

CIVICA

[**Agylia** Learning Management System





A learning platform that's made for you

Our customers are at the centre of everything we do. We've helped organisations around the world to enrich the learning experiences they give their people.

We're good listeners.

We'll get to know you, find out what you want from a learning platform and work closely with you to deliver the best possible solutions – on time and on budget. You can relax in the knowledge that your key messages are being delivered securely and efficiently.

So everybody wins.

Agylia creates an engaging environment where people can easily access a wide range of digital learning and support content. Whether you need help with induction and onboarding, compliance, leadership development, sales training or other learning initiatives, Agylia will deliver.

We provide guidance and practical assistance on:

- Branding and styles for your LMS
- Creating learning pathways and designing blended learning programmes
- Optimising the use of gamification, social and mobile learning
- Integrating Agylia with other core systems
- Migrating existing data and content – and much more.

User experiences

Agylia enables learners to easily find, navigate and access the range of content they need. You'll encourage self-discovery and self-learning by providing personalised experiences with tailored, role-based learning programmes.

For administrators, Agylia provides a straightforward tool to upload and target content, user management and reporting.

Make learning easy and intuitive for learner and administrators with:

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



Internal and external users

Use Agylia to support both internal and external audiences with learning and development programmes.

Attract, develop and retain employees by giving them the learning and support they need to be successful. Reach out to customers, partners and suppliers with engaging learning experiences.

With Agylia, you'll benefit from:

- Portals and apps that reflect your organisation and brands
- Easy management of learners and content across multiple sub-portals, organisational units, and internal and external groups
- Seamless integrations with internal and external systems
- Enhanced reporting on a local and global scale
- Added security to prevent specified audiences from accessing data and content.



Digital learning content

We'll help you deliver a wide range of digital learning and performance support content – all accessible via brand portals and apps. Learners make choices on content and how they use it.

With Agylia, administrators look after internally and externally created courses, videos and documents, as well as third-party content such as TED Talks, YouTube videos and podcasts, for delivery to learners.

The range of content types includes:

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

Classroom and online training

Define, schedule and manage your classroom, instructor-led training, webinar and online events to give learners a self-service experience.

Unify classroom and online events with your digital learning content by:

- Creating stand-alone or blended learning programmes
- Inviting learners to classroom and online events
- Approving training requests quickly and easily using workflows
- Integrating with Microsoft Teams, Zoom, WebEx, GoToMeeting and other online conference platforms
- Connecting to Outlook and other common calendars.



Compliance

You can specify the actions that learners must take to achieve compliance and renew their certification. Quickly build pathways that combine learning, refresher and update materials, and assessments.

Track learner progress through to compliance and certification

Achieve compliance and reduce risk with:

- Flexible learning pathways that combine mandatory and optional learning content
- Automated management and escalation procedures
- Mapping of complex regulatory frameworks
- Customisable and fully branded certificates
- Integration with HR and talent solutions that offer complete compliance histories.

Continuing professional development (CPD)

Would you like to empower people to take ownership of their CPD? Learners can create CPD plans and set personal targets. Records are updated with learning undertaken through Agylia and anything extra that's completed outside of the platform.

Learners can also upload evidence, such as certificates, photos and course evaluation forms, to validate external activities. They submit their CPD record to internal and external reviewers, who then do audits, provide feedback and accept or reject entries – all with two-way automated communication.

Agylia helps you to plan, record, track and audit all CPD learning activities. You can also:

- Configure points or time allocation based on tasks completed
- Set the platform to automatically record internal learning and CPD activities
- Capture external learning and CPD to get a complete history
- Enable learners to submit CPD records for internal and external review
- Send them communications and deadline reminders.

Mobile learning apps

With Agylia apps, individuals access the digital learning content and performance support resources on their chosen device, wherever they are – even when they're offline.

You can provide great mobile experiences by using:

- On-the-go learning with iOS and Android apps
 - Online and offline access to content
- Push notifications to keep learners up to date
 - Latest UI and UX app designs
- Offline tracking and auto re-sync to capture all learning activities.

Integrations

You can integrate Agylia with other key systems across the organisation, including HR, talent management, CRM, enterprise social networks, eCommerce, online conference tools, identity management systems and the existing LMS.

Public APIs and file-based integration capabilities ensure interoperability with a wide range of enterprise solutions.

Use Agylia alongside other core systems to:

- Enable single sign-on for easy access and navigation
- Deploy Agylia in tandem with other systems
- Streamline access to learning content
- Provide content and support materials in the systems learners use most
- Reduce administration and enhance security.

Social learning

In the right social learning environment, learners become your strongest assets and advocates. They can share knowledge with one another by uploading user generated content and using integrated commenting capabilities.

Star ratings and usage statistics show your most popular items – providing valuable insights into the quality and applicability of your content.

You can increase engagement and collaboration by:

- Harnessing the skills and experiences of your learners
- Giving them a voice with integrated commenting
- Encouraging collaboration with group discussion forums
- Providing great user experiences, similar to modern social platforms
- Gaining insights into the quality of your content.

Gamification

Celebrate and reward achievements by allocating points, awards and custom badges.

Use competitive leaderboards as a motivational tool to encourage participation and learner engagement.

Challenge and make learning fun by:

- Developing a healthy and competitive environment
- Promoting the adoption and ongoing use of learning content
- Encouraging individual progression and collecting rewards
- Identifying expertise and top performers
- Delivering real-world benefits and optional integrations to third-party reward schemes.



Experience API

Track more than just formal SCORM-based eLearning courses. You can also capture informal learning activities – such as watching a video, reading a PDF document or attending an external class.

Create a culture that recognises learning occurs everywhere and is accessible in different forms, increasing individual and team performance.

Experience API gives you extra tracking capabilities. You can:

- Track online and offline learning activities
- Capture informal learning events
- Gather complete learner histories
- Identify patterns and behaviours that relate to great performance
- Build a culture of continuous learning – the 70:20:10 model.

Learning Record Store

The Learning Record Store (LRS) provides a comprehensive view of your organisation's learning experiences.

You can use apps to enable the tracking, analysis and reporting of learning activities that occur both inside and outside of Agylia.

The LRS also helps you:

- Deliver personalised and optimised learning experiences
- Gather complete learning histories, with richer insights and analytics
- Measure the effectiveness and impact of your investment
- Simplify management reporting
- Make more informed strategic decisions.

Skills framework

Give learners the power to rate their skills, knowledge and experiences against your competency models. You'll be able to record results across the organisation, identifying potential gaps and areas of development.

Here's how to get a clear picture:

- Create custom frameworks with graphical profiles
- Link frameworks with your organisation's competencies
- Give learners the power of reflection, self-assessment and personal development
- Map the levels against roles and resources
- Build an internal team with the right skills.

Multi-language

Enable people to select and change the language of their learner portal. This will enrich the experiences you deliver and increase engagement and participation in your learning programmes.

Agylia apps auto-detect the language of a device and display the one selected. Give learners the power to select their language and:

- Provide great learning experiences
- Increase user adoption of learning programmes
- Localise Agylia without any custom configuration
- Add new languages when needed, simply and quickly
- Expand your learning delivery into new geographies and markets.

eCommerce

Create new revenue streams by selling your premium content using Agylia's eCommerce features. Alternatively, you could integrate Agylia with your existing eCommerce or another payment gateway solution, such as Opayo, Stripe, PayPal or Amazon Pay.

Make money out of your content by:

- Quickly and easily selling it via Agylia
- Integrating Agylia with existing eCommerce solutions
- Providing full eCommerce experiences
- Easily updating catalogues and shopping carts based on content listings
- Automatically controlling users, groups and content.

What about content? We can help with that too...

Custom eLearning

We use modern design approaches and technologies to ensure your custom eLearning content produces maximum impact.

Our team of instructional designers will work with you to ensure your content delivers behavioural and cultural shift, as well as improved knowledge and skills. We know how to use gamification, rich media, animations and localisation to provide great user experiences.

Microlearning content

We use trusted learning techniques to create custom microlearning content – typically lasting between one and five minutes – that conveys all your important information.

We design content that focuses on key, practical knowledge and advice for learners to use immediately.

eLearning catalogues

Our eLearning catalogues provide courses that cover the essential skills and industry-specific knowledge learners need to become effective quickly.

The catalogues cover topics such as Foundation Skills, Leadership Skills, Compliance, Financial Services, Social Care, Health, Housing, Hospitality and Contact Centre.

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