

ELECTRONIC STAFF RECORD

ESR-NHS0167 – ESR E-LEARNING CONTENT GUIDANCE AND STANDARDS

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Approvals:

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1. DOCUMENT CONTROL

1.1. CHANGE RECORD

| Date | Author | Version | Change Reference |
|------------|-----------------|---------|---|
| 04/02/2008 | Iain Harding | 0.1 | Initial Draft |
| 16/02/2008 | Iain Harding | 0.2 | Redrafted after comments |
| 20/02/2008 | Iain Harding | 0.3 | Review of document |
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| 11/03/08 | Stuart Fox | 1.0 | v1.0 issued for sign-off |
| 25/03/08 | Stuart Fox | 1.1 | Classification changed to Commercial in Confidence |
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| 11/03/09 | James Haddon | 2.2 | Addition of section covering screen resolution and amendments to SCORM calls. |
| 24/02/10 | James Haddon | 3.0 | Removed irrelevant sections, added checklist |
| 19/10/10 | James Haddon | 3.1 | Amended examples, various minor changes. |
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| 14/08/2013 | Matthew Lye | 5.1 | Amended to include SCORM 2004 information, various minor changes. |
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| 01/06/2018 | Matthew Lye | 8.3 | Added section on common issues for e-Learning developers |
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1.2. REVIEWERS

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1.3. DISTRIBUTION

| Copy No. | Name | Location |
|----------|----------------|----------------------|
| 1 | Library Master | NHS Document Library |

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3. PURPOSE AND BACKGROUND

3.1. INTRODUCTION

ESR provides the ability for NHS Organisations to deliver e-Learning content to individuals with a person record.

E-Learning content from national providers is available together with the ability for Organisations to deliver locally produced e-Learning content.

This document provides guidance and information to e-Learning developers to enable them to procure or create content, internally through their own development teams, and communicate effectively with external suppliers.

3.2. CONTENT STANDARDS

Where organisations are creating web based content they should try to ensure that it meets with guidelines defined for HTML content by the [World Wide Web Consortium \(W3C\)](#) and with [Web Content Accessibility Guidelines \(WCAG\)](#) for accessibility.

Please note: NHS England has developed a Standard in order to help comply with the Equality Act 2010 in the design, development and delivery of training materials. More information on these standards can be found at <https://digital.nhs.uk/services/training-quality-improvement/education-and-training-standards-and-benchmarking>

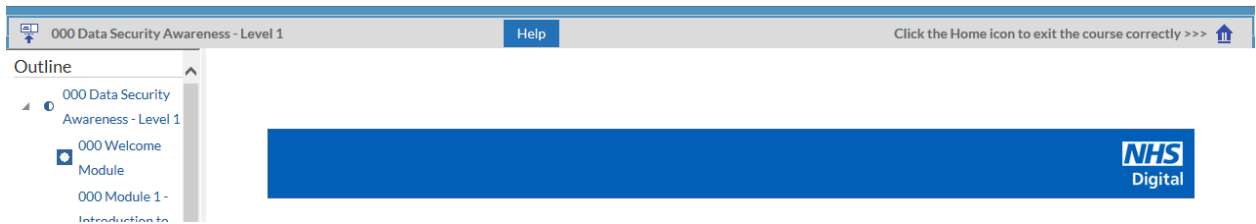
3.3. FURTHER INFORMATION

[Setting up e-Learning content in ESR.](#)

4. HOW ESR PLAYS CONTENT

4.1. THE OLM PLAYER

e-Learning is displayed in ESR in the OLM Player. This generates the toolbar and outline frames from data about the content and the learner stored in the database. Each learning object in the course outline has a content location stored in the database. When a learner selects a learning object in the outline, the corresponding content is loaded from a content server into the content frame on the right.



4.2. NAVIGATIONAL CONTROL

Individual learning objects may have multiple pages and navigation is controlled by content. Navigation between learning objects is handled by the OLM Player from the outline on the left. Content should not contain internal links to other learning objects as the content will not be tracked correctly.

4.3. EXITING THE COURSE

The OLM Player has its own exit button in the shape of a 'home' icon, this means that Exit buttons are not required in content.



Once clicked, the home icon will return the learner back to the point where they launched the e-Learning from. In order for content to track correctly, a user-initiated event is normally required upon closing the content to record the student's current location, status and score. This can be achieved by placing the function required in the 'onunload' and 'onbeforeunload' HTML events. An example of how this could be used is shown below:

```
<body onunload="stopLMS();" onbeforeunload="stopLMS();">

<script language="javascript">
function stopLMS() {
API.LMSCommit("");
API.LMSFinish("");
}
</script>
```

In SCORM 2004

```
<body onload="stopLMS();" onbeforeunload="stopLMS();">  
  
<script language="javascript">  
function stopLMS(){  
API.Commit("");  
API.Terminate("");  
}  
</script>
```



If the content has an exit button, it should not attempt to close the OLM Player window. Instead the exit button should make the relevant calls, and then instruct the user to close the course manually

5. CONTENT DEPLOYMENT GUIDELINES







5.1. ENSURING ACCURATE TRACKING

Content in ESR can be set up in two ways.

1. Course linked to a single learning object

| | | | |
|---|---|-----------|-------------|
|  504 Mindfulness |  | Published | 1 Offerings |
|---|---|-----------|-------------|

2. Course linked to a parent learning object with multiple children

| | | | |
|---|---|-----------|-------------|
|  504 Immunology |  | Published | 1 Offerings |
|  504 Immunology |  | Published | |
|  504 Immunology Assessment |  | Published | |

Where a course has a parent learning object, it is important to ensure that the parent learning object does not contain a URL.

Content

Type **URL Access**
Starting URL
Player Timeout **210**

The completion status and time played for the parent learning object is calculated by aggregating the completion status and time spent from the child learning objects.

When all child learning objects are completed, the parent learning object is marked complete and reflects the total time the course has been played.

5.2. PRE-REQUISITES


Where a course has child learning objects, the learner can play these in any order. If a learner must complete a particular child object before playing others, then this can be set as a prerequisite.

[Content](#) > [504 Immunology Assessment: Player Prerequisites](#) >

504 Immunology Assessment: Add Player Prerequisite

Define player prerequisites for this content object. Player prerequisites are courses or topics that must be completed before a learner can play this content object.

* Indicates required field

* Learning Object 

5.3. USING EXISTING CONTENT

Organisations have many existing resources that can be used as e-Learning content. A learning object can point to files including Microsoft PowerPoint, HTML pages, Microsoft Word, PDF etc. A course can easily be constructed as a series of these types of resources.

5.4. BUILDING CONTENT

A learning object may have multiple pages of HTML content. ESR holds the location of the first (e.g. index.html) HTML file that is launched for the object.

5.5. FRAMES

To play correctly in the OLM Player, content must be frame-friendly. The content may contain browser frames of its own and may manage those frames, it cannot reference frames that ESR provides.

In particular, the content should never make reference to the window.top JavaScript object or use _top as the target for a URL as this will cause errors.

If errors occur, the code can be revised by looking for error messages produced in the browser.

In Microsoft Edge, the Development Console shows the relevant JavaScript error that occurred. This may assist in determining which line of code is causing the error.

5.6. SCREEN RESOLUTION

Most users in the NHS have a screen resolution of no less than 1024x768 pixels. Content can be designed to resize to the viewable area or written to fit in the space available. If content is too large, users will have to use scroll bars to use content effectively.

The screen real-estate available for users to see will depend on the structure of the content. In ESR, there are two bars that are displayed:

Outline – approximately 210 pixels wide, located on the left of the screen - this is only required where content has multiple learning objects

Toolbar - approximately 45 pixels tall, located at the top of the screen – this contains additional help for learners and the exit button. It is recommended that this is always displayed.

The space available for the content is summarised below:

| | Space Available |
|-----------------|--------------------|
| With outline | 810 (w) x 610 (h) |
| Without outline | 1020 (w) x 610 (h) |

5.7. TESTS

Tests enable you to create and manage tests either as learning objects within a course, or as courses in their own right. Tests can be scored, or set up as surveys for which there is no score. Tests are made up of questions stored in a question bank created in ESR. ESR handles presentation of the test questions, scores the test, and records the learner's results.

5.8. UNIX SERVERS AND CASE SENSITIVITY

All URLs for UNIX web servers are case sensitive, but URLs for Microsoft Windows web servers are not. Frequently, content is developed in a Windows environment and may not be tested on UNIX servers prior to its release.

6. TRACKING LEARNER PROGRESS IN CONTENT

The tracking of a learner's progress is directly tied to the learning objects within a course. When a learner plays a course for the first time, an attempt record for the learner is created in ESR. This stores information such as the time spent, completion status, and score for that learning object. When the learner leaves the learning object the attempt record is finished and a performance record for the learning object is created (or updated if the content has been played before). It is the data stored in the performance record that a learner sees in ESR, showing progress with the parent and child learning objects.

Outline

- ▶ 504 Paramedic - Pain Management [Status: Incomplete, Time: 01:10:11]
 - ✘ 504 The Physiological Pathways of Pain [Status: Failed, Time: 00:07:02, Score: 60]
 - ✔ 504 The Psychological and Sociological Impact of Pain [Status: Passed 13-MAR-2018, Time: 00:09:51, Score: 80]

The performance record is updated to reflect learner progress up to the point where an attempt is marked as completed or passed. At that point, the performance record completion status is updated with the latest status (and optionally a score) and cannot be modified by subsequent attempts of a learning object. The time spent on the performance record continues to be updated however, based on subsequent learner attempts of the learning object.

ESR has two methods for tracking a learner's progress through content: Automatic tracking and SCORM tracking. A learning object can track, for each learner, a completion status (not attempted, incomplete, completed, passed, failed, browsed), the time spent in the content, and a score.

ESR can hold a Mastery Score against a Learning Object, where this is entered, it will take precedence over one defined in the content.

A mastery score of 80 has been entered against the learning object.

General

| | |
|--------------------------------|--|
| Identifier | 1013 |
| Name | 504 Avoiding Term Admissions Into Neonatal Units |
| Published Status | Published |
| Tracking Type | SCORM 1.2 |
| Duration | |
| Language | English |
| Description | |
| Objectives | |
| Audience | |
| Hardware Software Requirements | |
| Mastery Score | 80 |

A user plays the content and scores 75, the content returns a status of 'Completed' and a score of 75. ESR will ignore the status and set the user's status to 'Failed' as they have not reached the mastery score.

6.1. AUTOMATIC TRACKING

ESR can automatically track the launch of and time spent in any content. When set to automatic tracking, each topic is marked as completed as soon as it is launched.

This may be useful for playing and reporting on content that is not SCORM compliant such as a simple web page or a PDF document.

6.2. SCORM TRACKING

For more detailed tracking, ESR supports the CMI data model in the SCORM specification published by the ADL. (See <https://www.adlnet.gov/scorm/> for more information). SCORM tracking uses JavaScript calls for the content to communicate with the LMS.

6.3. SCORM ADAPTERS

ESR does not store e-Learning content so it must be on a separate web server.

The JavaScript security model does not allow scripts in frames coming from different domains to communicate. To overcome this limitation, ESR uses a SCORM Adapter. The adapter is a set of files that are stored on the remote server with the content files.

Details on the types of SCORM adapter available to organisations and content providers are available here, <https://my.esr.nhs.uk/dashboard/web/esrweb/e-learning-technical-information>, along with the steps for setup.

When SCORM compliant content is launched, ESR scans its list of registered SCORM adapters. If the content comes from a location with a registered SCORM adapter, the URL is automatically rewritten to redirect the learner's browser to the SCORM adapter files, which in turn loads the content files.

Installing SCORM 1.2 and SCORM 2004 Adapters

If both SCORM 1.2 and 2004 content are held on servers then both adapters must be installed and registered separately as described above.

SCORM 1.2 and SCORM 2004 Adapters must be placed in separate directories on the server eg JSAdapter12_php/Oracle_SCORM_Adapter_JS.html and https://www.myorganisation.nhs.uk/elearning/JSAdapter12_php/Oracle_SCORM_2004_Adapter_JS.html

The URL for the SCORM 2004 adapter must contain 2004 in the address for it to be recognised as a SCORM 2004 adapter.

Please refer to the next section for ESR's implementation of the SCORM specification.

The CMI data model allows statuses and scores to be set against each content object. The SCORM specification uses the term "SCO" (Shareable Content Object), which is equivalent to a learning object in ESR. The CMI API also allows the content to query ESR for data about the learner and their past interactions with the content.

As specified by the ADL for SCORM tracking, the content must contain code to find the API, initialise the API, get and set values as appropriate, and finalise transaction upon exit. The specific technology used by the content to implement its tracking logic is not important, as long as it can make the correct calls via JavaScript to meet the SCORM specification.

6.4. ESR SCORM IMPLEMENTATION

The SCORM specification has an extensive list of data elements, some mandatory and many optional. ESR is "LMS RTE 2", this means that it supports the mandatory data elements of the SCORM specification only. The data elements supported in ESR are listed below:

SCORM 1.2 Calls Compatible with ESR

| Type | Calls | Comments |
|------------|---|--------------------------------------|
| Core | exit, score (raw only) ,credit, lesson_location, session_time, total_time, lesson_mode, student_id,student_name, lesson_status, entry | |
| N/A | suspend_data, launch_data, | |
| Objectives | score (raw only), status, id | Each objective must be given an id). |

| | | |
|-----|--|--|
| LMS | LMSGetLastError, LMSSetValue, LMSGetValue, LMSGetLastError, LMSGetErrorString, LMSGetDiagnostic, LMSCommit, LMSFinish, LMSInitialize | |
|-----|--|--|

Content running in ESR should ideally record as a minimum: lesson_status, lesson_location and score (where an assessment is included).

SCORM 1.2 Calls not Compatible with ESR

| Type | Calls | Comments |
|--------------------|--|----------|
| Core | score.min, score.max | |
| N/A | comments, comments_from_lms | |
| Objectives | score.max, score.min | |
| Student_data | mastery_score, max_time_allowed, time_limit_action | |
| Student_preference | audio, language, speed, text | |
| Interactions | id, objectives, time, type, correct_response, weighting, student_response, result, latency | |

Should any of the above calls be made to ESR, the LMS will respond with:
"LMS Error: 401 - Not implemented error"

This should not prevent the content from functioning. Content should be designed so that if an LMS does not support one of the optional calls above, then it should continue with the calls that are supported.

For example:

Content calls LMSGetValue("cmi.core.score.max")

LMS will experience the following error: "LMS Error: 401 - Not implemented error" but return a null value ("" to the content.

The content should be designed so that if a null value is returned, it should continue without the information (i.e. in this example, not knowing the maximum score should not prevent the content from setting the user's attained score).

| Core Element Name | Definition |
|-------------------|--|
| student_id | The username of the user. |
| student_name | The student's name. |
| lesson_location | This corresponds to the lesson's exit point passed to the CMI system the last time the learner experienced the lesson. |
| Credit | Indicates whether the content gives credit for completion. |
| lesson_status | The status of the lesson – i.e. Incomplete, Completed. |
| entry | Indication of whether the student has been in the lesson before. |
| exit | Indication of how or why the student left the session |
| score.raw | Numerical representation of student performance in lesson. May be unprocessed raw score. |
| total_time | Accumulated time of all the student sessions in the lesson. |
| lesson_mode | Identification of student related information that may be used to change the behaviour of the lesson. |
| suspend_data | Unique information generated by the lesson during previous uses that is needed for the current use. Please note, as per SCORM 1.2 standards, ESR limits the amount of data stored in this field to 4096 characters. Attempts to commit more than this data may result in error or truncation of the data. |
| launch_data | Unique information generated at the lesson's creation that is needed for every use. |
| session_time | Time spent in the lesson during the session that is ending. |

Note that the CMI terms "lesson" and "AU" (assignable unit) refer to a learning object in ESR.

| Objective Element Name | Definition |
|------------------------|------------|
|------------------------|------------|

| | |
|--------|--|
| id | A unique identifier for each objective. Note: if you are using objectives in your content, each objective MUST have an id, otherwise the communication may fail. |
| score | Indication of the score obtained by the student after each attempt to master an objective. |
| raw | This may be an unprocessed or processed indicator of how the student performed with the AU's interactions (related to the objective) experienced. |
| max | This is the largest score the student could have with the AU's interactions (related to the objective) experienced. |
| min | This is the smallest score that the student could have achieved with the AU's interactions (related to the objective) experienced. |
| status | Indication of the status of an objective. |

SCORM 2004

ESR is compatible with SCORM 2004 4th edition and all calls are mandatory in this standard.

SCORM 2004 enables a learner to record multiple attempts on an e-learning course. Rather than seeing completed against a course they will have a status of Multiple.

Clicking on the Multiple hyperlink will enable them to view each individual attempt

| Type | Calls |
|----------------------------|--|
| Core | cmi._version, cmi.completion_status, cmi.completion_threshold, cmi.credit, cmi.entry, cmi.exit, cmi.launch_data, cmi.learner_id, cmi.learner_name, cmi.location, cmi.max_time_allowed, cmi.mode, cmi.progress_measure, cmi.scaled_passing_score, cmi.score.scaled, cmi.score.raw, cmi.score.min, cmi.score.max, cmi.session_time, cmi.success_status, cmi.suspend_data, cmi.time_limit_action, cmi.total_time |
| Objectives | cmi.objectives._count, cmi.objectives.n.id, cmi.objectives.n.score._children, cmi.objectives.n.score.scaled, cmi.objectives.n.score.raw, cmi.objectives.n.score.min, cmi.objectives.n.score.max, cmi.objectives.n.success_status, cmi.objectives.n.completion_status, cmi.objectives.n.progress_measure, cmi.objectives.n.description |
| Interactions | cmi.interactions._count, cmi.interactions.n.id, cmi.interactions.n.type, cmi.interactions.n.objectives._count, cmi.interactions.n.objectives.n.id, cmi.interactions.n.timestamp, cmi.interactions.n.correct_responses._count, cmi.interactions.n.correct_responses.n.pattern, cmi.interactions.n.weighting, cmi.interactions.n.learner_response, cmi.interactions.n.result, cmi.interactions.n.latency, cmi.interactions.n.description |
| Navigation | adl.nav.request, adl.nav.request_valid.continue, adl.nav.request_valid.previous, adl.nav.request_valid.choice.{target=}, adl.nav.request_valid.jump.{target=} |
| Comments | cmi.comments_from_learner._count, cmi.comments_from_learner.n.comment, cmi.comments_from_learner.n.location, cmi.comments_from_learner.n.timestamp, cmi.comments_from_lms._children, cmi.comments_from_lms._count, cmi.comments_from_lms.n.comment, cmi.comments_from_lms.n.location, cmi.comments_from_lms.n.timestamp |
| Learner Preferences | cmi.learner_preference.audio_level, cmi.learner_preference.audio_level, cmi.learner_preference.audio_level, cmi.learner_preference.audio_level |
| LMS | Initialize, Terminate, GetValue, SetValue, Commit, GetLastError, GetErrorString, GetDiagnostic |

| Element Name | Comments |
|--------------------------------------|---|
| cmi._version | Represents the version of the data model |
| cmi.comments_from_learner._children | Listing of supported data model elements |
| cmi.comments_from_learner._count | Current number of learner comments |
| cmi.comments_from_learner.n.comment | Textual input |
| cmi.comments_from_learner.n.location | Point in the SCO to which the comment applies |

| | |
|--|---|
| cmi.comments_from_learner.n.timestamp | Point in time at which the comment was created or most recently changed |
| cmi.comments_from_lms._children | Listing of supported data model elements |
| cmi.comments_from_lms._count | Current number of comments from the LMS |
| cmi.comments_from_lms.n.comment | Comments or annotations associated with a SCO |
| cmi.comments_from_lms.n.location | Point in the SCO to which the comment applies |
| cmi.comments_from_lms.n.timestamp | Point in time at which the comment was created or most recently changed |
| cmi.completion_status | Indicates whether the learner has completed the SCO |
| cmi.completion_threshold | Used to determine whether the SCO should be considered complete |
| cmi.credit | Indicates whether the learner will be credited for performance in the SCO |
| cmi.entry | Asserts whether the learner has previously accessed the SCO |
| cmi.exit | Indicates how or why the learner left the SCO |
| cmi.interactions._children | Listing of supported data model elements |
| cmi.interactions._count | Current number of interactions being stored by the LMS |
| cmi.interactions.n.id | Unique label for the interaction |
| cmi.interactions.n.type | Which type of interaction is recorded |
| cmi.interactions.n.objectives._count | Current number of objectives (i.e., objective identifiers) being stored by the LMS for this interaction |
| cmi.interactions.n.objectives.n.id | Label for objectives associated with the interaction |
| cmi.interactions.n.timestamp | Point in time at which the interaction was first made available to the learner for learner interaction and response |
| cmi.interactions.n.correct_responses._count | Current number of correct responses being stored by the LMS for this interaction |
| cmi.interactions.n.correct_responses.n.pattern | One correct response pattern for the interaction |
| cmi.interactions.n.weighting | Weight given to the interaction relative to other interactions |
| cmi.interactions.n.learner_response | Data generated when a learner responds to an interaction |
| cmi.interactions.n.result | Judgment of the correctness of the learner response |
| cmi.interactions.n.latency | Time elapsed between the time the interaction was made available to the learner for response and the time of the first response |
| cmi.interactions.n.description | Brief informative description of the interaction |
| cmi.launch_data | Data provided to a SCO after launch, initialized from the data. From LMS manifest element |
| cmi.learner_id | Identifies the learner on behalf of whom the SCO was launched |
| cmi.learner_name | Name provided for the learner by the LMS |
| cmi.learner_preference._children | Listing of supported data model elements |
| cmi.learner_preference.audio_level | Specifies an intended change in perceived audio level |
| cmi.learner_preference.language | The learner's preferred language for SCOs with multilingual capability |

| | |
|---|--|
| cmi.learner_preference.delivery_speed | The learner's preferred relative speed of content delivery |
| cmi.learner_preference.audio_captioning | Specifies whether captioning text corresponding to audio is displayed |
| cmi.location | The learner's current location in the SCO |
| cmi.max_time_allowed | Amount of accumulated time the learner is allowed to use a SCO |
| cmi.mode | Identifies one of three possible modes in which the SCO may be presented to the learner |
| cmi.objectives._children | Listing of supported data model elements |
| cmi.objectives._count | Current number of objectives being stored by the LMS |
| cmi.objectives.n.id | Unique label for the objective |
| cmi.objectives.n.score._children | Listing of supported data model elements |
| cmi.objectives.n.score.scaled | Number that reflects the performance of the learner for the objective |
| cmi.objectives.n.score.raw | Number that reflects the performance of the learner, for the objective, relative to the range bounded by the values of min and max |
| cmi.objectives.n.score.min | Minimum value, for the objective, in the range for the raw score |
| cmi.objectives.n.score.max | Maximum value, for the objective, in the range for the raw score |
| cmi.objectives.n.success_status | Indicates whether the learner has mastered the objective |
| cmi.objectives.n.completion_status | Indicates whether the learner has completed the associated objective |
| cmi.objectives.n.progress_measure | Measure of the progress the learner has made toward completing the objective |
| cmi.objectives.n.description | Provides a brief informative description of the objective |
| cmi.progress_measure | Measure of the progress the learner has made toward completing the SCO |
| cmi.scaled_passing_score | Scaled passing score required to master the SCO |
| cmi.score._children | Listing of supported data model elements |
| cmi.score.scaled | Number that reflects the performance of the learner |
| cmi.score.raw | Number that reflects the performance of the learner relative to the range bounded by the values of min and max |
| cmi.score.min | Minimum value in the range for the raw score |
| cmi.score.max | Maximum value in the range for the raw score |
| cmi.session_time | Amount of time that the learner has spent in the current learner session for this SCO |
| cmi.success_status | Indicates whether the learner has mastered the SCO |
| cmi.suspend_data | Provides space to store and retrieve data between learner sessions |
| cmi.time_limit_action | Indicates what the SCO should do when cmi.max_time_allowed is exceeded |
| cmi.total_time | Sum of all of the learner's session times accumulated in the current learner attempt |

| | |
|--|---|
| adl.nav.request | Navigation request to be processed immediately following Terminate() |
| adl.nav.request_valid.continue | Used by a SCO to determine if a Continue navigation request will succeed. |
| adl.nav.request_valid.previous | Used by a SCO to determine if a Previous navigation request will succeed. |
| adl.nav.request_valid.choice.{target=} | Used by a SCO to determine if a Choice navigation request for the target activity will succeed. |
| adl.nav.request_valid.jump.{target=} | Used by a SCO to determine if a Jump navigation request for the target activity will succeed. |

7. INSTALLING E-LEARNING CONTENT ON HOSTS

On ESR, the content must not be in zipped format, the files will need to be loaded into a separate folder that can be referenced with a unique starting URL.

All course content must be loaded at the same level or below that of the SCORM adapters in the hierarchy on the content server as in the example below:

https://www.ourserver.com/ourcourses/JSAdapter12_php/Oracle_SCORM_Adapter_JS.html

<https://www.ourserver.com/ourcourses/course1/index.html>

<https://www.ourserver.com/ourcourses/course2/index.html>

<https://www.ourserver.com/ourcourses/course3/index.html>

Courses must also be set up within the ESR course catalogue. Where possible it is recommended to keep the number of learning objects in a course to a minimum. For full instructions on how to do this refer to **Quick Guide to Setting up Local e-Learning**.

NHS organisations are advised, where possible to test e-Learning in EPRO, the familiarisation environment available to organisations.

8. COMMON ISSUES FOR E-LEARNING DEVELOPERS

8.1. CONTENT DOES NOT DISPLAY CORRECTLY IN A WEB BROWSER

There may be certain content that does not display correctly or certain functionality does not work as expected. Where this is the case, it is recommended that the content is tested in a different browser. If the content can play and track correctly then it is recommended that a Service Request is raised for investigation. For some courses, ticking the Open in New Window flag on the Learning Object form should enable the content to work as expected

Note - Changing this setting will mean that content will not open in the main player window for all users.

8.2. COURSE NOT TRACKING CORRECTLY

Where a course has been set to track as SCORM 1.2 but does not appear to be tracking correctly, this may be because the correct URL is not being used.

The Starting URL to use in ESR can be identified from the imsmanifest.xml file.

The manifest file can be found in the folder which contains the course files which will be uploaded to a server. In the resources section of the manifest, find the name of the file for the href attribute. This will be the starting URL you must use.

```
<resources>
  <resource identifier="SCO_ID1_RES" type="webcontent" href="index_scorm.html" adlcp:scormtype="sco">
    <metadata>
      <schema>ADL SCORM</schema>
      <schemaversion>1.2</schemaversion>
      <adlcp:location>metadata.xml</adlcp:location>
    </metadata>
    <file href="ar/Mouse.mp3"/>
    <file href="index_scorm.html"/>
    <file href="scormdriver.js"/>
    <file href="browsersniff.js"/>
  </resource>
</resources>
```

So if the file is uploaded to <https://www.contentserver.com/content/course1/>:

The starting URL in this example will be

https://www.contentserver.com/content/course1/index_scorm.html

9. APPENDIX 1 - CHECKLIST

This checklist is for e-Learning developers to ensure content will perform correctly in ESR.

| Item | Reason |
|--|--|
| Content does not reference OLM Player window (using top.window or parent.window) | Course will reside on a different domain to LMS. JavaScript is not allowed to cross-domains. 'Permission Denied' error will occur. |
| Content does not have an 'exit' button | The LMS has its own exit button (a 'home' icon at the top right). Appropriate calls should be made on the HTML 'onunload' and 'onbeforeunload' events to record status, bookmarking etc. See section 4.3 for further detail / example. |
| Ideally content should record as a minimum lesson_status, lesson_location and score (where an assessment is included). | For reporting purposes it must be clear whether a user has completed a piece of e-Learning and that any assessment score is recorded. Bookmarking should also be included so that a user can recommence a course on the page they left. |
| Content does not make any unsupported calls | ESR is an RTE 2 LMS. ESR will only support the mandatory SCORM 1.2 calls. Should the content make any of these calls (for support in other LMS), you should ensure the content does not display any JavaScript alerts if they error in the OLM player. (Otherwise a 'Not Implemented' error will be displayed). |
| Content is confirmed as SCORM 1.2 or 2004 compliant using the Content Package test in the free Advanced Distributed Learning (ADL) Conformance Test Suite or by using SCORM cloud. | ESR should not be used in the first instance to check if content is SCORM compliant |
| Content keeps to a minimum number of Learning Objects arranged in a simple hierarchy where possible | Learning objects and the parent child hierarchy have to be set up manually on ESR since there is no facility to import the course manifest metadata. |
| Content does not attempt to resize itself | Content is displayed in the same window as the OLM Player. Should the content try to modify the OLM Player window in any way, a 'permission denied' error will occur. |
| Content resolution is set within the recommended dimensions | Users will get frustrated if they have to use the scroll bars to view and operate content |