

[Civica Learning

Learning & CPD
for Membership
Organisations





Leading the way with learning and CPD

Effortless... straightforward... easy to use. If you'd like your digital and blended learning and continuing professional development (CPD) platform to sound like this, here's some good news.

Civica Learning gives membership bodies the power to help people take control of their learning.

Members access structured and self-directed learning content and a CPD record to log their activities. They can add reflective notes, upload evidence and track progress towards annual targets.

This helps to drive member engagement, increase retention and growth, improve quality standards, reduce administration and provide opportunities for new revenue streams.

You can use Civica Learning to:

- Deliver a wide range of learning content
- Configure and track CPD points and/or learning hours
- Manage planning, review and audit processes
- Meet your members' specific needs.



User experience

Civica Learning gives members easy access to learning content and the management of CPD records – they can record self-directed learning activities and upload supporting evidence, all in one easy-to-use platform.

Administrators have a tool to upload and target content, and handle user management and CPD configuration. This also helps with reviewing, auditing and reporting.

You can make learning and CPD simple and intuitive for members and administrators with:

- Sleek and appealing user interfaces
- Great user experiences for desktop, tablet and mobile devices
- Simple management, delivery and reporting of learning and CPD activities
- Personalised content experiences
- Powerful search capabilities.

Mobile learning and CPD apps

Members use apps to access their learning content and CPD record. They can also upload self-directed learning activities and supporting evidence. This applies whether they're in an office, travelling, working away, or at home.

Give members a great mobile experience by using:

- Your own learning and CPD app for iOS and Android devices
- Online and offline access to content
- Push notifications to keep users up to date
- Attractive UI and UX app designs
- Offline tracking and auto re-sync to capture all activities.



Learning and CPD content

Deliver a wide range of learning and CPD content that's accessible via a branded portal and apps. Members choose their content and how they use it.

With Civica Learning, administrators handle internal content and that from third-party sources such as TED Talks, YouTube videos, journals and blogs.

Content types include:

- eLearning courses, eBooks and digital libraries
- Videos and podcasts
- PDF and Office documents
- Weblinks, blogs and other online resources
- Seminars and online events.

Seminars and online events

Help members to manage and access their event enrolments.

Here's how to unify events with your digital learning content:

- Create stand-alone or blended learning programmes
- Invite members to seminar, webinar and online events
- Use workflows to approve requests quickly and easily
- Integrate with conference platforms like Microsoft Teams, Zoom, and WebEx
- Connect to Outlook and other common calendars.



CPD configuration

Civica Learning gives you flexible data forms to capture the exact CPD elements you need, using specific terminology.

Elements might include activity types, points, credits, learning hours, dates and targets. Custom validation rules can also be applied.

You use configuration to:

- Define points, credits, time or unit allocation based on different activities
- Apply custom validation rules
- Specify CPD start and end dates
- Tailor CPD targets based on membership type
- Capture internal and external activities for a full CPD history.

CPD planning

Planning is key to the CPD life cycle. Members assess their skills, competencies and future development.

Civica Learning helps you to:

- Define skills and competencies across membership type and levels
- Set structured development criteria
- Plan all learning and CPD, both structured and self-directed
- Review internal and external CPD plans
- Equip members with automated and manual reports.





Track and record CPD progress

Civica Learning offers automated CPD recording of digital learning and content, including courses, videos and online events. This helps to ensure that a member's CPD record reflects their learning activities and is up to date.

Where learning and CPD occur outside of the platform, members note activities on their CPD record. This can include, for example, seminars and educational events. They can upload evidence such as certificates and attendance confirmations. Members can also record reflections on what they've gained from their learning and CPD.

Members will take ownership of their CPD if you:

- Provide access to their record via a branded portal and apps
- Enable them to record structured and self-directed learning
- Highlight CPD progression and objectives
- Help them to upload evidence of activity completion
- Encourage reflection on learning activities.

CPD auditing

Use Civica Learning as your CPD review and audit platform. Members submit their CPD record to internal reviewers. They audit, give feedback and accept or reject entries, using two-way, automated communication.

Members can also export their CPD record at any time, ready for external review and audit.

Members will keep high standards for their CPD if you:

- Allow them to submit CPD records for internal review
- Enable internal reviewers to audit records
- Give reviewers the ability to reject records that don't meet defined standards
- Aid communication between members and internal reviewers
- Facilitate external review and audit of members' records.

Certification

Members should know how to achieve or renew their certification. You can build pathways that combine learning, refresher and update materials, and assessments.

You can track member progress through to certification with:

- An integrated learning and CPD platform for complete activities and histories
- Flexible learning that has mandatory and optional activities
- Automated management and escalation procedures
- Mapping of CPD frameworks
- Customisable and fully branded certificates.



Social learning and collaboration

In the right social environment, members become your strongest assets and advocates. Enable them to share knowledge by using integrated commenting capabilities.

Star ratings and/or 'likes' and usage statistics show your most popular items. This provides valuable insights into the quality and relevance of your content.

Here's how you increase engagement and collaboration:

- Harness members' skills and experiences
- Give them a voice with integrated commenting
- Encourage collaboration with group discussion forums
- Provide great user experiences, similar to social platforms
- Gain insights into the quality of your content.





Tracking, reporting and analytics

Track activities, both inside and outside of Civica Learning. These can range from structured digital learning courses to self-directed CPD. For example, watching a video, reading a document or attending an external event.

By taking a holistic view of the organisation, you can report on your members' learning and CPD activities. This will help measure its effectiveness.

You can:

- Track all learning and CPD activities
- Deliver personalised and optimised learning and CPD
- Gather complete learning and CPD histories with richer insights and analytics
- Measure the effectiveness and impact of your investment
- Simplify management reporting and make more informed strategic decisions.

Integrations and eCommerce

Seamlessly integrate Civica Learning in key areas such as your website, CRM, enterprise social networks, online conference tools and identity management systems.

Connect Civica Learning with secure payment gateway solutions such as Stripe, PayPal and Amazon Pay when members purchase content from you.

Integrate Civica Learning with core systems to:

- Streamline access to learning and CPD content
- Enable single sign-on and easy navigation between systems
- Deploy Civica Learning with other systems and payment gateway solutions
- Build your revenues with eCommerce
- Reduce administration and enhance security.

CIVICA

For more information on Civica Learning:



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