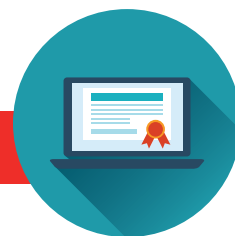


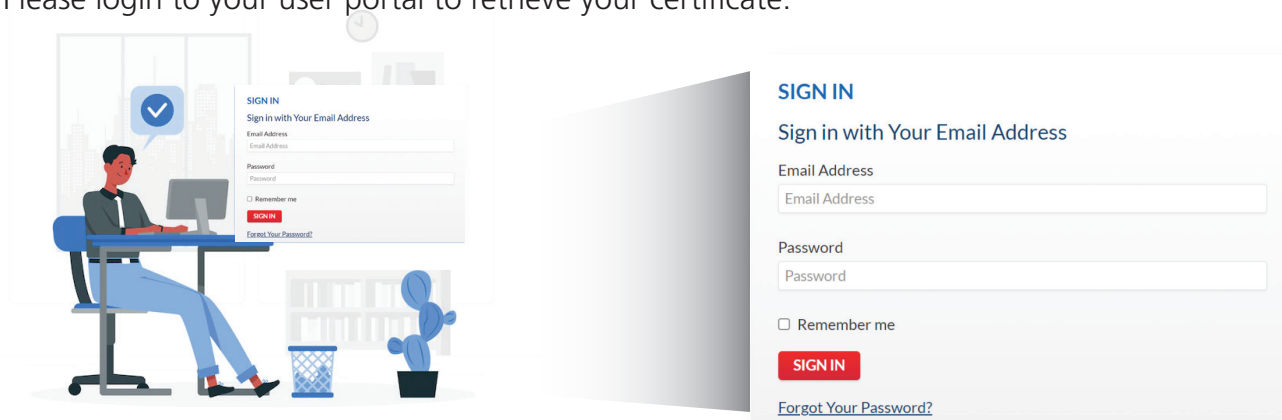
User Guide to a Seamless Learning Experience



Overview of Process Flow from Enrolment to Retrieval of Certificate



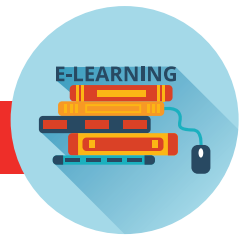
- a) Enroll and Purchase e-learning module(s) via the CPE portal at <https://eservices.isca.org.sg/CPEHome>
- b) Await for notification via your email inbox (within 10-15 minutes after successful enrolment and payment) to retrieve the login information on accessing the e-learning contents via the Learning Management System (LMS) portal. Refer to your email for the login instructions.
- c) If your corporate user were to purchase e-learning module(s) on your behalf, you will also receive the login notification via your email inbox with the instructions to access the e-learning contents.
- d) Complete the e-learning contents and assessment component. Please refer to the user guide below on tips to navigate and complete the e-learning module(s). You may access the module(s) for an unlimited number of times within 6 months from the date of purchase, after which it shall expire.
- e) Upon successful completion of the module, which might include successfully passing the required assessment/knowledge check(s), you may logout and retrieve the certificate within the same working day.
(No certificates will be processed for failed attempts at the assessment/knowledge check(s).)
- f) The Certificate will be downloadable via the CPE portal at <https://eservices.isca.org.sg/Signin>
Please login to your user portal to retrieve your certificate.



What login credentials (i.e. ID and password) should I use to access the E-Learning courseware?

- a) For ISCA individual members and Non-ISCA members, the password and login ID will be the same as your existing e-services user account, i.e. the account that is used for the registration of CPE programmes at the ISCA eservices portal.
- b) In the event you are enrolled by a corporate user (under company billing) and you do not have an existing e-services user account with ISCA, an activation email will be sent to you to create an account - hence please follow the instructions to activate your e-services account, before logging into the self-service portal at <https://eservices.isca.org.sg/Signin>

Assess your E-Learning Course



1. Go to **<https://eservices.isca.org.sg/Signin>** and login to the ISCA self-service portal and click onto the following tabs:

My Account -> My CPE Courses & Events -> My Registrations

Under **"My Registrations"** page, click onto the **"Launch e-Learning/Blended"** button located at the bottom of that page.



My Registrations

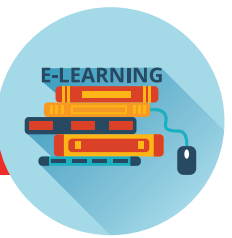
Filter By Confirmed Live Webinar Show 10 entries

Action	Reg. No	Reg. Date	Course Code	Course Title	Date&Time	Course Status	Reg. Status	Valid to (E-Learning Only)
<input type="radio"/>	CR-486882	01/03/2022	PSWEB09	Building Enterprise Risk Management System to Manage Risks Effectively to Drive Business Performance	09/09/2022 (3:00 PM - 5:00 PM)	Confirmed	Confirmed	

Terms & Conditions for Switching/Deferment/Withdrawal/Participant Substitution

Please allow 14 working days leading to the start of the course(s) before making a request to defer/switch course or substitute/withdraw participant.
Please click [here](#) for an overview.

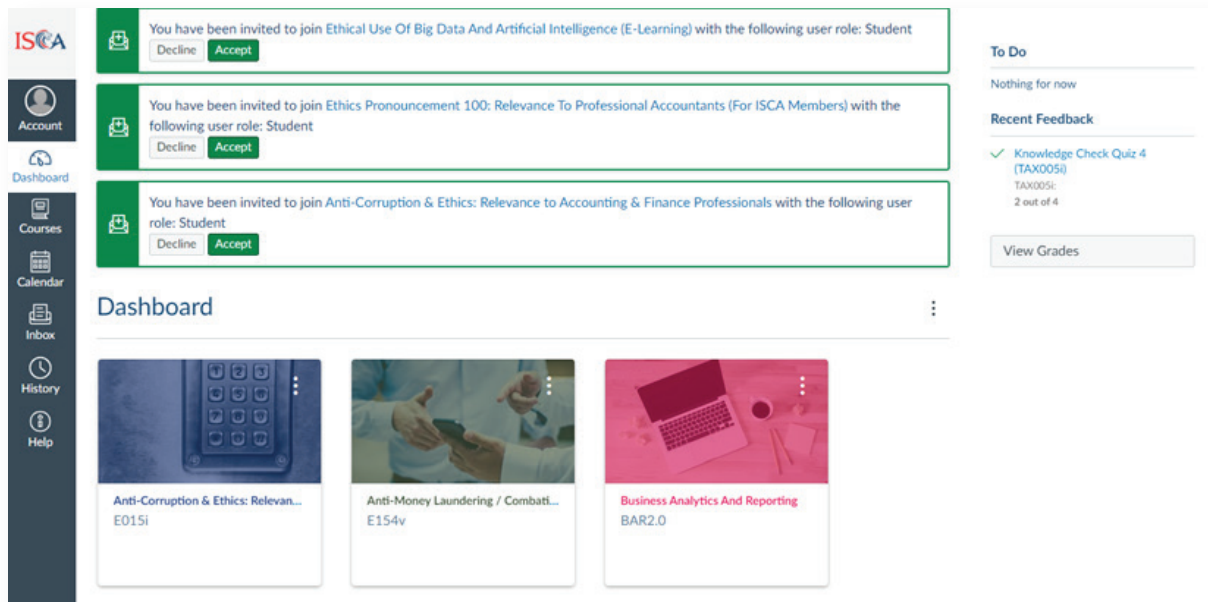
Switch To Another Course Defer To Another Session Appeal to Withdraw Launch e Learning/blended



View your E-Learning Course

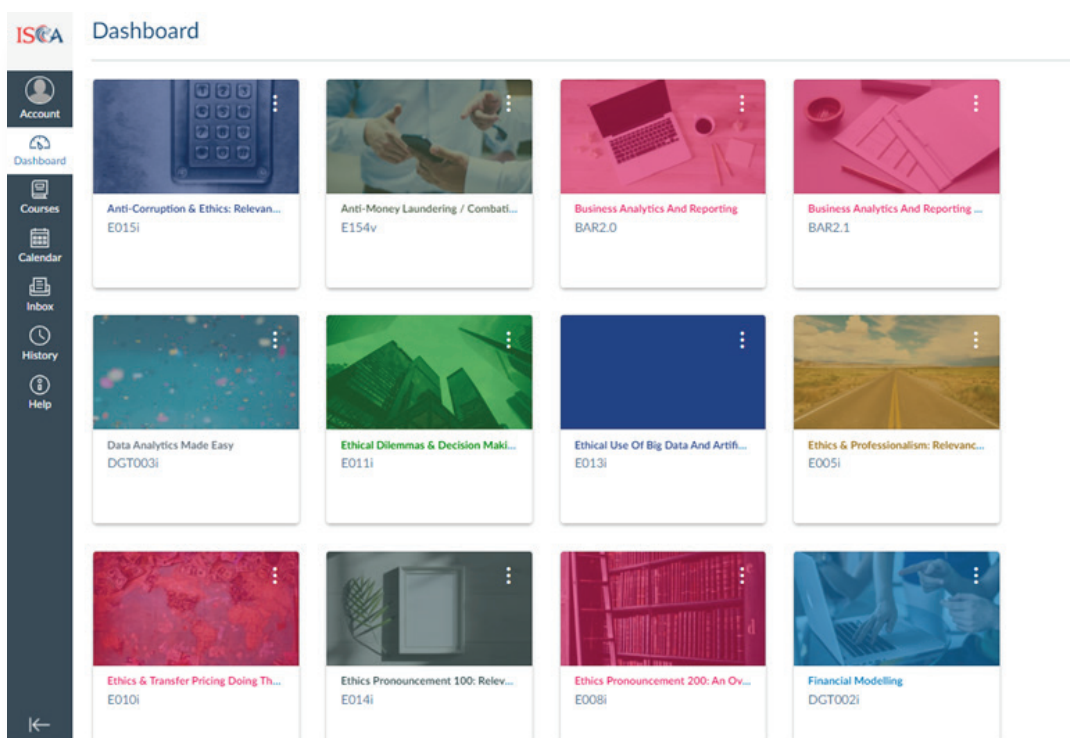
2. After successful login to the system, under **Dashboard**, you will see the list of course(s) that you had enrolled.

Click **<Accept>** to add courses to be displayed under the dashboard.



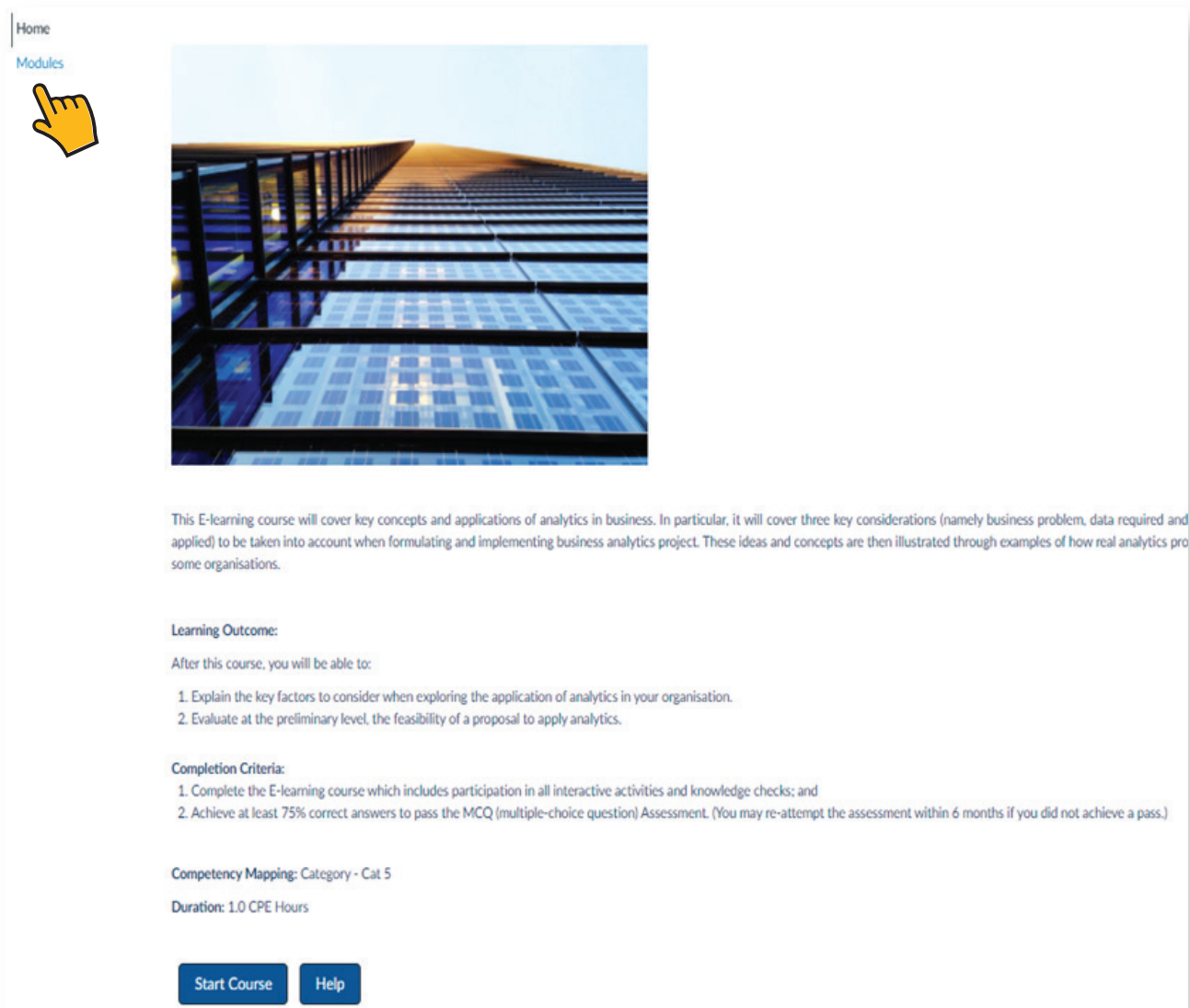
Dashboard View

3. Click onto the respective courses button to access the contents of the course.



4. You will be directed to **"Home"** page to access the content of the course.

5. Click onto **"Modules"** to begin the course. Alternatively, click on the **"Start Course"** icon at the bottom of the page to begin the course.



The screenshot shows the 'Home' page of an e-learning course. On the left, there is a navigation menu with 'Home' and 'Modules' links. A yellow hand icon points to the 'Modules' link. The main content area features a large image of a modern building with a glass facade. Below the image, there is a paragraph of text describing the course content. Further down, there are sections for 'Learning Outcome:', 'Completion Criteria:', and 'Competency Mapping: Category - Cat 5'. At the bottom, there are two buttons: 'Start Course' and 'Help'. A yellow hand icon points to the 'Start Course' button.

Home
Modules

This E-learning course will cover key concepts and applications of analytics in business. In particular, it will cover three key considerations (namely business problem, data required and applied) to be taken into account when formulating and implementing business analytics project. These ideas and concepts are then illustrated through examples of how real analytics pro some organisations.

Learning Outcome:
After this course, you will be able to:

1. Explain the key factors to consider when exploring the application of analytics in your organisation.
2. Evaluate at the preliminary level, the feasibility of a proposal to apply analytics.

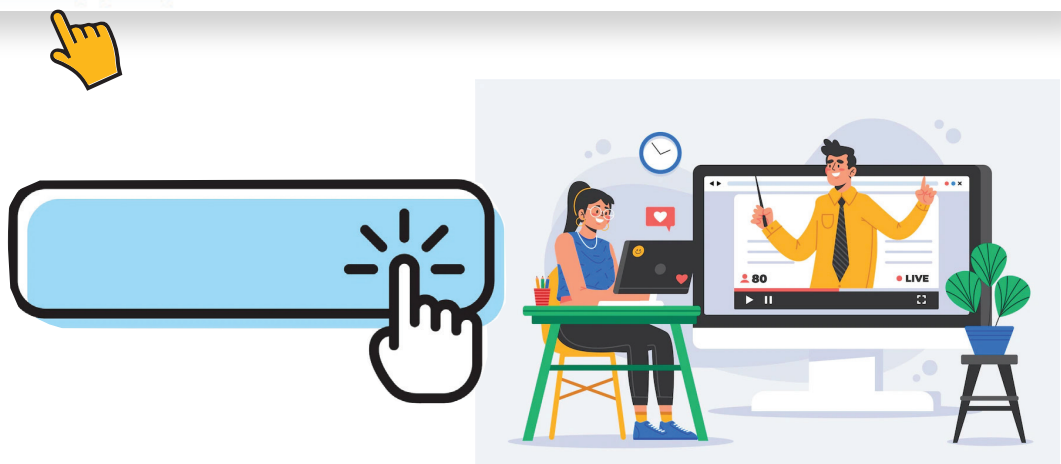
Completion Criteria:

1. Complete the E-learning course which includes participation in all interactive activities and knowledge checks; and
2. Achieve at least 75% correct answers to pass the MCQ (multiple-choice question) Assessment. (You may re-attempt the assessment within 6 months if you did not achieve a pass.)

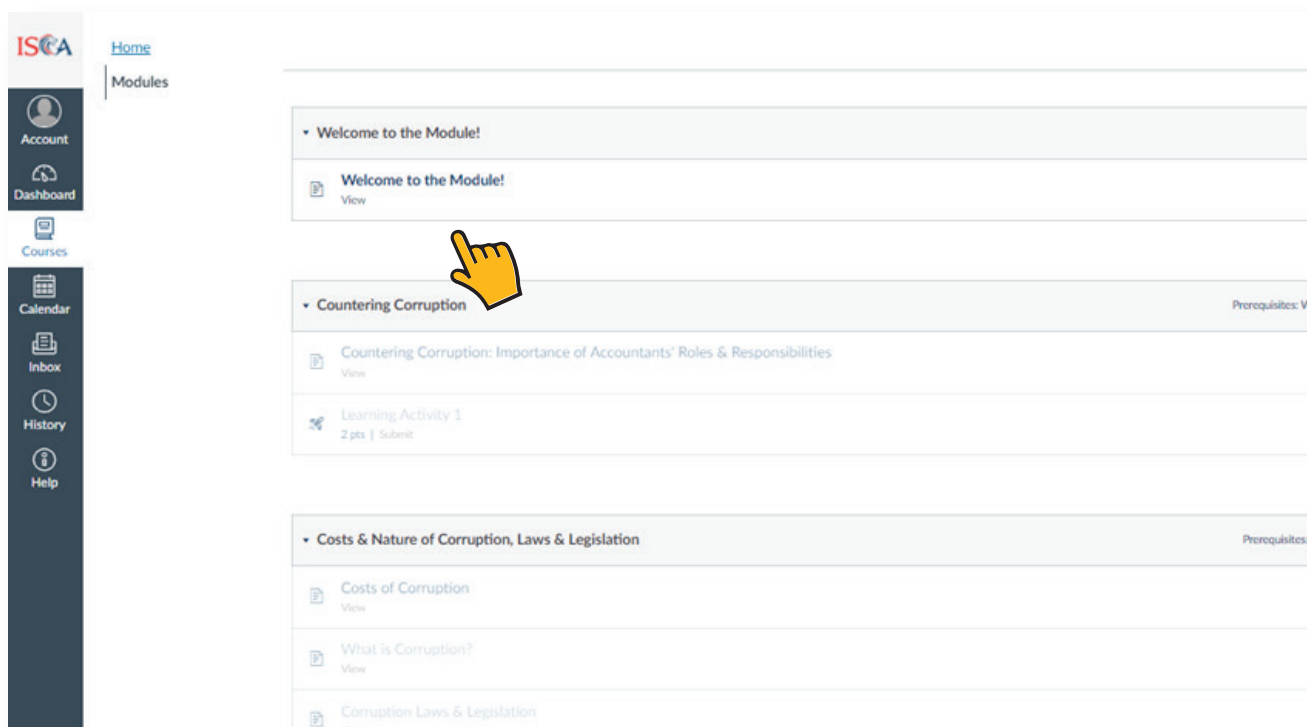
Competency Mapping: Category - Cat 5

Duration: 1.0 CPE Hours

[Start Course](#) [Help](#)



6. Under **"Modules"**, the tasks are listed in sequential order. Click onto the respective tasks for viewing.

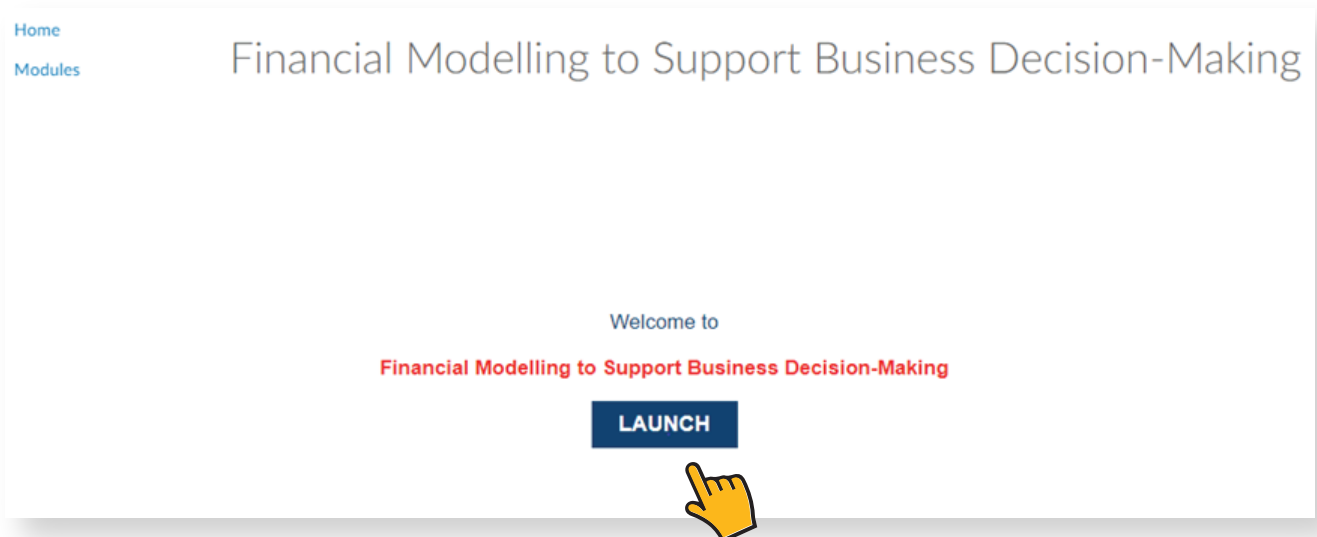


7. Click **"Play"** or **"Launch"** button to view the e-learning module. To view full screen, click the button on the bottom right corner of the screen.

Example 1:



Example 2:



8. You are required to complete all the topics and sub-topics within the E-Learning courseware before proceeding to the assessment. (in the event that your module(s) has an assessment component).

Assessment / Knowledge Checks

- Please click onto the **“Take the Quiz”** button to attempt all questions and check the status of each quiz through the right panel.

Knowledge Check: What is Data Analytics?

Due No due date	Points 2	Questions 2	Time Limit None	Allowed Attempts Unlimited
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[Take the Quiz](#)

◀ Previous Next ▶

- A tick indicates that a question has been completed; while a question mark indicates that the question is not completed.

Knowledge Check: Key Components of Data Analytics

Started: Mar 29 at 4:58pm

Quiz Instructions

Question 3

1 pts

Questions

- ✓ Question 1
- ✓ Question 2
- ? Question 3
- ? Question 4
- ? Question 5

Time Elapsed: Hide 0 Minutes, 17 Seconds

- Click **“Submit Quiz”** at the end of the quiz.
- In cases where users did not meet the assessment/knowledge check(s) criteria, they are required to retake the assessment/knowledge check(s).

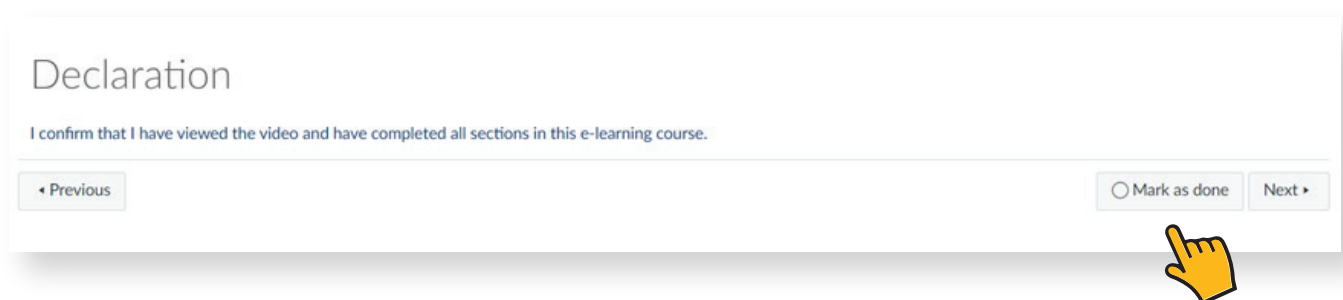


Feedback

- Completion of feedback form is compulsory for issuance of CPE hours.

Declaration

- Click **“Mark as done”** to declare and confirm that you have completed all sections in the e-learning course.



9. Certificate of Completion

Upon making full payment, completion of the E-Learning programme and passing the assessment/knowledge checks, you will be issued with a Certificate of Completion and CPE Hours.

Users will be able to retrieve their Certificate via the **ISCA eservices portal** within the same day.

Enjoy your Professional Development Journey with Us!

