

ISSUP LMS Technical Brief

		Must Haves (Required)	Optional
1	Login & User Access		
1.1	User registration & login	X	
1.2	Password reset	X	
1.3	Single sign-on (SSO) with ISSUP member accounts	X	
1.4	Role-based access (learner, facilitator, trainer, master trainer, multi-level admin, content creator, etc)	X	
1.5	User dashboard (enrolled courses, progress, certificates, badges, CE credits)	X	
1.6	Sync selected data from the user dashboard to ISSUP website profiles (e.g. badges)	X	
2	Course Types & Features		
2.1	Support the creation, upload, and organisation of self-led ⁱ , trainer- led synchronous ⁱⁱ , trainer led-asynchronous ⁱⁱⁱ , and blended asynchronous/synchronous ^{iv} courses.	X	
2.2	Multi-language support with language toggle or translation integration of all courses	X	
2.3	Support for video, audio, documents, slides, quizzes, other interactive elements	X	
2.4	Adaptive video streaming	X	
2.5	Upload downloadable resources	X	
2.6	Discussion and networking forums &	X	
2.7	Networking Forums	X	
2.8	Secure messaging between learners and trainers	X	
2.9	Gamification support		X
2.10	Leaderboard		X

2.11	Host/embed webinars		X
2.12	Course application workflow for trainers/chapters		X
3	Certificates & Credentialing		
3.1	Automatic issuance of certificates and badges once completion requirements are met	X	
3.2	Automatic issuance of badges once completion requirements are met	X	
3.3	Editable certificate templates	X	
3.4	CE credit for learners & trainer hours tracking	X	
3.5	ICAP credentials validity tracking & renewal reminders		X
4	Course Management		
4.1	Supports programmes made up of multiple modules (Specialization tracks included)	X	
4.2	Multi-tenant/organization setup for partners while ISSUP maintains global oversight	X	
4.3	SCORM-compliant system allowing hosting & tracking of packages	X	
4.4	Ability to migrate Moodle-based content	X	
5	Analytics & Reporting		
5.1	Offer reports on enrolment, completion, engagement & assessment analytics	X	
5.2	Exportable, filterable & schedulable reports	X	
5.3	Custom report builder		X
6	Integration & Mobile Access		
6.1	Integration with MS Teams or equivalent	X	
6.2	ISSUP-branded interface	X	
6.3	Notification system incl. push notifications	X	
6.4	Mobile app or fully responsive web version		X
6.5	Accessibility compliance		X
7	Hosting & Security		

7.1	GDPR compliance	X	
7.2	SSL encryption	X	
7.3	Daily backups + restore procedures	X	
7.4	High availability + load balancing	X	
7.5	Role-based access control	X	
7.6	Activity logs & audit trails	X	
7.7	Protection against common web threats (SQL injection), cross-site scripting and brute-force attacks	X	
7.8	Strong password policies	X	
8	Support & Maintenance		
8.1	Ongoing platform maintenance and support including regular updates	X	
8.2	Security patches	X	
8.3	Performance improvements	X	
8.4	Service Level Agreement (SLA) covering uptime, response times	X	
8.5	Incident resolution	X	
8.6	Live chat with a chatbot that supports with FAQs	X	
8.7	AI-powered chat support agent		X
9	Payment		
9.1	Support for free & paid courses	X	
9.2	Tiered pricing by country/region	X	
9.3	Integration with at least one payment gateway (PayPal)	X	
9.4	Auto-enrolment after payment	X	

ⁱ **Self-led learning** is an eLearning approach where learners have full control over their learning process. They can access course materials, modules, and resources independently, often without a schedule or instructor-led sessions. Learners can progress at their own pace, revisiting content as needed.

ⁱⁱ **Trainer-led synchronous eLearning** this method requires the instructor and learners to be present at the same time, either in a physical classroom or a virtual one via video conferencing or webinars. It allows

for real-time interaction, immediate feedback, live discussions, and collaborative activities, creating a structured and dynamic learning environment.

iii **Trainer-led asynchronous eLearning** In this approach, learners access course materials and complete assignments on their own schedules and at their own pace, without a required live, real-time interaction with a trainer or peers. The content (e.g., pre-recorded lectures, online modules, discussion boards) is prepared in advance by an instructor, who may provide feedback over longer periods rather than instantly.

iv **Blended synchronous eLearning** This approach, sometimes called "bichronous learning," combines the flexibility of self-paced asynchronous activities with the interactive aspects of scheduled synchronous sessions. Learners might engage with pre-recorded modules independently and then participate in live online discussions or workshops at a specific time to consolidate learning, ask questions, and collaborate with peers and instructors.