

# ISCA E-Learning User Guide

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# 1 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.

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.

- c. 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 this module for an unlimited number of times within 6 months from the date of purchase, after which it shall expire.
- d. Upon successful completion of the module, including the successful passing of the assessment/quiz, you may logout and await for 1 working day before retrieving the certificate. (No certificates will be processed for failed attempts at the assessment/quiz.) The Certificate will be downloadable via the CPE portal at <https://eservices.isca.org.sg/CPEHome>. Please login to your user portal to retrieve your certificate.

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

- 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.
- 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/CPEHome>.

## 2 Assess your E-Learning Course

Go to <https://eservices.isca.org.sg/CPEHome> 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” page

My Registrations							
Filter By	Cancelled	--Training Mode--	Show	10	entries		
Action	Reg. No	Reg. Date	Course Code	Course Title	Date&Time	Course Status	Reg. Status
<input type="radio"/>	CR-87374	12/08/2016	BAR	Business Analytics and Reporting (BAR)	03/01/2017 (9:00 AM - 5:00 PM) 02/01/2017 (9:00 AM - 5:00 PM) 18/12/2016 (9:00 AM - 5:00 PM) 04/01/2017 (9:00 AM - 5:00 PM)	Cancelled	Cancelled

Showing 1 to 1 of 1 entries (filtered from 15 total entries)

1

#### 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

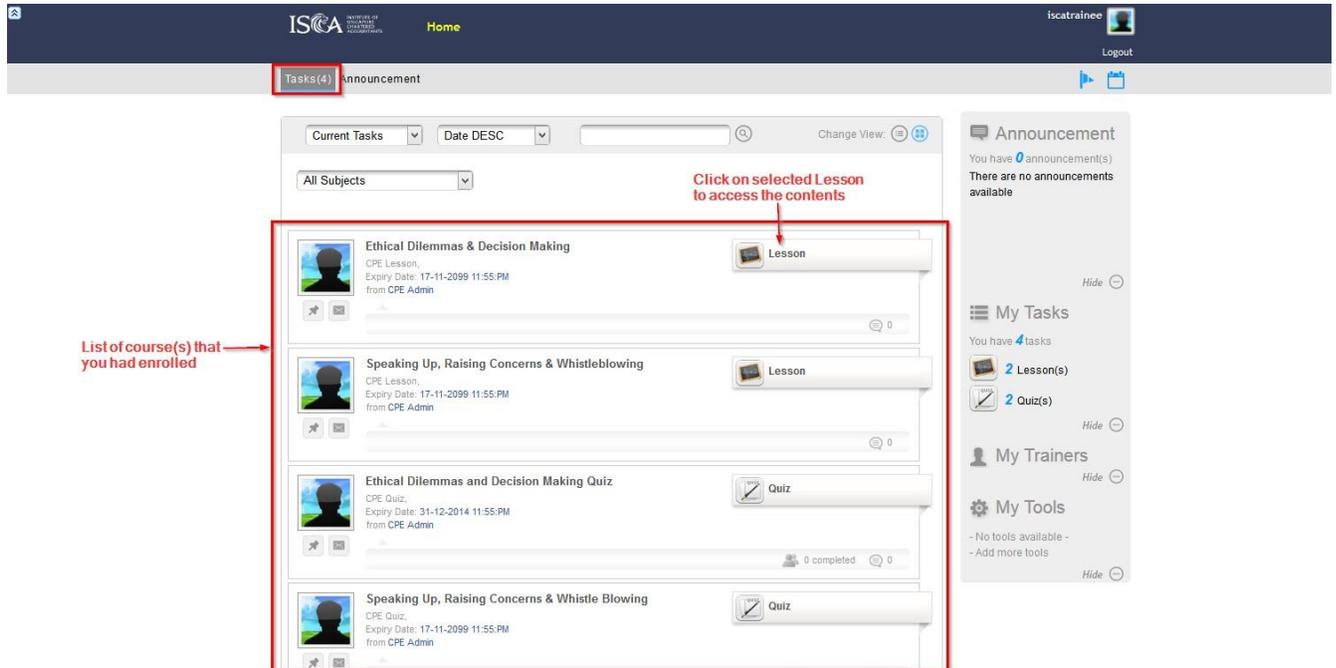
Defer To Another Session

Appeal to Withdraw

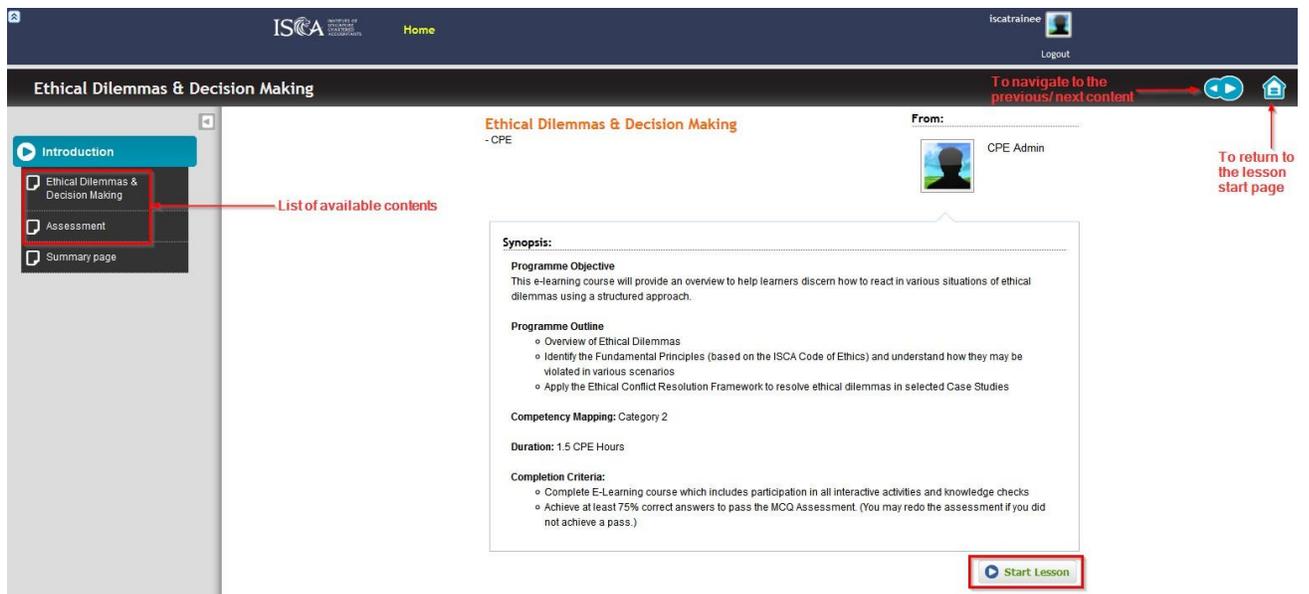
Launch e Learning/blended

### 3 View your E-Learning course

After successful login to the system, under **Tasks**, you will see the list of course(s) that you had enrolled. Click onto the “**Lesson**” button to access the contents of the course.



You will be redirected to **Lesson Viewer** page to access the content of the course. Click onto “**Start Lesson**” button to begin the course. The left-panel shows the task available in the course. Click onto the respective task for viewing.



## 4 Navigation Tips on the E-Learning courseware

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Overview of Module

### NAVIGATION GUIDE

These are the general navigation buttons found at the bottom panel of the screen.

	<b>MENU</b> View the various sections in this module		<b>SOUND &amp; VO</b> Enable and disable voice over and music		<b>SUBTITLES</b> Enable subtitles
	<b>REPLAY</b> Replay the animation in a page		<b>PLAY</b> Play the animation in a page		<b>PAUSE</b> Pause the animation in a page
	<b>PAGE NO.</b> Indicates the page you are currently at		<b>NEXT</b> Navigate to the next page		<b>PREVIOUS</b> Navigate to the previous page

**SKIP**

MENU PREVIOUS **1/20** NEXT

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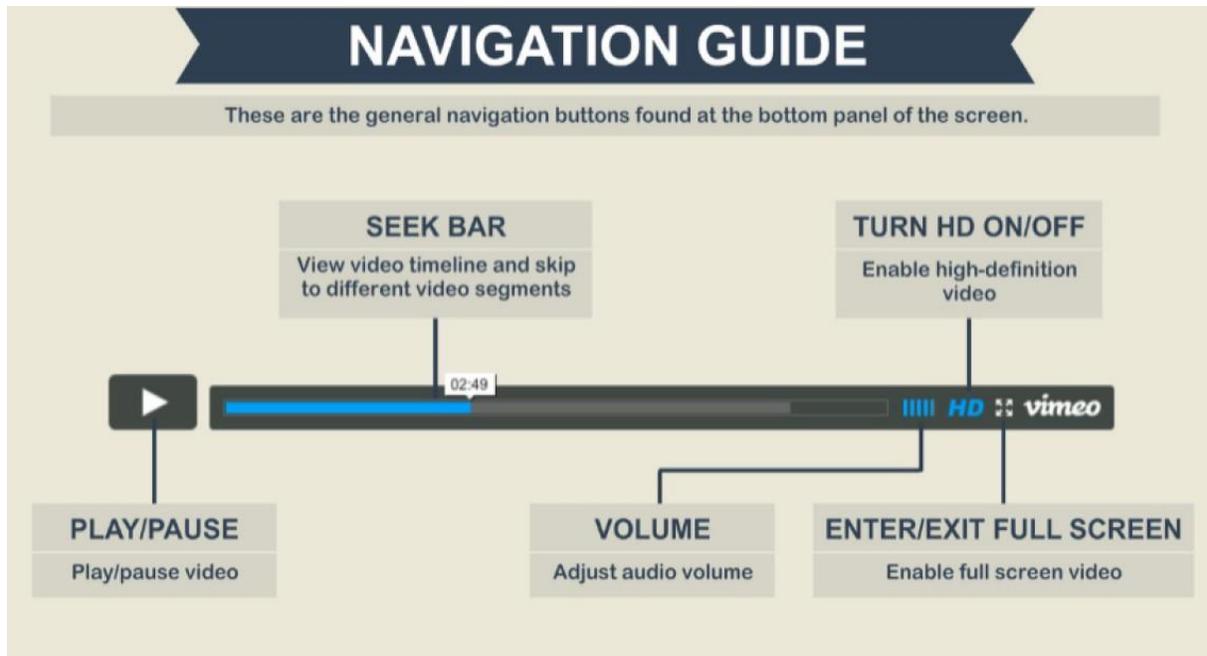
Overview of Module

### NAVIGATION GUIDE

<ul style="list-style-type: none"> <li>✓ Overview of Module</li> <li>• ISCA Code: The Five Fundamental Principles</li> </ul>	<b>CONTENT LIST</b> Access various sections of the module through the content list  A tick appears for sections you have completed	<b>CLICK HERE</b> Clicking on graphics with this icon takes you to different parts of the content
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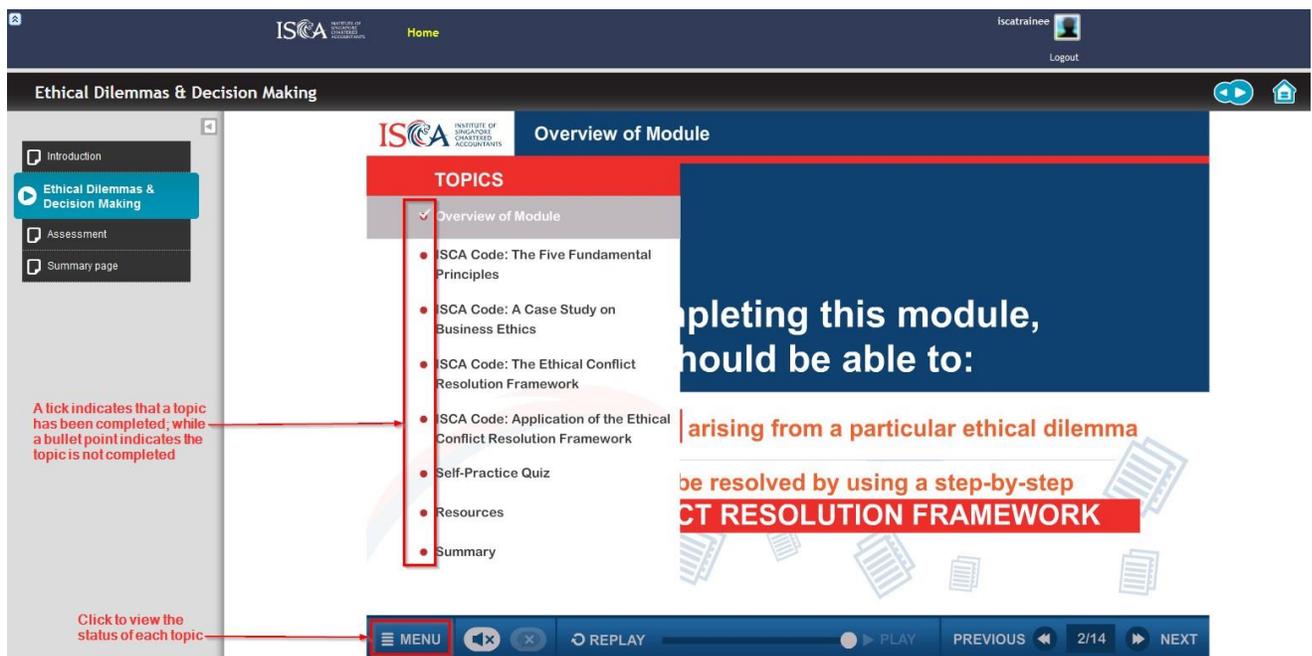
**SKIP**

MENU PREVIOUS **1/14** NEXT



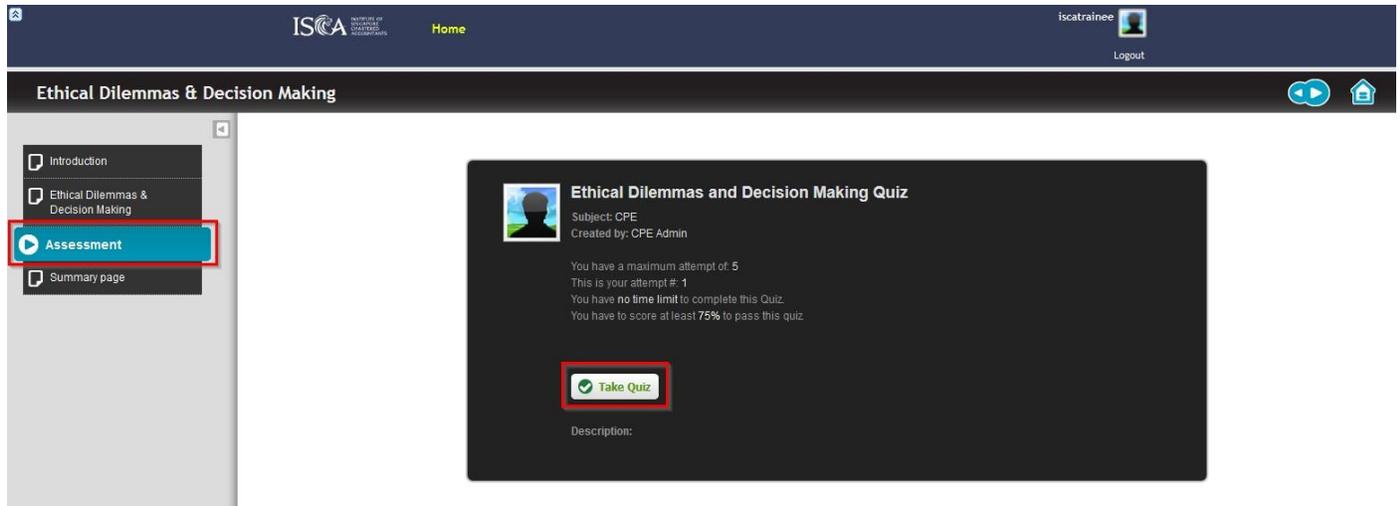
## 5 Check if you have completed your E-Learning courseware

You are required to complete all the topics and sub-topics within the E-Learning courseware. Please click onto the “Menu” button to view the status of each topic. A tick indicates that a topic has been completed; while a bullet point indicates the topic is not completed. Please ensure all topics are ticked/completed before moving on to the assessment.

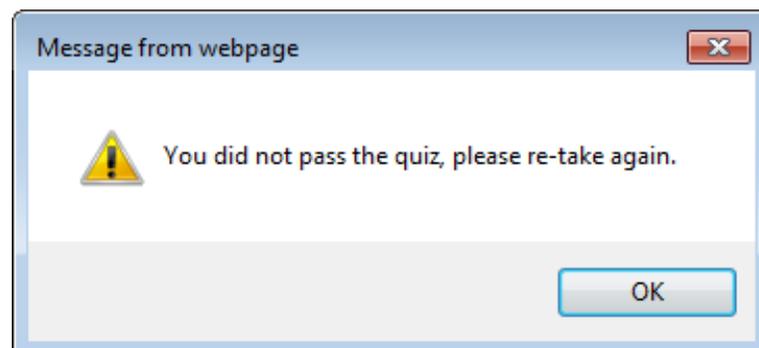


## 6 Taking the Assessment

Under **Assessment**, click on “**Take Quiz**” button to begin the assessment in the course.



You will be prompted with the following message if you did not pass the Assessment.



The following message will be displayed upon passing the Assessment.

The screenshot shows a web interface for a quiz report. At the top, a dark banner reads "You are now at Quiz Report." Below this is a section titled "Attempt History" with two tabs, "1" and "2", where "2" is selected. The main content area has a light green background and is titled "Ethical Dilemmas and Decision Making Assessment". It contains a table of assessment details:

Completed by:	ISCA_user3 (ISCA_user3)
Test Started On:	18 November 2014 [19:07]
Time Taken:	6 min(s)
Number of attempt(s):	2
Total Score / Max Score:	-
Percentage ( User Score / Total Score x 100 % ):	-
Result:	-

Below the table, there is a small text "Quiz completion instruction for trainee" followed by a green link: [Congratulations, you have successfully passed the assessment.](#) The final message in bold states: "You may now log out of the learning management system. Upon payment receipt, your Certificate Completion and CPE Hours will be issued to you within the Next Business Day."

**FAQ: Why can't I take the assessment after completion of courseware?  
Or I have been prompted "You must complete the resource named  
XXXYYYYZZZ (module name), in order to access this resource."**

For each module, you have to complete all the topics and sub-topics before you are allowed to take the assessment. Refer to Point 4 on how to check if you have completed your E-Learning courseware.

## 7 Check your E-Learning course progress

To view your progress in the course, click on **Summary page**. The completion status of your course will be shown here.

The screenshot shows the ISCA E-Learning interface. At the top, there is a navigation bar with the ISCA logo, 'Home' link, and user information 'iscatrainee' with a 'Logout' button. Below this is a course title bar 'Ethical Dilemmas & Decision Making'. On the left, a sidebar menu lists 'Introduction', 'Ethical Dilemmas & Decision Making', 'Assessment', and 'Summary page', with 'Summary page' highlighted in a red box. The main content area features a green notification box stating 'You have come to the end of this module. Click the 'Close' button to return to the main menu'. Below this is a 'Lesson Summary' section with an information icon and a 'Refresh' button. A table displays the course progress:

No.	Resource	Last accessed	Duration spent (In Minutes)	Access count	Type	Status
1	<a href="#">Ethical Dilemmas &amp; Decision Making</a>	11/11/2014 4:50:32 PM	23	2	Scorm 2004	Completed
2	<a href="#">Assessment</a>	11/11/2014 4:59:43 PM	8	2	Quiz	Not Attempted

The 'Status' column in the table is highlighted with a red box, showing 'Completed' for the first resource and 'Not Attempted' for the second.

## 8 Check if you have completed your E-Learning course

To view whether you have completed your assessment, click on **Assessment**. The page will show the below message when you pass the quiz.

The screenshot displays the ISCA E-Learning portal interface. At the top, the ISCA logo and 'Home' link are visible on the left, and the user's name 'IscaTrainee' and 'Logout' button are on the right. The main content area is titled 'Ethical Dilemmas & Decision Making'. On the left side, there is a navigation menu with options: 'Introduction', 'Ethical Dilemmas & Decision Making', 'Assessment' (highlighted in blue), and 'Summary page'. The main content area shows a quiz titled 'Ethical Dilemmas and Decision Making Quiz'. The quiz details include: 'Subject: CPE', 'Created by: CPE Admin', 'You have a maximum attempt of 5', 'This is your attempt # 4', 'You have no time limit to complete this Quiz.', and 'You have to score at least 75% to pass this quiz.'. A red box highlights the message 'You have already passed this quiz', with a red arrow pointing to it from the text 'This indicate you have passed the assessment' located to the left of the quiz box. Below the message are two buttons: 'Take Quiz' and 'View Report'. A 'Description:' label is visible at the bottom of the quiz box.

### FAQ: How soon can I retrieve the Certificate of Completion upon course completion?

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

Users will be able to retrieve their Certificate via the ISCA CPE portal the next working day after assessment completion. The Certificate of Completion will not be processed if users did not achieve an overall pass in the assessment. Users will be informed whether they had passed or failed immediately after completing the assessment in the E-Learning courseware. In cases where users did not achieve a pass, they will be prompted to retake the assessment.