

# MACH-HR Management System

## User Guide

### Training & Development Module

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 Training Events

 Online Learning

 Certificates

## Introduction

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This guide explains how to use the Training & Development module in your organisation's MACH-HR system. It covers the full journey — from a manager creating a training programme, to an employee completing online lessons and earning a verifiable certificate.

The module has two layers that work together. The first is the Training Event layer, which handles scheduling, participant management, attendance, and feedback — the same features that have always existed. The second is the Online Learning layer, which allows HR to attach digital course content (videos, documents, text, and quizzes) directly to any training event, turning it into a blended or fully online programme.

All data — enrolments, lesson progress, quiz scores, and certificates — is stored in one place, connected to the employee's wider HR profile, onboarding checklist, and performance record.

### Who This Guide Is For

This guide covers three roles, each with different levels of access:

Role	What They Can Do	Relevant Sections
<b>Employee</b>	Browse trainings, self-enrol, access online course content, complete lessons, take quizzes, view own progress, submit feedback, view own certificates	Browsing & Enrolling, Online Learning, Certificates
<b>Department Head / Line Manager</b>	All employee actions, plus view team training progress and completion reports	All sections
<b>HR Manager / Org Admin</b>	Full access — create trainings, manage course content, set up quizzes, mark attendance, issue certificates, link to onboarding, generate completion reports	All sections including HR Management



# Module 1 — Training Events

Scheduling, participants, attendance & feedback

## What Is a Training Event?

A Training Event is the core record in this module. It represents a specific training session or programme — a scheduled occurrence with a start date, end date, trainer, participants, and objectives. Examples include a monthly compliance session, a leadership workshop, a technical certification course, or a safety induction for new security guards.

Training events can be physical (in a room), virtual (via a meeting link), or hybrid. They can be internal (run by your own staff) or external (delivered by a third-party provider). They can stand alone as traditional instructor-led events, or they can have digital course content attached — making them Blended programmes where employees complete online material before attending a live session.

## Key Terms

Term	Meaning
<b>Training Event</b>	A scheduled training programme with a defined title, date range, trainer, participants, and objectives.
<b>Blended</b>	A training type where employees complete online course content (lessons and/or a quiz) in addition to attending a live session.
<b>Online</b>	A training type delivered entirely through digital content — no live session required. Completion is based on lessons and quiz only.
<b>Participant</b>	An employee who has been invited to or registered for a training event.
<b>Capacity</b>	The maximum number of participants the training event can accommodate.
<b>Certification Offered</b>	A flag indicating that a verifiable certificate will be issued to employees who successfully complete the training.
<b>Objectives</b>	The learning goals of the training — what participants should know or be able to do after completion.
<b>Prerequisites</b>	Any prior knowledge or previous training required before an employee can attend.
<b>Status</b>	Where the training event currently is in its lifecycle: Planned, Ongoing, Completed, or Cancelled.
<b>Category</b>	The type of training: Technical, Soft Skills, Compliance, Leadership, Safety, Induction, Regulatory, Product Knowledge, HSE, or Other.

## Training Event Lifecycle

Every training event moves through a predictable lifecycle:

<b>1</b>	<b>Planned — HR creates the event</b> The training is scheduled with all details. Participants are invited. Online course content can be added at any point before or after creation.
<b>2</b>	<b>Ongoing — the event is in progress</b> The training has started. Employees with online content can continue working through it. HR may update status to Ongoing manually.
<b>3</b>	<b>Completed — HR marks attendance</b> After the live session, HR marks which participants attended. For online-only types, completion is automatic when content is finished. Certificates are issued at this point.
<b>4</b>	<b>Cancelled — event does not proceed</b> The event is cancelled before it happens. Participants are notified automatically.

## Creating a Training Event (HR Only)

To create a new training event, go to Training & Development → Create Training. Fill in the following sections:

Field	Description
<b>Title</b>	A clear, descriptive name for the training (e.g. 'CBN AML Compliance 2026 — Q1').
<b>Description</b>	A summary of what the training covers.
<b>Category</b>	Choose from: Technical, Soft Skills, Compliance, Leadership, Safety, Induction, Regulatory, Product Knowledge, HSE, or Other.
<b>Type</b>	Choose Internal, External, Online, Workshop, Seminar, Certification, or Blended. Selecting Blended signals that online content will be added.
<b>Trainer Name</b>	The person or organisation delivering the training.
<b>Start &amp; End Date</b>	When the live session takes place. For online-only trainings, these represent the enrolment window.
<b>Duration</b>	How many hours the live session is expected to run.
<b>Mode</b>	Physical, Virtual, or Hybrid. If Virtual or Hybrid, a meeting link can be provided.
<b>Venue</b>	The room or address for physical attendance.
<b>Capacity</b>	Maximum number of participants. Leave blank for unlimited.
<b>Total Budget / Per Participant Cost</b>	Optional cost tracking fields, in NGN.
<b>Learning Objectives</b>	Add at least one objective. These appear on the training detail page and certificate.
<b>Prerequisites</b>	Optional. Any prior training or knowledge participants should have.
<b>Certificate Offered</b>	Tick this box if participants who complete the training should receive a certificate.

 **TIP**

After creating the training, you can add participants individually or let them self-register.

Online course content (lessons and a quiz) is added from the training detail page — click 'Manage Content' in the top right corner.

## Managing Participants

Participants can be added to a training event in two ways:

- HR adds participants directly when creating or editing the training event, assigning them a status of 'Invited'.
- Employees self-register by visiting the training detail page and clicking 'Register Now'. They must be registered (not just invited) before they can access online course content.

Participant statuses, from first contact to completion:

Status	What It Means
<b>Invited</b>	HR has added this employee to the training, but they have not yet responded.
<b>Registered</b>	The employee has confirmed they will attend (or HR has registered them directly).
<b>In Progress</b>	The employee has opened and started the online course content.
<b>Attended</b>	HR has marked the employee as having attended the live session.
<b>Completed</b>	The employee has met all completion requirements — online content and/or attendance.
<b>Failed</b>	The employee did not pass the quiz within the allowed number of attempts.
<b>No Show</b>	The employee was registered but did not attend and made no contact.
<b>Cancelled</b>	The employee's enrolment was cancelled.

## Marking Attendance (HR Only)

After the live session, HR goes to the training detail page and clicks 'Completion Report'. From there, attendance can be marked for one or more employees at once. When attendance is marked:

- For Blended trainings: if the employee has also completed the online content, their status automatically moves to 'Completed' and a certificate is issued (if applicable).
- For in-person trainings with no online content: the status moves directly to 'Completed'.
- For online-only trainings: attendance marking is not required — the system completes the record automatically when the employee passes the quiz or finishes all lessons.

 **IMPORTANT**

For Blended trainings where 'Must complete before live session' is enabled, employees who have not finished their online content will still have attendance marked, but their status will not move to 'Completed' until the online content is also done.

## Submitting Feedback (Employees)

After attending or completing a training event, employees can submit feedback by going to the training detail page and clicking 'Submit Feedback'. The feedback form asks for:

- A rating from 1 to 5 (1 = Poor, 5 = Excellent).
- Written comments — at least 10 characters required.

Feedback can only be submitted once per training event. HR can view all feedback in the Completion Report.



## Module 2 — Online Learning

Course content, lessons, quizzes & progress tracking

### What Is Online Learning?

Online Learning is the digital course content layer that can be attached to any training event. Once enabled, it turns a standard training event into a self-paced learning experience with lessons, a quiz, and automatic progress tracking.

HR creates the content once. Every enrolled employee then works through it at their own pace — watching videos, reading documents, or studying text — before taking the quiz. The system tracks exactly which lessons each employee has completed, how long they spent, and whether they passed the quiz.

For Blended trainings, online content is done before the live session. For Online type trainings, the online content is the entire experience — there is no live session.

### Key Terms

Term	Meaning
<b>Lesson</b>	A single piece of content within the course — a video, document, text article, YouTube embed, or audio file.
<b>Required Lesson</b>	A lesson that must be completed before the course is considered done. Optional lessons can be skipped.
<b>Minimum Time</b>	For a lesson, the minimum number of seconds an employee must spend before the system allows them to mark it complete. Prevents click-through without engagement.
<b>Quiz</b>	A set of questions attached to the course that employees answer to test their understanding. Required to pass for certification in most configurations.
<b>Passing Score</b>	The minimum percentage score (e.g. 70%) required to pass the quiz.
<b>Max Attempts</b>	How many times an employee can attempt the quiz. Default is 3.
<b>Completion Requirement</b>	What the employee must do to complete the online content: Lessons Only, Quiz Only, or Lessons and Quiz (default).
<b>Must Complete Before Live Session</b>	A setting that requires employees to finish the online content before they can be marked as attending the live session.
<b>Certificate Validity</b>	How many days a certificate remains valid. If set, the certificate expires after this period and the employee may need to retake the course.
<b>Online Content Completed</b>	A flag that turns true when the employee has met the completion requirement for the online content portion of the training.

### Setting Up Course Content (HR Only)

To add online content to a training event:

1. Open the training event and click 'Manage Content' in the top right corner.
2. You will see three tabs: Settings, Lessons, and Quiz.
3. Start with Settings to configure how completion works.
4. Move to Lessons to add your course material.
5. Go to Quiz to create the assessment.

### Step 1 — Content Settings

In the Settings tab, configure:

Setting	Description
<b>Completion Requirement</b>	Lessons Only: employee must finish all required lessons. Quiz Only: employee must pass the quiz. Lessons and Quiz (default): both are required.
<b>Certificate Validity Days</b>	How many days the certificate is valid. Enter 365 for annual renewal (CBN, DPR, MDCN courses). Leave blank for no expiry.
<b>Must Complete Before Live Session</b>	Enable this for Blended trainings where online content is preparation for the live session.

### Step 2 — Adding Lessons

In the Lessons tab, add individual content pieces. For each lesson, provide:

Field	Description
<b>Title</b>	A clear name for the lesson (e.g. 'Introduction to AML').
<b>Type</b>	YouTube, Video, Document, Text, or Audio. The type determines which content field appears next.
<b>Duration (minutes)</b>	Optional. How long the content takes to consume. Shown to employees on the lesson detail.
<b>Minimum Time (seconds)</b>	Optional but recommended. The employee must spend at least this many seconds on the page before they can mark the lesson complete.
<b>Required</b>	Whether this lesson must be completed. Untick for supplementary/optional material.
<b>YouTube Video ID</b>	For YouTube lessons only. The part of the URL after 'v=' (e.g. 'inWWhr5tnEA').
<b>Content URL</b>	For Video, Document, and Audio lessons. A direct URL to the file, typically from Cloundinary.
<b>Text Content</b>	For Text lessons. The actual content, written in HTML for formatting support.
<b>Attachments</b>	Optional downloadable files that employees can save alongside the lesson.



**TIP**

Lessons are displayed in order. Each lesson gets an order number automatically — lesson 1, lesson 2, etc.

To remove a lesson, click the red trash icon next to it. Remaining lessons are re-numbered automatically.

YouTube lessons embed the video directly in the learning page. Employees watch without leaving the system.

Text lessons support HTML. You can use headings, paragraphs, bold text, and lists.

### Step 3 — Setting Up the Quiz

In the Quiz tab, configure the quiz settings and add questions:

#### Quiz Settings

Setting	Description
<b>Passing Score (%)</b>	The minimum percentage the employee must achieve to pass. Default is 70%. For safety-critical or regulatory courses, consider setting this to 80% or 100%.
<b>Max Attempts</b>	How many times an employee can attempt the quiz before being marked as Failed. Default is 3.
<b>Time Limit (minutes)</b>	Optional. If set, the employee must complete the quiz within this time. Leave at 0 for no limit.
<b>Shuffle Questions</b>	If enabled, questions are shown in a random order for each attempt, preventing answer sharing.
<b>Show Correct Answers After</b>	If enabled, employees see the correct answers and explanations after submitting. Disable this for compliance courses where answer sharing is a concern.

#### Question Types

Type	How It Works
<b>Multiple Choice</b>	One correct answer from a list of options. The employee selects exactly one option. The circular marker indicates single-select.
<b>True / False</b>	Two options only: True and False. Exactly one must be correct.
<b>Multiple Select</b>	More than one correct answer. The employee must select ALL correct options and NO incorrect ones to get the points. The square marker indicates multi-select.

#### Adding Questions

6. Click 'Add Question' to add a new question card.
7. Write the question text in the Question Text field.
8. Select the question type (Multiple Choice, True/False, or Multiple Select).
9. Set the points value — how much this question is worth. Default is 1 point.

10. Optionally add an explanation — this text is shown to the employee after they submit the quiz, explaining why the correct answer is right.
11. For each option, type the option text and click the circle (or square) to mark it as correct. At least one option must be marked correct.
12. For Multiple Choice and True/False, clicking a different option deselects the previous one. For Multiple Select, each option toggles independently.
13. Click '+ Add Option' to add more options (not available for True/False, which always has exactly two).
14. When all questions are ready, click 'Save Quiz' at the bottom.

**⚠ IMPORTANT**

You must mark at least one option as correct for every question — the system will reject the quiz if any question has no correct answer.

True/False questions must have exactly two options.

Saving the quiz replaces the previous version entirely. There is no partial save.



# The Employee Learning Experience

How employees access and complete online courses

## Browsing and Enrolling in Trainings

Employees can browse all available training events by going to Training & Development in the left sidebar. The main page shows two tabs:

<b>All Trainings</b>	Every training event in the organisation, regardless of enrolment status. Shows training type, category, schedule, mode, and participant count. Employees can click 'Register Now' on any Planned training to self-enrol.
<b>My Trainings</b>	Only trainings the employee is enrolled in. Shows progress for any online content, best quiz score, and whether the certificate has been issued.

## Starting Online Course Content

Once enrolled in a training that has online content, the employee sees a 'Start Learning' or 'Continue Learning' button on both the main training list and the training detail page. Clicking it opens the Learning page.

## The Learning Page

The Learning page has three sections:

<b>Left sidebar — Lessons panel</b>	Shows all lessons in order with a tick (completed) or circle (not yet done). Click any lesson to jump to it. The current lesson is highlighted.
<b>Main content area</b>	Displays the current lesson content — YouTube video, document download, text article, video player, or audio player.
<b>Top bar — Progress</b>	Shows overall lesson progress (e.g. 3/5 lessons complete) and a 'Take Quiz' button if the quiz is available.

## Completing a Lesson

<b>1</b>	<b>Open the lesson</b> Click on the lesson in the left sidebar. The content loads in the main area.
<b>2</b>	<b>Engage with the content</b> Watch the video, read the document, or work through the text. If a minimum time is set, a timer is running in the background.
<b>3</b>	<b>Click 'Mark as Complete'</b> When ready, click the button at the bottom. If the minimum time has not been reached yet, you will see a message like 'Please spend at least 60 seconds on this lesson (42s elapsed)'.
<b>4</b>	<b>Progress updates</b>

The lesson gets a green tick in the sidebar. The progress bar at the top updates. The system automatically advances to the next lesson.

 **TIP**

You can navigate between lessons in any order using the sidebar or the left/right arrow buttons at the bottom of the content area.

Your position in video lessons is saved. If you close the page and return later, the video will resume from where you left off.

Lessons that are not required (optional) can be skipped — they will not prevent completion.

## Taking the Quiz

Once all required lessons are complete (or when the completion requirement is 'Quiz Only'), a prompt appears at the bottom of the page:

"All lessons complete! Ready to take the quiz?"

The employee can also click 'Take Quiz' in the top bar at any time. To take the quiz:

15. Click 'Take Quiz'. The quiz page shows all questions.
16. For each question, select one option (Multiple Choice / True/False) or all correct options (Multiple Select).
17. Review all answers before submitting.
18. Click 'Submit Quiz'.
19. The result is shown immediately with the percentage score, whether you passed, and how many attempts remain.
20. If 'Show correct answers after' is enabled, each question shows whether you were right, how many points you earned, the correct option(s), and the explanation.

Result	What Happens
<b>Passed</b>	Score meets or exceeds the passing percentage. The quiz is complete — no further attempts are needed or allowed.
<b>Not Passed</b>	Score is below the passing percentage. Remaining attempts are shown. Click 'Retry Quiz' to try again.
<b>No Attempts Remaining</b>	All attempts used without passing. Status is marked as 'Failed'. Contact HR if you believe there was an error.

## My Trainings — Tracking Your Own Progress

Employees can return to Training & Development → My Trainings at any time to see their learning status at a glance. Each training card shows:

- Current status (Registered, In Progress, Completed, etc.)
- Lesson progress bar (e.g. 3 of 5 lessons complete)
- Best quiz score across all attempts
- Whether online content is fully complete

- Whether a certificate has been issued
- A 'Continue Learning' button if there is still content to finish

For more detail, click on any training card to open the training detail page. The 'Your Progress' banner at the top shows a more detailed breakdown including lesson-by-lesson status, all quiz attempts, and the certificate code if one has been issued.



## Module 3 — Certificates

Earning, viewing & verifying training certificates

### How Certificates Are Earned

A certificate is issued automatically when an employee:

- Completes all required online lessons (if the completion requirement includes lessons), AND
- Passes the quiz with the required score (if the completion requirement includes a quiz), AND
- Has their attendance marked by HR (for Blended and physical trainings).

For Online-only trainings, the certificate is issued the moment the employee passes the quiz (assuming lessons are also complete). No HR action is needed.

Certificates are only issued if the training has 'Certificate Offered' ticked. If this is not set, no certificate is generated even when training is complete.

### Certificate Expiry

If the training has a 'Certificate Validity Days' setting, the certificate has an expiry date. When the certificate expires:

- The status changes from 'Valid' to 'Expired'.
- The expiry warning appears on the My Certificates page 30 days before expiry.
- Anyone trying to verify the certificate via the public verification page will see it has expired.
- The employee may need to retake the course to earn a new certificate — contact HR for guidance.

### My Certificates Page

Go to Training & Development → My Certificates to see all certificates you have earned. Each certificate card shows:

Field	Description
<b>Training Title</b>	The name of the course the certificate was earned for.
<b>Category</b>	The category of the training (e.g. Compliance, Safety, Technical).
<b>Status badge</b>	Valid (green), Expired (red), or Revoked (grey).
<b>Issued date</b>	When the certificate was generated.
<b>Expiry date</b>	When it expires, or 'No expiry' if no validity period was set.
<b>Score</b>	The quiz score achieved (if the course had a quiz).
<b>Certificate code</b>	The last 12 characters of the unique certificate code, for quick reference.

From each certificate card, two actions are available:

- **Verify** — opens a side panel with full verification details and a shareable link.
- **Training** — navigates to the original training event page.

## Verifying a Certificate

Click 'Verify' on any certificate to open the verification panel. The panel shows:

- Whether the certificate is currently valid or not, with a clear green or red status indicator.
- Full certificate details: recipient name, course name, category, issue date, expiry date, and score.
- An expiry warning if the certificate expires within 30 days.
- The full certificate code, with a copy button.
- A shareable verification URL, with a copy button and an 'Open' button to preview it in a new tab.

## Public Certificate Verification

Every certificate has a unique public verification URL in the format:

<https://mach-hrm.com/training/certificates/verify/CERT-XXXX-XXXX-XXXX>

This page is publicly accessible — no login is required. Anyone can open this URL (by scanning a QR code, clicking a link in an email, or typing it manually) and see:

- Whether the certificate is Valid, Expired, or Not Found.
- The recipient's name.
- The course title and category.
- The issue and expiry dates.
- The quiz score achieved.

This makes it straightforward for employers, clients, regulators, or auditors (such as CBN, DPR, or MDCN) to independently confirm that an employee holds a valid, authentic certificate — without needing to contact your organisation.

### **PRIVACY**

The public verification page does not reveal any additional personal information beyond the name, course, dates, and score shown above.

Certificates cannot be fabricated — each code is cryptographically unique and generated by the system at the moment of issuance.



# HR Management Tools

Completion reports, onboarding integration & compliance tracking

## Completion Report (HR Only)

The Completion Report gives HR and managers a full view of how participants are progressing through a training event. To access it, open the training detail page and click 'Report' in the top right corner.

The report is divided into four sections:

### Training Summary

Shows the training title, status, start and end dates, session mode, and the passing score if a quiz is set up.

### Statistics Panel

Metric	Description
<b>Total Enrolled</b>	Total number of participants currently on the training.
<b>Completion Rate</b>	Percentage of participants who have reached 'Completed' status.
<b>Average Score</b>	The average best quiz score across all participants who have attempted the quiz.
<b>Certificates Issued</b>	How many participants have been issued a certificate.
<b>In Progress</b>	Participants who have started online content but not yet finished.
<b>Failed</b>	Participants who exhausted all quiz attempts without passing.
<b>No Show</b>	Participants who were registered but did not attend the live session.
<b>Avg Feedback Rating</b>	Average star rating from participant feedback submissions.

### Online Content Stats (if applicable)

For trainings with online content, an additional panel shows how many participants have completed the online portion, the average final score, and certificates issued through the online channel.

### Participant Detail Table

A row-by-row breakdown of every participant, filterable by status. Columns include:

- Employee name and employee number
- Current status (with colour coding)
- Online content completion (tick or cross)
- Final quiz score (coloured green if above passing score, red if below)
- Lessons completed vs total lessons
- Number of quiz attempts
- Total time spent on online content (hours and minutes)

- Certificate code (last 8 characters, shown if issued)
- Last active date

Use the filter buttons at the top of the table to show only specific statuses — for example, all 'In Progress' participants who still need to complete the course before the deadline.

### Participant Feedback Section

If any participants have submitted feedback, their ratings and comments appear at the bottom of the report. The average star rating is shown next to the section title.

### Linking Training to Onboarding (HR Only)

One of the most powerful features is the ability to link a training event to a task in an employee's onboarding checklist. When this link is set up, the onboarding task is automatically marked complete the moment the employee completes the training — no manual action required from HR.

To set this up:

21. Open the training event.
22. Click 'Manage Content' → navigate to the training detail page.
23. The option to link onboarding is available from the training management interface (HR role required).
24. Select the onboarding record and the specific task within it.
25. Enable 'Auto-complete task' (recommended).
26. Save the link.

If the employee is not already enrolled in the training, the system automatically enrolls them at the same time, with their enrolment source recorded as 'Onboarding'.

#### TIP

Common onboarding tasks to link: 'Complete IT & Cybersecurity Awareness Training', 'Complete Role-Specific Induction', 'Attend Health & Safety Induction'.

An onboarding can be linked to multiple trainings. Each training marks its corresponding task independently.

The link respects the training's completion requirement — the task is only marked done when the employee has genuinely met all conditions.

## Industry Use Cases

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The Training & Development module is designed to work for any sector. Below are examples of how different industries use it in practice.

### Banking & Financial Services

Regulatory compliance is a constant requirement. The CBN mandates annual AML/CFT awareness training for all staff. With this module:

- HR creates an annual 'AML/KYC Compliance' training with type set to 'Online', category 'Regulatory', and certification offered.
- Certificate validity is set to 365 days, ensuring automatic expiry reminders appear 30 days before renewal is due.
- Pass score is set to 80% — above the default — reflecting the seriousness of the regulation.
- Show Correct Answers is disabled to prevent internal sharing of answers between employees.
- When the CBN requests proof of training during an audit, employees can share their public certificate verification link instantly.

### Healthcare

Hospitals and clinics manage MDCN-required Continuing Professional Development (CPD) and regular clinical protocol updates:

- An Infection Control training is created annually as 'Certification' type with a 12-month certificate validity.
- A patient safety induction is created as 'Blended' — new staff complete an online orientation (video + quiz) before attending the in-person hands-on session.
- The induction training is linked to the onboarding checklist task 'Complete Clinical Induction', which auto-completes when the employee passes the quiz and HR marks their in-person attendance.

### Oil & Gas / Manufacturing

DPR and NESREA compliance requires documented HSE training for all operational staff:

- An HSE Fundamentals course is created with category 'HSE', type 'Blended', and 'Must complete online content before live session' enabled.
- The online portion includes video walkthroughs of emergency procedures, a text document of safety policy, and a 100% pass-score quiz — no one enters the field without a perfect score.
- Permit-to-work and chemical handling trainings are separate records, each with their own certificates and validity periods.

### Security Companies

Guard certification and deployment readiness are critical. With this module:

- A 'Guard Certification Course' is created as Online type with a quiz and certificate, and linked to the onboarding task 'Complete Guard Certification'.

- New guards complete the course on their phone before their first deployment — the system marks the onboarding task done automatically.
- When a client requests proof that a guard is certified, the guard or HR shares the public certificate verification link.

## **Corporate / Multi-Industry**

Any organisation with a formal onboarding programme benefits from the training-onboarding link:

- New staff are automatically enrolled in an IT Security Awareness training as part of onboarding.
- The onboarding task 'Complete IT & Cybersecurity Training' resolves automatically when the employee finishes the course.
- HR sees both training completion and onboarding progress in one connected system, without manual tracking between modules.

## Frequently Asked Questions

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### **Q: Can I enrol in a training myself, or does HR have to add me?**

Both are possible. HR can add participants directly when creating the training. Employees can also self-enrol by finding the training in the 'All Trainings' tab and clicking 'Register Now'. Self-registration is only available for trainings with a 'Planned' status.

### **Q: I started the online course but had to stop. Do I have to start over?**

No. Your progress is saved automatically. When you return to the Learning page, your completed lessons are already ticked, and any video lessons will resume from where you left off. Just click 'Continue Learning' from your training list.

### **Q: I failed the quiz. What happens now?**

Your result is recorded and the number of attempts remaining is shown. If you have attempts left, click 'Retry Quiz' to try again. You can review the correct answers (if the training has 'Show Correct Answers' enabled) between attempts. If you exhaust all attempts without passing, your status is marked as 'Failed'. Contact HR to discuss next steps — they may extend your attempts or enrol you in a refresher session.

### **Q: Why can't I mark a lesson as complete yet?**

The lesson may have a minimum time requirement. The system requires you to spend a set number of seconds on the page before it will accept a completion. The lesson header shows the minimum time and how long you have been on the page so far. Stay on the lesson until the elapsed time meets the minimum.

### **Q: My certificate says it expires in 30 days. What should I do?**

The warning appears automatically 30 days before expiry. This means the training requires annual (or periodic) renewal. Contact HR to find out if a new session is being scheduled, or check whether the course is available for self-enrolment in the Training Events list.

### **Q: How do I share my certificate with an external party?**

Go to Training & Development → My Certificates. Find the certificate and click 'Verify'. In the verification panel, copy the verification link and share it by email, messaging, or any other channel. The recipient can open the link without logging in and will see full verification details.

### **Q: I completed all the lessons and passed the quiz but I haven't received a certificate. Why?**

For Blended and in-person trainings, a certificate is only issued after HR has also marked your attendance at the live session. If you have done the online content and attended the session but still have no certificate, contact HR to confirm your attendance has been recorded.

### **Q: Can I see what trainings are coming up that I haven't enrolled in yet?**

Yes. Go to Training & Development and make sure you are on the 'All Trainings' tab. Trainings with 'Planned' status that you are not yet enrolled in will show a 'Register Now' button.

### **Q: Can HR see my quiz answers?**

HR can see your final score, whether you passed or failed, and how many attempts you used. They can also see the breakdown of points earned per question in the Completion Report. They cannot see your individual answer choices per question — only the outcome.

### **Q: What happens if a training I am enrolled in gets cancelled?**

You will receive an automatic notification when the training status changes to 'Cancelled'. Any online content progress you have made is preserved in your record, but the training will no longer appear as 'active' in your My Trainings view.

**Q: Can I add YouTube videos from our internal company channel?**

Yes, as long as the videos are either public or unlisted on YouTube. The system embeds the video using the YouTube Video ID. Find the ID in the video URL after 'v=' (e.g., for 'youtube.com/watch?v=inWWhr5tnEA', the ID is 'inWWhr5tnEA'). Private YouTube videos cannot be embedded.

**Q: How do I know if a training has online content before I enrol?**

Training cards on the All Trainings page show an 'Online Content' badge (sky blue) if online lessons and/or a quiz are attached. Trainings of type 'Blended' also show a 'Blended' badge (violet) indicating a mix of online and in-person components.

**Q: I am an HR manager. Can I see which employees still have outstanding mandatory trainings?**

Yes. Open the relevant training event and click 'Report'. Filter the participant table by 'Registered' or 'In Progress' to see who has not yet completed the training. You can also see the last active date, so you can identify who has not even started.

## Need Further Help?

Contact your HR Manager or reach out to us directly.

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<https://mach-hrm.com>