Humanitarian Leadership Academy

kaya
CREATE

Version: September 2024

Kaya Create

Welcome to Kaya provided by The Humanitarian Leadership Academy.

Our mission is to enable people around the world to prepare for and respond to crises in their own countries by creating high quality, accessible learning content.

The administration guide aims to build on your Kaya knowledge by assisting you in building eLearning content that will strengthen your organisations skills and capabilities through learning, therefore assisting your learners in knowing how to respond to a crisis.

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Course Management

This part of the User Guide will teach you how to create, design and manage your courses on Kaya. In addition to this, our Kaya Essentials resource page provides access to training videos, guides and examples for each activity and administrative function in Kaya.
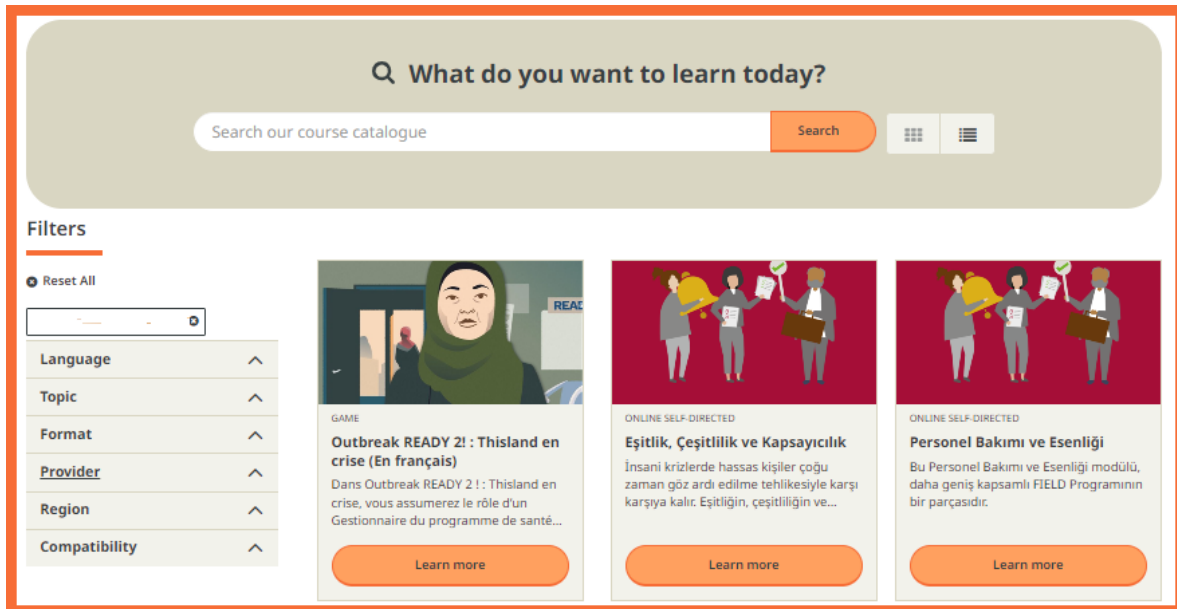
Learning opportunities are accessed through courses on Kaya. Each course will contain specific learning activities and resources, and have the following structure:

1. Course card which will include a course image and Introductory text. (displayed in course catalogue)
2. Course summary page which will offer further context about the course aims, objectives and accreditation and GDPR information. This is visible to a learner before enrolment on the course)
3. Course page (the learning content)
   a. Sections
   b. Content (activities/resources and certification)

Course catalogue

Public Courses are accessed through the Kaya course catalogue. This is a global marketplace for learning content, so users don't need to have an account, or be logged in to browse courses that are available to 'All Kaya users'. However, they will need to create an account to enrol and participate in the learning.
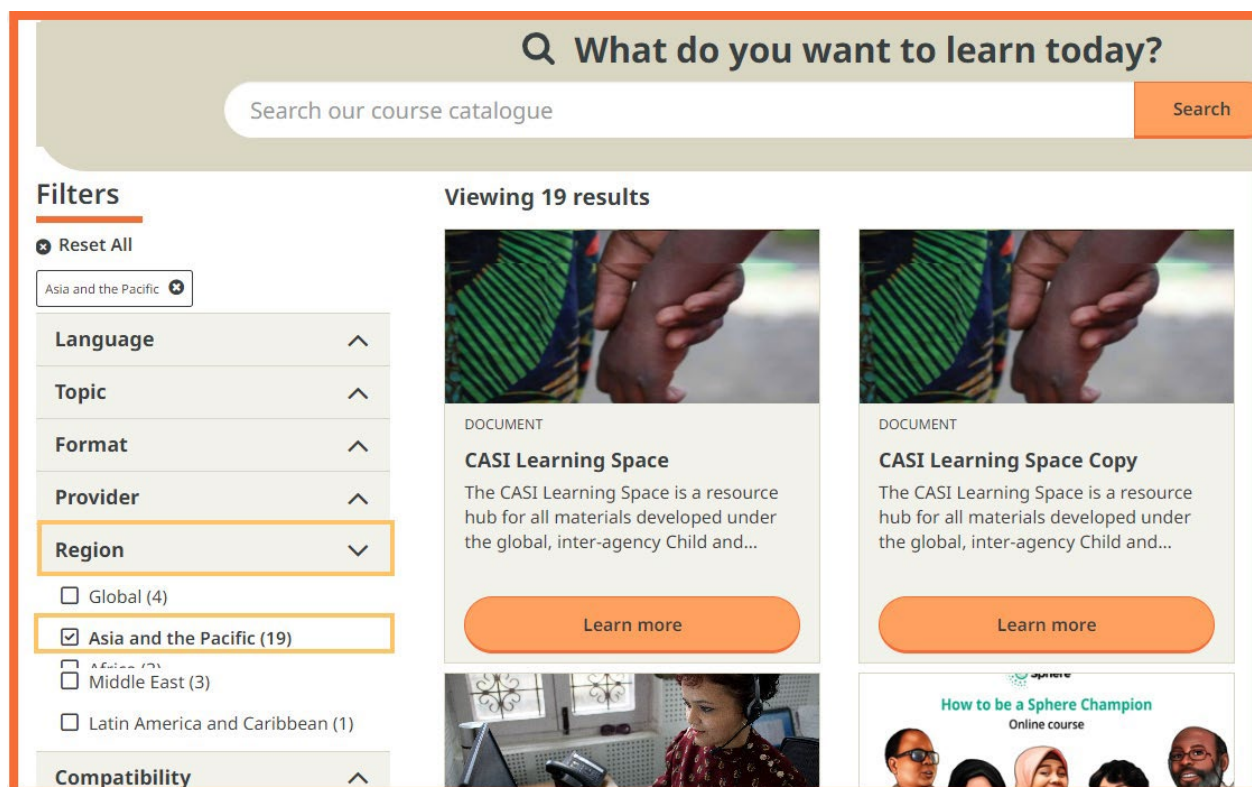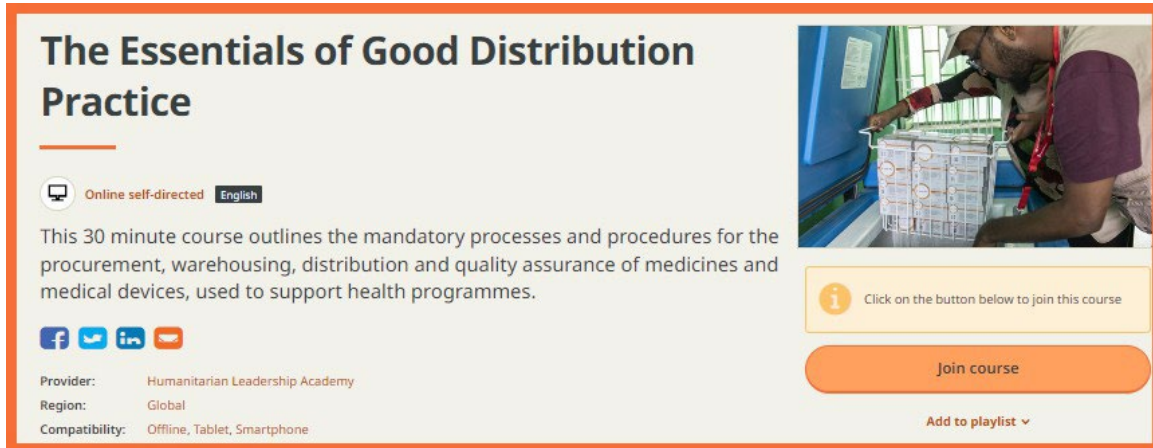
When searching for a course, the user will see several relevant 'search results and course cards', depending on the search term or filter they have applied. Each course card displays the title, format, short summary, course image and rating (if given) of the course.

Selecting 'Learn More' will show the course summary page for learners to find out more prior to consenting to enrol onto the course and to share their details (profile and learning progress) with the provider. Courses can also be made available via URL link only (private) - this allows providers to 'hide' courses from the catalogue for all Kaya users to find. Instead, the direct link is shared to cohorts of users as required and a password protection call also be added.

Course summary

The course summary is accessible to all users prior to signing into the platform to allow users to understand (the course is visible to 'All Kaya users'). However, a user does require an account to enrol onto the course and access the course page, learning activities, and resources.
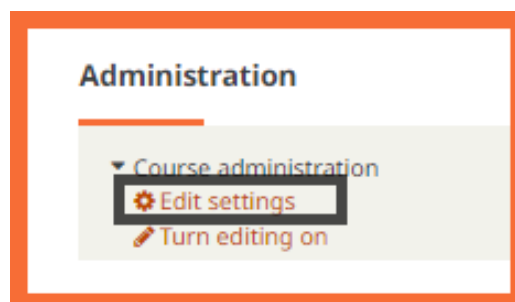

Edit course settings

This setting allows you to amend settings within a Course page. Course summary, images and course content can be amended from here.

To edit the course settings,

1. Log in to your administrator account.
2. Find the 'Administration block' on the right-hand side of the page,
3. Go to 'Course administration' select 'Edit settings'

When you access 'Edit Settings' you'll see several sections (discussed below). In each section you will notice:

- **Red asterisks** - indicate a mandatory field, you will not be able to save the settings without completing these.
- **'i' information The yellow "i" icon'** – located next to each field, select these to display pop-up 'help string' for that field. These will help you understand the settings available and how they work shown in the screenshot below.

As you scroll down the page, you'll be able to expand each section by selecting the section header text. Alternatively, you can select 'Expand all' at the top right of the screen. This is a simple example of the 'collapsible, topics format.

General

The first section is 'General', which holds the following:

- **Course full name** -This is the full title of the course page the name that will appear in search results, the course card within the Kaya catalogue and on the summary page, example Humanitarian Operations Programme (HOP) Fundamentals.

- **Course short name:** This is a shortened version of the course title and must be unique e.g. HOP. The name that will show in the navigation menu at the top of course pages, also referred to as 'Breadcrumbs' along the top left of the screen that learners see as they progress through a course. The course short name forms the sharable course link which is generated when you select 'Sharing Link' on the top right of your course page. The course short name will need to be entered if using the nested course Activity and Resource.

- **Course category** - A course category is used to group courses together and apply specific settings (such as admin permissions). You'll be unable to edit the course category unless you have a category level administrator role which comes along with the Kaya Share or Kaya Prepare product.
- **Course ID number** - This is a unique identifier for the course. It's used for reporting but is not displayed on the course. Partners can use this to standardise a coding system for reporting and administration purposes such as HLA 01 22 (Org name - course number - year).

Description

The next section is Description, which holds the following:

- **Short Summary** - This shows in search results on the course card. It is also used by Kaya to match courses to search terms, so it must include key words for the course.
- **Course Summary** - This is the main description of the course that is shown on the course summary page. It must include all the key information about the course, including: target audience, learning objectives, benefits to the learner, course duration, cost, and any associated certifications. This is how you convince users to enrol onto your course, so provide as much information as possible. The course summary must also include a GDPR Statement which is

included in the course template which you receive with your product. The highlighted section must be amended by you before course publication. See text below:
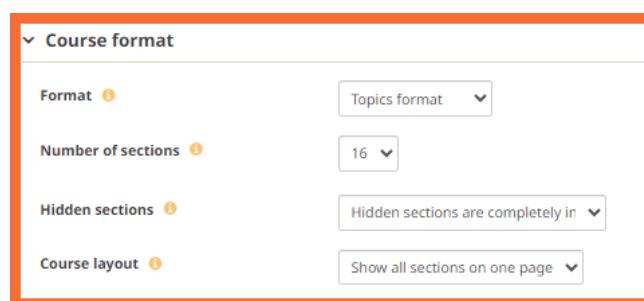
Data protection and consent text for course summary page

"This course was created and is administered by (**enter your organisation name here**). By joining this course, you are consenting to (**your organisation name**) being given access to your Kaya profile information, including your name and email address, so that they can provide the course. This may require them to contact you. Your data will be anonymised before it is used for any analysis or reporting purposes. If you have any questions about this, please email (**organisation email**)"

As with all text editor fields on Kaya there are several options to customise your text. If you are unsure what any of the buttons do, you can simply hover over them for a description. There is also the ability to add/edit HTML code by selecting the <> button located along the top of the course summary box.

- **Image for search and summary page -**This is the main course image that shows on the course card and at the top of the course summary page (this is not the learning content). You can only add one image here and it **cannot** include text or logos, the image should represent the topic of learning. **The required dimensions are 500 x 330 px (3:2 ratio).**

Course format

This section allows you to define the look and feel of your course page, it contains:

- **Format -** The course format determines the layout of the course page. There are five formats to choose from:
  - Topics format - The course page is organised into topic sections. This is visible in a linear fashion, allowing all topics to be shown. This format is the most used.
  - Weekly format - This allows for date range sections which can be particularly useful for facilitated sessions.
  - Grid format - This will display each section as an image with a caption beneath it. When a section is selected in this format, it will open in a new page and the user can then navigate through pages accordingly. As an administrator, first you will label your sections, secondly you can select to 'edit settings' for that section to add a section image. **The required size for these images are 500 x 330 px (3:2 ratio).**
  - Collapsed topics - Same as 'Topics format', but with each section collapsed. Therefore, learners must select each section title to display the content (see bottom screenshot). You can also edit the colour theme for this format.
  - Tiles format **-** Displays course topics and activities as "Tiles" in a grid format. Hovering over a tile will summarise what content sits behind it. When selected, course content will drop down and display under the tile. This format is useful for courses with many modules since it prevents unnecessary scrolling.

Note: We recommend you consider the course format you require before you start adding content. You can change your course format at any time, however, please consider that this could affect the flow of your content, and this may need to be adjusted.

- **Number of sections** - the number of sections you want to display on the course page, within your chosen format.
- **Number of columns** - this field only displays when using the 'Grid format' and is the number of columns displayed in the grid.
- **Display blocks on course page** - this field only displays when using the 'Grid format' and determines whether 'Course blocks' will display on the right of the course page. If set to

'No' only the Grid sections/images will display on the main course page, offering a cleaner design. The 'Course blocks' will continue to display within section pages however (see the Course blocks chapter for more information).

- **Hidden sections** - Hidden sections refers to restricted sections of your course page. Would you like learners to be able to see that they have a section that they cannot access until they meet the requirements you have assigned or would you like learners to be unable to see the restricted section unless they meet the full requirements. The 'invisible to learners' option will only apply to the following course formats: Tiles & Grid. For other formats, the default setting will be to show the hidden sections in grey-scale view, but they will be inaccessible for participation until the requirements are met.

- **Course layout -** Allows you to decide whether all sections are displayed on a single course page, or each section links out to a separate page. This field only displays when using Topics, Weekly and Grid format.

- **Toggle colour** – several fields display when using 'Collapsed topics', allowing you to edit the theme/design of the format. Share and Prepare partners will also be able to match their theme colours to this course page format.

Appearance
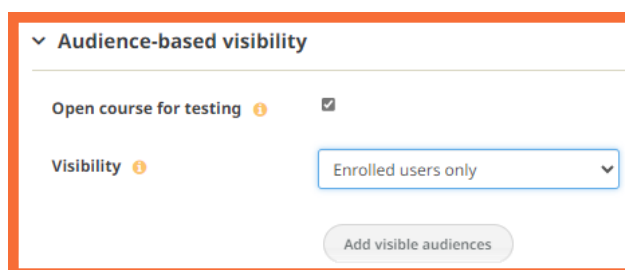
Here you can select the language for the course or select if you wish for your learners to see the gradebook.

- **Force language** - This option allows administrators to override a learner's selected platform language (this refers to the interface of Kaya as a whole, buttons, alerts, headings and more). You will only need to force the language for Arabic course pages as the alignment of the platform interface will need to match the course language.

- **Show gradebook to learners** - This determines whether a learner can view a list of their grades for the course via the gradebook link in the 'Administration' sidebar. Grades are set in

activities that are added to the course page and contribute to the minimum grade required to pass the overall course.

Audience-based visibility

This section allows you to control the visibility of the course, as well as open a course for testing.

Check this box to open your course to a select group of test users prior to publishing your course page. Ensure 'Visibility' is set to 'Enrolled users'. You can then share the following URL with your chosen users: **https://kayaconnect.org/enrol/index.php?id=XXXX** (replacing XXXX with your course ID).

Once your course page has been tested and you are ready to proceed to publication, please follow the steps in the Kaya Essentials training page in the publishing & reporting section.

The visibility selection will determine which learners can see your course and enrol onto it. Even if you have already forced an Audience to enrol onto the course or opened it for testing (see above) it must still be made visible to those users. The visibility options available are:

- **No users** – Hides the course from the Kaya course catalogue. It will only be accessible to administrators. You must check that the visibility is set to this while the course is still in draft form.
- **Enrolled users only** - only those learners who have enrolled onto the course, will be able to see and access it (see the Enrolment methods chapter for more information).
- **Enrolled users and members of the selected audiences** – only applicable to Prepare customers.
- **All Kaya users (public access)** - This visibility setting can only be set by the Kaya Platforms Team, and before doing so will make sure that the course meets minimum quality standards. This will

be selected for either publicly accessible courses within the Kaya catalogue or for URL access only course pages. Simply follow the publication steps shown in the Kaya Essentials training page to select your preferences.

Groups

Groups can be used on Kaya to group learners into different cohorts within a course, and thereby assign different activities to them. The settings in this section are:

- **Group mode -** This is where the default group mode for the course is set. This can be overridden by settings at the activity level unless 'Force group mode' is enabled. Group Mode has three choices:
- **No groups** - there are no groups; everyone is part of one big community within the course. This is the most used setting and is recommended unless you have a strong technical understanding of using groups on a Moodle/Totara site.
- **Separate groups** - each group member can only see their own group, others within the course are invisible.
- **Visible groups** - each group member works in their own group but can also see other groups.
- **Force group mode** - If group mode is forced, it is applied to every activity in the course. Activity group mode settings are ignored.

Groups are created and managed via 'Course administration > Users > Groups'. You can either add learners to a group manually or use a unique 'Enrolment key'. This can only be selected when password protection on the course page has been selected. When a learner enrols on a course using specific password, they are automatically allocated to the group associated with that key (see the Enrolment key (password) chapter for more information).

A group would be useful if you wanted to split your cohort of learners into smaller groups e.g. new starters to your organisation needed to complete certain courses. So, a group could be set up for 2024

new starters and various courses/ activities are allocated to the group, which they will only have access to.

> **Tip:** You can find [more information on using groups here](#)

Saving

Once you've configured all the necessary settings you can click 'Save and return' to return to the previous page you were on before you started editing the settings, or 'Save and display' to go to the course page where you can start adding content.

Select "View Summary" to review changes you have made to the summary page. Remember you can edit the course settings prior to publishing via 'Edit settings' in the 'Administration' block on the course page.

> **Note:** If a course page setting needs to be changed post-publication, the course page visibility will need to be changed to 'enrolled users only' to allow these changes to be made before resubmitting for publication to the Kaya support team. This is a requirement as we have a duty of care to ensure that GDPR statement changes to course pages cannot be made to enrolled users without due care and attention.

Editing course content

Course content is built using four main tools: sections, blocks, activities, and resources. To add or edit course content, navigate to the course page, and select 'Turn editing on', (found at the top of the page under your profile link). The following options will appear:

Pencil and paper – Allows update the name of an item, this can also be amended via the 'Edit' link (see below).

Edit – The edit link allows you to update section, activity, and resource settings. Settings can include, summary information, access restrictions, completion criteria, show/hide, delete, and highlight.

Move – The arrows symbol allows you to move items by simply dragging and dropping. One quick click will allow you to 'send' a section to another part of your course page if you do not want to drag.
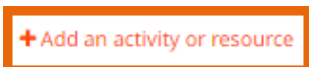
Add an Activity or resource– Discussed in the Activities and Resources chapter.

Add a block (circle with +) – Discussed in the Course Blocks chapter

Increase / decrease sections – The + - icons at the foot of the page allow you to add or archive sections of the course page content.

Course Blocks

Several blocks are displayed on the right-hand side of your course pages. They can display text, images, and links for your learners. All blocks are visible to learners excluding the 'Course admin information' and 'Course templates' blocks, which are only visible to administrators. Please note the following blocks are mandatory and are automatically displayed on your course page.

Block Name	Block Purpose
Administration Block	The administration block will be the area where the course administrator can access the settings to amend the course, enrol users, access reports. This block would not be visible to a learner.
Table of contents block	This block lists the contents of a course. A learner can navigate between modules by clicking on the contents listed here.
Course support block	This block allows the learner to get answers to their queries in a need help section or alternatively they can submit a request to a support contact. Requests will be sent automatically to the learner email address you provide.
Course admin information block	Only visible to administrators. This block is a quick referencing point, and includes the course visibility, learner completion statuses, which are updated automatically. Licensing information, and course translations are manually added. You can add information to the block by expanding the block, and then selecting the 'Edit info' link for each section.
Provider	Details of the organisation(s) who provided the course.
Course ratings	This block will display course ratings as added by learners who have previously completed the course.
Explore other courses	A gateway for the learner to explore further learning that is relevant to the course they have completed.
Course template block	Allows the admin to duplicate the course template. This is useful if you are creating a new course.

Note: Blocks may be in a different order than outlined above on your course page

Adding a new block

Scroll to the bottom of the right-hand panel and click the 'Circle with Plus' symbol. There are multiple blocks to choose from, which you can experiment with as you are creating your courses. For a full list of all options, please visit totara help.

HTML blocks are commonly used across Kaya and provide a lot of flexibility. You add content to them using text or code and can therefore incorporate several images and functionalities. HTML blocks can also be used to quickly add images, banners, videos, audio files and text.

Edit / move blocks

To edit your course blocks, select 'Turn editing on'. You will see two symbols appear next to each block: move (four arrows icon), (often referred to as the grab or anchor icon) and settings (cog icon).

To move a block, select 'Move' then drag and drop the block to its new location, on the right, top, or bottom of the course page. They will be fixed across all course pages.

Selecting the 'Settings' cog will provide the following options:

- **Configure block** – edit the block content, as well as where it appears within your course.
- **Hide / show block** – make it invisible/visible to all learners.
- **Delete block** – will **permanently** delete the block. It is recommended that you hide, rather than delete blocks unless you are completely sure that you won't need them in the future.
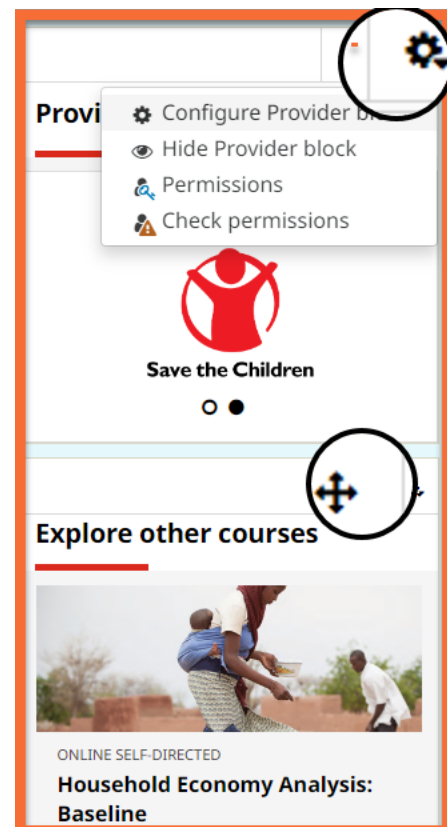
Course Administration block

As an admin you will be able to see the 'Course admin information' block on the right of your courses, which regular learners cannot. You can expand the block to see more information.

This block is a quick referencing point, and includes the course visibility, learner completion statuses, licensing information and course translations. Excluding the visibility and completion statuses, this information is all manually added.

You can add information to the block by expanding the block and then selecting the 'Edit info' link for each section. Remember to check back and update this information frequently to ensure it is reliable.

Course Content

This part of the guide will explain the different types of content that can be added to a course such as certificates, feedback forms and the various activities and resources.

Activities and Resources

Activities and resources are course elements that learners can interact with and complete. They therefore have individual completion settings and the ability to restrict access to them, which must be set on an activity-by-activity basis.

Add an activity or resource.
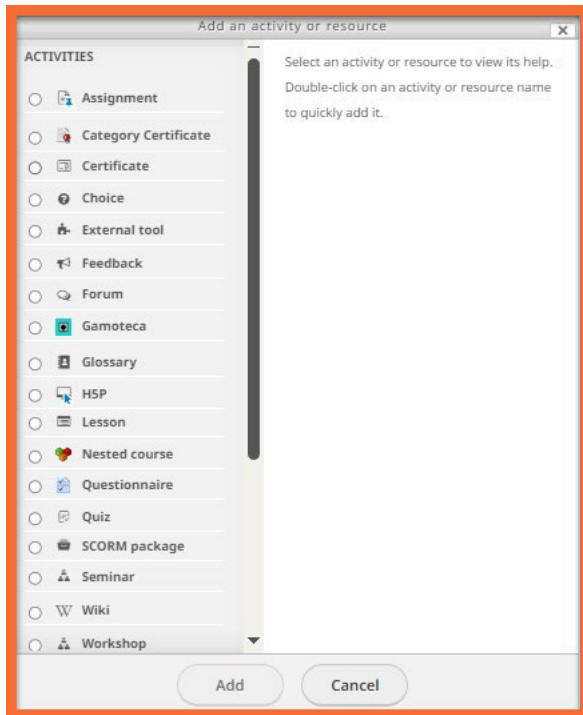
To add a new activity or resource to your course page:

1.   'Turn editing on',

2.   Locate the section that you wish to add it to,

3.   Select 'Add activity or resource'.

Most activity and resource modules available on Kaya are based on Totara. However, we've included the following guidance.

Types of Activities

- **Assignment** – suitable for assigning tasks to complete, collect work, and provide grades and feedback for each learner on digital content that they have submitted. Data can be added directly onto the text editor or by uploading a document. This includes word processed documents, PDFs, spreadsheets, images, audio, videoclips or simple text submissions. There is also the ability for admins to annotate submitted PDFs in the Kaya interface (but not other document types). To use this, ensure that the 'Accepted file types' is limited to 'pdf' in the activity settings.

- **Certificate** - provides a generic Academy certificate which the learner can share as proof that a course has been completed (see the Course certificates chapter for more information).

- **Choice** - allows you to ask a single question to your learners, for example, to gauge confidence levels, run polls, or to take votes.

- **External tool** – This activity is reviewed on a case-by-case basis. It enables learners to interact with activities that are hosted on other platforms, while tracking completions on Kaya.

- Activities that are hosted on another platform require LTI (Learning Tool Interoperability) and configuration by a Site Admin.

- **Feedback** - a custom survey for collecting feedback from participants using a variety of question types, including multiple choice, yes/no or text input. These can be taken from a template, for example the standard Academy Global feedback template (see the [Feedback forms chapter](#) for more information).

- **Forum** - discussions between learners and/or course administrators that take place over time. Forums are the responsibility of, and must be moderated by, the organisation administering the course. They must be kept civil and provide value to the learners. It is also strongly recommended that all subscriptions require opt-in, to prevent the flooding of learners' inboxes with notifications.

- **Glossary** - create and maintain a list of standard definitions for your course (like a dictionary) or collect and organise information. Suitable if there are many acronyms within learning content. The glossary would be a suitable place to list and define them.

- **H5P (interactive content)** - enables you to create interactive content such as interactive videos, question sets, drag and drop questions, multi-choice questions, presentations and much more. This content can also be embedded directly into the course page.

Note: H5P activities cannot be tracked by a passing grade for completion in Kaya. Therefore, it is recommended that you use this activity type for knowledge checks and interactive activities rather than formal assessments. See the [H5P (interactive content) chapter](#) for more information. H5P content is not available offline, so if you want your course to be fully compatible with Kaya Mobile it should not be used.

- **Lesson** - can have a linear set of content pages, or instructional activities that offer a variety of paths for the learner depending on their answers. It is a series of HTML pages available to the

learner, who is asked to make a choice underneath each content area, which directs them to a specific page within the lesson. Lessons can be scored, have their own progress bar, and have many different question types to choose from.

- **Nested course** – Include a course from the Kaya catalogue that has relevance to your Elearning course. Previous completions are recognised and saved, particularly as part of a learning pathway (See the [Nested course chapter](#) for more information).

- **Questionnaire** - design surveys using a variety of methods that allow for you to collect data from your learners. For Example, their role, Their experience of your eLearning content.

- **Quiz** - create quizzes that can test your learners using a variety of question types, including multiple-choice, matching, short-answer and numerical. It is recommended that you add questions to your 'Question Bank', as this allows you to use the same questions again or randomise the selection from a wider pool (rather than having to repeatedly add the questions into each quiz). This can be done by selecting 'Questions' under 'Question bank' in the 'Administration' block. This activity could be used at the end of an eLearning activity to test users' knowledge having completed a course. Certificate awarded upon completion and achievement of a certain grade e.g. 80%

- **SCORM package** - SCORM is a standard e-learning module, built using an authoring tool and packaged within a ZIP file, which is uploaded to Kaya. Kaya only fully supports SCORM 1.2 (for information on SCORM completion tracking (See the [SCORM settings chapter](#) for more information).

- **Seminar** - booking for one or several group training sessions. After creating the seminar activity, you can schedule as many sessions in that activity as you like. For example, if you are running the same training on multiple occasions, create one seminar activity, then add multiple sessions under it. You can also create a waiting list so that learners can express their interest in a full session. If space becomes available, they can be confirmed as attending. You can customise the seminar 'room' to include a virtual room link (when delivering sessions through video conferencing tools like Teams or Zoom). Learners will see that the session includes a 'Join button' in notifications.

- **Wiki** - a series of page links that can be edited by learners online only. These can be either hidden to individual learners or made editable by everyone. See the 'Book' resource on the next page, as an alternative method of displaying a lot of information to your learners. Could be used on Field trips where learners can contribute to the page on their findings.
- **Workshop** - enables the collection, review, and peer-assessment of learners' work, which consists of digital files such as Word, PDF, or Excel documents. They are like collaborative 'Assignment' modules, but still should be moderated by the course admin(s).

Note: Some activities are not available offline for example H5P and therefore should not be used for any offline content. Please test your courses in offline mode within the Kaya app if your users are more likely to be accessing content in this way.
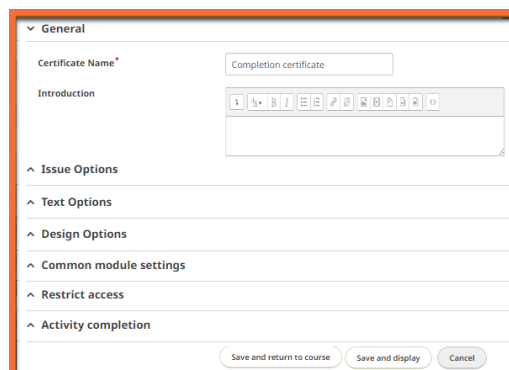
Types of Resources

- **Book** - a multi-page resource in a book-like format, with chapters and subchapters. Would be suitable for many learners to document the findings/ learnings on Field trips. Books can contain media files as well as text. They are useful for displaying lengthy passages of information in separate sections, which can be printed as PDFs. Once the name and description of your book have been entered, select the format in the 'Appearance' section of the activity settings (choose whether the chapters and navigation appear as icons or titles). You will be taken directly to create a new chapter; this will be the first chapter of your book.
- **File** - a file for learners to view or access such as a Word document, PDF, image, or video. Where possible the file will be displayed within the course interface (select 'Embed' in the 'Appearance' settings) or students will be prompted to download it. Suitable to add as a course resource containing references, or pages for learners to print.
- **Folder** - enables you to display multiple files inside a single folder, reducing scrolling on the course page. A zipped folder may be uploaded and unzipped for display. Suitable if there is a course resources available in many languages.

- **Label** - labels are very versatile and can even help to improve the appearance of a course. You can insert text and multimedia (using HTML) directly onto the course page, in between links to other activities and resources to introduce them, give instructions, and provide supplementary information or interactive content. Suitable if you have video content available on YouTube or Vimeo sites as an example.

- **Page** - create a separate web page, populated using the text editor tool, which can display: text, images, video, links, and embedded HTML online only. It can help to manage your content and shorten your main course page, with links out to subpages. However, these sub-pages require an extra click to access, and may complicate navigation, so should be used sparingly (considering the overall user experience).

- **Tabs and accordion** – enables text and images to be inserted on the course page as either horizontal tabs or a vertical accordion area, to present information more interestingly and concisely.

- **URL** - provide a web link as a course resource (note you can embed content using a 'Label', such as a YouTube video). You must advise learners if the link will take them to an external site/platform, and will therefore be incompatible with the Kaya Mobile app.

Note: Kaya Essentials shows descriptions, examples, and guidance videos for each activity type.
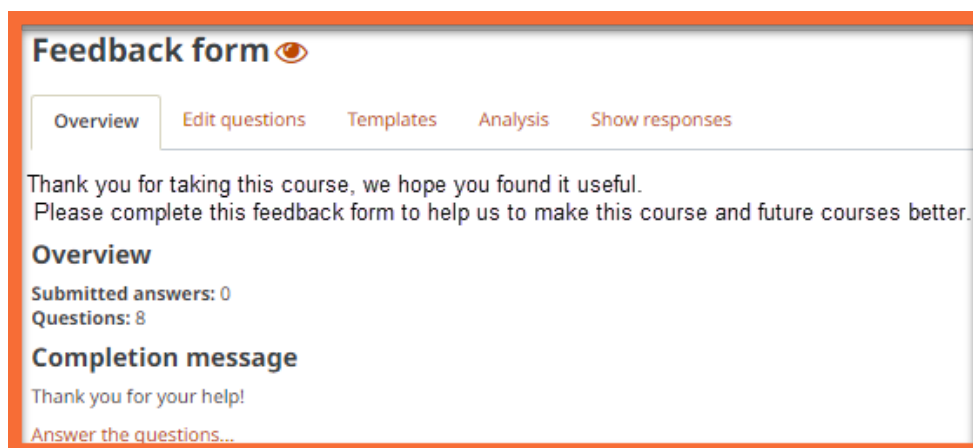
Course Certificates

As a Kaya Create partner you have access to the default HLA academy certificate. Your Create template page will include an example of this certificate and you will have the following options to customise:

- **Certificate name** - the title of the certificate as it will appear within the course activity on the course page e.g. 'Certificate of completion'.

- **Introduction** - the wording that will accompany your certificate when a learner accesses it for download.

- **Issue Options** – The options available as to how you wish the certificate to be issued. Send notifications to learner? Notify managers? Delivery method and if a user should spend a certain number of minutes in a course before a certificate will be issued.

- **Text Options** – Various text options that you may wish to add your certificates, e.g. Print date, Grade, Trainer names.

- **Design Options –** The Certificate design options. For Kaya create options, this will be a custom certificate with the generic Border image.

- **Common module settings** - use as required, otherwise ignore if unsure.

- **Restrict access** - follow the guidance the Restrict access chapter.

- **Activity completion** - follow the guidance on in the Activity completion chapter.

Feedback forms

It is recommended that all courses on Kaya include a feedback form activity, so that learners can express their views on the course and to allow administrators to monitor course page engagement for reporting purposes. This feedback can be used to improve existing and future learning opportunities.

Edit feedback form:

1. Select the activity itself (not 'Edit settings').

2. To add or remove questions select the 'Edit questions' tab. There are several a question types that you can use, and you can rearrange or delete them using the symbols next to each one.

It is recommended that you use one of the Academy's feedback templates. These capture basic learner feedback and allow for the aggregation of responses across Kaya (by the Academy), supporting our data analysis.

The Academy template is labelled 'Academy Level 1 evaluation template' and is available in English, French, Spanish, Arabic, Bangla, or Kiswahili. To access the template:

1. Select the 'Templates' tab.

2. To add your own additional questions to the template, return to the 'Edit questions' tab.

3. Save your created form as a template for others to use, or for you to use again.

To view the anonymized responses to the feedback form, click the 'Analysis' or 'Show responses' tab.

Note: It's important that you request learner feedback and any other information from learners, (via a survey, quiz, or questionnaire) within Kaya. Do not link out to separate platforms to collect this data, to ensure it is secure (for more on data protection see the Data protection checklist chapter).

H5P (Interactive Content)

The H5P activity module enables you to author interactive content such as Interactive Videos and Images, Question Sets, Graphs, Presentations, Games, and much more.

This content can be embedded directly into the course page using HTML in a 'Label' resource. Alternatively, you can embed multiple pieces of content inside a 'Page', 'Lesson' or 'Book' resource to reduce clutter on the course page. Watch this short, instructional video to learn how to create and embed interactive content using H5P. Additional information about the activity module, and examples of interactive content that you can create, can be found on the H5P site.
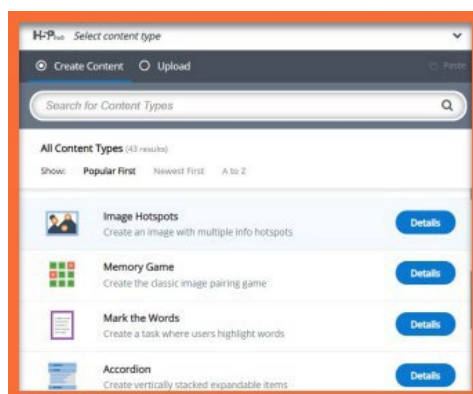
Note: H5P activities cannot be tracked by a passing grade for completion in Kaya. Therefore, it is recommended that you use this activity type for knowledge checks and interactive activities rather than formal assessments. H5P content is not available offline, so if you want your course to be fully compatible with Kaya Mobile it should not be used.

Nested course

Nested course is an activity that allows you to direct learners to other, courses in the Kaya catalogue (created by you or other providers). This activity could be used to aggregate courses into a learning pathway, to establish prerequisite knowledge, or simply to signpost to other relevant learning on Kaya.

Nested courses allow for learners to have their existing completions apply without having to retake a course. For example, if Course A is nested within a pathway, and the learner previously completed Course A, then it will automatically be ticked as 'complete' within the pathway.

To add a nested course, the following settings are required:

- **Nested course** - Kaya will prompt you to add the course short name for the course you would like to nest. Copy and paste the short name into this space or type it directly, you can find a course short name in the breadcrumb menu at the top of the page or in the page settings. See the following image as an example:

- **Common module settings -**
  - **Visible** - whether the activity is visible to learners.
  - **ID number** - provides a way of identifying the activity for grade calculation.
  - **Group mode** - see the [Groups chapter](#) for more information.
- **Restrict access** - follow the guidance in the [Restrict access chapter](#) for more information
- **Activity completion** – nested course activities will only mark as completed once the learner fully completes the nested course. You should review the completion conditions of the nested course, so you understand the requirement on learners. For additional guidance see the [Activity completion chapter](#).

Note: This activity only allows you to link to another course, and not specific activities within another course.

Edit activity and resource settings
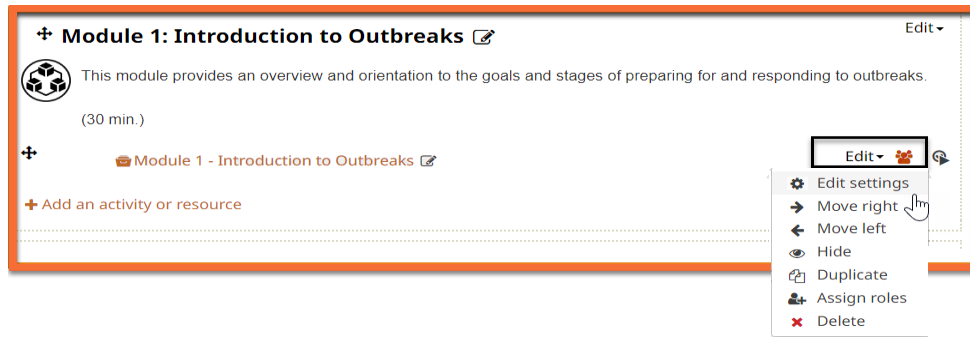
To edit the settings of an individual activity or resource:

1. 'Turn editing on' at the top of the course page,

2. Select 'Edit' next to the desired activity/resource,

3. Select 'Edit settings' in the drop-down box.

Depending on the type of activity or resource that you are editing there are several possible settings available. Two of the most important, which are included on every activity and resource, are: 'Activity completion' and 'Restrict access'. Please view these chapters for further details.

Activity completion

Specifies the criteria for when an individual activity will show as completed. Without setting activity completion requirements, you will not be able to set course completion requirements for learners (see the Course completion chapter). See the following activity completion settings:

- **Completion tracking** - if enabled, then activity completion is tracked by Kaya, either manually by

the learner (not recommended) or automatically when certain conditions are met. These conditions can be as simple as a learner viewing the activity/resource, or can be much more complex, (like those for a SCORM package, which are explored in more detail below). If you intend to report on user engagement within an activity it will need to be tracked.

- **Require view** - if ticked it is mandatory for a learner to view the activity to complete it. If no other conditions are set, learners will complete the activity just by opening it. If other conditions are set (such as requiring a grade for example), then you must not tick 'require view' as well. The simpler the conditions, the less likely it is for an issue to arise.

- **Expect completed on** - this setting specifies the date when the activity is expected to be completed. The date is not shown to learners and is only displayed in the activity completion report, so it is recommended that this is not used.

SCORM Settings

For SCORMs, the grading element is within the SCORM package itself and will have been set when the SCORM was created in the authoring tool. The following options are only available for SCORM package activities.

- **Require grade** - if enabled, the activity is considered complete when a learner receives a grade. If you require a grade from your learners then make sure to also specify the number of attempts, learners have under 'Attempts management'.

- **Require minimum score** - if enabled, the SCORM activity will require a learner to meet the minimum score entered to be marked complete, (as well as any other activity completion conditions). Make sure to also specify the number of attempts, leavers have under 'Attempts management'. Scores are single digits only, so a score of 7 would mean 70%.

- **Require status** – the learner must achieve at least one of any ticked statuses (as well as any other activity completion requirements), for the activity to be marked as complete. This is a common setting to get wrong. So, if you experience issues during testing, please try different options here. Alternatively, seek guidance from the learning provider that built the SCORM (as the "passed" and/or "completed" status may not be transferring correctly to Kaya).

- **Require all SCOs to return "completed" status** - some SCORM packages contain multiple components or 'SCOs'. When this is enabled all SCOs within the package must return a "completed" lesson status for the activity to be marked as complete. You must also enable the 'require status' condition when using this setting. If you are unsure about SCOs use in your SCORM, speak to the learning provider that built the SCORM.

Tip: SCORM packages are used frequently, and their completion settings are complex. Make sure to choose the completion settings carefully and test they are working as expected. If in doubt, always check with the SCORM creator (the learning provider who built the SCORM package using an authoring tool) for the completion settings.

Note: It is strongly recommended that you test activity and course completions fully. To do this, log in and enrol onto the course as a learner and complete the course as a learner would. This will help you identify any issues with the course, including activity and course completions.

Restrict access

You can specify access restrictions against activities and resources, meaning that learners can only view/interact/complete them once they have met certain requirements. These requirements can include activity completion, date, grade, user profile, or a matrix of multiple restrictions and are particularly useful for certificates.

This setting can help build more complex course completion criteria. For example, you may restrict access to a quiz based on a learner completing either SCORM A or SCORM B. Then, set only the quiz as the course completion requirement (because learners can't access the quiz without completing one of the SCORM's).
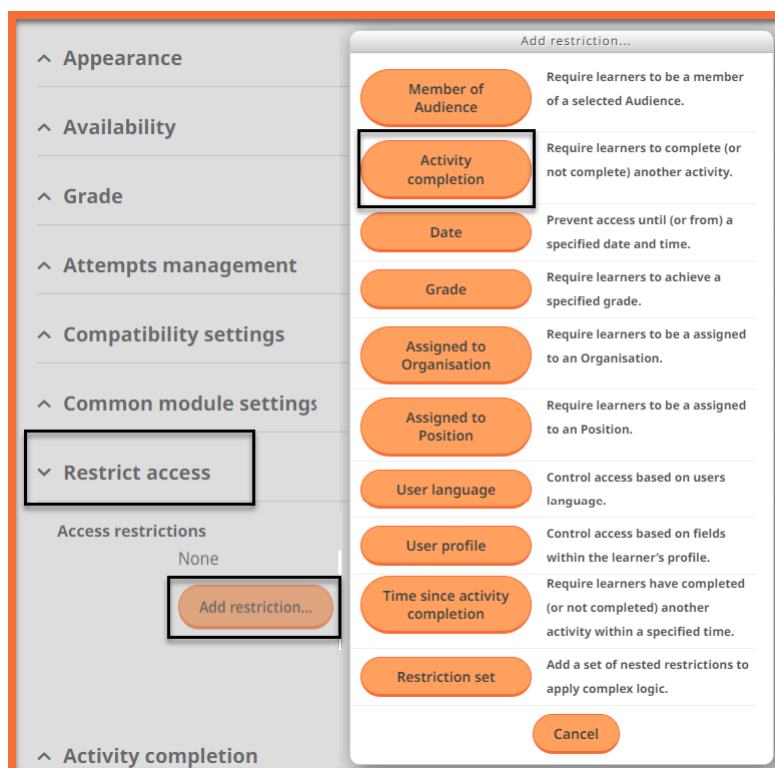
'Activity completion' is the most common restriction to apply. This requires learners to complete a previous activity to 'unlock' the next one. Until then, the activity that has access restricted will be 'greyed out' on the course page (it will be visible, but the learner will not be able to access it). To completely hide the activity/resource until it is available, click the orange 'eye' icon next to the completion criterion.

Note: When using activity completion to set access restrictions, you can only use activities which have completion settings defined. If an activity doesn't show in the drop-down list when you are creating your restriction, you'll need to check and correct its completion settings (see Activity completion chapter for more information).
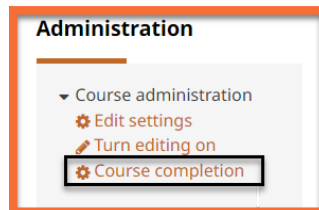
Course completion

The final course setting to consider is course completion. These are the overall settings that will enable a learner to complete the course. If your course is a resource hub and does not have any completion criteria (i.e., a webinar series or information hub):
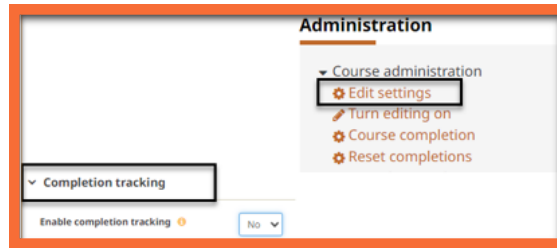
1. Select 'Edit Settings'.

2. Turn 'Completion Tracking' off by selecting 'No' from the dropdown menu.

Your course will then appear in learner's dashboards as a 'Resource', without a progress bar.

To add course completion settings, you will first need to have added individual activities/resources and set their completion settings. This is covered in the [Activities and resources chapter](#). Courses are completed once your chosen activities/resources are completed. For example, you could specify that a learner must complete both a SCORM activity and a quiz to complete the course. To set course completions:

1. Click on the 'Course completion' under 'Course administration' in the 'Administration' block.

2. Select 'all' or 'any' of the individual activities/resources required to be completed for the course to be completed.

3. Tick the boxes against the required course activities.

Note: To build a more complex completion rule (such as learners must complete ether SCORM A or SCORM B and Quiz C), use 'Restrict access' settings in tandem with course completions (see the [Restrict access chapter](#) for more information).

Refer to the "restriction and completion section" in [Kaya Essentials](#) for additional information. It's very important to ensure course completions are set-up correctly because they impact:

- **Learner's dashboard/record of learning** – without course completions set, the course will display 'No criteria' next to it, rather than a percentage bar. Further, if course completion settings are set incorrectly, the course may show as completed, without completing all necessary activities/resources.
- **Reporting** – statuses are derived from course completion settings. When no required activities/resources are complete the status will be 'Not yet started'. Once any required activity/resource is completed, you'll see 'In progress'. When all required activities/resources are completed, the status will show 'Complete'.
- **Data –** if course completions must be amended after a course is published, there are impacts on both reporting and users learning records.

Reset course completions

This button, displayed on the course administration block, will archive the progress and completion records of all learners so that they can retake the course. We recommend that this is to be used on a case-by-case basis. As a Kaya Create partner it is recommended that you purchase an additional course page for a new cohort or topic area. Share and Prepare partners have unlimited course creation permissions.
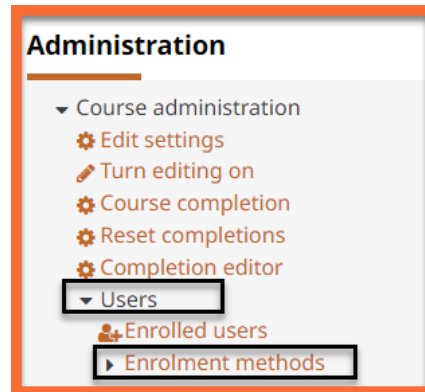
Course Enrolment

Here you'll learn about the various enrolment methods that enable users to 'Join' your course, and how to manage them once they have enrolled/joined.

The term enrolment is primarily used within course settings. Learners will generally see the term 'I agree – Join course'. In this Guide the two terms are used interchangeably.

Course enrolment methods have serious data protection implications. Therefore, you must follow this part of the guide in detail. If you have any queries, please contact the Kaya Team.

For learners to be able to enrol onto a course it must be 'visible' to them, which is set under 'Edit settings'. Therefore, this part of the User Guide must be followed alongside the guidance in 'Audience-based visibility'.

To access the enrolment methods for your course: select course administration > Users > Enrolment methods. Here you will see the existing enrolment methods for your course. Alongside, you'll see the number of users that have already enrolled using them. You can also add new methods, using the drop-down box below the table:

Advanced Self-enrolment

This enables the default 'I agree - Join course' button on the course summary page that learners select to enrol themselves, this is a GDPR requirement (the example below is for HLA courses). When selecting this button, the user will consent to sharing details with the course provider. If a user is already enrolled, the view course button will be displayed to allow the user to continue with their learning journey.
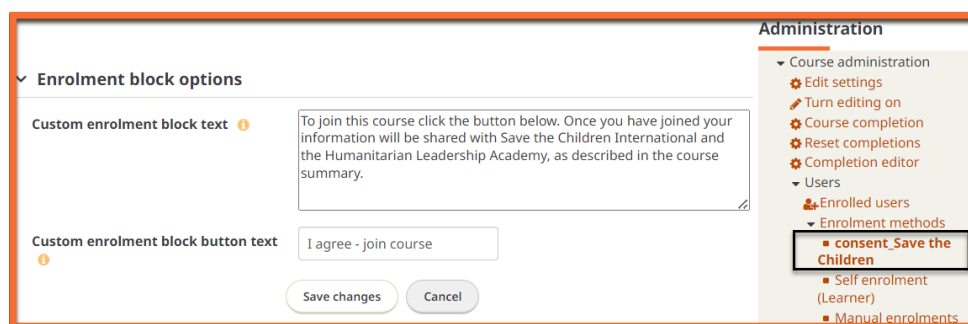
This enrolment method will already be active on your template course page, however if you need to add this method select it from the enrolment methods drop-down box. On the settings page that's presented ignore all fields except the three listed on the next page. Amend text (where it says 'Organisation' replace this with the full name of your organisation if it is not listed already):

1. **Custom instance name** – consent_Organisation.
2. **Custom enrolment block text** - To join this course click the button below. Once you have joined your information will be shared with "*Organisation*", as described in the course summary.
3. **Custom enrolment block button text** - I agree - join course.
4. Click Save.
5. Move this advanced self-enrolment method (now titled consent_Organisation) to the top of the table, using the 'up arrow' next to it.

6. Disable all the other enrolment methods (except from 'Manual enrolments'). To do this, use the 'eye' symbol next to each method.
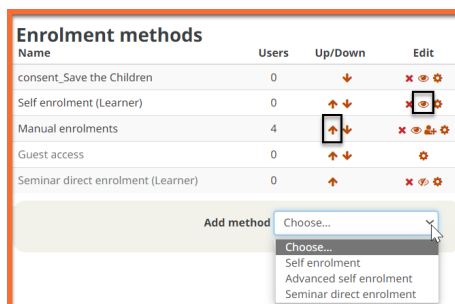

Note: Manual enrolment, Guest access, Audience Sync and Seminar Direct Enrolment are not available options for Kaya Create. These features are only available to Kaya Share and Prepare partners.

Note: Ensure you also include the statement of consent at the bottom of your course summary page (see Edit a course description chapter)

Enrolment key (password)

Open the settings for the enrolment method that you have applied and enter your desired password into the 'Password' field. If you wish to remove the enrolment key at any point, simply delete the password from this field.

This will need to be applied before you launch the page and you can also set different enrolment keys for users to be assigned to different groups as required. Once you've saved this method, make sure that all other methods (except for 'Manual enrolments') are hidden using the eye symbol.
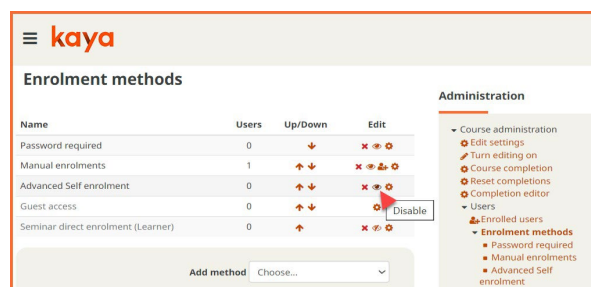
Adding an enrolment key only restricts learners from enrolling onto a course (without entering the password). It does not remove the course from the public Kaya catalogue or restrict learners from

seeing the course summary. So, you must add information to the course summary page, detailing: who can access the course, and how those learners can obtain the password. If you don't want generic Kaya learners to access your course, the course should be hidden from the public catalogue, (requested from the Kaya Team). You may then choose to add an enrolment key as an additional precaution.

Manage enrolled users

To see a list of all users that have enrolled on your course, click on 'Enrolled users' under 'Course administration'. Here you'll see learner names, email addresses, the date and time that they last accessed the course, their roles (see the next page on how to assign roles), groups, and their enrolment method. You will be able to see further reporting options in this chapter.

Tip: Please also anonymise any data used for analysis due to its sensitive nature.

If you have no enrolled learners, but the course has been open for some time, you should check that your course is 'visible' (see the Audience-based visibility chapter and the course enrolment methods chapter to ensure these are correctly configured.

Assign roles (course level)

You can assign certain roles (and permissions) to colleagues so that they can help you to create and manage your courses on Kaya. First let's look at the different roles that can be assigned at course level:

- **Learner** – assigned automatically when learners enrol on a course. This role allows learners to access and complete activities/resources. If a user doesn't have this role, their progress will not be tracked.

- **Facilitator** - allows the user to fully edit the course and its content. Does not provide access to any user data (other than anything learners can already see, e.g. display names on forum posts). Generally, the 'Facilitator' role will provide all the permissions required to edit and moderate your courses. Therefore, it is recommended that this is the main role that you assign.
- **Editing Trainer** - allows the user to fully edit the course and its content, provides access to user data, reports, and can assign the 'Facilitator' role to other users.
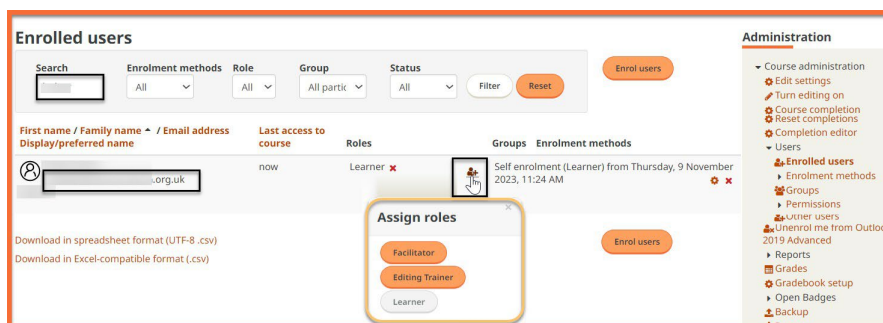
Note: Think twice before assigning Editing Trainer role, considering the data protection implications. The 'Facilitator' role is usually more appropriate, as it can create and edit courses but not access user data. If you must assign the 'Editing Trainer' role, then only give it to a limited number of trusted colleagues.

To assign roles at course level:

1. Select 'Enrolled users' under 'Course administration'.
2. Search for the individual that you wish to assign a role to.
3. Select the 'silhouette with a plus symbol' under the 'Roles' column for that individual.
4. Select the role you wish to apply from the pop-up box (options available here depend on your own role).

To remove a role from a learner, click the 'cross' symbol next to that role.

Note: To assign a role to a user they must already have joined the course. If they haven't, or can't, then contact your Portal admin to manually enrol them for you. Alternatively, you can open the course for testing which will allow them to self-enrol (see the Audience-based visibility chapter on how to open a course for testing).

Reporting (course level)

Any individuals that have been assigned the 'Editing Trainer' role will have access to course reports, while 'Facilitators' will not (see previous page on assigning roles). Reports are used to collect data on your learners' progress within the course. They can also be used to investigate and troubleshoot issues reported by your learners. Select 'Reports' under 'Course administration' to see a dropdown of all available reports:

- **Course completion** - a list of individual learners and their activity completions within the course, (indicated by ticks against each activity). It can also be used to manually mark completion for any activity, if required. To do so, select the box in the activity's column, enter a justification for the manual completion into the text field that appears, such as "Completed offline", then press return.
- **Logs** - historical logs for the course, showing all user actions within it (used primarily for troubleshooting issues). Logs are capped at four months.
- **Live logs** - similar to above; a live stream of actions within the course.
- **Activity report** - specific reports for individual activities/resources. Select the specific activity/resource that you wish to report on and then select the 'Reports' tab.
- **Course participation** - specific reports that show if individuals have interacted with an activity/resource (i.e. viewed it).
- **Activity completion** - a list of individual learners and their activity completions within the course. Can be exported to an Excel sheet.
- **Statistics** - displays graphical summaries based upon course logs.
- **Demographics report** - demographic data based on profile information and completion statuses for each user, for analysis.
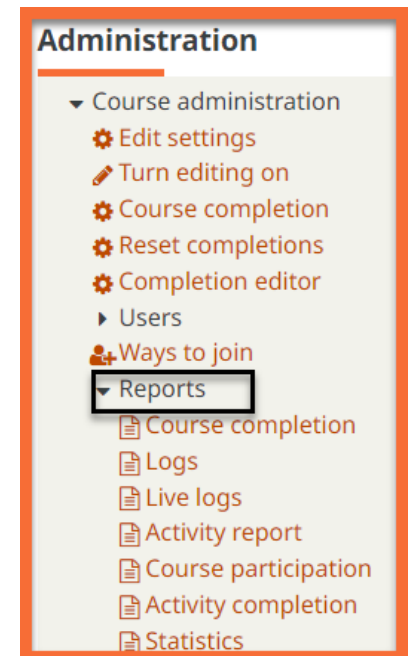
Data protection checklist

The course enrolment method that you choose; the roles that you assign to individuals; the way that you report on data; and the way you store/process data all have serious data protection implications. We've designed the below checklist highlight key data protection considerations:

Are you assigning roles to colleagues/consultants so that they can help you to create/manage a course? If so, consider which role is the most appropriate. Generally, the 'Facilitator' role will provide sufficient access. Only if users specifically require access to user data should the 'Editing Trainer' role be assigned. Make sure you unassign roles when no longer required (see the Assign roles chapter for more information).

Are you making a course public (in the Global Course Catalogue), that you will continue to administer (thereby gaining access to external user data)? If so, you must use the 'Advanced self-enrolment' method, to obtain users consent for you to access their data (see chapter on Advanced self-enrolment chapter for more information).

Are you reporting on user/learner data for the course? If so, and particularly if you are exporting that data from the platform, then make sure you protect this information. Anonymise the data where possible so that individual learners cannot be identified by it. Don't send it outside of your organisation, unless this is recognised in the consent that users provide. Use secure methods to share this data with colleagues. Make sure that you abide by internal data retention policies.

Are you contacting users via email? Avoid doing this unless completely necessary. Even then, any communication must relate to your course and be required for you to effectively administer it. Never contact users for any other reason (e.g. for marketing purposes). Never export/store/share email addresses externally to Kaya.

Are you directing users to separate platforms? For example, are you asking learners within a course to access another site to fill in a survey or questionnaire? Avoid this, as data must be kept on Kaya to be secure.

Note: As a Kaya partner organisation, you are contractually obliged to abide by UK law in the processing of data, which includes compliance with the General Data Protection Regulation of the European Union (GDPR). The above checklist is a guide only. You must also have in place your own internal data protection policies and processes to ensure compliance. If you have any questions, or are in any doubt, please view the Kaya Privacy Policy, and/or contact the Kaya Team.

Note: If you feel there has been a data or security breach, or notice any concerning activity on Kaya, contact the Kaya Team immediately.

Publishing a course on Kaya
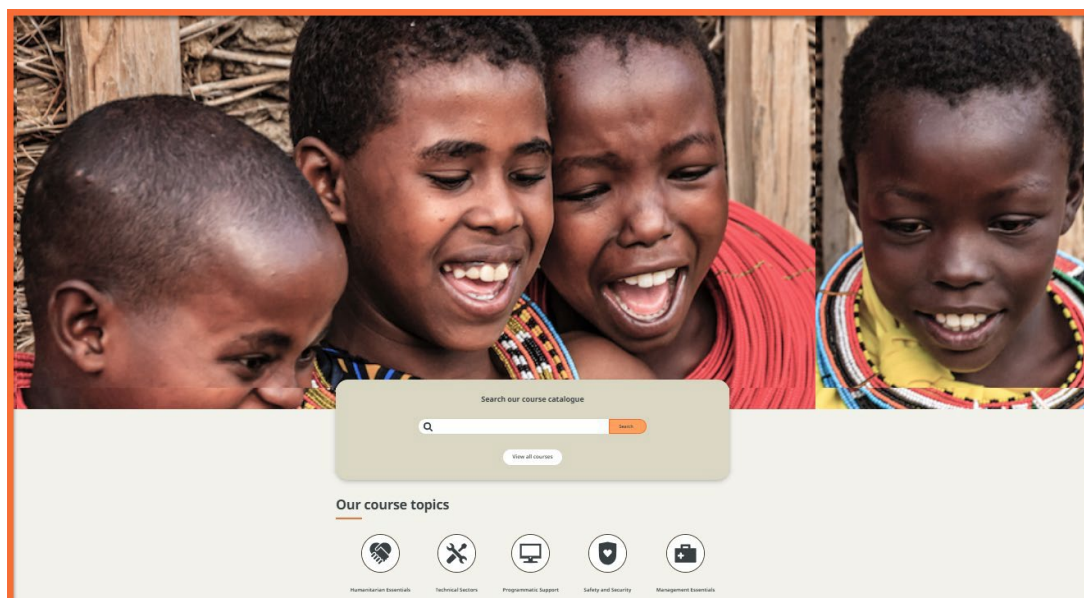
Courses available to learners on Kaya must be high quality and consistent.

There are two components to this: the quality of the learning content, and the way that the course which hosts the content is set-up and managed on Kaya.

The following guidance and checklist will help you to ensure that the content is high quality and all the necessary admin settings have been applied within the Kaya course.

The quality of the content offered to learners on Kaya (for example a SCORM package), is the responsibility of the learning provider. This includes, the way learning has been designed, methodologies used, subject matter presented, usability, accessibility etc.

You should perform quality assessments, and work with designers and subject matter experts to ensure standards are met.

You must also ensure that the course on Kaya (where the learning is hosted), has the necessary settings applied, so that it is well presented and fully functioning.

Courses that are publicly available within the Kaya Catalogue are monitored by the Academy to ensure certain quality and consistency standards are met. The Academy reserves the right to change the visibility settings of courses that don't meet the requirements included on the two following checklists.

Making a course publicly available

If the course can be accessed by learners for free, you can either share it publicly within the global Kaya catalogue, or only with a specific audience (such as your staff, volunteers, or partners) via a direct URL.

When your course is ready, please complete the [Publication Form](). The Kaya team will then review your course for publication, using the [Course Checklist]().

Note: This will take up to 10 working days, so give as much advanced warning as possible if you are working to a deadline.

Changes after publication

For any amendments that need to be made to the course after publication the course visibility settings will need to be amended.

If a course has been set to 'All Kaya users', you will not be able to amend its settings. If you need to change the settings, you must set the visibility to 'Enrolled users' and then make your changes.

Note: In both cases, if you wish to make the course public again you will need to request this from the Kaya Team. Therefore, you must check and completely finalise your course (settings and summary information), before requesting it go live. This limits requests to the Kaya team and prevents delays in learners being able to access your course.

Quality assurance and course admin checklist

The Academy has developed a Course admin checklist (below). Partners must use this when creating or aggregating content that will be publicly available on Kaya. This ensures that the learning you offer meets minimum quality standards. We recommend using it for all content, even if these courses are only available to your staff.

Course Checklist

The following should be configured on your course before it is made available to your users. Please complete the checklist below to ensure all areas are complete before sending your course for QA.
To assist you further, you can click on the wording below to bring you to the required section in the admin guide if you need assistance:

☐ Course to be available **Publicly to all Kaya users OR**

☐ Course to be available **Privately.**

☐ [Course Full name and short name](#)

☐ [Short Summary and Course summary](#)

☐ [GDPR Statement](#)

☐ [Course image for search and summary (Required 500 x 330 px](#))

☐ [Activity completion settings](#)

☐ [Course completion settings](#)

☐ [Enrolment methods](#)

☐ [Classifications](#)

Classifications

Classifications specify your course's topic, format, language, provider, region, and compatibility. It is important that course classifications are entered accurately and completely, as Kaya matches them to search 'Filters' applied by users.

Set course classifications, by going to 'Course administration' in the 'Administration' block, select 'Classifications'. The classifications are:

- **'Language'** - refers to the language of the learning content on the course page. You can select multiple language classifications if providing multi-language content on one page.

Note: It is strongly recommended that separate courses are created for each language.

- **'Topic'** - refers to the topic/subject matter of the course content. There are main topics with sub-topics beneath them.
- '**Format'** - refers to the learning methodology used in the course. You can select multiple formats, but the last format saved will show on course card in the catalogue. Also note that the 'learning pathway' format will change the card design.
- **'Provider'** - You must select at least one 'Provider' for each course. Several providers may be selected if the content was created through multiple contributors. If the provider doesn't exist, please send a partner creation request to the Kaya Team.
- **'Region**' - Please select at least one "Region" to advise users of the target audience for the course. The options are: Global, Asia and the Pacific, Africa, Middle East, Latin America and Caribbean.
- **'Compatibility'** – You must fully test your course on the Kaya Mobile app (both on and offline), to apply the appropriate compatibility settings before publishing.

The Kaya Essentials Training page
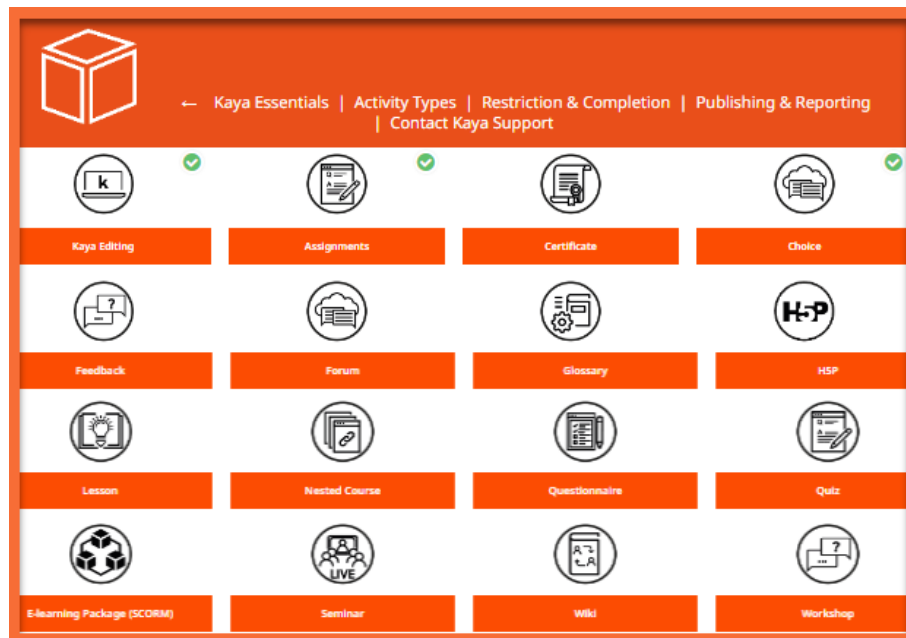
This page provides training resources exclusively to our Kaya partners: https://kayaconnect.org/c/kaya-essentials

- Find out about each of the activity types available within Kaya.

- Learn how to edit your course page.

- Understand how to add classifications, users, roles and administer your page.

- Find out about the Kaya reports available for your product.

- Learn how to utilize the in-built completion and restriction settings within Kaya.

- Understand the process for publishing your Kaya course page according to the quality assurance checklist, accessibility and GDPR policies.

- Find out about upcoming events, partner community collaboration projects and products.

- Signpost your staff to this page to find additional training resources.

Further Support

To supplement the guidance provided in this User Guide, we've provided the following links. These are especially useful for you to learn more about functionalities available on Totara and Moodle (which the Kaya platform has been developed on). Further, you'll find detailed guidance on specific activities and resource modules:

- [Totara Help](#) - maintained by Totara Learn staff.
- [Moodle](#) - maintained by the Moodle community.

For any questions that aren't answered by this User Guide, or to report any issues with the platform, please contact your Portal Admin in the first instance. Alternatively, [contact the Kaya Team directly](#).

Development Log and Roadmap

A live log and backlog of developments and a broad [Kaya roadmap can be accessed by partners here](#). This page is updated when new developments are added to Kaya.

Please note service updates usually occur between 7.00am - 9.00am UK time (when new developments are deployed from Staging to Production). During this time, the site can be offline for a duration of this period.

If you have any questions about the backlog or roadmap, or would like to propose items for consideration, please contact [Kaya Support](#).

Humanitarian Leadership Academy

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CREATE

Version: September 2024