AvePoint® Curricula | Training Administrators User Journey

Tracy is a training administrator working for an Online Training Content Provider utilising Curricular's Training Managment System for course delivery and management. She is in charge of registering, onboarding and decommissioning users on the training platform and prepares reports for management to review financial, user subscription and satisfaction KPI. She oversees the allocation of physical resources like classrooms and media equipment. She manages any administrative requests raised via the TMS platform.

1 Review course fees, prepare program budget and profitability reports.

2 Allocate resources for various lessons, e.g. venue, equipment

3 Onboards new trainers or learners onto Curricula with various role assignments

4 Create/Update program settings, e.g. overview and costs, and assign course managers to list of courses

5 Reviews reports on attendance, grade and feedback of learners to analyse interest or improvement areas

6 Monitors user activity audit reports daily to ensure no unauthorized user activities.