Moodle User Guide for Management of Training for Patent Examiners

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1. INTRODUCTION

WHAT IS MOODLE?

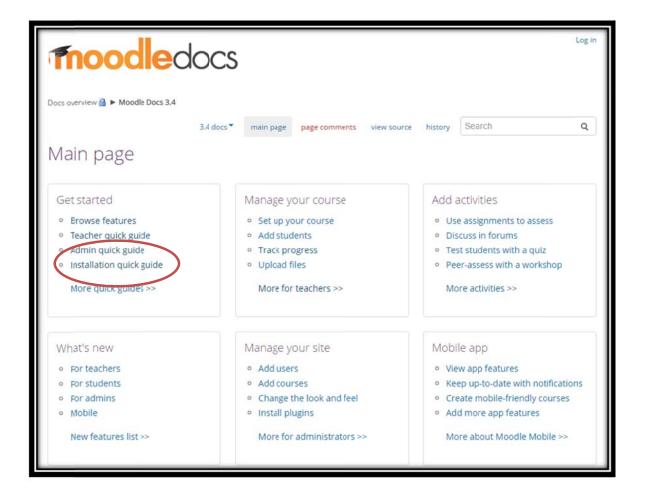
Moodle is a learning management system (LMS) – a software package designed to help users / educators create quality online courses and manage learner outcomes. Moodle is Open Source software, meaning users are free to download it, use it, modify it and even distribute it.

BEFORE WE START - FOR ADMINISTRATORS

Moodle can be downloaded from Moodle's download page: https://download.moodle.org/. This user guide will not touch on the requirements to run the Moodle page on the chosen server. Please consult the IT Department in the Office on this matter.



Further guides on installation can also be found here: https://docs.moodle.org/34/en/Main_page



2. SETTING UP THE FRONT / HOME PAGE

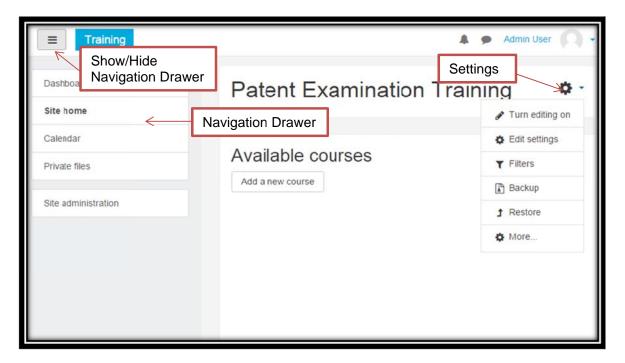
During installation, a few things will need to be set up first:



Brief explanation of a few items shown:

- i) <u>Full site name</u>: the title of the site; appears at the top of every page above the navigation bar
- ii) Short name for site: appears at the beginning of the navigation bar as a link back to the front page
- iii) <u>Front page summary</u>: can be displayed on the front page using the course/site summary block; it is also used as the HTML metadata description in some themes

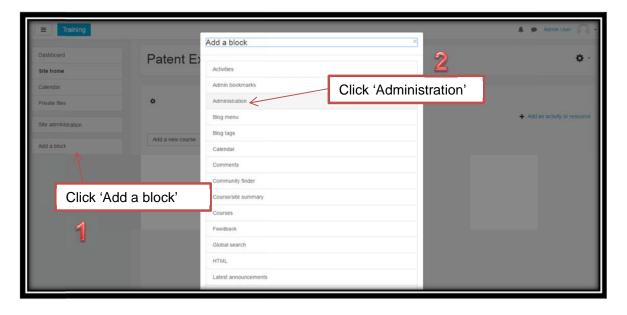
By default, a new Moodle site comes with 'Boost' theme and two other standard themes, 'Clean' and 'More'. After installation, the new site (depending on the Moodle version installed) may look like this:

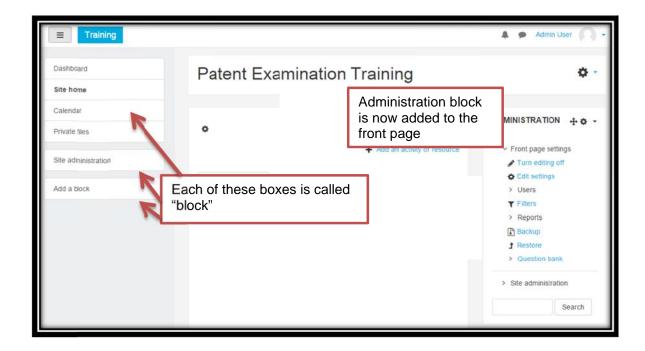


A few things for making navigation of Moodle easier:

- i) Navigation Drawer: Listed major navigation categories for ease of access. It can also be customized. The button above is used to show/hide the navigation drawer
- ii) Settings: The gear menu is used to turn editing on/off

If Boost theme is used, by default the administration block is not on the front page. To add the administration block, simply click 'Add a block' button (make sure that editing is turned on):



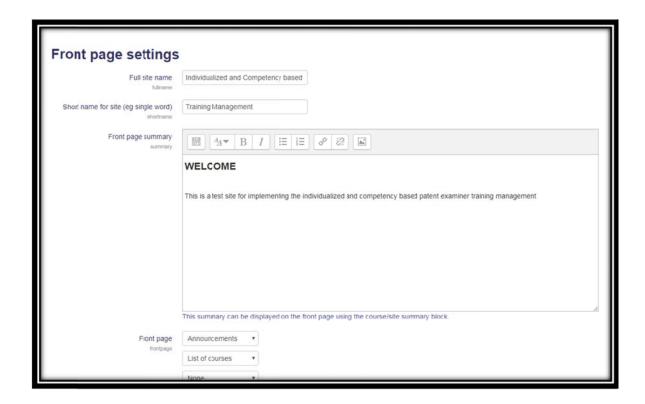


If editing is turned on, the added block(s) can be dragged and moved.

There are multiple ways for an administrator to edit the settings of the front page. One of the ways would be to click 'Edit settings' from the Administration block from the front page. Or if the 'Boost' theme is used, click the gear menu top right of the front page and then click 'Edit settings'.

FRONT PAGE SETTINGS

This is where administrator (or other users with permission to edit these settings) can customize the site. Brief explanation on the items in this page:

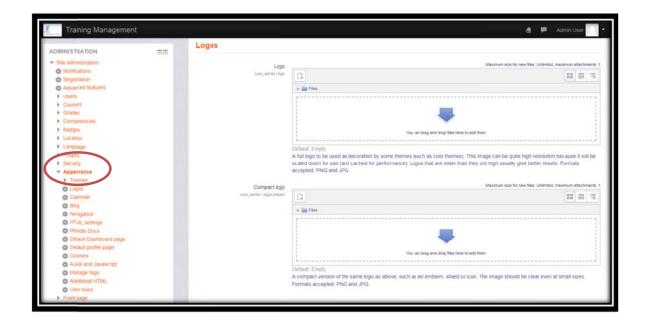


- i) Full site name: the title of the site; appears at the top of every page above the navigation bar
- ii) Short name for site: appears at the beginning of the navigation bar as a link back to the front page
- iii) Front page summary: can be displayed on the front page using the course/site summary block; it is also used as the HTML metadata description in some themes
- iv) Front page: items that will be displayed on main page before logged in
- v) Front page when logged in: items that will be displayed on the main page when a user is logged in.

APPEARANCE SETTINGS

Apart from configuring the items to be displayed, administrators (and of course, users with permitted access) can also customize the appearance of the site (for example, adding images / logos, changing color to suit corporate color of the organization, etc.). Appearance settings can be accessed from 'Appearance' tab in the 'Site administration' block.

Moodle also has hundreds of user-created themes that can be chosen from, where different themes may display blocks in different parts of the page. Even when a theme is selected, an administrator can still customize the appearance of the page. For example, the screenshot below is from a theme where all blocks are arranged on the left side of the page:



3. USER PROFILE SETTINGS

In order to fully utilize Moodle as a tool for managing training of patent examiners, certain criteria have to be added to the existing user profile fields. For example, certain trainings require the participants to have been an examiner for a certain number of years, have technical degree in a certain field, expert in conducting examination for application in certain International Patent Classification (IPC) class, and so on. Luckily, Moodle has the option of adding or even modifying user profile field, so administrators / managers can easily browse through or filter the list of users based on these fields.

HIDING UNUSED DEFAULT USER PROFILE FIELDS

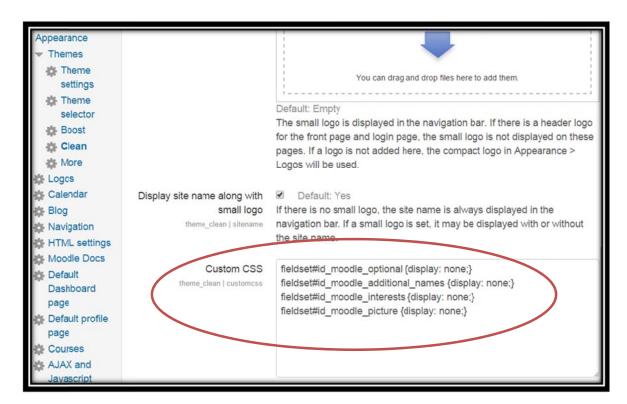
When creating a new user, the user can fill out the details in his/her profile. For example, Moodle has dedicated fields for personal Web page, ICQ number, Skype ID and other personal details to be displayed in the user profile page. Even though this details will not be shown if there is nothing inserted, it would be advantageous to hide these personal details altogether from the profile page to make room for custom user profile fields.

▶ User picture
▶ Additional names
▶ Interests
▼ Optional
Web page
ICQ number
Skype ID
AIM ID
Yahoo ID

These profile fields can be hidden by going to *Site administration > Appearance > Themes*, then choose the theme that is currently being used. For example, is the theme used in the 'Clean' theme, choose Clean. In the 'Custom CSS' box, type these commands:

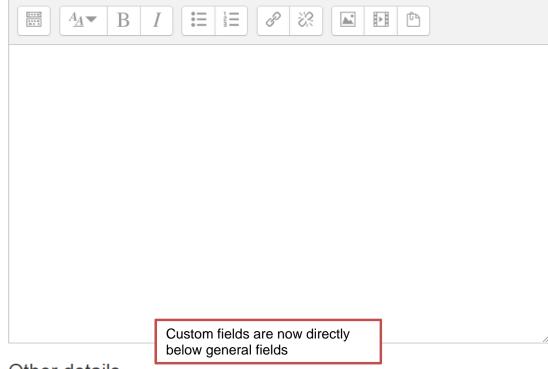
fieldset#id_moodle_optional {display: none;} fieldset#id_moodle_additional_names {display: none;} fieldset#id_moodle_interests {display: none;} fieldset#id_moodle_picture {display: none;}

Then click 'Save changes' to proceed.



These profile fields now are no longer shown in the 'edit profile' section.

Description ③

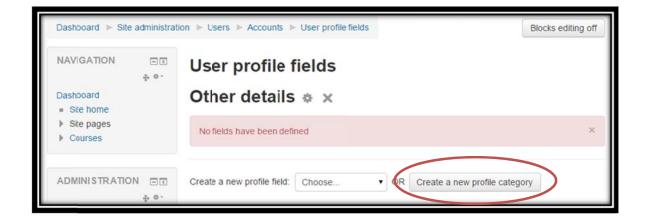


- Other details
- ▶ Institution
- Academic Education
- Patent Examination details

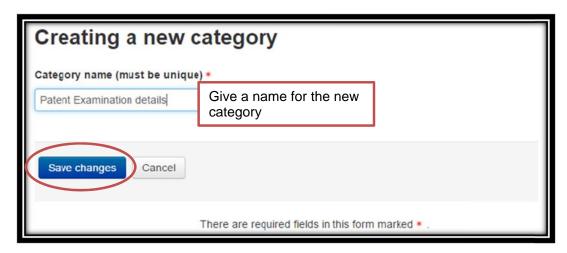
CREATING NEW USER PROFILE CATEGORY

Go to Site administration > Users > Account > User profile fields

By default a category called 'Other details' are already created. New user profile fields can be created as part of the 'Other details' category. If an administrator wishes to create a new profile category, click 'Create a new profile category':



Give a new name for the category, then proceed by clicking 'Save changes':

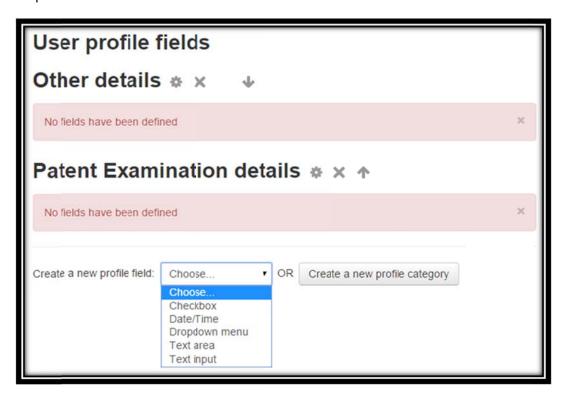


Now there are two categories that can be customized:

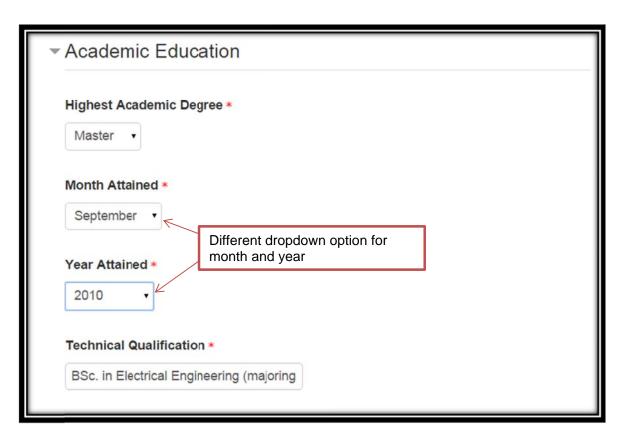


CREATING NEW USER PROFILE FIELD

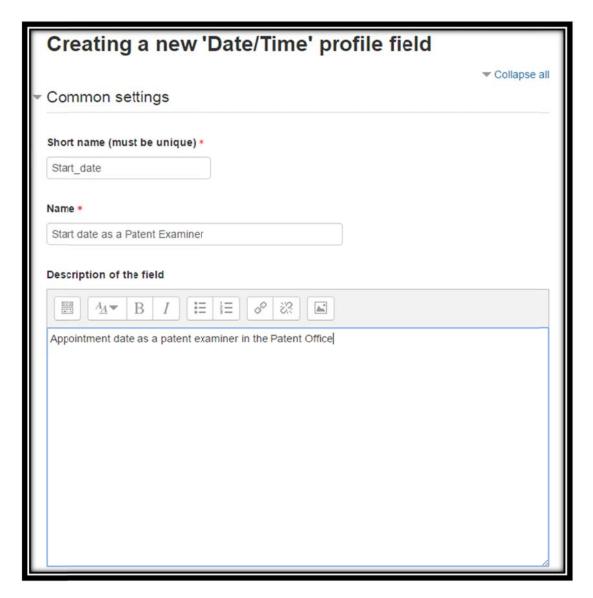
Now, to create a new user profile field, choose one of the available options when clicking the drop-down arrow:



For example, if there is a need to create the recruitment date of appointment of the user as a patent examiner, choose 'Date/Time' option from the menu. If the profile field only concerns month and/or year, it would be better to choose dropdown menu for each month and/or year option, as shown below:



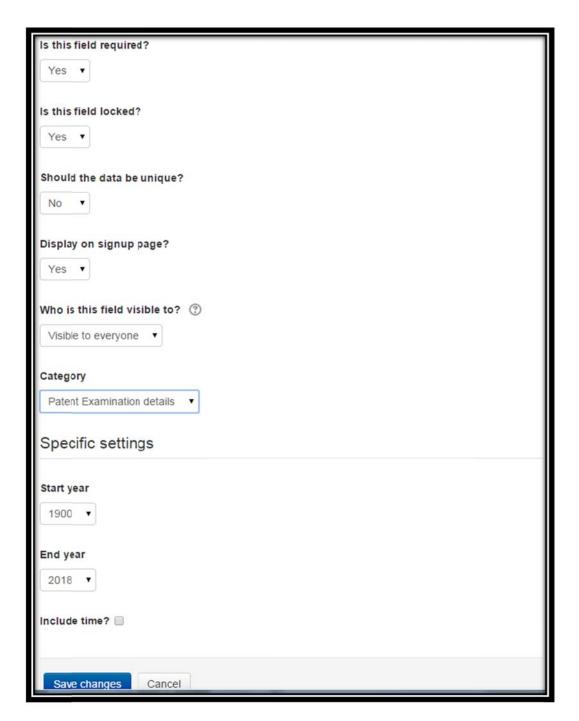
In the next page, fill you the required columns for the new profile field. It is recommended to put only one word in the 'Short name' column for easy reference.



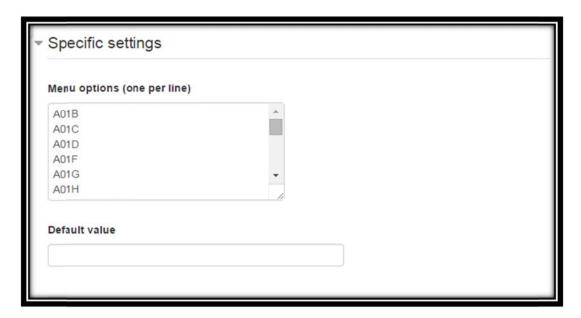
Specify other settings for this field. A short explanation on these items:

- i. Is this field required?: a user must fill this field
- ii. Is this field locked? : It this field is locked, once inputted, only users with authorization are allowed to change it
- iii. Should the date be unique? : Unique means only one user can key in the same input. For example, recruitment date may not be unique, but staff ID number may be unique
- iv. Display on signup page? : The custom field is displayed during signup. Choose no if the user field can only be inputted by authorized users, not users themselves
- v. Who is this field visible to? : Choose visibility settings
- vi. Category: If there is new category created, choose between the default category ('Other details') and the new category. If there is no new category created, the custom field will be put under the default category.
- vii. Other specific settings depending on the type of user field created

After completing the suitable preferences, click 'Save changes' to proceed.

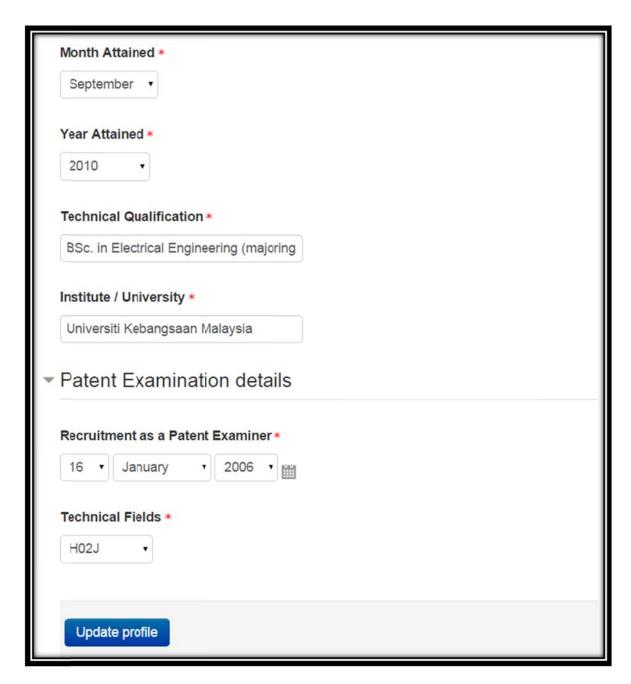


For a user profile field in which a user has to choose on of possible options, choose the 'dropdown menu' option, and under the specific settings, every option is in one line, as shown here:

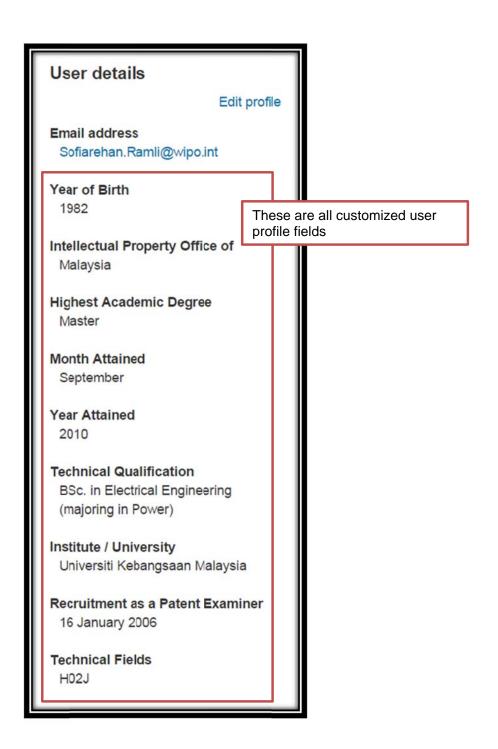


However, this type of option only allows one item to be chosen. It may be a good idea to use Text Input for multiple inputs.

When a user first signs up, these customized fields will be displayed:



After that, depending on the preference settings, all the customized fields will be shown in the user's profile page:

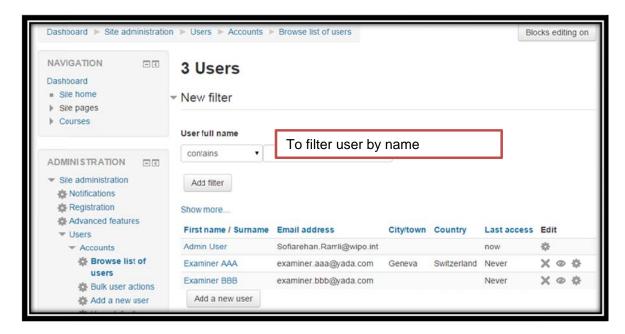


ADDING USERS

https://docs.moodle.org/33/en/Add_users

EXTRACTING DATA OF USERS

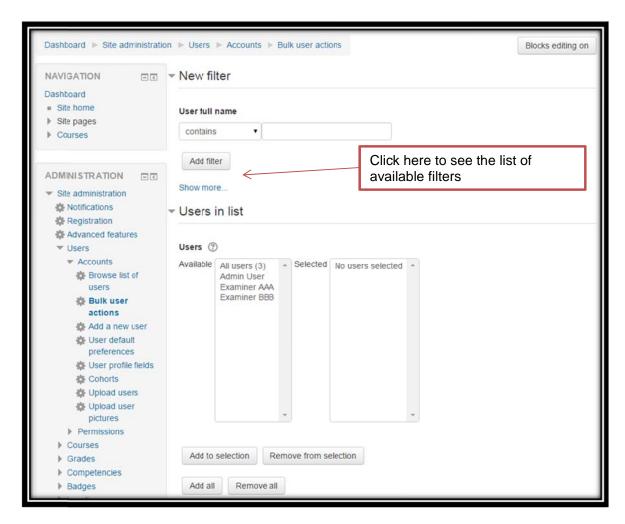
Administrators (and users with permissions) have the ability to view and download user data. To view the list of registered users in the Moodle site, go to *Site administration > Users > Accounts > Browse list of users:*



However, as the name suggests, this only allows the administrator to view the list of users. It also only allows the results to be filtered by user full name.

In order to extract full data of all users, or a group of users with certain criteria, go to Site administration > Users > Accounts > Bulk user actions.

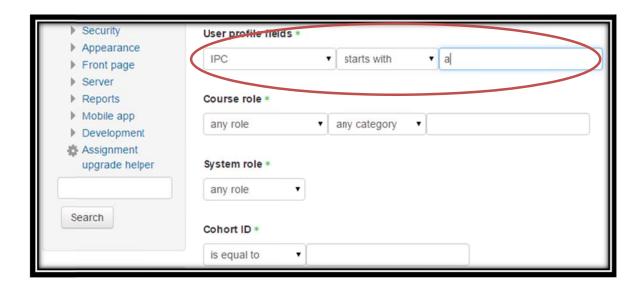
This page also has the header 'New filter', similar to *Browse list of option* page. However, instead of having only one filter, clicking 'Show more...' will reveal that the list of users can be filtered using any field found in the user profile:



Filters according to the custom user profile fields are also possible. Notice that the user profile field is based on the short name of the field:



For example, if the administrator wants a list of users that examine applications relating to human necessities (A section), then click 'Add filter':



Now the 'users in list' will only show users in which his/her IPC starts with A:



To download the list of users, choose 'Download', then click 'Go':



Choose the format of the file containing the list of users, then click 'download':



Once the file has been downloaded, click the file to open it. This is how the document looks like if it is in Microsoft Excel (.xlsx) format:



The custom user profile fields are usually to the right of the default fields, as shown above.

Regarding dates, in the spreadsheet, the dates are using a Unix timestamp format, wherein the system describes the point as the number of seconds that have elapsed since Coordinated Universal time (UTC), 1 January 1970. To convert the format back to date, in a new column, use this formula:

Where A1 is the cell containing the Unix timestamp. Then, right click on the cell to change its format to Date. The additional column now displays the recruitment date in date format, as shown below:

Е	S	T	U	V
lastname	profile_field_Startdate	Startdate	profile_field_IPC	profile_field_Technicalqualification
AAA	1483311600	02.01.2017	A01L	PhD. in Analytical Chemistry
User	1137366000	16.01.2006	H(2J	BSc. in Electrical Engineering (majoring in Power)
BBB	1485039600	22.01.2017	B01D57	M.S in Biotechnology

4. ROLES IN MOODLE

Normally in a classroom training program, a hierarchy of examiners with differing capability is needed to maintain the flow of the training. Not all examiners who are involved in a training program have the same roles. For example, when there are trainees, there must be trainers, coordinators, and so on. Similar approach is also applicable in Moodle. Moodle has several default roles that can be customized according to the needs of a patent office.

For example, the usual roles found in training are as follows:

ROLE	DESCRIPTION
Coordinator	the person in charge of the training, usually does not
	involve in the training, but rather managing the training
Supervising Examiner / Mentor	may or may not directly involved in the training, mainly
	for assisting trainees
Trainer	examiners who are responsible for training the trainees,
	also the grader
Examiner	examiners who are not involved in the training
Trainee	examiners who are involved in the training

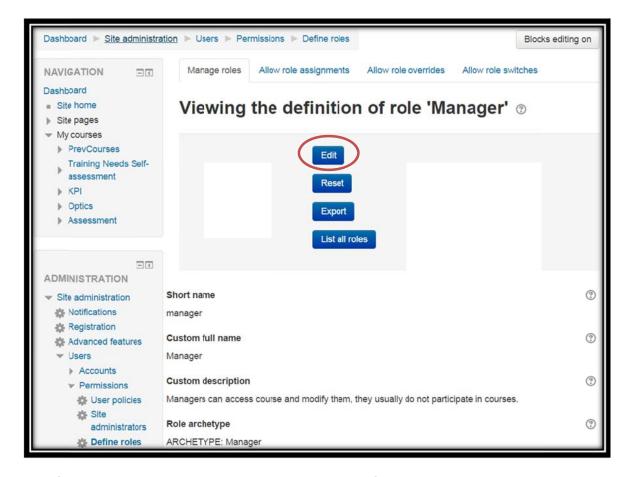
In Moodle, the standard roles and their description are:

ROLE	DESCRIPTION
Manager	Can access and modify course, usually do not
	participate in courses
Course creator	Can create new courses
Teacher	Can do anything within a course, including changing the
	activities and grading students
Non-editing teacher	Can teach in courses and grade students, but may not
	alter activities
Student	Generally have fewer privileges within a course
Guest	Have minimal privileges and usually cannot enter text
	anywhere
Authenticated user	All logged in users
Authenticated user on frontpage	All logged in users in the frontpage course

As can be seen, some of the roles in training have the same function as the role created in Moodle. Moodle also allows changing the role name, therefore it would be advisable to follow the role in training.

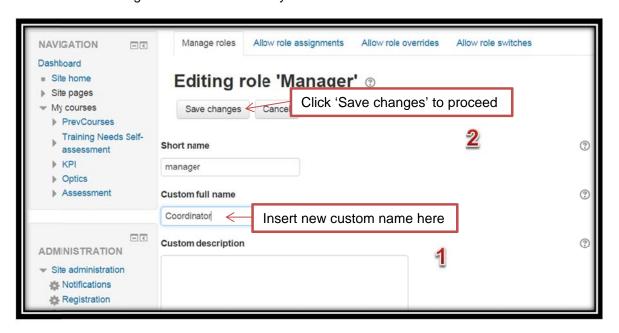
To change name of standard roles in Moodle, go to *Site administration > Users > Permission > Define roles*. Click the name of the role that is to be changed. In this example, 'Manager' will be changed to 'Coordinator'.

In the next page, click 'Edit' to edit the name.

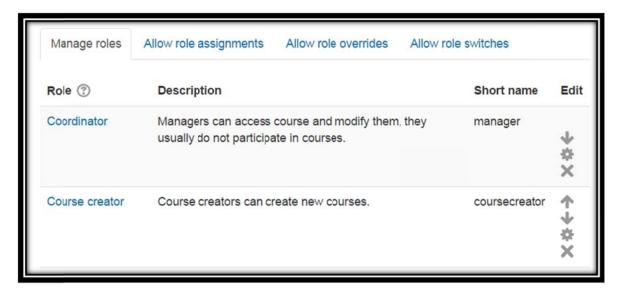


The 'Custom full name' box is left empty. By default, the 'Custom full name' box of all roles is empty, so the role will follow the name written in the 'Short name' box. So, in order to change the name of the role, key in the desired name in the 'Custom full name' box. Then click 'Save changes' to proceed.

Please do not change the short name of any of the standard roles.



The role now has been changed to 'Coordinator'.



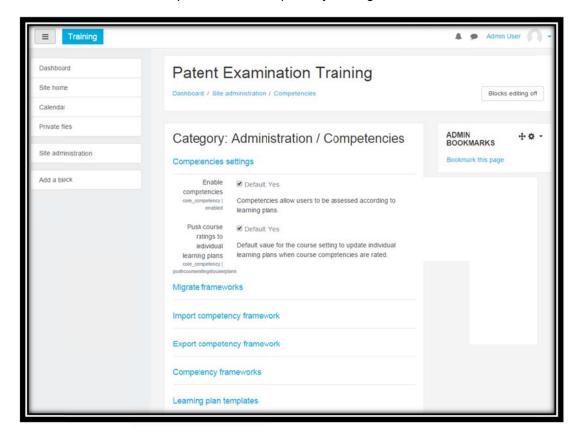
5. COMPETENCY FRAMEWORKS

Competencies describe the level of understanding of proficiency of a learner in certain subject-related skills. In Moodle, it is possible for an administrator / manager to create and apply competency frameworks for evaluating patent examiners against competencies. The competency framework for patent examiners can be downloaded here: <URL>

FOR ADMINISTRATORS: SETTING UP COMPETENCY FRAMEWORK

Site Administrators can create a competency framework and define associated competencies. Below are the steps in setting up competency framework:

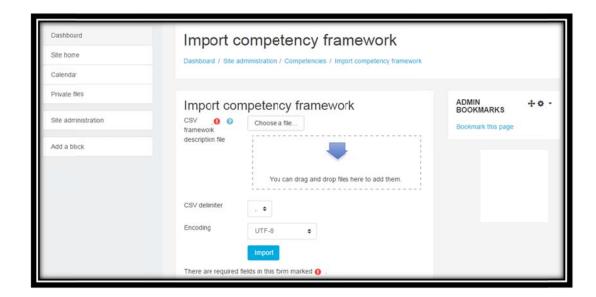
i) Enable Competencies
 Administrators can double check that competencies are enabled on the Moodle instance. To enable competencies:
 Site administration > Competencies > Competency settings



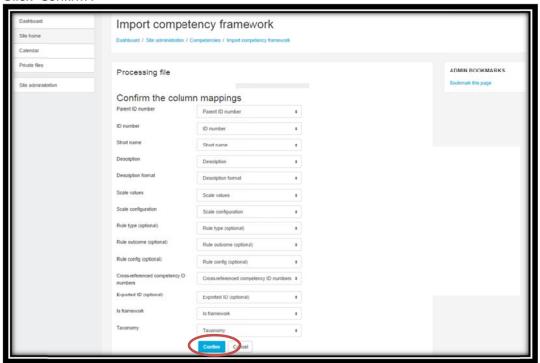
ii) Import Competency Framework

To import competency framework, go to: Site administration > Competencies > Import competency framework

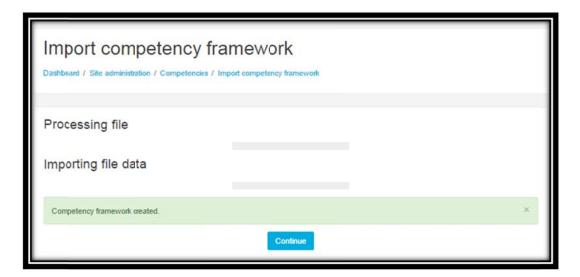
Click 'Choose a file', and choose the competency framework for patent examiners downloaded earlier. Alternatively the file can be dragged and dropped to the box with big blue arrow to be added (however this option is currently not available if Internet Explorer browser is used). Click 'Import'.



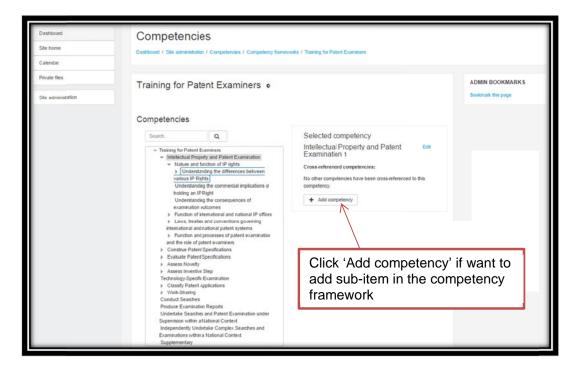
Click 'Confirm'.



Click 'Continue' to proceed.



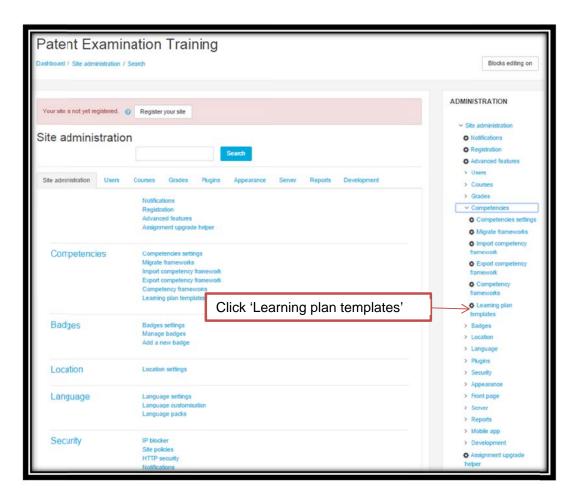
Once competency framework has been added, administrators can use the competency to create learning plans. The template competency framework can also be modified.



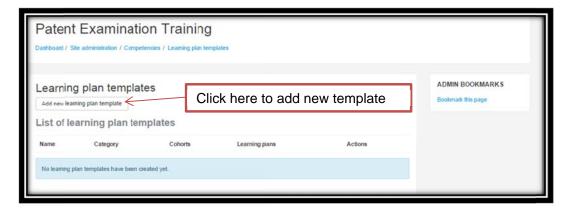
FOR MANAGERS / TEACHERS: CREATE LEARNING PLAN TEMPLATES

Once competency framework has been set up, the next step is creating a learning plan template. A learning plan template is handy when there are many patent examiners in one Office and each examiner's progress in terms of competencies needs to be monitored and tracked. A template also means that it is easy to implement changes to the learning plan, as a change in the template will change the individual learning plan of the examiners.

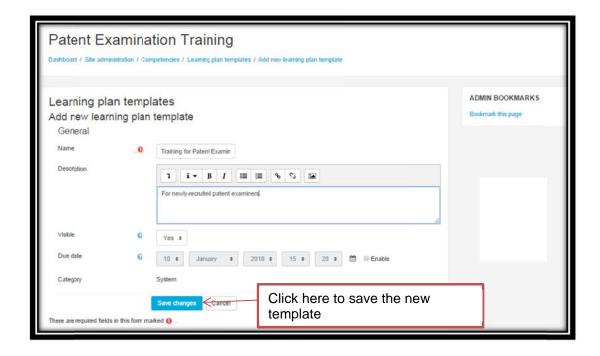
i) Create learning plan templates
 Go to Site administration > Competencies > Learning plan templates



All learning plan templates that have been created will be displayed here. To add a new learning plan template, click 'Add new learning plan template':

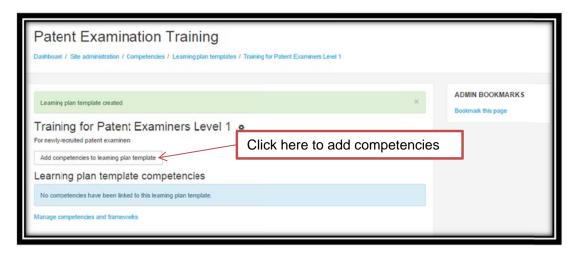


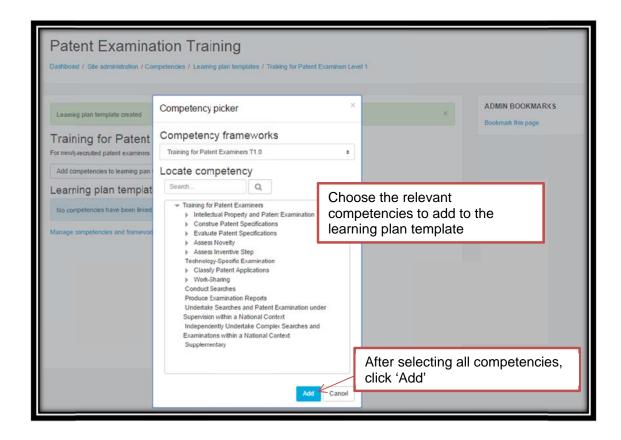
Create a new learning template by giving it a name, and optionally a short description of the template:

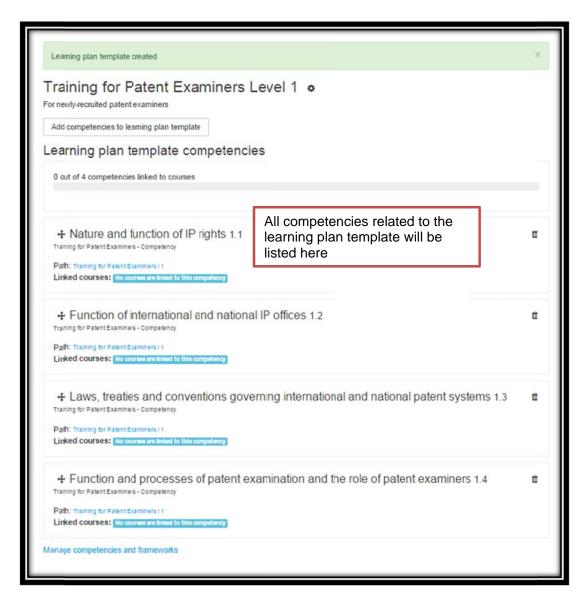


ii) Adding competencies to a learning plan template

Once a learning plan template has been created, managers/teachers can add competencies that must be achieved for all patent examiners under the learning plan template:





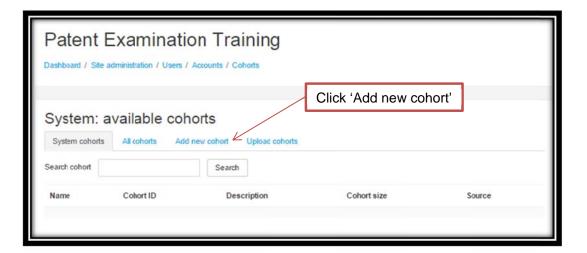


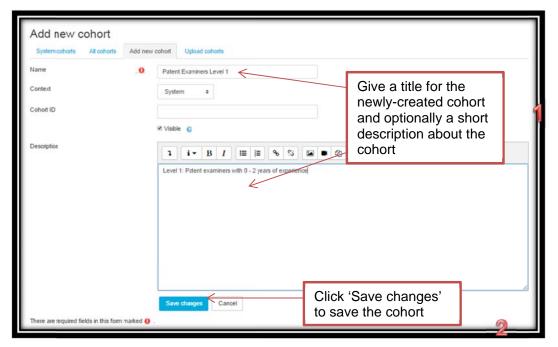
iii) Creating cohorts

Cohorts are site-wide groups. The purpose of cohorts is to enable all members of the cohort to be easily enrolled in a course, or assigned with a learning plan with only a few clicks.

To create a cohort, go to Site administration > Users > Account > Cohorts

The page will show all available cohorts. Click 'Add new cohort' to create one:





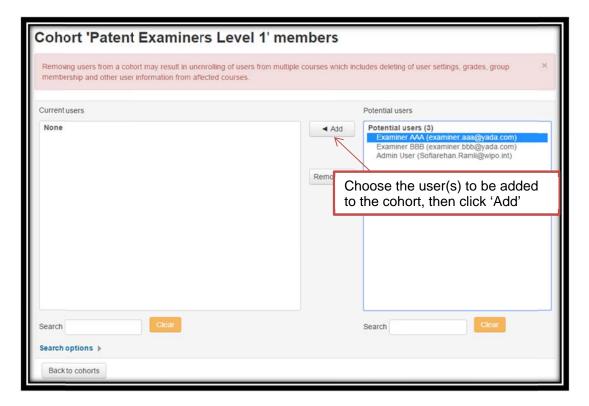


iv) Assigning users to a cohort

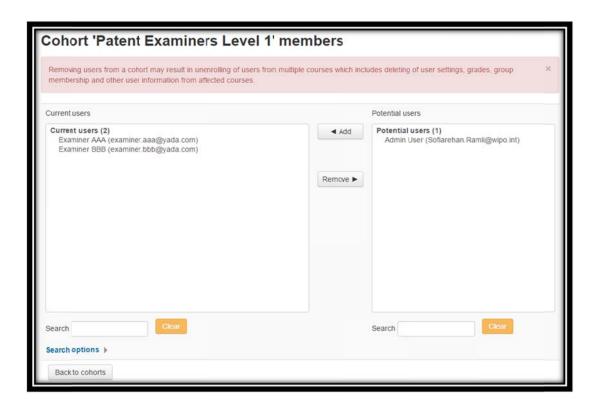
To assign a user to a cohort, click the rightmost icon under the 'Edit' column:



Click the users to be added to the cohort. Hold 'Ctrl' to choose more than one user. Then click 'Add'.



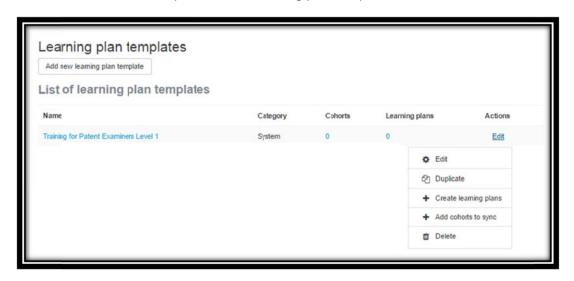
The users are now added to the cohort.



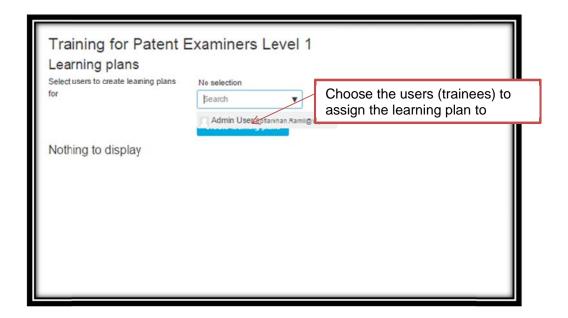
Similar steps can also be done to remove users from a cohort.

A user can be added to more than one cohort.

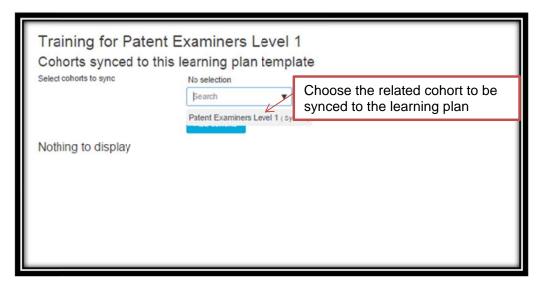
v) Assigning a learning plan template to an individual or a cohort To assign a learning plan to an individual or a cohort, go to: Site administration > Competencies > Learning plan templates



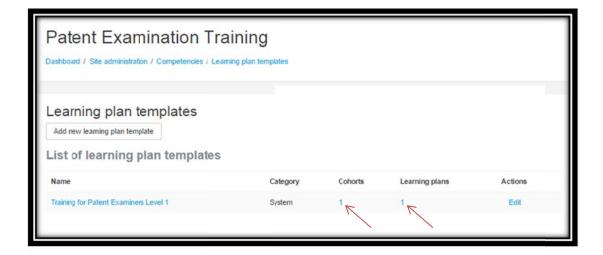
To assign the learning plan to an individual, click 'Edit' then click 'Create learning plan'



Similarly, to assign the learning plan to a cohort, click 'Edit' then click 'Add cohorts to sync'

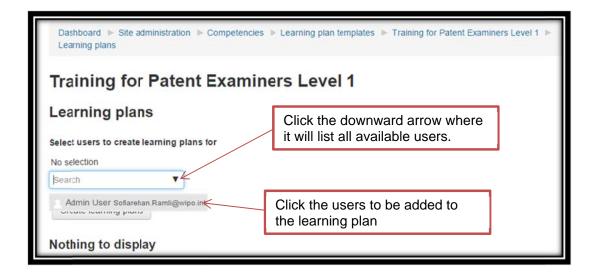


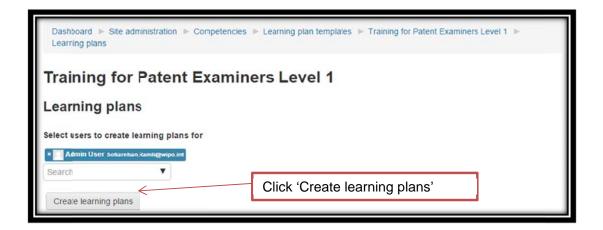
After all has been completed, on the page of learning plan templates, viewers can see the number of cohorts and/or individuals assigned to the learning plan:

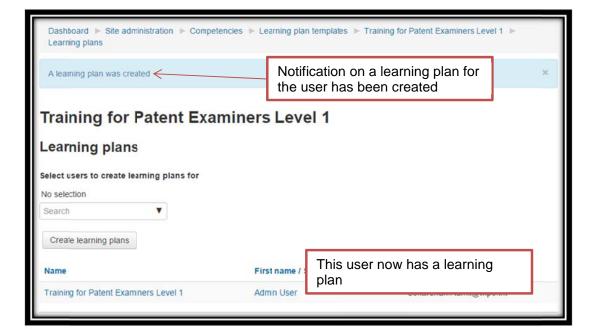


Alternatively, adding a cohort or an individual can be done by clicking the number corresponding to cohorts or learning plans. For example, if an individual needs to be added to the learning plan template:









Similar step is also applicable for creating learning plan for cohorts.

A user can be assigned to more than one learning plan template, even when the learning plan templates have overlapping competencies. This is advantageous such as when there are different templates available for different work experience, technical background or different competency framework altogether.

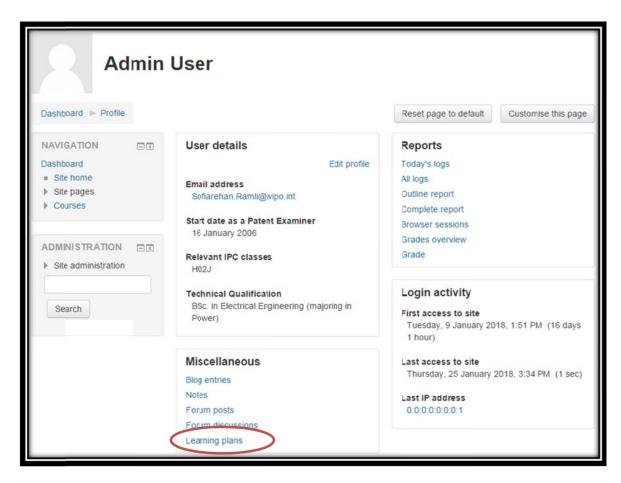


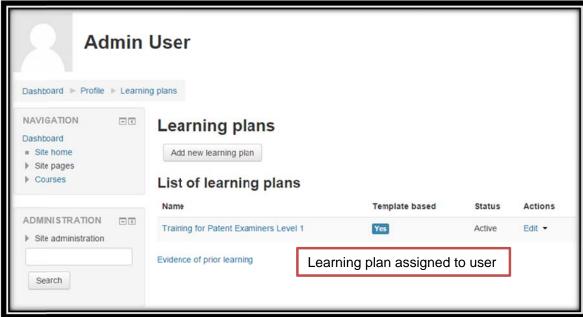
FOR USERS / TRAINEES / EXAMINERS: VIEWING OWN LEARNING PLAN

A user can view his/her learning plan from the profile page. One way to view the profile page is by clicking the down arrow next to profile picture on the top right of the page, then click 'Profile'.

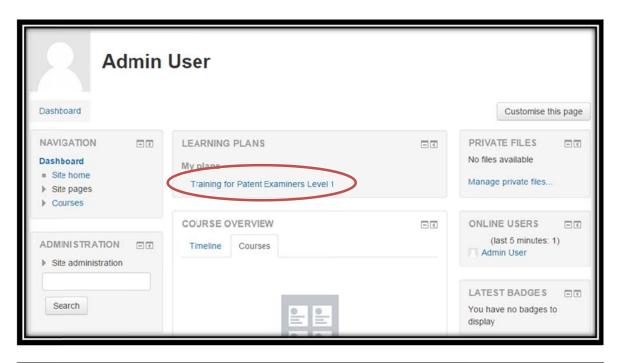


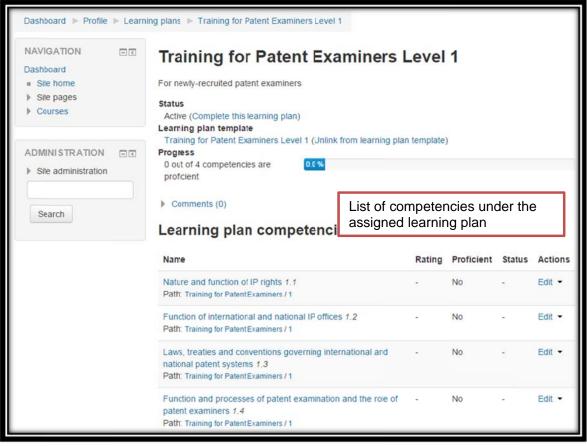
Learning plans can be viewed by clicking 'Learning plans' under the 'Miscellaneous' tab.





Alternatively, learning plan is also listed on the dashboard of a user (usually after the login page).





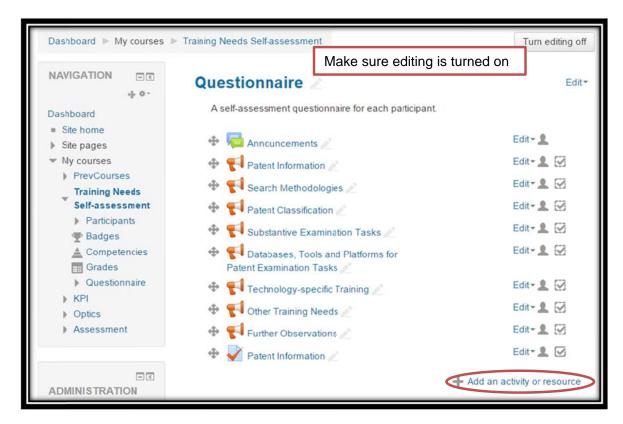
6. CREATING A COURSE

After setting up users and their learning plan, the next step is to manage their training and competency. Although the primary objective of this LMS is to monitor and measure these examiners' performance and not developing own online courses, performance measurement is conducted through reports and analysis. In Moodle, these reports and analysis can be obtained by means of a course. Although it is called a course, technically for patent office's purposes, the course is a way to monitor the examiner's performances as all activities and resources can easily be developed in a course.

More information about creating courses can be found here: https://docs.moodle.org/33/en/Courses.

SELF-ASSESSMENT

Coordinators can develop a customized self-assessment questionnaire by utilizing the various activities available for a course. The self-assessment questionnaire can also be analyzed and extracted for future reference. After creating a course, an administrator (or any users with similar permissions) can add activities in the course by clicking 'Add an activity or resource'. Please make sure that editing is turned on in order to make is possible to add activities or resources.

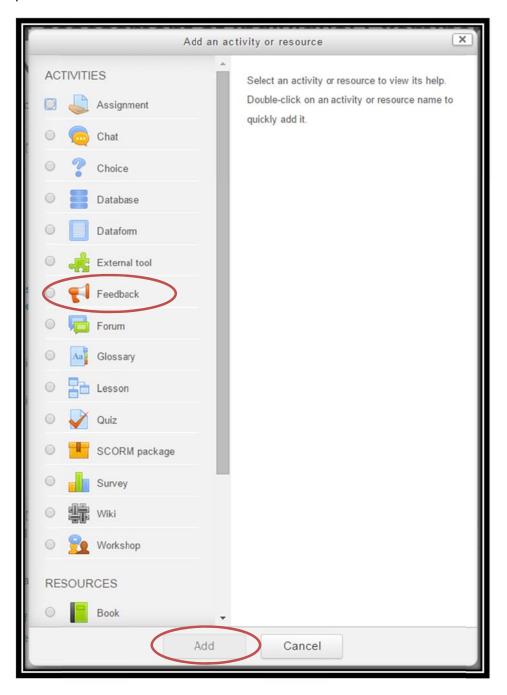


A popup will appear, listing all possible activities and resources that can be included in the course.

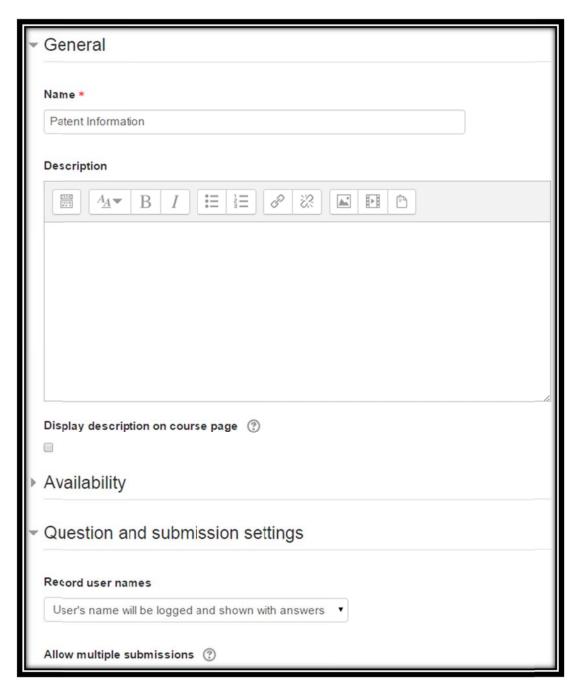
A brief explanation for each type of activity can be found here: https://docs.moodle.org/33/en/Activities. A brief explanation for each type of resource can be found here: https://docs.moodle.org/33/en/Resources.

Normally, the type of activity is determined from the intended outcome. If there is an expected correct answer, most probably a quiz type activity is preferred. If the questionnaire is in the form of dichotomous, three-point or five-point scale, the suitable activity would be of feedback type. If the questionnaire is directed to survey after a course/training/lesson, most probably survey-type activity is preferred (please bear in mind that survey-type activity has its own default fixed questions).

In this example, a feedback-type activity is preferred. Click 'Feedback' and then 'Add' to proceed.



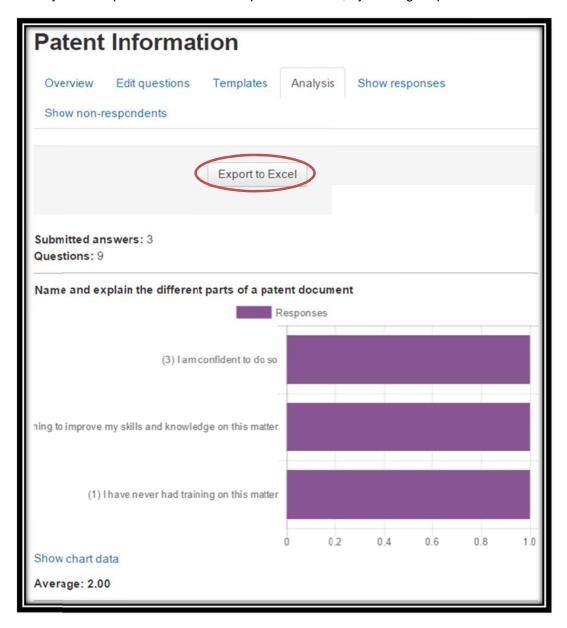
Give a title for the activity, and any other settings suitable. For example, the activity can be made such that users can answer anonymously, multiple times, and so on. Click either save button to continue.



EXTRACTING DATA FROM THE COURSE

Depending of the type of activities chosen, a coordinator can obtain an analysis of answers by users enrolled in the course. As an example, if a weighted scale response using feedback

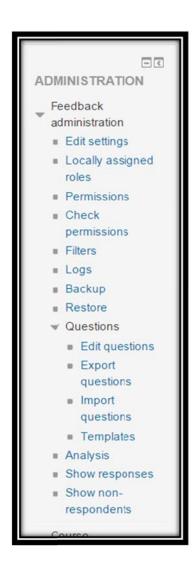
type is used, a coordinator can collect data on all responses from the 'Analysis' tab on the activity. The responses can also be exported to Excel, by clicking 'Export to Excel'.



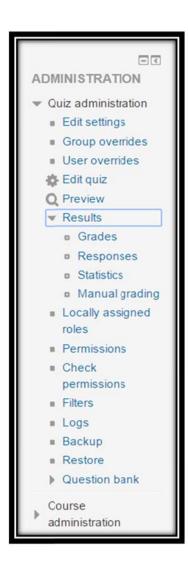
An example of the Excel file showing the feedback response is shown below.

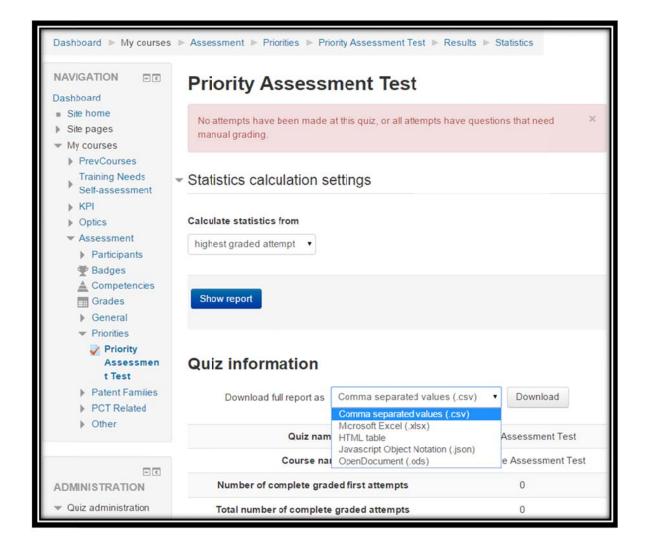
	ck: 3				
Questic	ons: 9				
Label	Question	Responses			
	Name and explain the different par		I feel somehow c	I have never had	Average
		1	1	1	2
	Explain types and categories of cla	I am confident to	I feel somehow c	I have never had	Average
		2	1	0	2.666666667
	Explain application, publication an	I am confident to	I feel somehow c	I have never had	Average
		1	1	1	2
	Explain the different types of pate	I am confident to	I feel somehow c	I have never had	Average
		1	1	1	2
	Determine the meaning of a given	I am confident to	I feel somehow c	I have never had	Average
		2	1	0	2.66666667
	Explain the concept of INID codes	I am confident to	I feel somehow c	I have never had	Average
		2	1	0	2.666666667
	Explain what WIPO Standards are	I am confident to	I feel somehow c	I have never had	Average
		1	2	0	2.333333333
	Explain what authoritative (primar	I am confident to	I feel somehow c	I have never had	Average
		1	1	1	2
	Explain the difference between 'pu	I am confident to	I feel somehow c	I have never had	Average
		1	1	1	2

This analysis can also be accessed via the feedback administration section in the administration block.



For a quiz type of activity, there is a quiz administration section available in the administration block. Under the 'Results' tab, a coordinator can view overall grades and statistics. The report can also be downloaded in various formats.





7. CREATING A QUIZ / FEEDBACK IN MOODLE

Moodle is also equipped with custom activities such as a quiz or a feedback. As mentioned earlier, since Moodle is aimed for delivery of blended online learning, these activities must be incorporated in a course. To learn more about creating activity in a course, please refer here: https://docs.moodle.org/34/en/Managing a Moodle course

Moodle also supports importing a quiz from a Word document, which makes incorporating existing standalone quiz into Moodle a breeze. A demonstration on importing a quiz from a Word document can be found here:

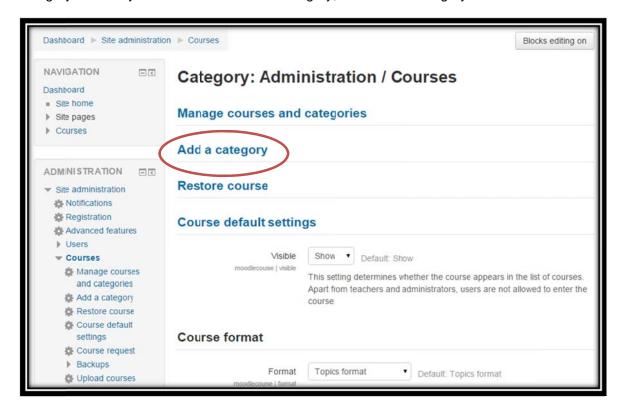
https://www.youtube.com/watch?v=6R1TM6IGrCQ

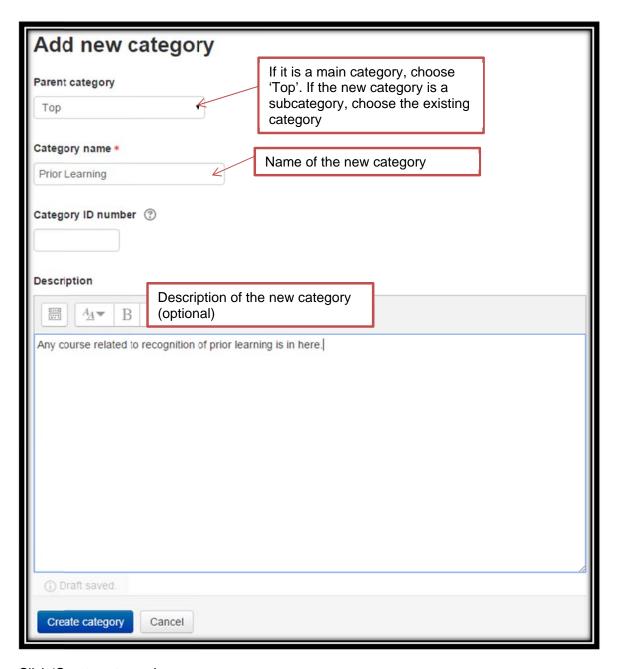
8. IMPORTING A COURSE TO MOODLE

Apart from creating a course from scratch, Moodle also allows importing a course to be uploaded to the site. For example, if WIPO or any other patent office is interested to conduct a questionnaire or survey, the questionnaire / survey can be uploaded to the Moodle site (in the form of a course) and it can then can be accessed by users.

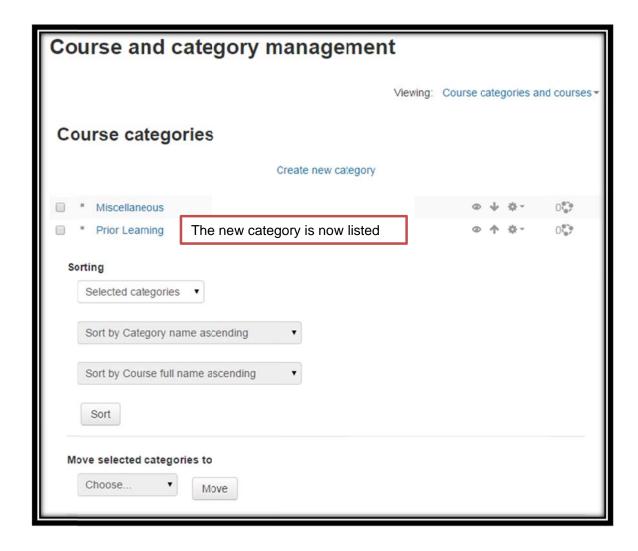
ADDING A CATEGORY / CREATE NEW CATEGORY

To go to course settings, go to *Site administration > Courses*. By default a 'Miscellaneous' category is already created. To add a new category, click 'Add a category':





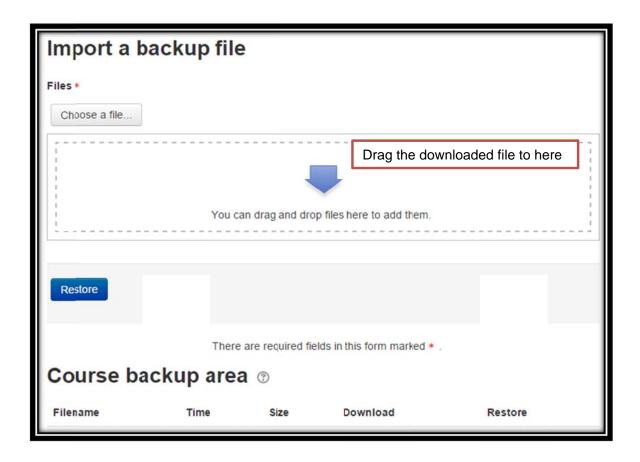
Click 'Create category'.



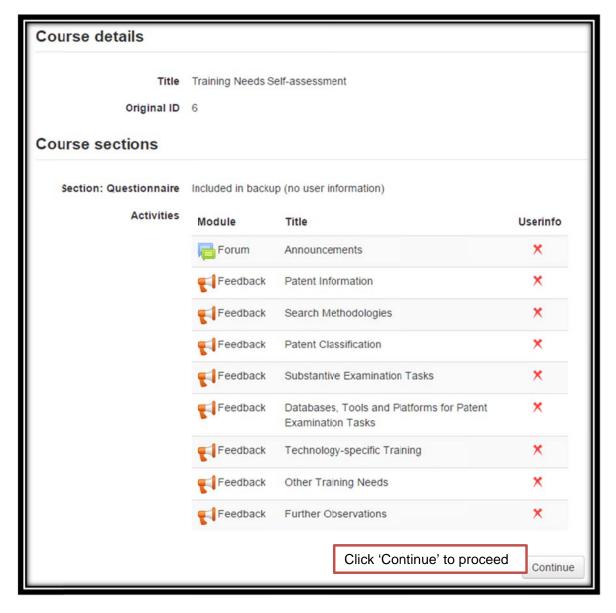
IMPORTING / RESTORING A COURSE

In this example, a preset questionnaire will be uploaded to the site. Since the title of the questionnaire is, preferably the suitable category is 'Prior Learning'. To upload a course, go to *Site administration > Courses > Restore course*.

The easiest way is to drag the previously downloaded file to the big white box (if using any browser other than Internet Explorer). Alternatively, click 'Choose a file...' and choose the file:

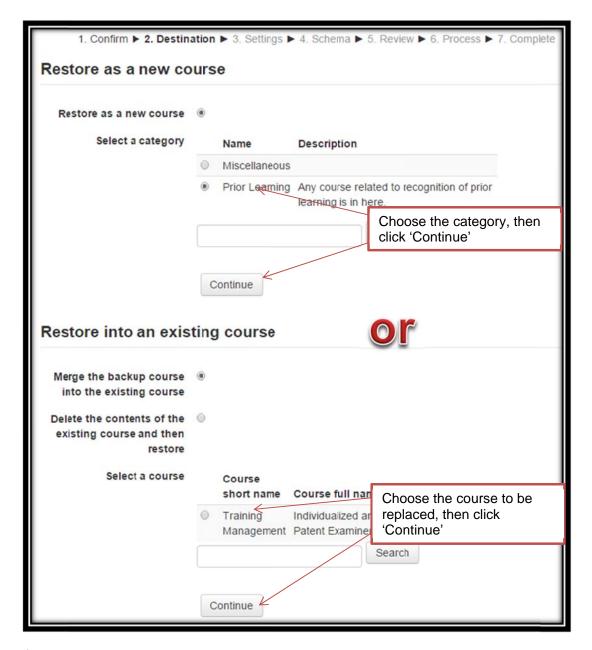




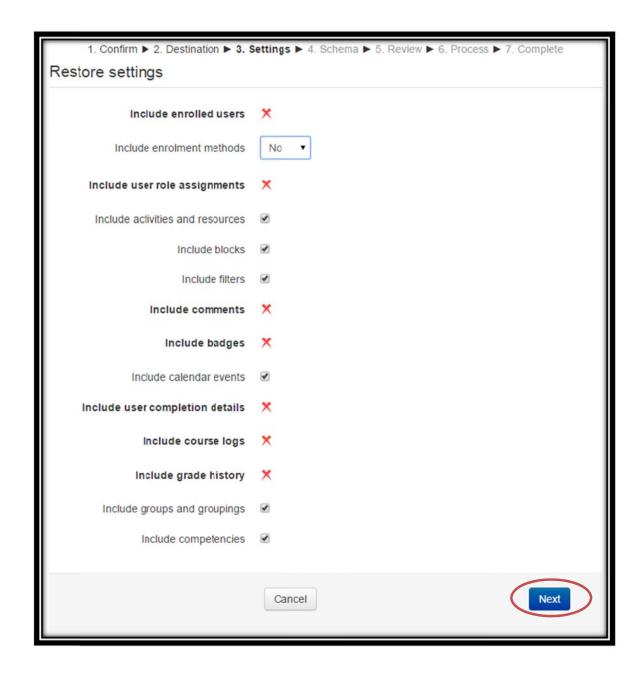


Usually the imported course is a new course. So, under the header 'Restore as a new course', click the category corresponding to the course (in this case, it is Prior Learning), then click 'Continue'.

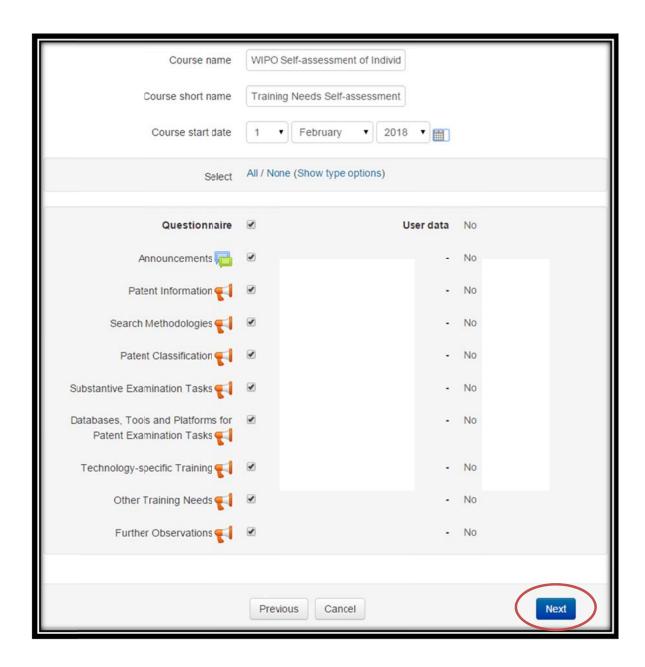
The imported course may also be a new course replacing an existing course. If that is the case, under the header 'Restore into an existing course', choose either the new course will be merged into the existing course, or replace by deleting the existing course. Choose the course intended to be replaced, and then click 'Continue'.



Choose whether importing the course would also import several items in the original course. By default, everything is also included in the import. Click 'Next' to proceed.



The imported course has its own details (name, start date), but administrator is free to edit them. Click 'Next' to proceed.



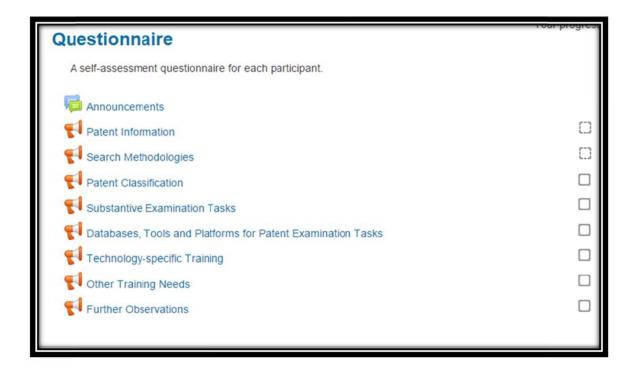
Click 'Perform restore' to proceed.



Click 'Continue' to proceed.



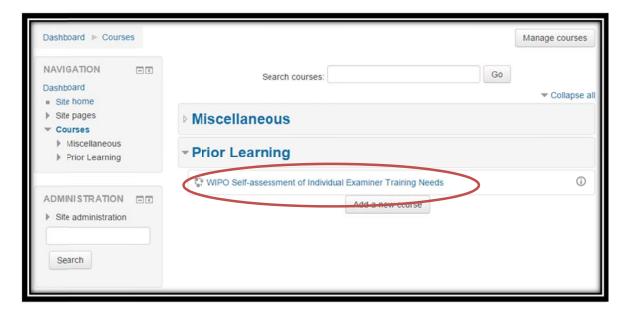
The questionnaire can now be answered by users.



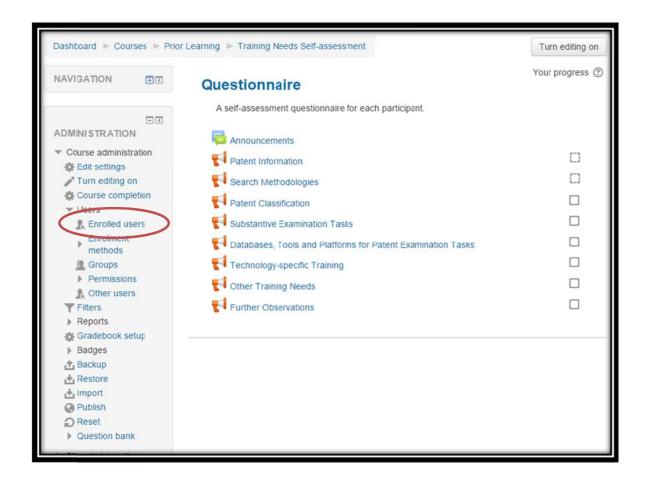
ADDING / MODIFYING COMPENTENCIES OF A COURSE

ENROLLING A USER TO A COURSE

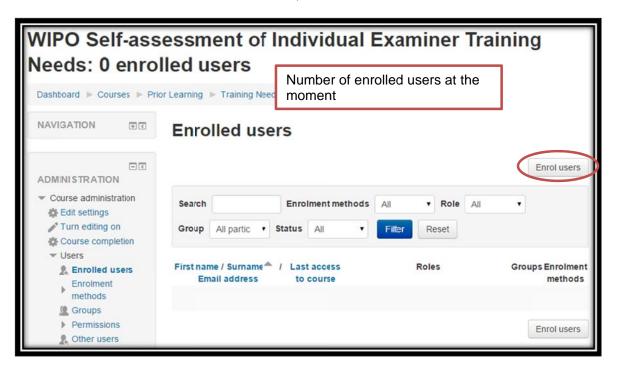
Once a course has been created, an administrator can enroll a user to the course. Open the course page and click the desired course:



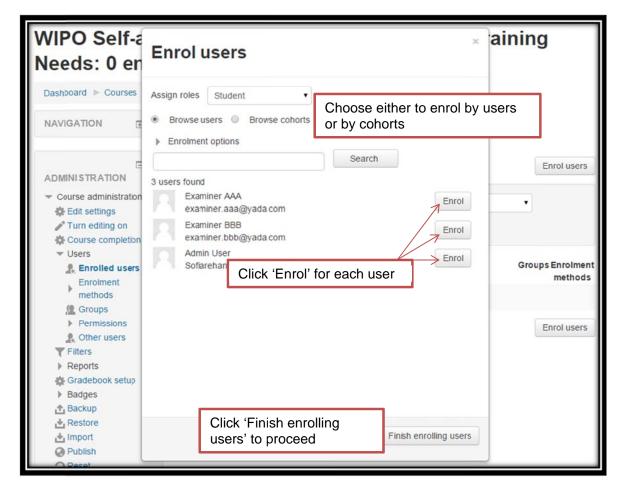
On the course page in the 'Administration' block, there will be a header called 'Course administration'. Go to *Users > Enrolled users*.



The main title will display how many enrolled users for the course. In this example, currently there is no user enrolled. To add / enroll users, click 'Enrol users'.

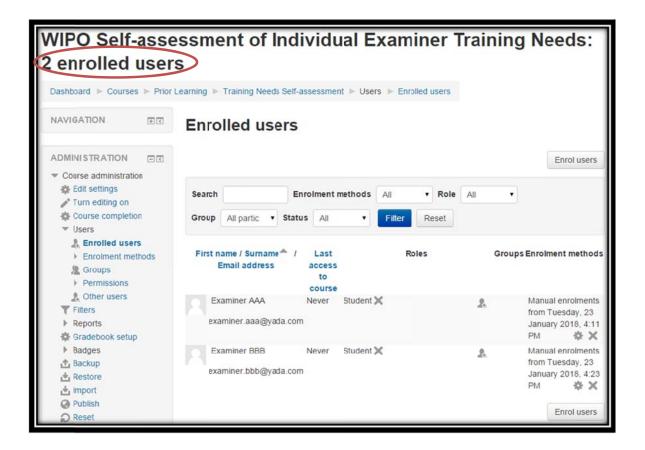


A pop-up will appear, listing available users to be enrolled to the course. Administrator can also simultaneously assign roles to the user, e.g. student, teacher, and manager. Other than enrolling individual users to the course, administrator can also enrol a cohort to the course by choosing 'Browse cohorts' instead of 'Browse users'. Click 'Enrol' for each user / cohort.



Note: A user can also enroll himself / herself if self-enrolment is enabled for a course.

The course now will be updated to list the enrolled users.

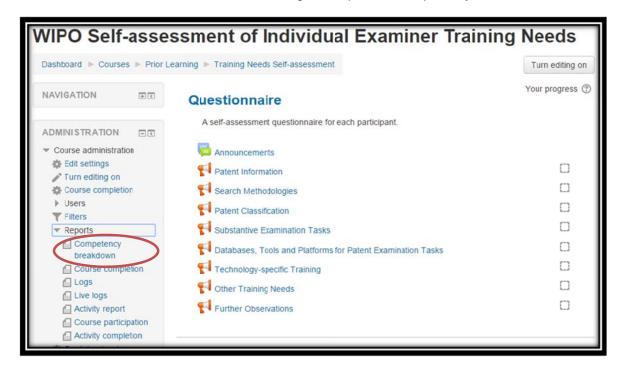


9. REPORTS IN MOODLE

10. REVIEWING COMPETENCIES

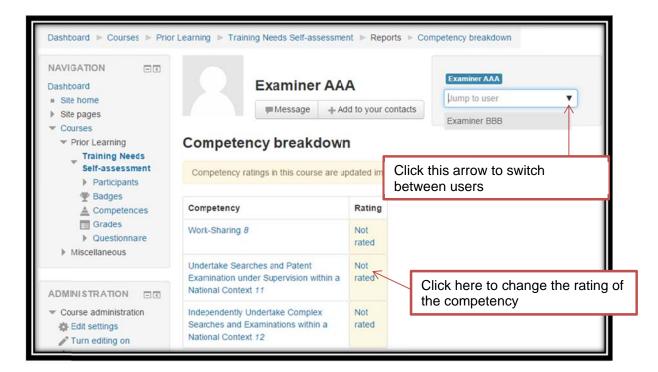
VIEWING REPORT AND GIVING RATING OF ENROLLED USERS

An administrator, a teacher and other permitted users can view report of each enrolled users in a course. With Moodle, the reports can be broken down according to competencies linked to the course. Under 'Course administration', go to *Reports > Competency breakdown*.

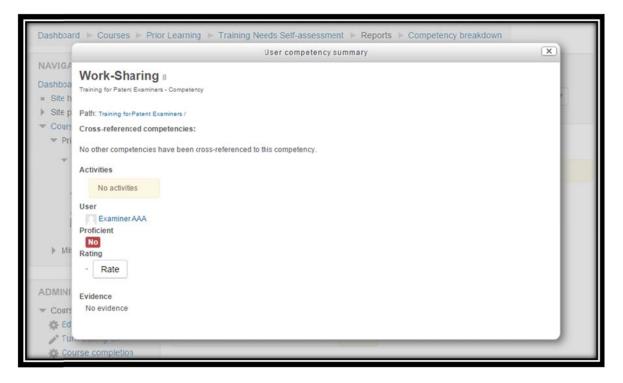


Report is broken down according to competencies relevant to the course, and also displayed for each user who is taking the course.

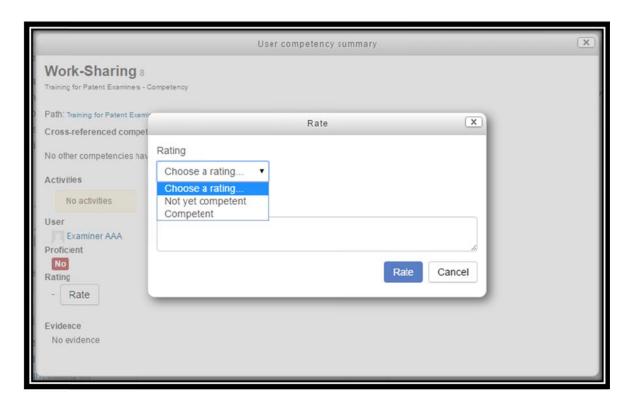
If a teacher / manager is satisfied in the user's performance in the course, the teacher / manager can indicate that the user is competent by giving the appropriate rating for each competency. To rate the user, click the word 'Not rated' for the competency to be rated.

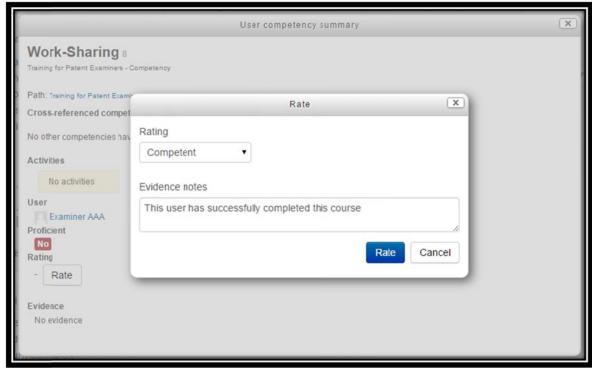


A pop-up window will appear, indicating that at the moment the user is not proficient in the competency, and also no rating has been given.

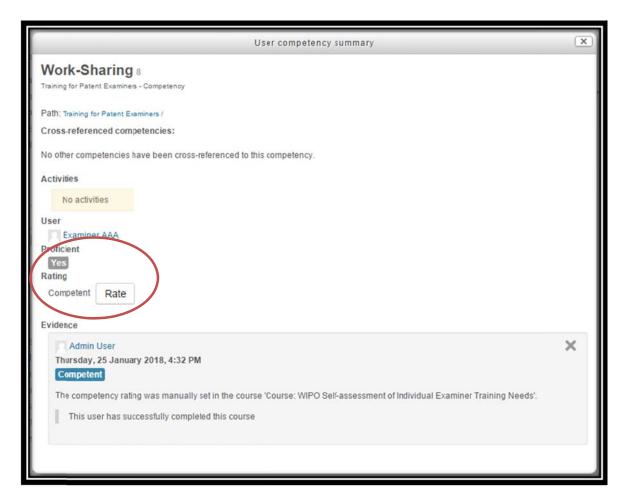


To give rating to the user, click the word 'Rate'. Another pop-up window will appear, and in this window, the teacher / manager can give rating (either competent or not yet competent), with evidence notes.

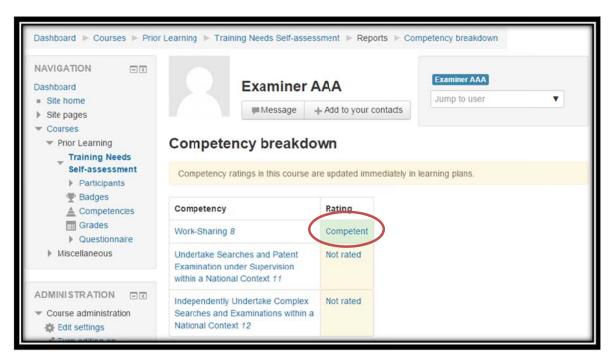




After that, the user is indicated as proficient in the competency, with a 'Competent' rating.



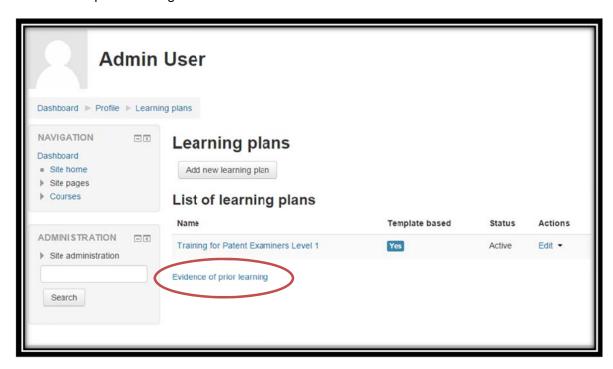
Consequently, in the competency breakdown report, the particular competency for the user is rated as 'Competent'.



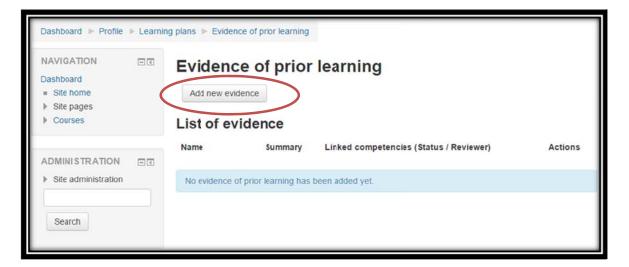
FOR USERS: SUBMITTING EVIDENCE OF PRIOR LEARNING

Since there are competencies that are not relevant to any of the available courses, examiners can submit own evidence indicating that they are already competent in that particular competency. Administrators / Managers can also review this evidence and decide whether the evidence is enough to demonstrate proficiency of the competency, or ask the examiners to submit more evidence.

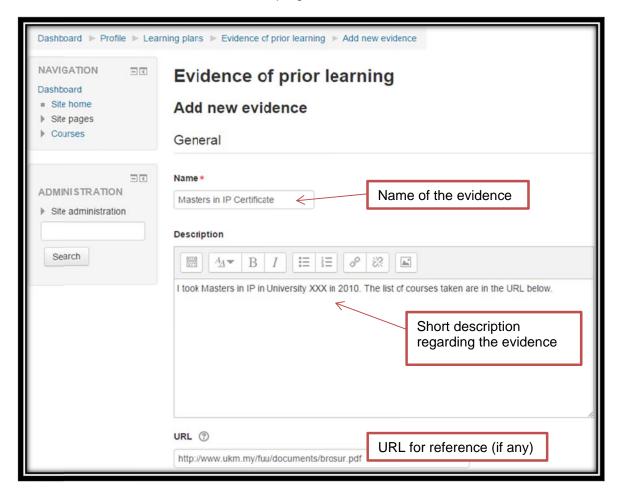
For a user to upload the evidence, go to the learning plan from the profile page. Click 'Evidence of prior learning'.



This page will display all evidence of prior learning. In this particular example, the user has never submitted any evidence. To upload evidence, click 'Add new evidence'.



In the next page, insert an appropriate title for the evidence to be uploaded, along with a description of the evidence. It is also possible to include a URL for further reference. In this example, the user has a Master in Intellectual Property, so he is uploading the certificate, and a URL to the list of courses under the program.

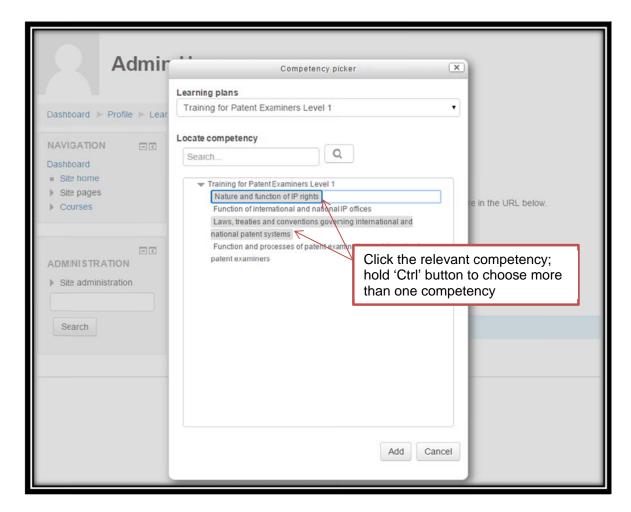




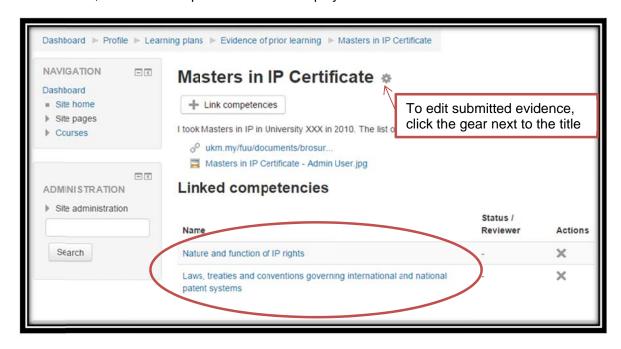
After saving the changes, the uploaded document(s) will be displayed. To link related competencies to this evidence, click 'Link competencies'.



A pop-up window will appear, showing the competencies listed under the assigned learning plan. The user can click the competencies that are related to the evidence submitted.

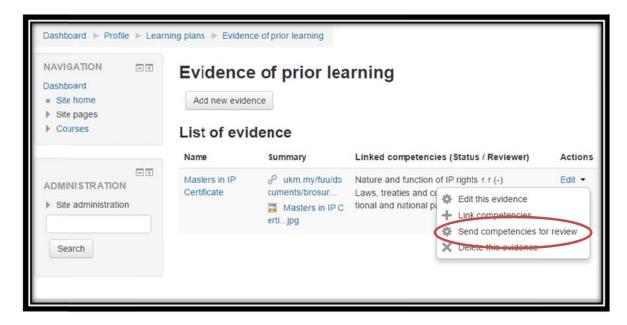


Once added, the linked competencies will be displayed under the evidence submitted.



The user can request for the evidence submitted to be reviewed. In order to do so, go to *Profile > Learning Plans > Evidence of prior learning.* Or from the page earlier, click the word 'Evidence of prior learning' tab.

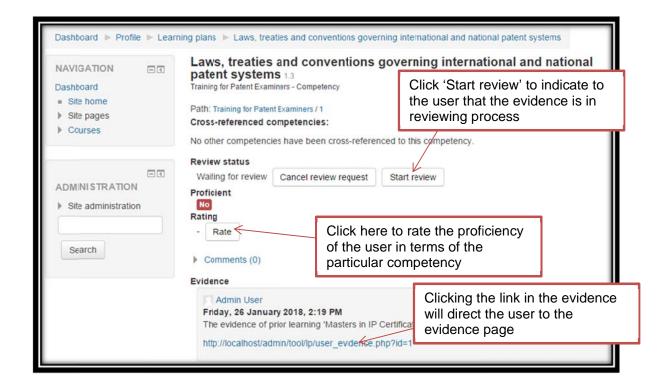
Click 'Edit' under the 'Actions' tab, where a drop-down menu will appear. Choose 'Send competencies for review'.



FOR TEACHERS / MANAGERS: REVIEWING EVIDENCE OF PRIOR LEARNING Anybody with the capability to view learning plans can see which users have requested reviews and for which competencies.



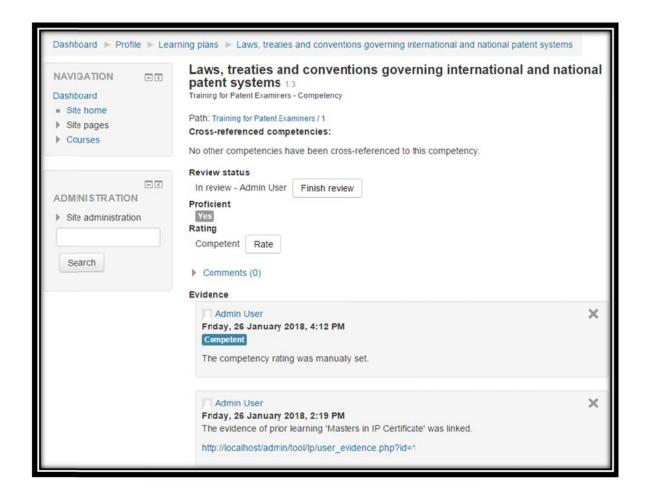
Clicking the competency will open the competency and list of evidence to be reviewed submitted by a user.



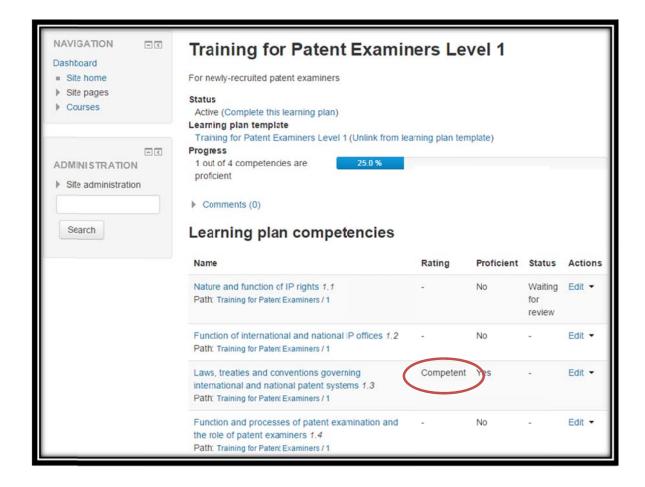
Similar to reviewing competency breakdown report, each user can be rated either competent or not yet competent for each competency.



The user is now proficient in the particular competency and the administrator / teacher can click 'Finish review' to finish the process.



The below screenshot is what the user who requested for his evidence to be review would see in his 'Learning plans' page. One of the competencies has been rated competent.



11. WORKAROUNDS IN MOODLE

Although at first glance it seems that Moodle is more geared towards blended online learning, it is easy to customize Moodle to be a useful LMS tool. These topics below will address some of the needs that can easily be achieved in Moodle.

COMPILING DATA OF EXAMINERS

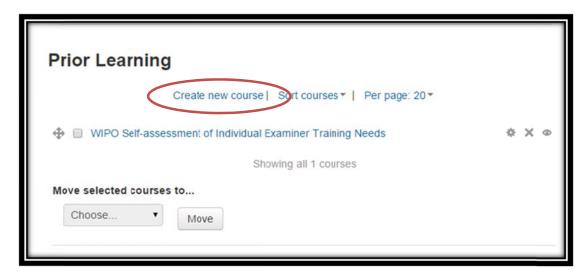
In a patent office, often the number of trainings attended serves as a performance indicator of an examiner for a manager. A manager sometimes needs to know the trainings that an examiner has attended in order to determine the career path of the examiner, or to determine eligibility of the examiner to be nominated to another training course.

In Moodle, this can be incorporated in the form of a course. For example, a course entitled "Previous courses attended" can be created, where all courses attended by examiners per year can be compiled, and the data can be downloaded in .csv or .xls format.

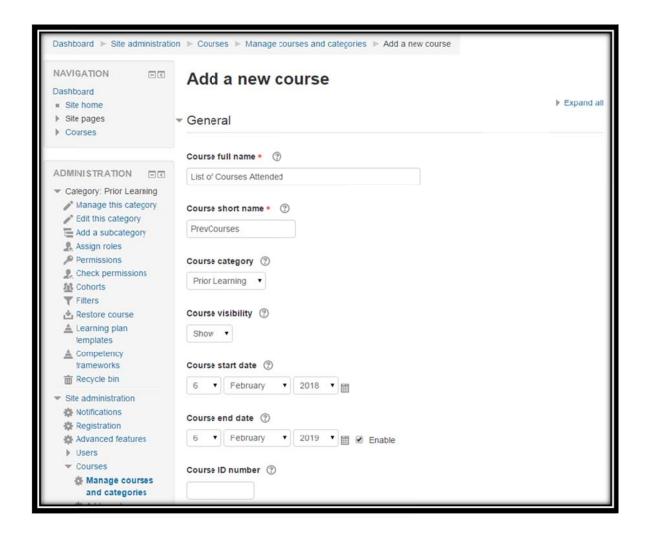
Creating a New Course

Go to Site administration > Courses > Manage courses and categories.

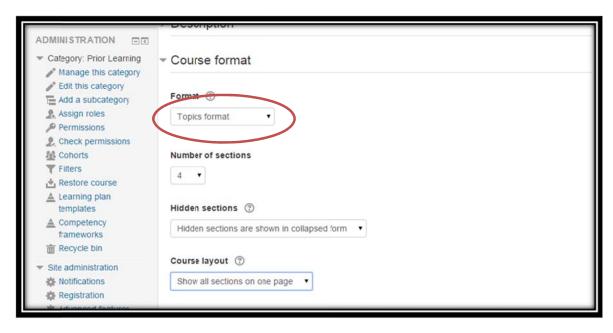
Click the category for the course, then click 'Create new course'. In this example, this new course will be under the 'Prior Learning' category.



Put the appropriate full and short names for the course.

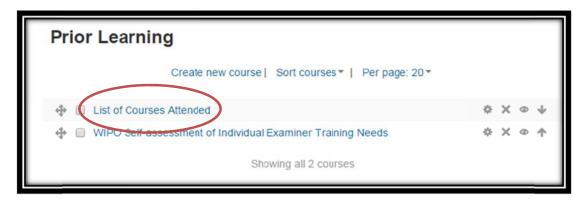


It is recommended that topics format is chosen for this course. However, administrators / managers are free to choose any other appropriate format.

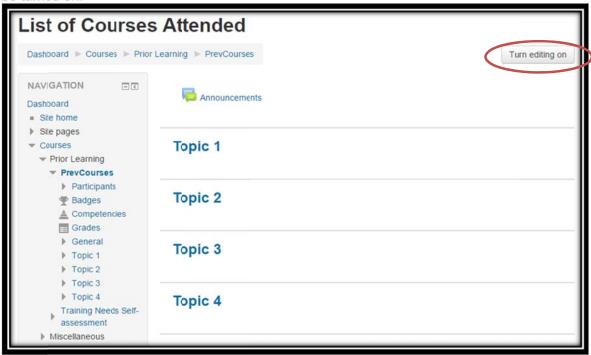


Click 'Save and return' to continue.

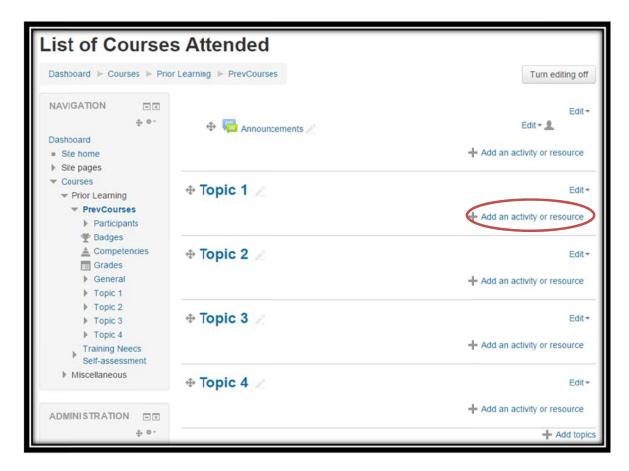
The course is now listed under the selected category. To add content to the course, click the name of the course.



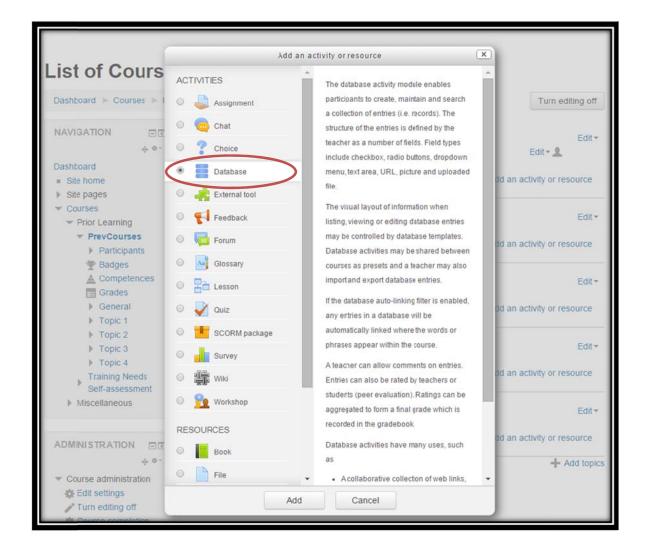
When a course is first created, the content will be empty. To add content, firstly editing must be turned on.



After editing is turned on, an activity or resource can be added in each topic. Click 'Add an activity or resource' to proceed.



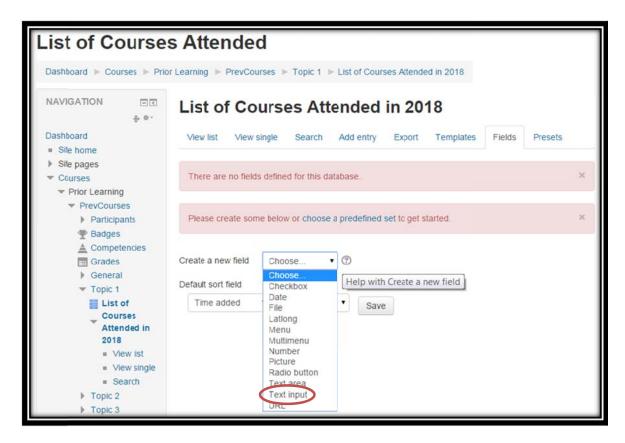
A pop-up window will appear, where various types of activities can be selected. Choose 'Database', then click 'Add'.



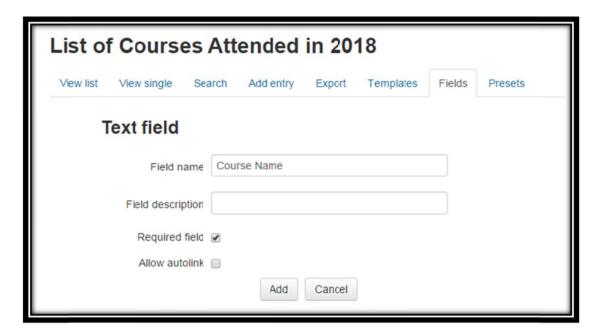
As usual, put a title for the activity, and any other appropriate settings for the database. Click 'Save and display' to proceed.



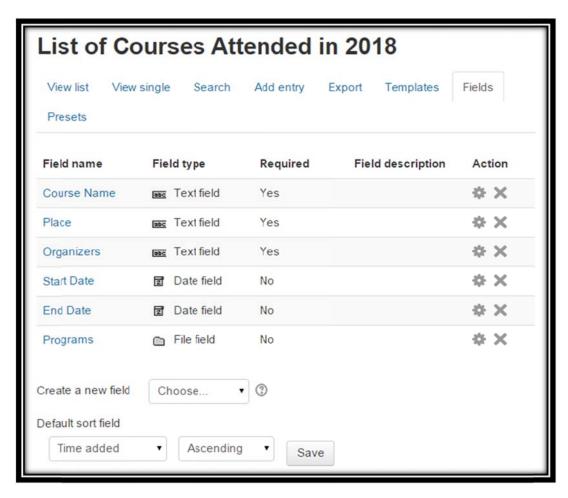
For a database type of activity, the admin / manager must define the fields that a user needs to fill out. Therefore by default currently there are no fields defined. Assuming the first item in the database would be the course name, choose 'Text input' from the dropdown menu.



Put the item name, and indicate it as a required field. Click 'Add' to save and continue.

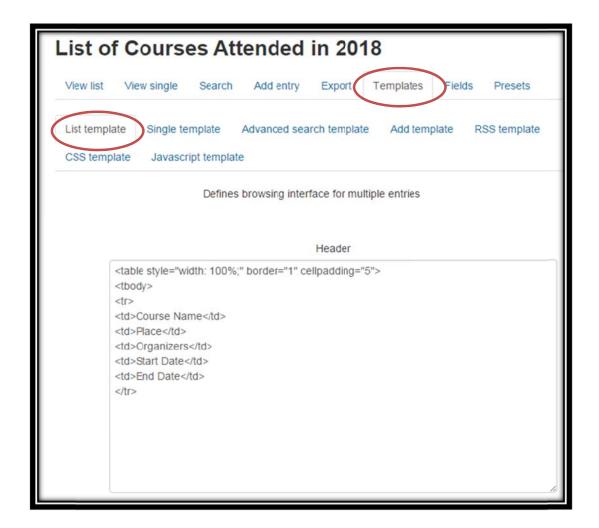


If the field that needs to be keyed in by examiners is related to dates, choose 'Date' as the new field, and proceed as above. Similarly, a field relating to 'File' can also be added via similar method (for example, the user needs to upload the program of the training). A basic database would have fields like shown below.

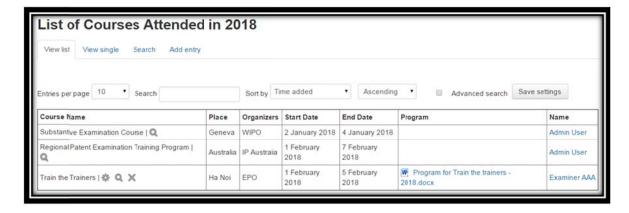


Templates tab is the place where the display of records (either a single item or the whole list) can be customized. If the admin or manager would like the list to be presented in table format, it is recommended to key in this in each of the respective box (and disable editor first):

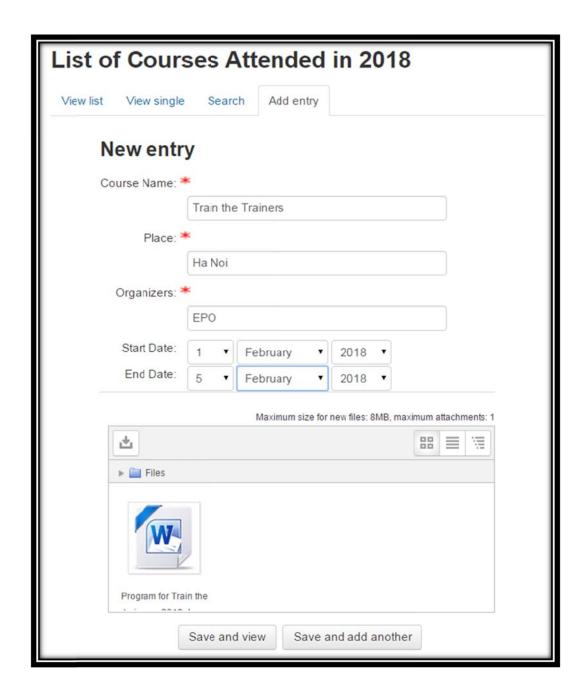
```
Header:
<b>Course Name</b>
<b>Place</b>
<b>Organizers</b>
<b>End Date</b>
<b>Program</b>
Repeated entry:
[[Course Name]] | ##edit## ##more## ##delete##
[Place]]
[[Organizers]]
[Start Date]
[[End Date]]
[[Program]]
##user##
Footer:
```



Therefore, if there are entries added in the list, they would be shown in table format as follows. The list can also be exported via the 'Export' tab.



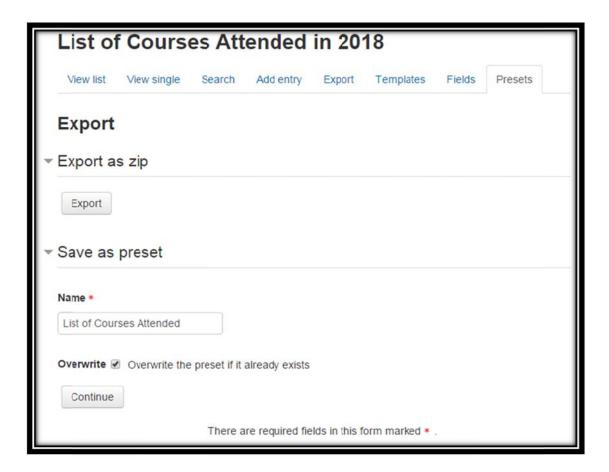
From an enrolled user's perspective, he/she can add and view entries, as shown below.



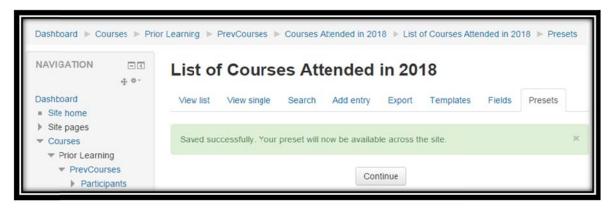
Creating Similar Courses for Previous Years

Similar steps could be taken to create list of courses attended by examiners for other years. A shorter way to do this is by saving the table created in the first course as a preset, and repeat using it for other similar courses. To save the format as a preset, click the 'Presets' tab.

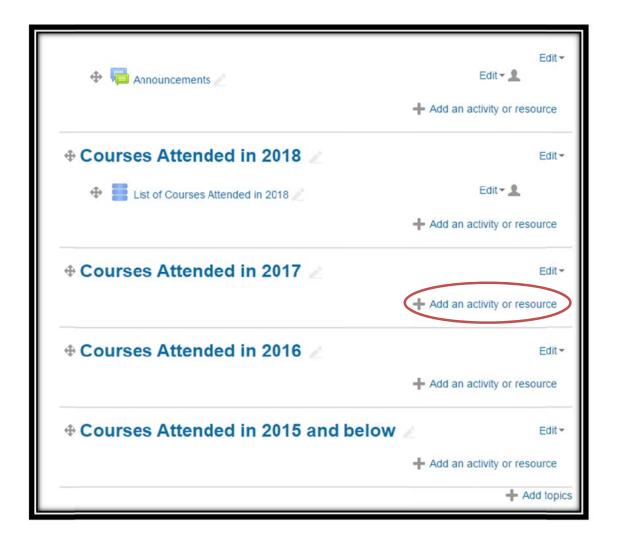
Under the Save as preset, give a name for the preset, then click 'Continue'.



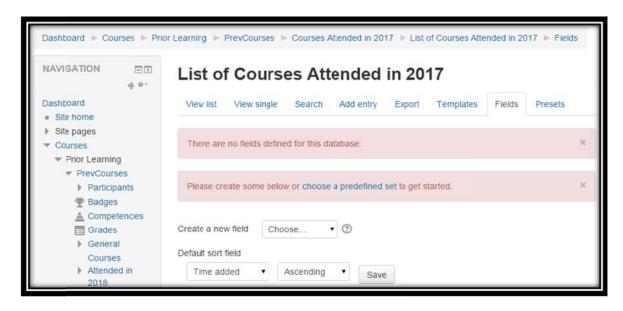
A notification will show that the preset has been saved.



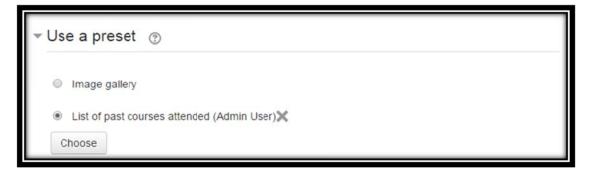
To use the preset, add a database activity under to topic 'Courses Attended in 2017', similar to what have been done for the previous activity.



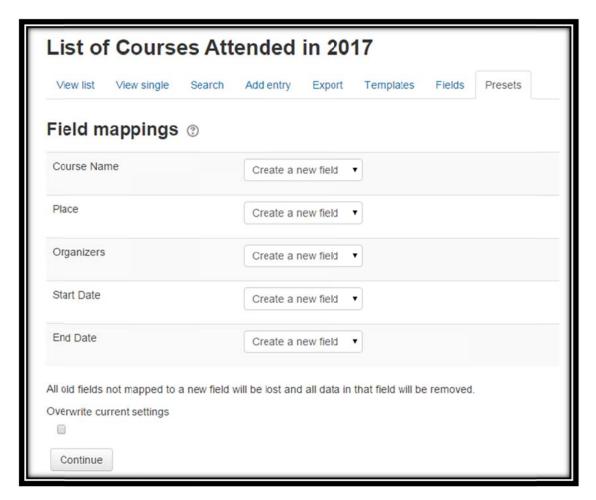
Again, similar warning appears where no fields are defined in the database. However, instead of creating all fields one by one, now click the 'Presets' tab.



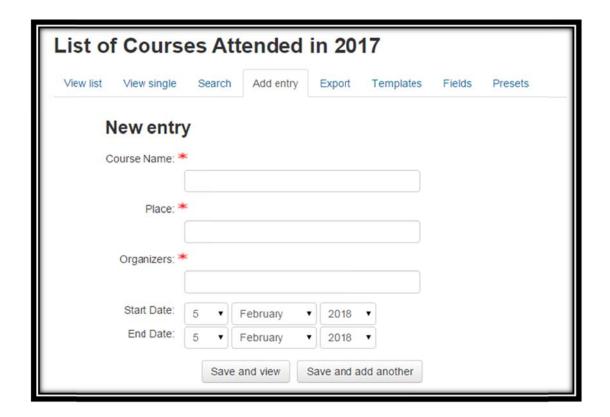
Scroll down until the header 'Use a preset'. The preset that has been saved earlier is now available under the preset. Choose the preset to proceed.



The preset fields are now available. If there are no changes in the preset fields, click 'Continue'.



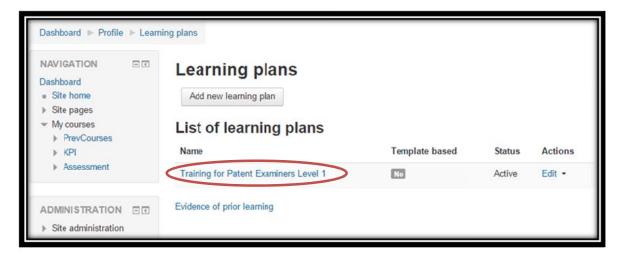
Now any enrolled user can key in the required data to be compiled.



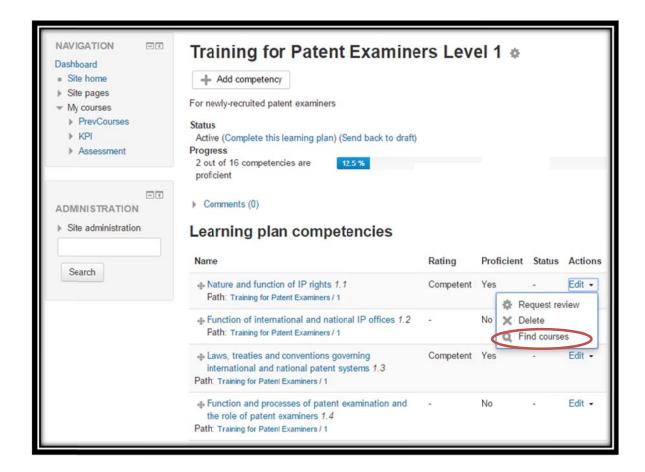
MATCH COMPETENCIES OF A USER AND A COURSE

Generally, each user will have his / her own learning plan, in which the user has to be proficient in all competencies in the learning plan in order to mark the learning plan as complete. Therefore it would be a good idea to facilitate a situation where a user wants to find out a course that will help the user achieves that completion. The system could recommend a course based on the competencies that the user is not yet proficient.

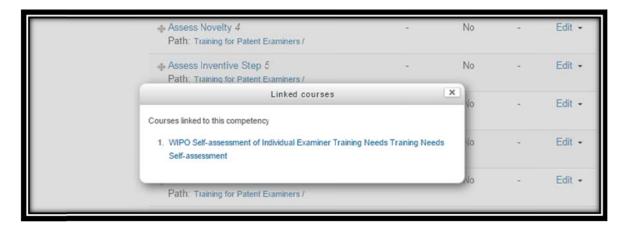
Currently, Moodle allows a user to find a course that is relevant to one competency. This can be done by going to *Profile>Learning plans*. Click the learning plan.



The list of competencies under the learning plan will be displayed. Click 'Edit' at the right of the competency, then click 'Find courses' to find courses that are relevant to the competency.



A pop-up will show the list of courses that are relevant or linked to the competency.



Currently it is only possible that users can find courses that are linked to one competency. However it is possible to cross link one competency with another competency, so indirectly the user can find a course that is linked to the competencies that he / she is not yet proficient.

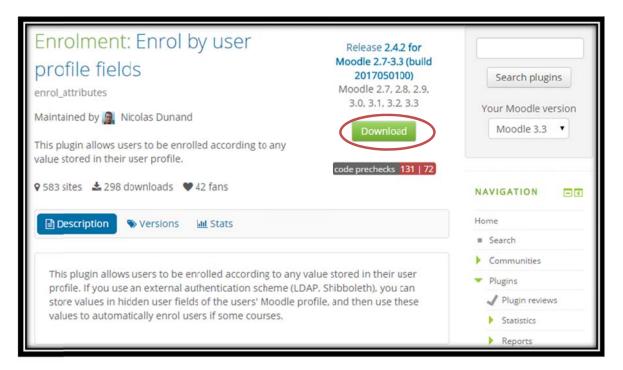
USING PLUGINS

One of the advantages of using Moodle is the freedom to add plugins to complement the existing features found in Moodle. Directory of plugins that can be used can be found here: https://moodle.org/plugins/. There are several functions that may be worth having in the LMS for patent examiner training that can be achieved by installing plugins, as will be shown below.

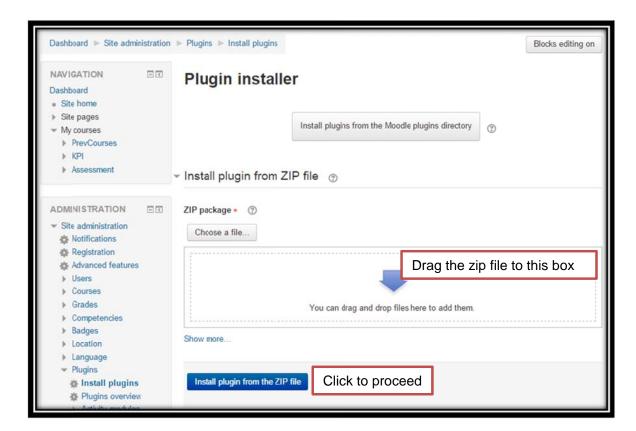
Match Course with user profile fields

As shown earlier, custom profile fields can be made in Moodle. In the previous examples, a user can input a certain criteria in his / her profile field, e.g. IPC related to the technology field, recruitment date as a patent examiner, technical background etc. It would be an advantage if the user can filter courses according to these fields, e.g. a course that only users with a background in Biotechnology can enroll.

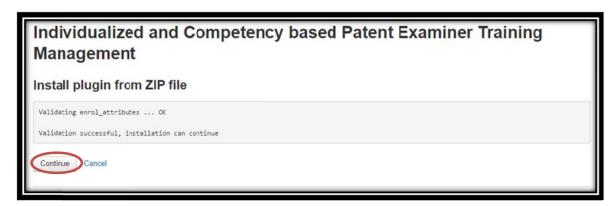
While by default this cannot be done in Moodle, this plugin allows the workaround of such feature: https://moodle.org/plugins/enrol_attributes. Click the 'Download' button to download (remember to check that the plugin is compatible with the Moodle version installed).

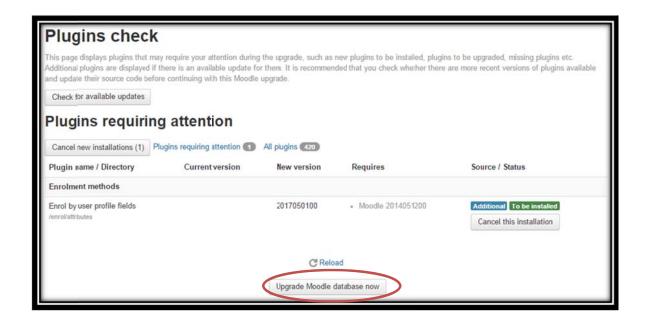


To install the plugin, go to *Site administration > Plugins > Install plugins*. Then drag the downloaded zip file of the plugin to the box under 'Install plugin from ZIP file'. Alternatively, the plugin can be installed directly from the Moodle plugins directory. Then click 'Install plugin from the ZIP file' to proceed.



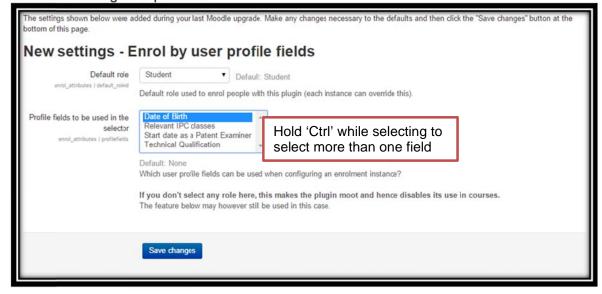
Follow the instruction to install the plugin.



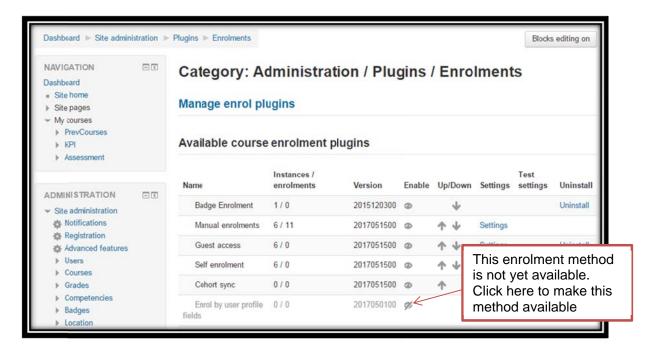




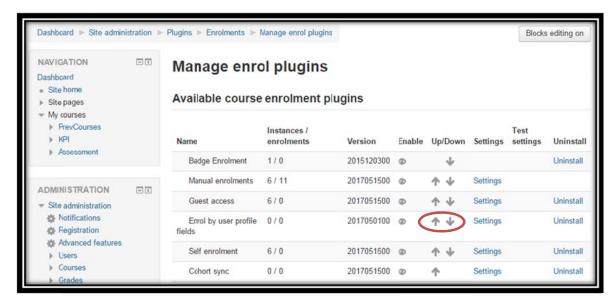
In the next page, choose profile fields that may be used to enroll people. To make all fields available as criteria for enrolment, choose all by clicking 'Ctrl' while selecting the field. Then click 'Save changes' to proceed.



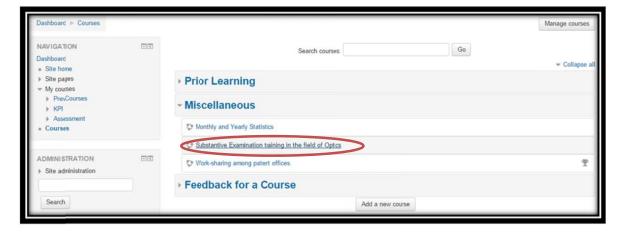
To enable enrolment by user profile field, go to *Site administration > Plugins > Enrolments*. If the plugin was installed and configured successfully, the option 'Enrol by user profile' will be listed (although by default it is not yet enabled). To enable the method, click the slashed eye icon.



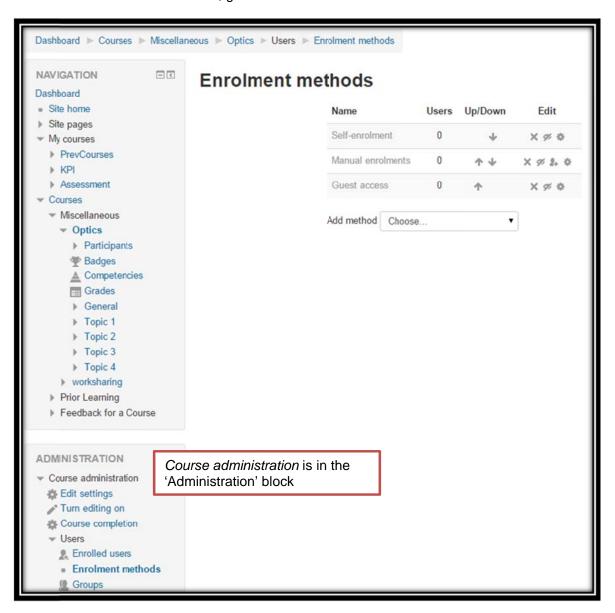
Once it is enabled, the item will not be greyed out. To prioritize this enrolment method, move the method by clicking the upward arrow.



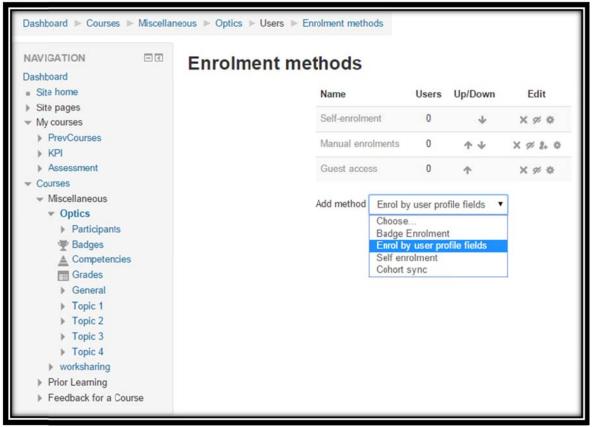
To enable this enrolment method for a course, choose the course. In this example, the course selected is only to be made available for examiners who examine applications related to IPC Main Group H.



Under the 'Course administration', go to Users > Enrolment methods.

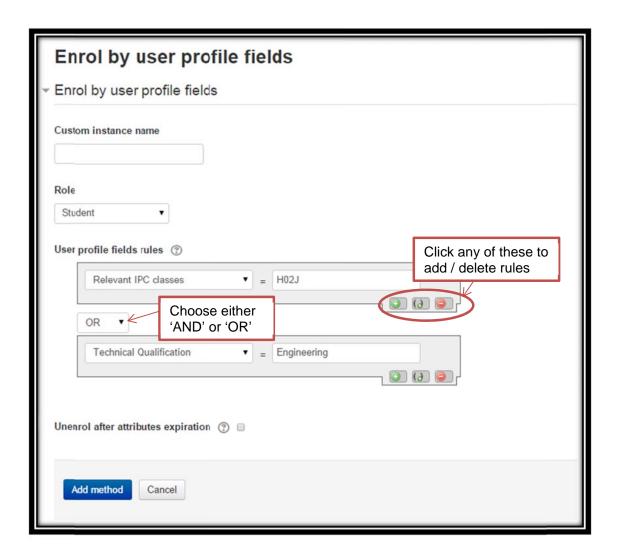


To add the enrolment method, click the downward arrow and choose 'Enrol by user profile fields'.



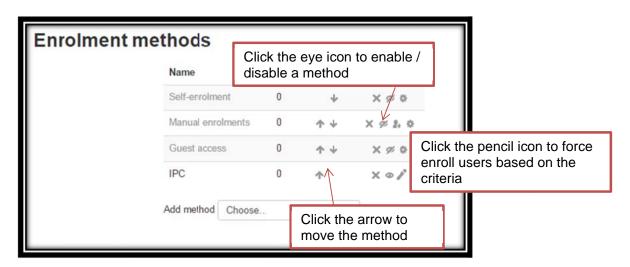
Give a name for the new course prerequisite, and make the right condition. In this example, the IPC of the user must be exactly 'H02J'. Additional condition can also be enforced by clicking the plus icon.

Click 'Add method' to proceed.

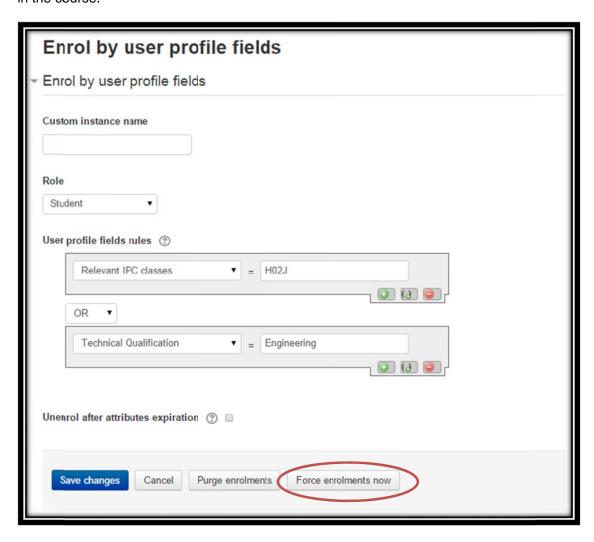


This enrolment method is now available for this course. If there are multiple enrolment methods available, those methods can be arranged according to priority by moving the method up or down.

To enroll users via this method, click the pencil icon of the method to continue.



Click 'Force enrolments now' so any user that fulfils the criteria will be automatically enrolled in the course.



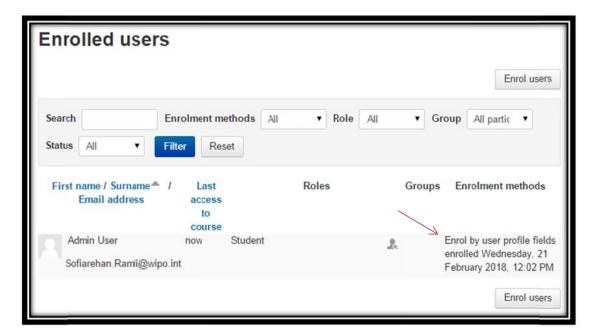
A pop-up will appear confirming the choice, click OK to proceed.



Another pop-up will appear, showing the number of users that will be enrolled by this method.



This is also reflected when viewing the list of enrolled users of the course, as shown here (*Course administration > Users > Enrolled users*).



However, as mentioned earlier, the enrolment criteria must <u>exactly</u> match the input of the user profile field. For example, it would not work to enroll users who examine applications in the main group H.

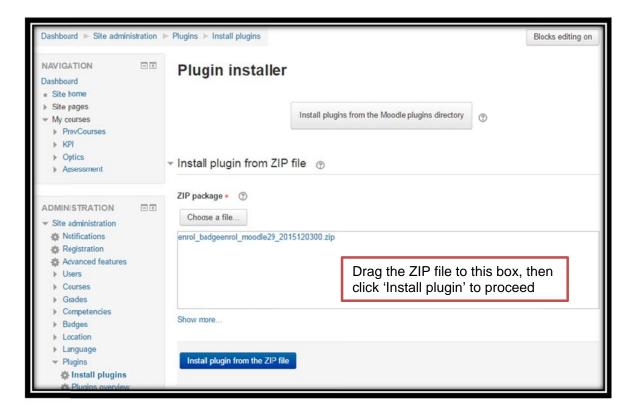
Additionally, so far there is no option of making this course optional to users who fulfilled the criteria; instead the user will be enrolled by force.

Course Prerequisites

Another feature that would facilitate management of training of patent examiners in Moodle is the ability to set prerequisites relating to competencies to a course. This is to ensure that all participants in the course are on the same level of proficiency.

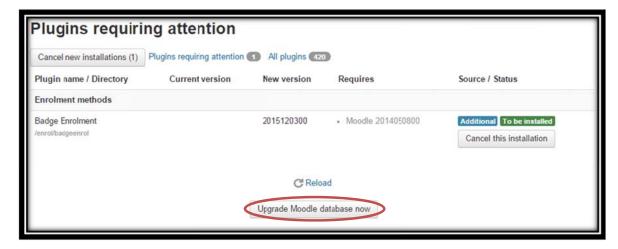
A helpful plugin to achieve this objective is called 'Badge Enrolment', and can be found here: https://moodle.org/plugins/enrol_badgeenrol. The idea behind this plugin is that each badge can be assigned to at least one competency, and a user has to have certain badges (i.e. proficient in certain competencies) in order to be qualified to enroll into a course. (Information about badges in Moodle can be found here: https://docs.moodle.org/33/en/Badges)

To install the plugin, go to *Site administration > Plugins > Install plugins*. Drag the downloaded zip file from the Moodle site to the box with the blue arrow.



If everything is validated, proceed with installation by clicking 'Continue', then 'Upgrade Moodle database now'.

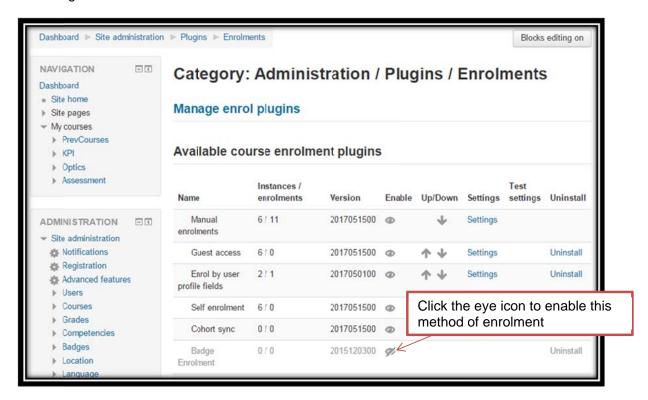




Lastly, click 'Continue' to finish installation.



After installation, go to *Site administration > Plugins > Enrolments*, and lick the eye icon for the 'Badge enrolment' to enable this method.

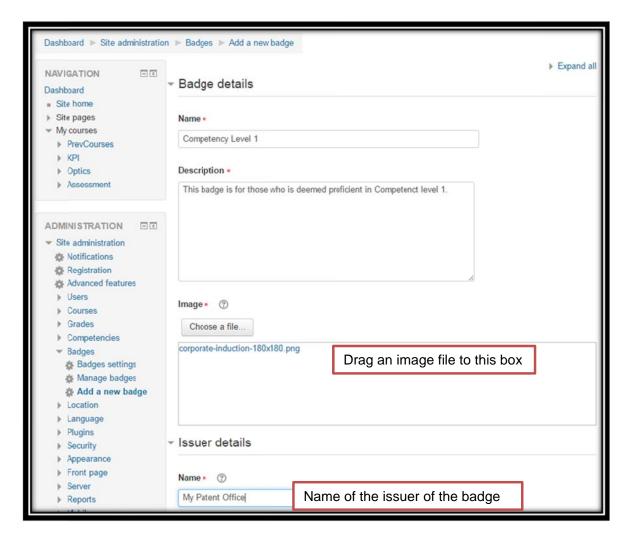


Creating a Badge

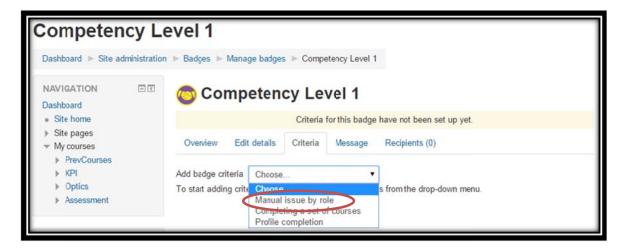
In order to enroll users who have certain badges, first badges must be created. Go to *Site administration > Badges > Add a new badge*. Fill out the compulsory details for the new badge. It is recommended that the description clearly stated that which competency that relates to the badge.

Do not forget to upload an image to be used as the badge.

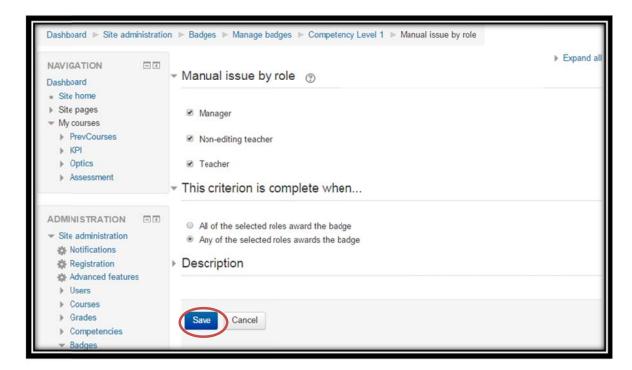
Click 'Create badge' at the end of the page to continue.



Next step is to set up the criteria for the badge. Since this badge is independent of courses taken previously, is must be manually issued. Click 'Manual issue by role' from the dropdown menu.

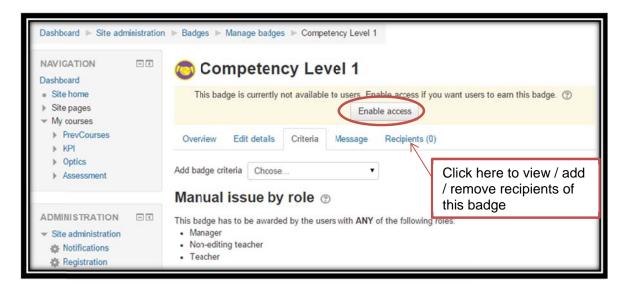


Choose the role that can issue the badge, and choose the option whether all of them must award the badge to the user or any of them will do. Click 'Save' to proceed.

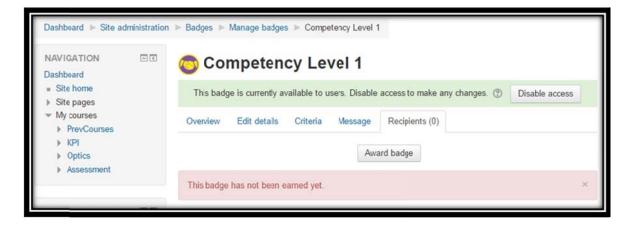


Click 'Enable access' to proceed.

After access is enabled, badge issuers can select recipients to be awarded with this badge. To award the badge to a user, click the 'Recipients' tab.

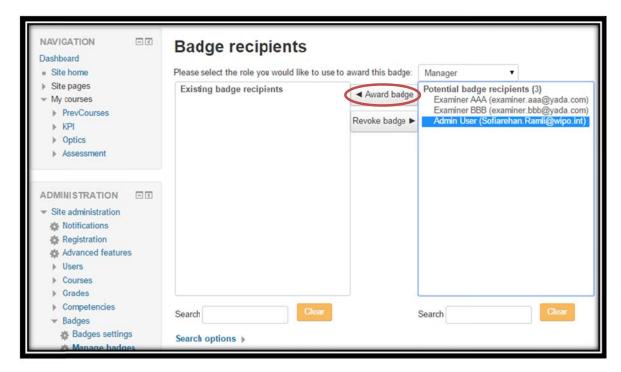


Click 'Award badge'. On the next screen, if there is more than one role that can award the badge, choose the role from the dropdown menu.

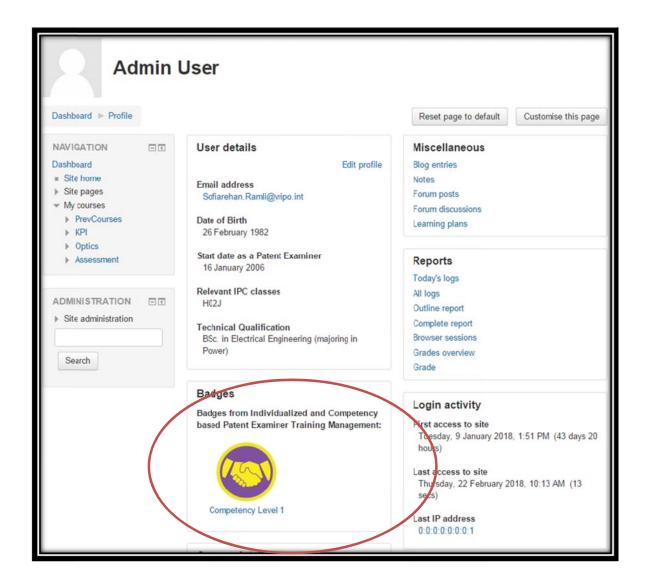




Click the intended recipient, then click 'Award badge'. Similar steps are also applicable for revoking a badge from a user.

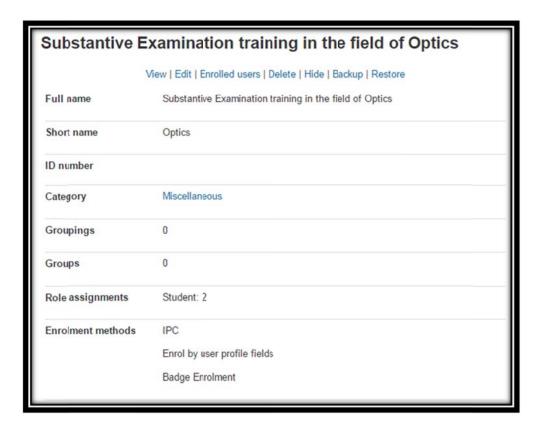


All awarded badges will be displayed on the profile page of the user, as shown below.



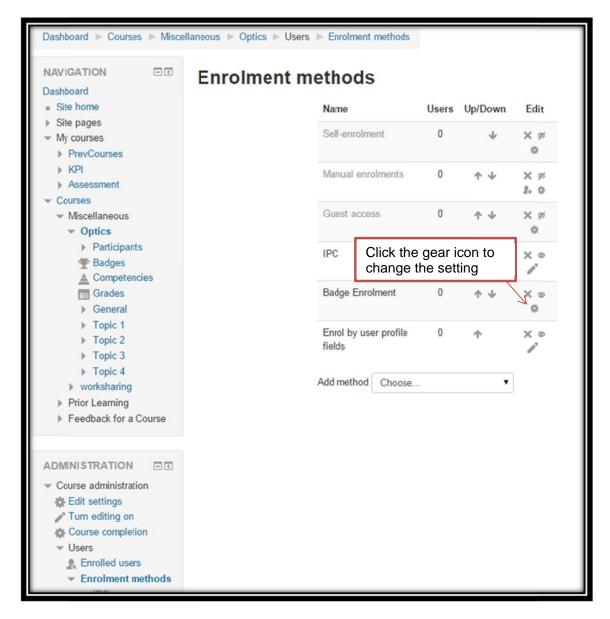
Set badges as a course prerequisite

Now the badge can be set as a prerequisite to an existing course. To go to the desired course, go to *Site administration >Courses > Manage courses and categories*. Choose the course and click 'View'.

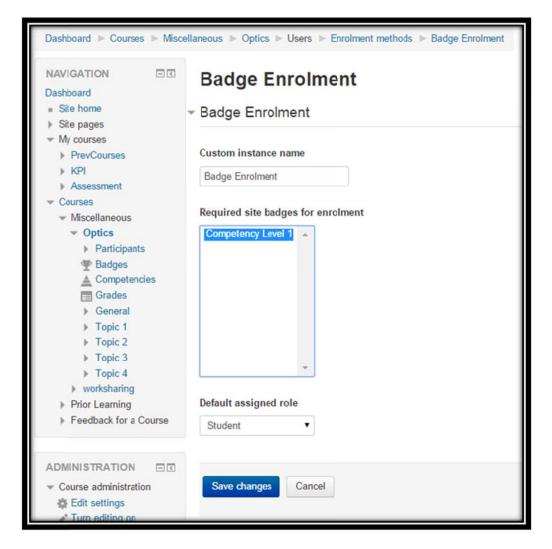


Under the Course administration, go to *Users > Enrolment methods*.

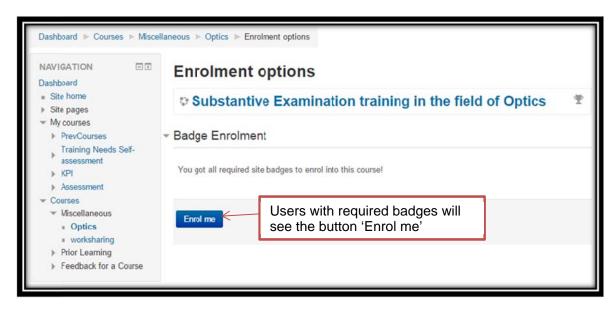
Click the gear icon next to 'Badge enrolment' to change the settings for this enrolment method.

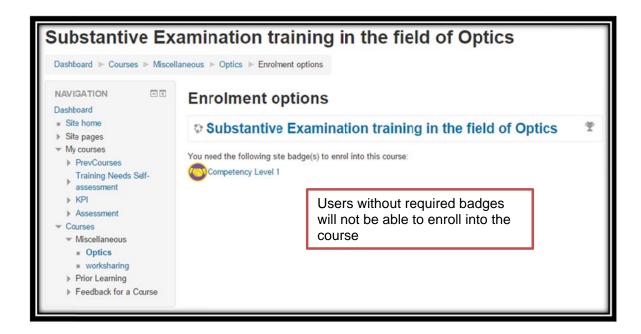


Click the badge(s) required for a user to qualify to enroll in the course, then click 'Save changes'.



Therefore, a user who has the badge can enroll into the course, while a user who does not have the badge will not be able to enroll into the course. A screenshot of a user with and without the required badges are shown below.

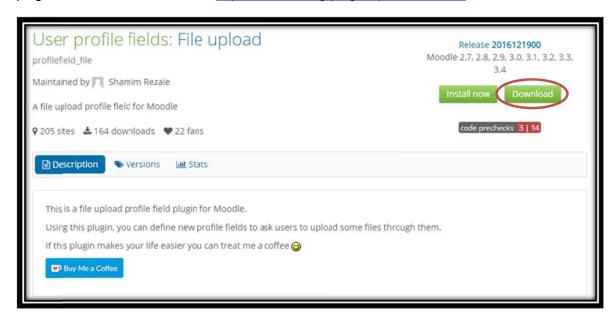




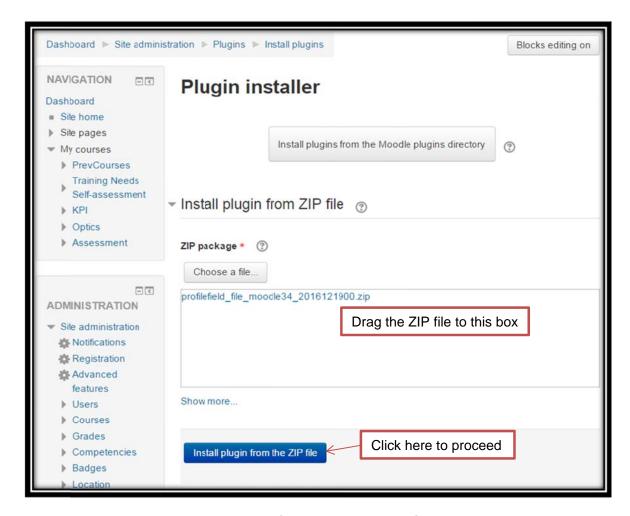
Upload Files in User Profile

Sometimes, an examiner is requested to submit curriculum vitae (CV) in order for him/her to be nominated for a training course. It would also be a good practice for a manager / coordinator in a patent office to have CV of all examiners in the office.

By default, the user profile input is only in the form of text or date input, or a choice from a dropdown menu. However, this plugin allows a user to upload files in the user profile. The plugin can be downloaded here: https://moodle.org/plugins/profilefield-file



After downloading the zip file, go to *Site administration > Plugins > Install Plugins*. Drag the zip file to the box under the header 'Install plugin from ZIP file'.



When the installation is successful, click 'Continue' to proceed. On the next screen, click 'Update Moodle database now'.





If the installation is successful, this screen will be shown. Click 'Continue' to finish installation.



Now, go to *Site administration > Users > Accounts > User profile fields.* 'File upload' option is now available from the dropdown menu for creating a new profile field.



Assuming the file uploaded is related to CV, the short name can be cv, while the name can be 'Curriculum Vitae'. Other options include whether to make this field a requirement in the profile page, maximum number of attachments allowed, visibility to other users, etc. Click 'Save changes' to continue.



So, when a user goes to the 'Edit profile' page, he/she will see the option to upload a file under the new profile field 'Curriculum Vitae'. In this example, only 1 attachment is allowed.



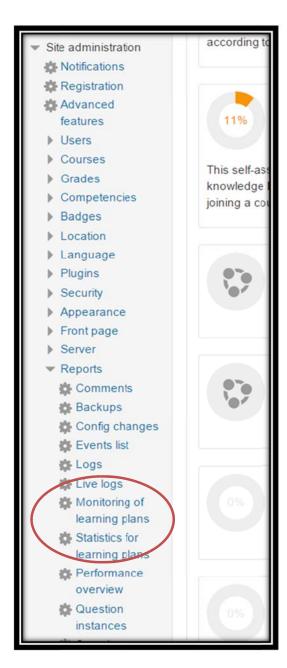
The uploaded file will be displayed on the profile page under the user details.



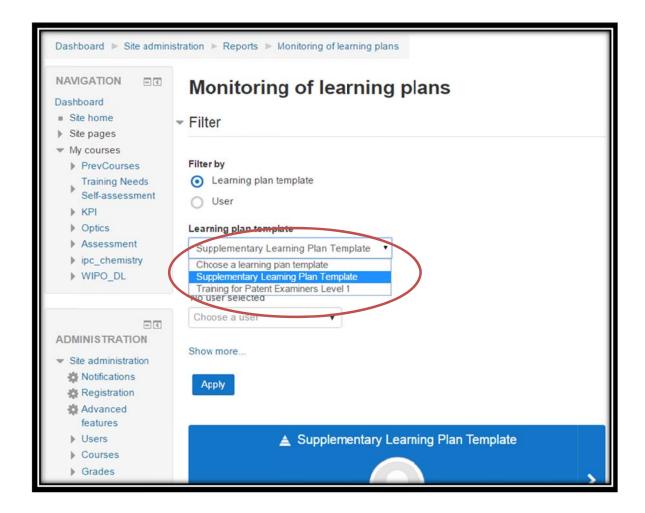
Monitoring of Learning Plans

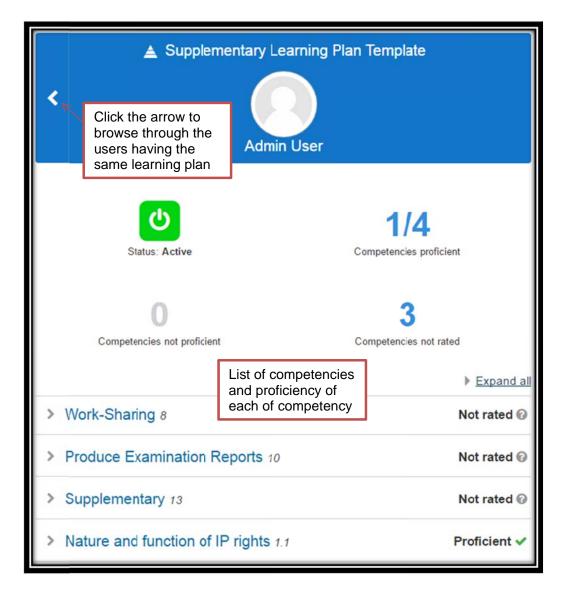
This plugin is useful in providing an overview and statistics of user learning plan without having to go through the user's profile page. The download and instructions page can be found here: https://moodle.org/plugins/report_lpmonitoring

After a successful installation, the new features can be found by going to *Site administration* > *Reports* > *Monitoring of learning plans* or *Statistics for learning plans*.

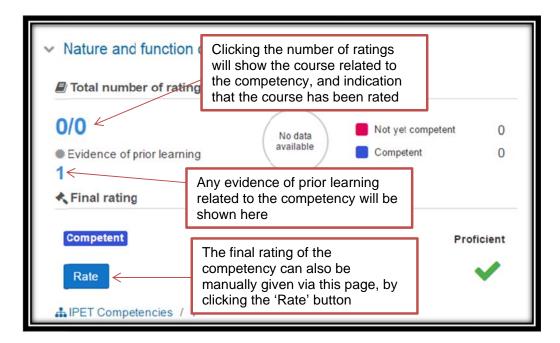


Under the item 'Monitoring of learning plans', overview of users by learning plan template can be viewed. Choose the desired template, optionally choose the specific user, then click 'Apply' to view the performance.



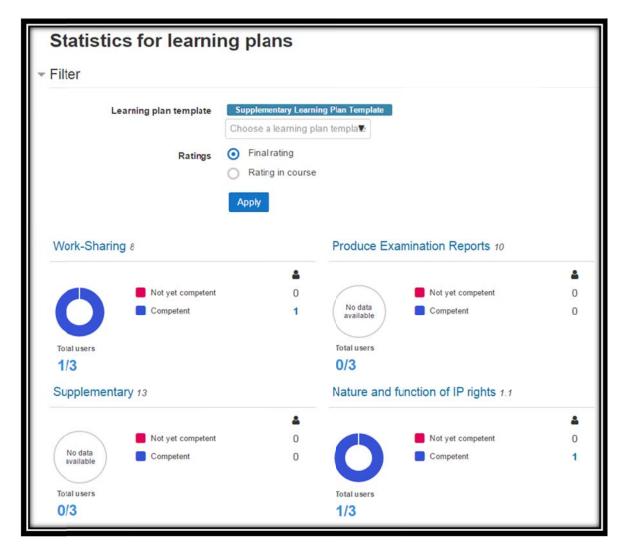


Each competency can be expanded, and it will show the details that contributed to the proficiency of the competency (e.g. rating given and course linked to the competency).



Another feature of this plugin is a report on statistics for all users under the same learning plan template. This can be accessed from *Site administration > Reports > Statistics for learning plans*.

By choosing the desired learning plan template, statistics on all competencies will be displayed. Immediately a manager can know how many users are proficient / not yet proficient for each competency. From the number of total users per competency, it would also be easy to identify which users that are not yet rated. Clicking the number under 'Total users' would show the list of users having the learning plan.



Although so far there is no overview according to cohorts, a possible workaround would be creating a learning plan template that will be assigned to all users in the cohort. Since Moodle permits multiple learning plan templates to be assigned to one user, as long as the name of the template differs, it does not matter whether the competencies in the template are the same as other template.