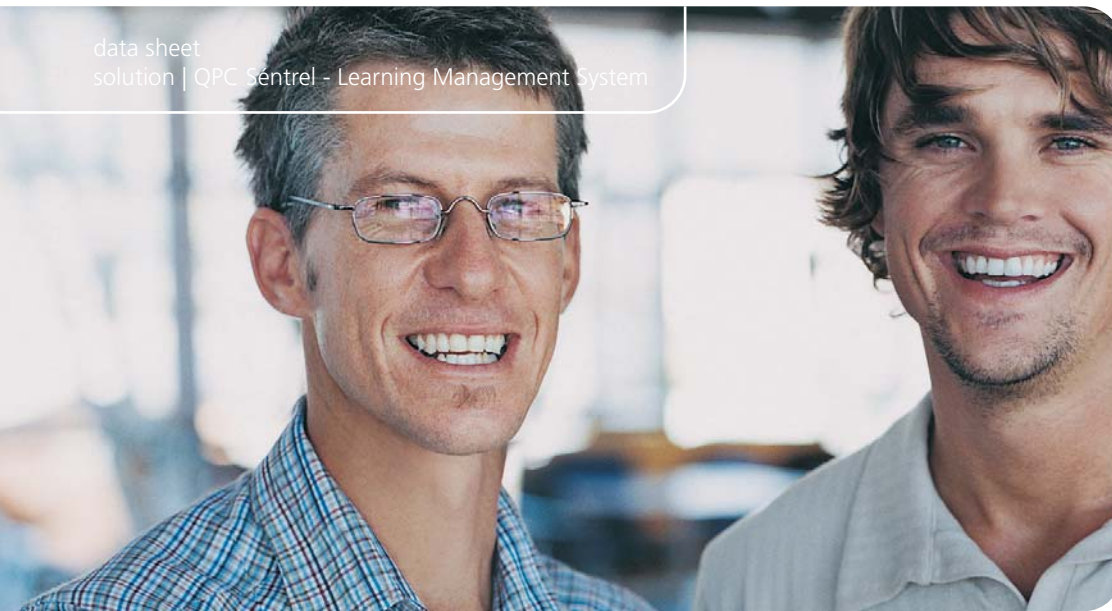
Effectively manage and track learner progress

The report generator provides custom fields and filters so you can get a meaningful



Benefits

- AICC and SCORM compliant
- Easy enrolment
- Create manage and deploy curriculums
- Track training progress
- Content management search
- Manage courses efficiently
- Confirm understanding with tests for compliance purposes



overview on the progress and current status of all enrolled learners.

Track training and progress - with a home page and curriculum view, learners can view their assigned training and easily track their own progress through learning paths.

Leverage content management and keyword search - use fast searching of the content library to retrieve and play recorded meetings and self-paced content. Locate existing materials to perform updates or leverage existing content in a new context.

Manage courses efficiently - schedule courses, invite learners, automate enrolment notices

and reminders and track learner statistics. Participants simply click a link to access the course.

Establish certification - set up automated certification criteria that assign a unique learner certification number upon course completion.

For more information on how the Séntrel LMS will benefit your organisation call,

Dubai +971 (0) 4 705 0001
South Africa +27 (0) 11 510 0018
www.qpc.com/mea

Features

- Reduce the cost of training
- Improve training effectiveness
- Enable centralised training management with better quality control
- Allow remote or home workers and tutors to receive and deliver training
- Confirm understanding for business critical subjects and compliance
- Scalable to thousands of global users
- Quick to implement

QPC - customer service transformation

QPC Middle East & Africa

Level 19, Monarch Office Tower
1 Sheikh Zayed Road
P.O. Box 333840 Dubai

QPC Europe

6 Devonhurst Place, Heathfield
Terrace, London, W4 4JD,
United Kingdom

QPC Asia Pacific

350 Wellington Road,
Mulgrave, Victoria, 3170,
Australia

QPC North America

540 North Commercial Street,
Manchester, NH 03101
United States of America

