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SPARK LEARNING MANAGEMENT SYSTEM - GLOSSARY OF TERMS

Access email

Email Notification, users sometimes refer to as "*the link email*".
The **Access Email** is the notification learners receive by default when training is distributed to their account, providing a direct link to the login page for the user to log in and access that content.

Alias: Registration Email, User-Created Notification

💡 **Insight:** There are three ways for setting up trainee access: By email/phone, specific training codes or self-registration.

Support Article: How to Login or Sign up to your Account
Support Article: Self Registration Using an Activation Link

Active / Inactive User account

A feature that allows learners to be turned **active** for course enrollment, or **inactive** if learners are temporarily or permanently signed out of course work without losing any historic data.

To permanently delete inactive accounts removes any personal records along with learning outcomes from the platform. The record can be anonymised if a complete removal of learning outcomes is undesirable, e.g. for compliance reporting.

Alias: Activated / deactivated user (account)

👥 **Tip:** Deactivating accounts after employees left the organization can ensure compliance with legal data protection requirements, at the same time, data records can be anonymised for future audits.

Support Article: Deactivating User Accounts

Administrator

An **Administrator** may be a term used to describe a person with a *Manager* level account, who is a part of your Organisation and has greater access than a learner account. They can manage or change aspects of user accounts and trainings.

Alias: Super User/ Admin, Organization Unit (OU) Administrator

💡 **Insight:** Spark allows rights for administrator accounts to be individually configured to precisely reflect the responsibilities of the managing user.

Support Article: Account types

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API

An ***"Application Programming Interface"*** is a method by which different systems can connect, send, and receive different kinds of requests. APIs are very versatile tools that can help you create additional customisations. In terms of an LMS, this could be things like sending account creation actions, or the action to deactivate an account. Another example of this could be the automatic synchronisation of user data.

💡 **Insight:** Creating an API between systems can help you seamlessly integrate and automate eLearning requirements within your organizational eco-system

Support Article: API Credentials

Campaign

Describes the delivery of one or more eLearning courses for a target group of learners. A roll-out, due dates and supporting measures such as reminder emails or processing rules are defined for this purpose. It is not a specific function of the Spark platform.

Alias: Roll-out

Support Article: Bulk import of users for training
Support Article: The management dashboard

Custom Fields

Allow new fields specific to a client to be added that are not included in the standard set of variables captured in the user data.

Alias: User defined fields

💡 **Insight**: Using custom fields can allow you to more closely reflect your organizational structure on the LMS.

Support Article: Setting up custom fields

Dashboard

The learners or administrators view after logging on to the Learner Management System. It links to course details, profile or messages of the learner; and additionally, to user data, enrolment profiles and reports if user is also an admin.
Alias: Learner / Admin Portal

Support Article: The management dashboard
Support Article: The trainee dashboard

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Distribute trainings

Assignment of one or more courses to new or existing learners, sometimes also referred to as roll out.

Alias: Roll-out, launch

[Support Article: Distribute trainings in bulk](#)
[Support Article: Distribute training to individual users](#)

Documents/ Signable Documents

A content type; a document (.docx, .pdf) distributed to a learner to be accessed on their training homepage. Marks as complete automatically on download. It can be a *signable document* if trainees are required to enter a digital signature to confirm a complete the document distribution.

[Support Article: Training documents](#)
[Support Article: Training - Signable documents](#)

Due date / time

Absolute date or a timeframe measured in number of days a user needs to complete a course. After the deadline has passed there are visual cues in the user account highlighting this instance. In addition, admins can receive reports of users that moved past the deadline, or superiors can receive aggregate (customisable) email reminders that ask them to take actions.

Alias: Expiry date

Tip: You can amend due dates for trainings in bulk or for individual users

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First-level support (end user)

Admins support learners and enable them to complete their training. For this they will receive guidance and support from their LMS provider, referred to as second-level support.

Alias: Learner support

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Formatted score

If set for a client account, learners can receive a performance score as part of their course completion certificate.
Alias: Performance (rating)

Language

Default interface/notifications language set for an individual learner depending on their culture (language/region variable).

💡 **Insight:** The platform is available in over 20 languages with campaign-specific localisation features that allow admins to target users in the correct language.

Learner

A user account who is limited to being able to access training distributed to them only.

Alias: end user, trainee

Support Article: Account types
Support Article: Trainee dashboard

Lesson status

Lesson states include Pending (Can Start), In Progress, Passed/Complete.

👩‍🏫 **Tip:** You can access a wide range of reporting to obtain insights on learner progress, including summary reports, user-level analysis, as well as performance and communication reports.

Support Article: Standard Reporting

Manager

An account with the permissions to manage other users, features, content, or reporting. Permissions can vary from manager to manager.

Alias: Administrator

Support Article: User types

Module

A Module is an individual piece of published eLearning content, either in SCORM 1.2 or TinCan format for the LMS. Other publishing formats are not compatible.

Alias: course (unit), lesson, content

Support Article: Training modules

Organisation Unit (OU)

Organisation Units are a single part of the Organisational Structure/Hierarchical feature, often referring to a group of users by department or location in their business. An Organisational Unit can use their own brand (e.g. URL, Layout).

Alias: Organisational Unit, Org Unit

💡 **Insight:** Organization Units can be independent from others within the organization, in terms of managerial rights, e-learning content and branding.

Support Article: Setting up a company structure

Password Reset

An administrator feature that allows an email to be triggered for learners that are unable to use the "forgotten password" feature.

Support Article: How to reset a password

Refresher

A refresher training can be a renewed release of the same topic, as a shortened or extended version.
If training content is issued more than once, it is indicated by a "Reissued #" addition.

Alias: Recurring training

Reminder Notifications

Either set in number of days from enrollment (relative) or as a fixed date (absolute), from which a reminder notification to triggered to users who haven't attempted their course.

💡 **Insight:** Reminders can be configured by training, group of users or individually.

Reports

This can include user-related or aggregated reporting, and can provide insight on learning outcomes, performance, communication, and, depending on the content type, even in-module stats. Reports can be filtered time and organizational structure and are available for download.

SCORM (1.2 & 2004)

General format used for SCORM data. Spark is compatible with the more universally compatible SCORM 1.2, which is the older 'write-only' publishing format. SCORM 2004 is newer and operates under a read-write model.

💡 **Insight:** Spark enables you to run trainings with modules designed by Sponge Learning, your own training materials or third-party content.

Sequencing Rules

A method of arranging content in order of required completion, where access to distributed content is locked and must be completed in a predetermined order. Sometimes the Spark feature of the same name is incorrectly referred to as a Pathway or Learning Journey, which are not features in the platform.

SSO (Single Sign-On)

An authentication system allowing a user to log on using their account from a different system, such as logging in with a Microsoft account, a Google account, or a social media account (LinkedIn, Twitter, Facebook)

Support Email

Can be created on the client side or on the LMS

Alias: Point of contact

Tag

Tags are a freeform text method to organise and associate groups of user accounts or training content.

Alias: Label, User Group

Tip: Tags allow you group, find and identify users based on certain additional characteristics that go beyond standard user variables.

Support Article: Adding tags

Third Party Module

Course provided by the client and imported into EnTraS.

Alias: External course

Support Article: Training - Modules

TinCan (xAPI)

TinCan is a publishing format for eLearning modules that enables platforms to track a highly detailed log of user interactions with the content, presentable in easy-to-read language. It provides more detail than SCORM published modules but is less universally compatible with other LMS's. Spark is designed for TinCan published content.

Support Article: What is SCORM and TinCan

Trainer

A unique account level in Spark, allowing for the download of Presentable modules for offline classroom training. Offline training records are synced post training when a connection is established.

Alias: Instructor

Support Article: Account Types

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Training Code

A single use option for self-registration, which distributes a predetermined arrangement of content to the user account.

Alias: Access Code

Support Article: Do I need a training code?

Username

Unique code for a learner used in combination with password or SSO upon registration and enrolment. It can be the user's email address, payroll number, etc.

Alias: Unique Identifier, UID

Support Article: Personal details and account

WBT

Web-Based Training

Alias: E-Learning, online training