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*Release Note*

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## RELEASE NOTE

IRU Academy Online (AOL) v3.0

Automatic Printing of Scanned ATI General Manager  
and Official Authority / Examination Body Signatures  
on IRU Academy Certificates / Diplomas

ATI Instructor Management After Accreditation

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# 1 OVERVIEW

## **Document Purpose**

This document provides the “what’s new” information for the 3.0 version of the IRU Academy Online (AOL) Internet application. The updated AOL version 3.0 is released on 5 August 2013. In case you are upgrading from an older version, please read these releases notes carefully.

## **Requirements for ATI Machines**

- Operating System – recommended MS Windows XP Professional / Windows 7 / Windows 8
- Internet Browser – Internet Explorer 6.0 or higher / Mozilla Firefox 3 or higher
- An Internet connection
- Adobe Acrobat Reader 6.0 or higher
- WinZip 7.0 or higher

## 2 WHAT'S NEW IN AOL v3.0

The updated AOL version 3.0 Internet application is deployed on 5 August 2013 and in this Release Note document we will step through the new features in terms of the application use by IRU Academy Accredited Training Institutes (ATIs).

Chapter 3 covers the new functionality in the last AOL version 3.0 release such as:

- Automatic printing of scanned ATI General Manager's and Official Authority / Examination Body signatures on IRU Academy certificates / diplomas
- Instructor management by ATIs after obtaining IRU Academy accreditation



Figure 1: AOL Homepage

### 3 NEW FEATURES

The new AOL release enables ATIs to have all necessary scanned signatures automatically printed on IRU Academy certificates / diplomas, as well as to manage their instructors concerned with delivery of training and examination on IRU Academy training programmes after having obtained IRU Academy accreditation. Owing to these features, ATIs can considerably facilitate the process of having certificates / diplomas issued using AOL signed by the authorised signatories in the ATI and country, as well as maintain their list of instructors up to date at any moment in time without having to repeatedly undergo the accreditation procedure.

In brief, the main new features available for ATIs in this release of AOL v3.0 are the following:

- Automatic printing of scanned ATI General Manager's and Official Authority / Examination Body signatures on IRU Academy certificates / diplomas
- Instructor management by ATIs after obtaining IRU Academy accreditation.

The new ATI features are accessible from the AOL v3.0 Homepage, by clicking on the "ATI Module" button:



Figure 2: AOL Homepage – ATI Module

### **3.1 AUTOMATIC PRINTING OF SCANNED ATI GENERAL MANAGER AND OFFICIAL AUTHORITY / EXAMINATION BODY SIGNATURES ON IRU ACADEMY CERTIFICATES / DIPLOMAS**

The new AOL release enables all ATIs to have their General Manager's and, if applicable, their Official Authority / Examination Body signature(s) automatically merged and printed upon printing IRU Academy certificates / diplomas to students having graduated from the ATI's training programmes.

In order to be able to use the AOL feature to automatically merge and print signatures upon printing IRU Academy certificates / diplomas, ATI General Managers and, if applicable, Official Authorities / Examination Bodies need to scan and attach their scanned signatures in AOL. Once the scanned signatures are attached, AOL does not require any further settings to merge and print those signatures but it goes on automatically, without any human intervention.

The specificities of how to scan and attach signatures for automatic merging and printing in AOL are explained in more details in the 2 sections below.

#### **3.1.1 Scanning and Attaching ATI General Manager's Signature in AOL**

The new AOL release allows ATIs to scan and attach their General Manager's signature:

- in the course of the AOL Accreditation Process in any of the IRU Academy programmes, i.e. before they obtain IRU Academy accreditation; or
- after having completed the AOL Accreditation Process and obtained IRU Academy accreditation in any programme.

The procedure to be followed by ATIs for scanning and attaching their General Manager's signatures in both above cases is explained in detail in the sub-sections below.

##### **3.1.1.1 Scanning ATI General Manager's Signature in AOL Before Accreditation**

ATIs can scan and attach their scanned General Manager's signature by using the AOL ATI Accreditation Module before having obtained accreditation in any of the IRU Academy training programmes. The only restriction in this case is that only the ATI staff with the AOL role of 'General Manager' or 'Principal AOL Administrator' can use this AOL module and scan and attach their General Manager's signature.

In case an ATI already has one or more accreditations already granted and at least one which is not granted yet (has AOL Accreditation Status 'Started' or 'Pending'), applying the procedure described in this sub-section for the IRU Academy programme for which the accreditation status is 'Started' or 'Pending' will also affect all other IRU Academy programmes for which the ATI has already been accredited before.

The procedure to follow in order to scan and attach an ATI General Manager's signature using the AOL ATI Accreditation Module (before accreditation) requires the ATI Principal AOL Administrator or General Manager to:

- 1) Logon to the AOL ATI Accreditation Module using their appropriate login details (Username, Password and Role):

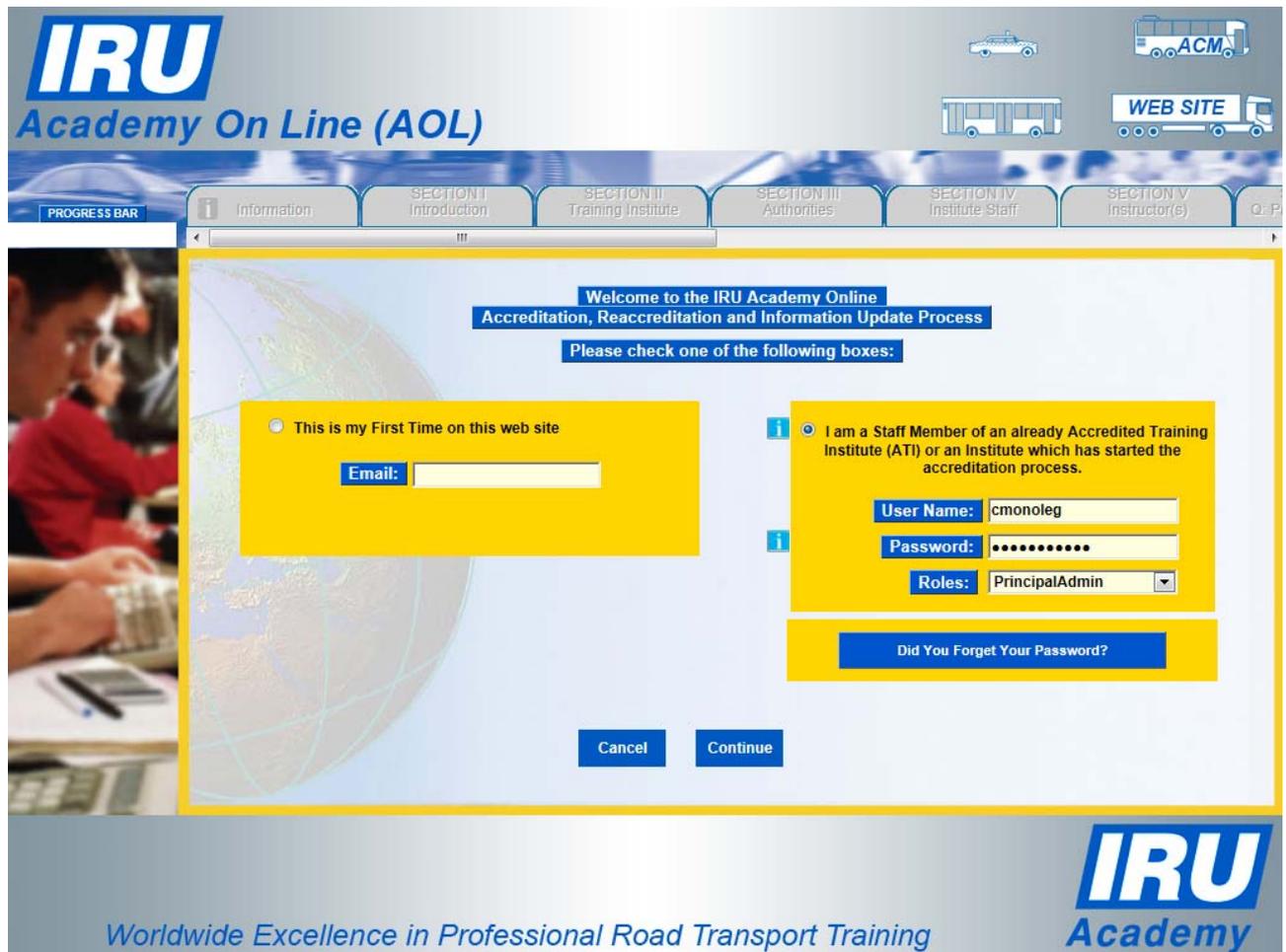


Figure 3: AOL ATI Accreditation Module login page – Principal AOL Administrator login

- 2) Select the appropriate IRU Academy programme for which your ATI has not yet been accredited (from the 'I have X Started Application(s)' or 'I have X Pending Applications' dropdown lists), as shown in the figure below, and click on 'Submit & Continue':

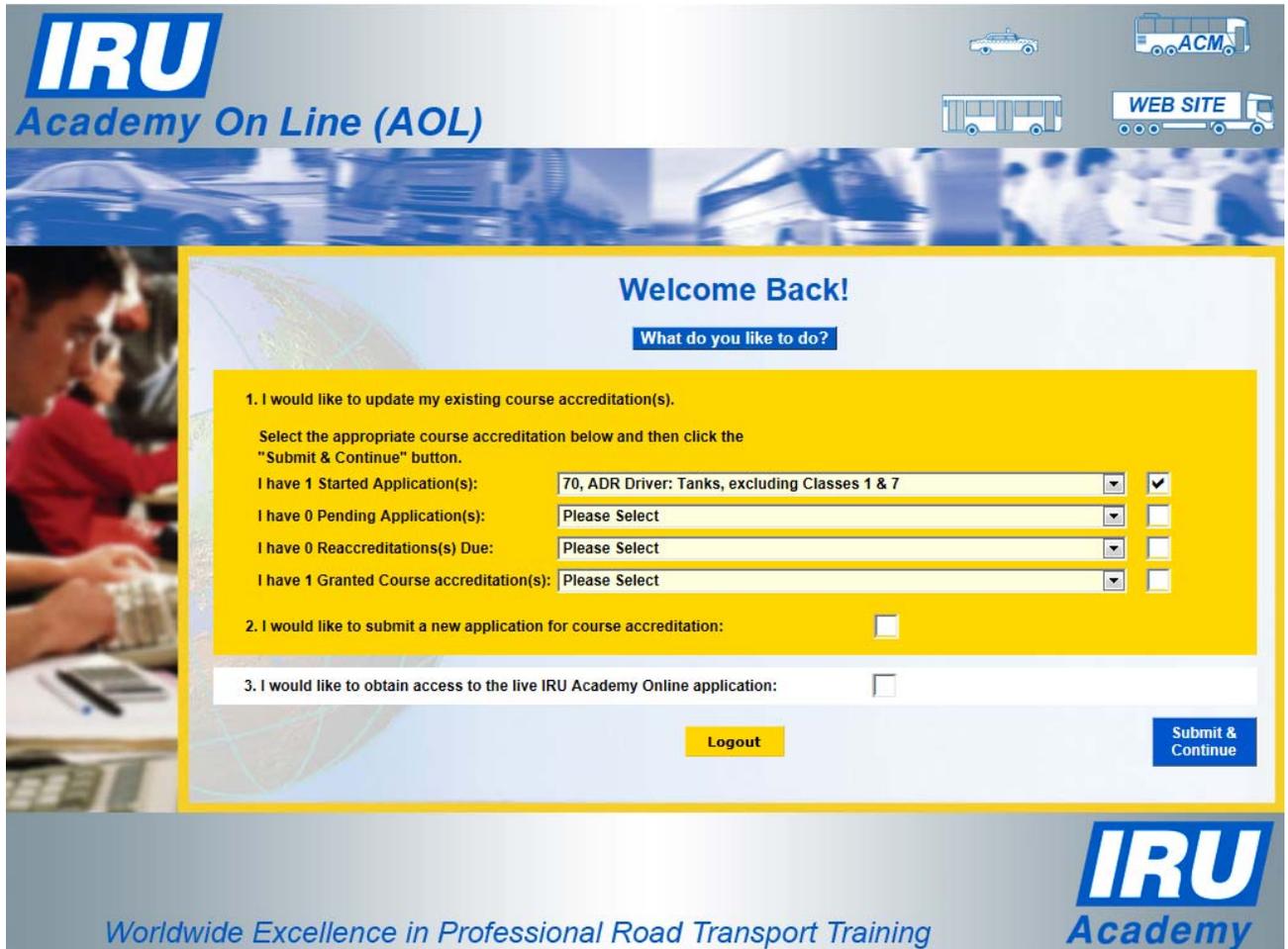


Figure 4: AOL ATI Accreditation Module – Welcome Back page

- 3) Move (click) on the 'SECTION V Institute Staff' screen tab, click on the 'ATI General Manager' hyperlink on the left-hand side to display the ATI General Manager's details then click on the 'Insert/Update Signature' button:

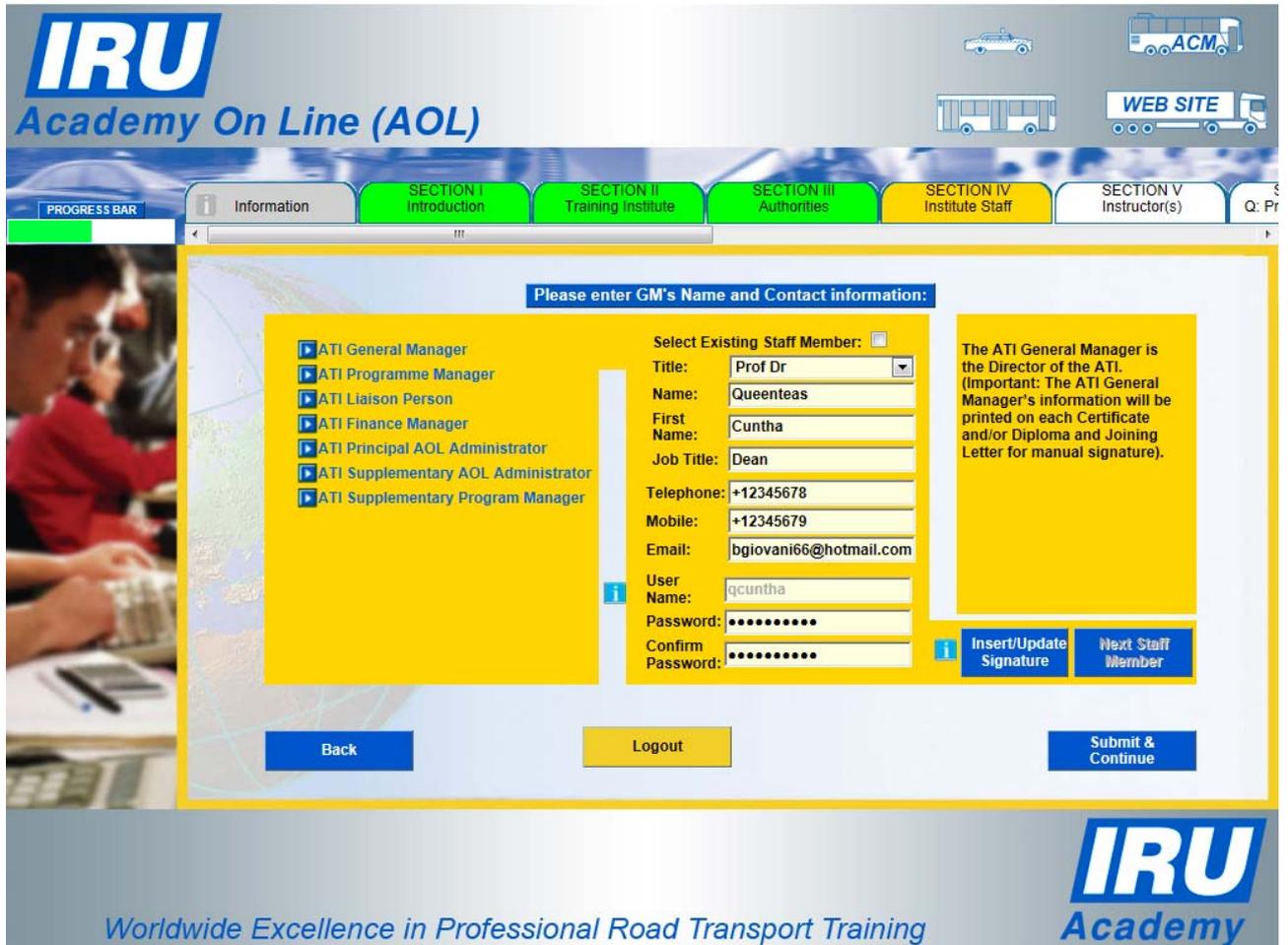


Figure 5: SECTION IV Institute Staff screen tab – ATI General Manager details

- 4) Click on the "Print Signature Form" button to produce a PDF signature form with instructions on how to attach signatures:

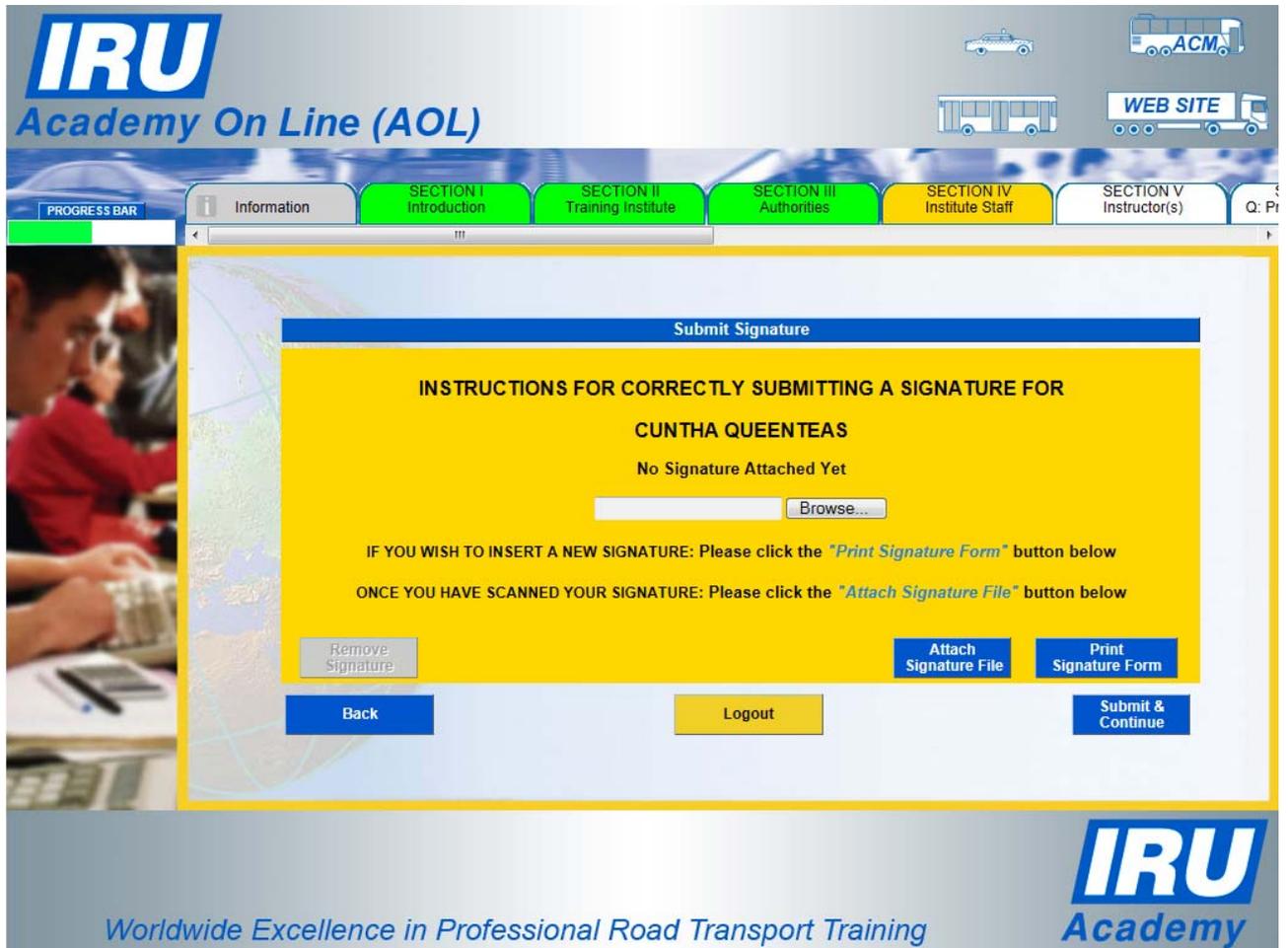


Figure 6: Submit Signature page

- 5) Print the PDF form, have it signed by the General Manager in the 'Signature Box' (using a thick pen and aligning the signature to the left border of the frame), then scan the entire (A4 format) signed form in JPG format and save the scanned image on your PC / network:

▲  
TOP

**Signature Form**  
Instructions and Signature Box

This procedure allows you to attach to your Application Form the electronic signature of the person whose details you have just entered / viewed. This electronic signature will then be automatically printed on IRU Academy Certificates, Diplomas and joining letters. This signature can be removed at any time.

**To attach a signature:**

1. Have the person whose signature is to be submitted sign in the signature box below. He or she should use a thick black pen, and sign within the frame.
2. Scan the page with the signature and save it in JPEG format (remember where you saved your file).
3. Click the "Attach Signature File" button and follow the instructions.
4. If you are not satisfied with the result, start again.

**Signature Box.**  
Please sign within the frame below:



\* \* \* \* \*

Figure 7: Scanned Signature Form

- 6) After having selected the file containing the scanned signature using the “Browse” button, click on the “Attach Signature File” button and AOL will display the attached signature on the page:

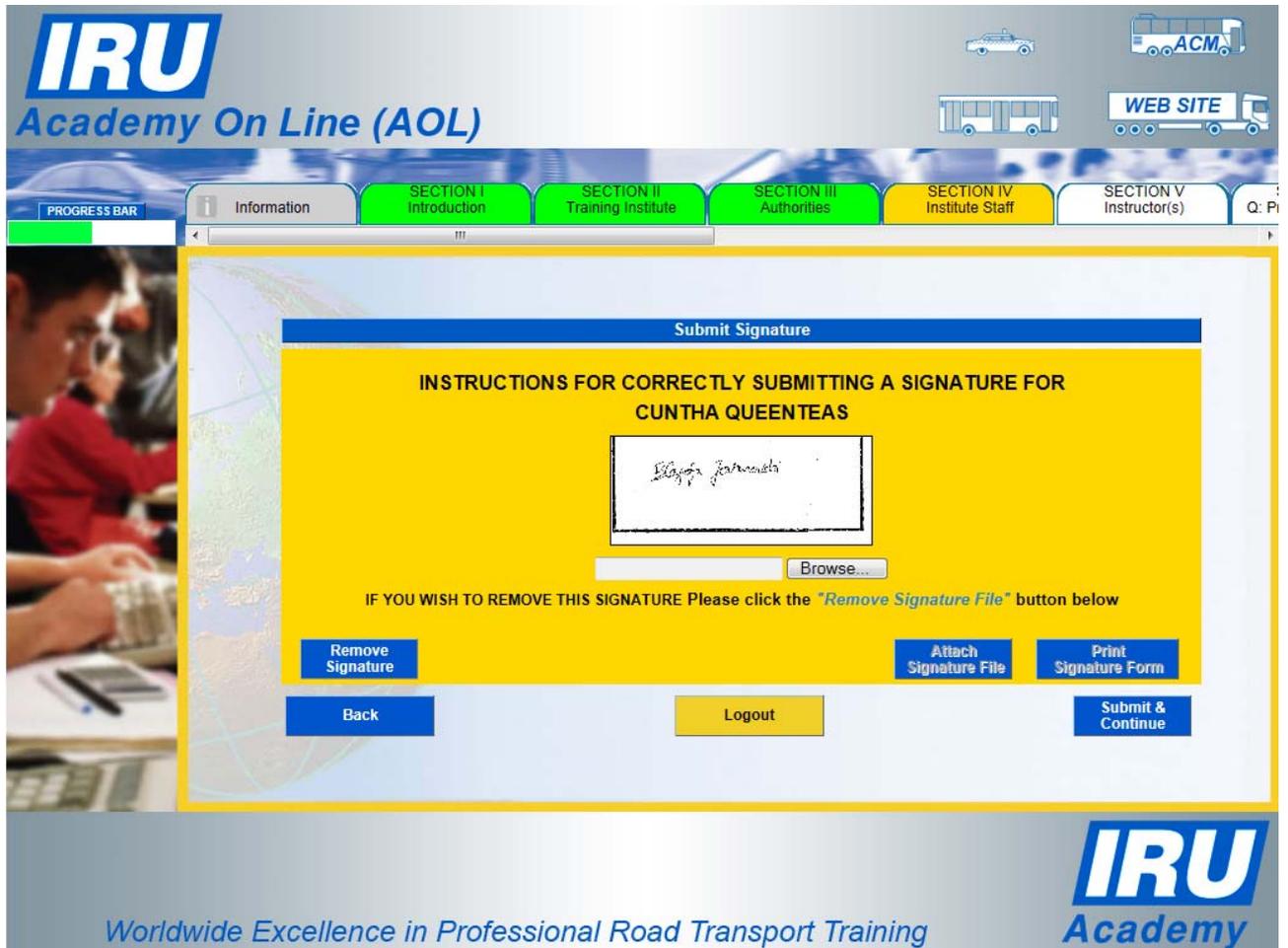


Figure 8: Submit Signature page – Attached scanned signature display

- Click on the “Submit & Continue” button and AOL will save the attached scanned signature of your General Manager and display the ‘Section IV Institute Staff’ screen tab, allowing you to confirm / modify data about your training institute’s next contact persons in the same way as described above (in the case, the next contact person details you are expected to confirm / modify are those of your training institute’s Programme Manager):

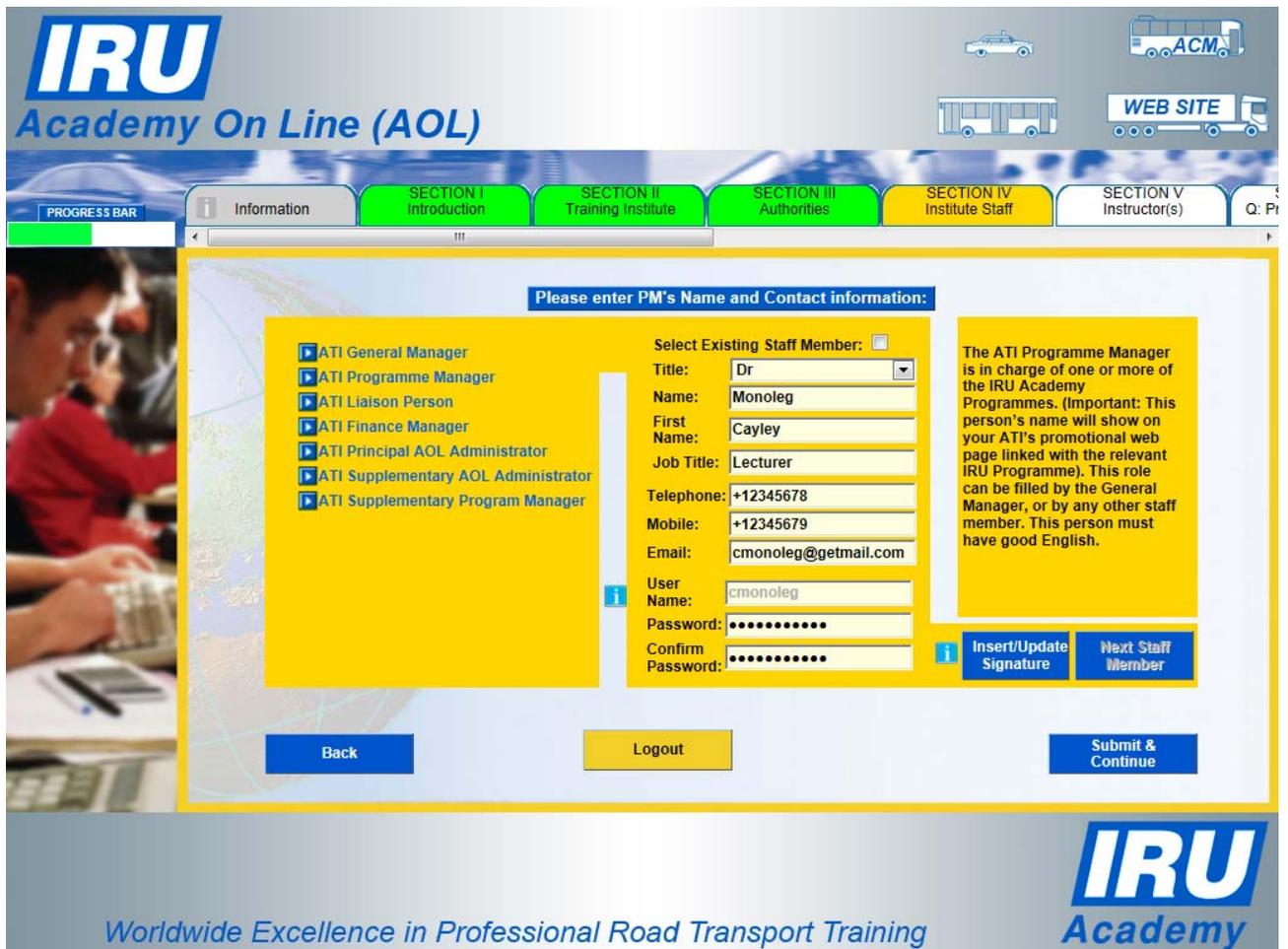


Figure 9: SECTION IV Institute Staff screen tab – after attaching scanned ATI General Manager’s signature

- Click on the “Logout” button to logoff from the AOL ATI Accreditation Module to finish the process of attaching your ATI General Manager’s scanned signature.

### 3.1.1.2 Scanning ATI General Manager’s Signature in AOL After Accreditation

ATIs can scan and attach their scanned General Manager’s signature by using the AOL ATI Module after having obtained accreditation in any IRU Academy training programmes. The only restriction in this case is that only the ATI staff with the AOL role of ‘General Manager’ or ‘Principal AOL Administrator’ can use this AOL module and scan and attach their General Manager’s signature.

In case an ATI already has one or more accreditations already granted and no accreditation requests which are not granted yet (AOL Accreditation Status ‘Started’ or ‘Pending’), applying the procedure described in this sub-section will affect all IRU Academy programmes for which the ATI has already been accredited.

The procedure to follow in order to scan and attach an ATI General Manager’s signature using the AOL ATI Module (after accreditation) requires the ATI Principal AOL Administrator or General Manager to:

- 1) Logon to the AOL ATI Module using their appropriate login details (Username and Password):

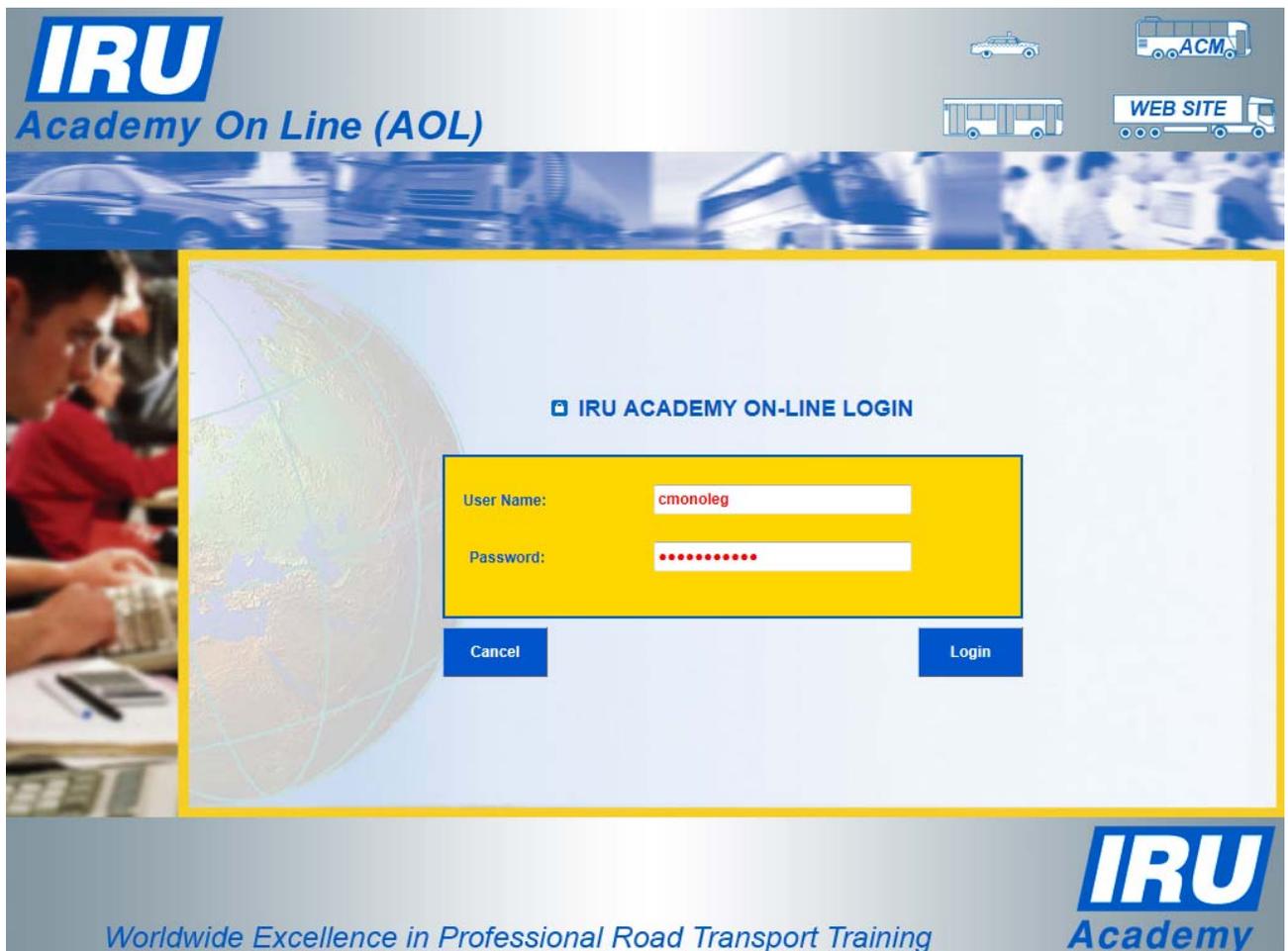


Figure 10: AOL ATI Module login page – Principal AOL Administrator or General Manager login

2) Click on the 'Staff Management' button when in the ATI Homepage:

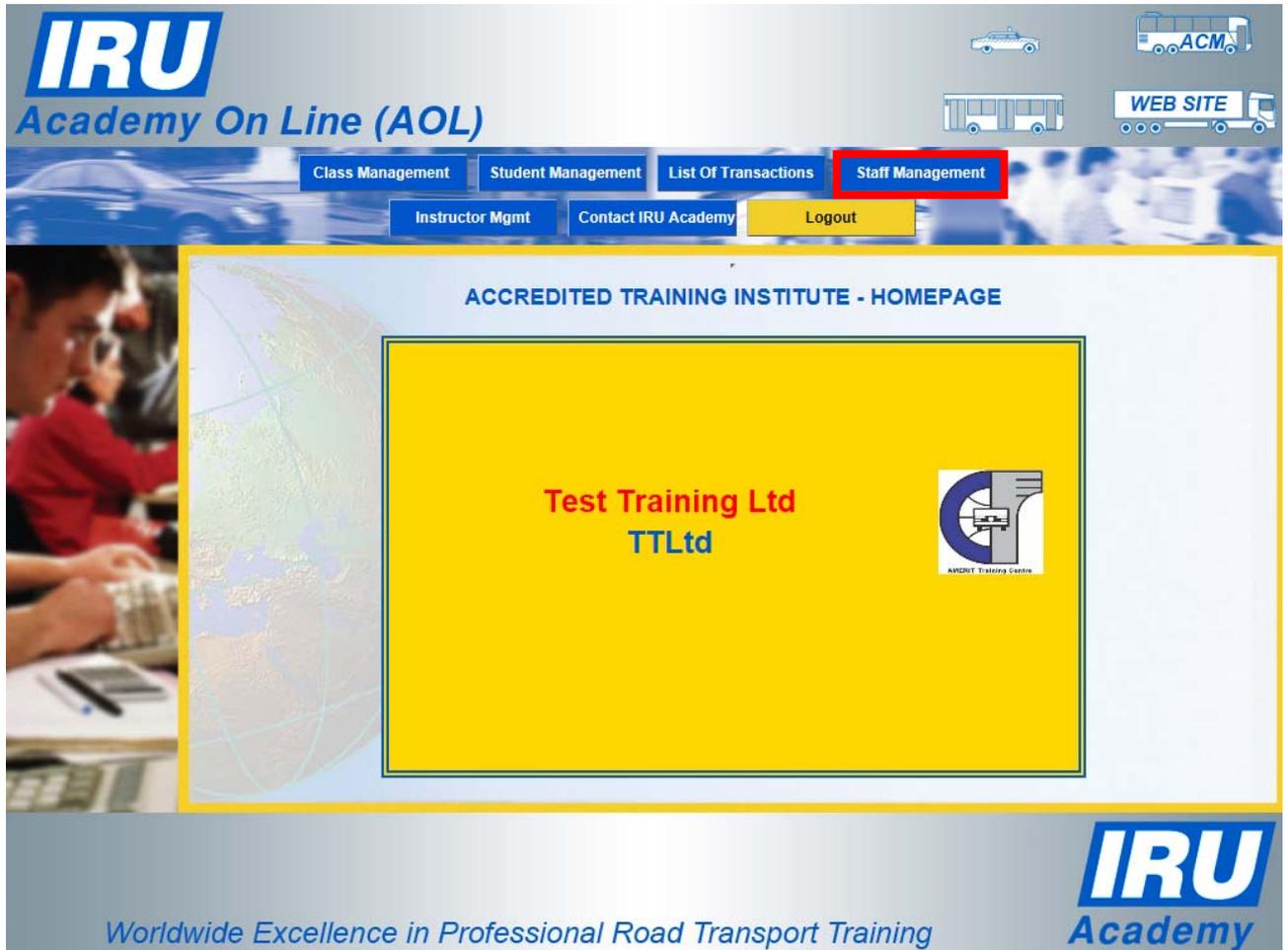


Figure 11: AOL ATI Module – ATI Homepage

- 3) Click on the 'ATI General Manager' hyperlink in the upper part of the Staff Management page:

**STAFF MANAGEMENT**

**LIST OF STAFF MEMBERS AND ROLES**

Name	First Name	User Name	Role
Monoleg	Cayley	<a href="#">cmonoleg</a>	<a href="#">Liasion Person</a>
Queenteas	Cuntha	<a href="#">gcuntha</a>	<a href="#">Finance Manager</a>
			<a href="#">ATI General Manager</a>

Name	First Name	User Name	Course Name	Role
Monoleg	Cayley	<a href="#">cmonoleg</a>	ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Programme Manager</a>
			ADR Driver: Tanks, excluding Classes 1 & 7	<a href="#">Programme Manager</a>
			ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Admin</a>
			ADR Driver: Tanks, excluding Classes 1 & 7	<a href="#">Principal Admin</a>

[Add](#)

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Figure 12: ATI Staff Management page

- 4) Click on the 'Signature' button in the lower part of the Change Role ATI General Manager page:

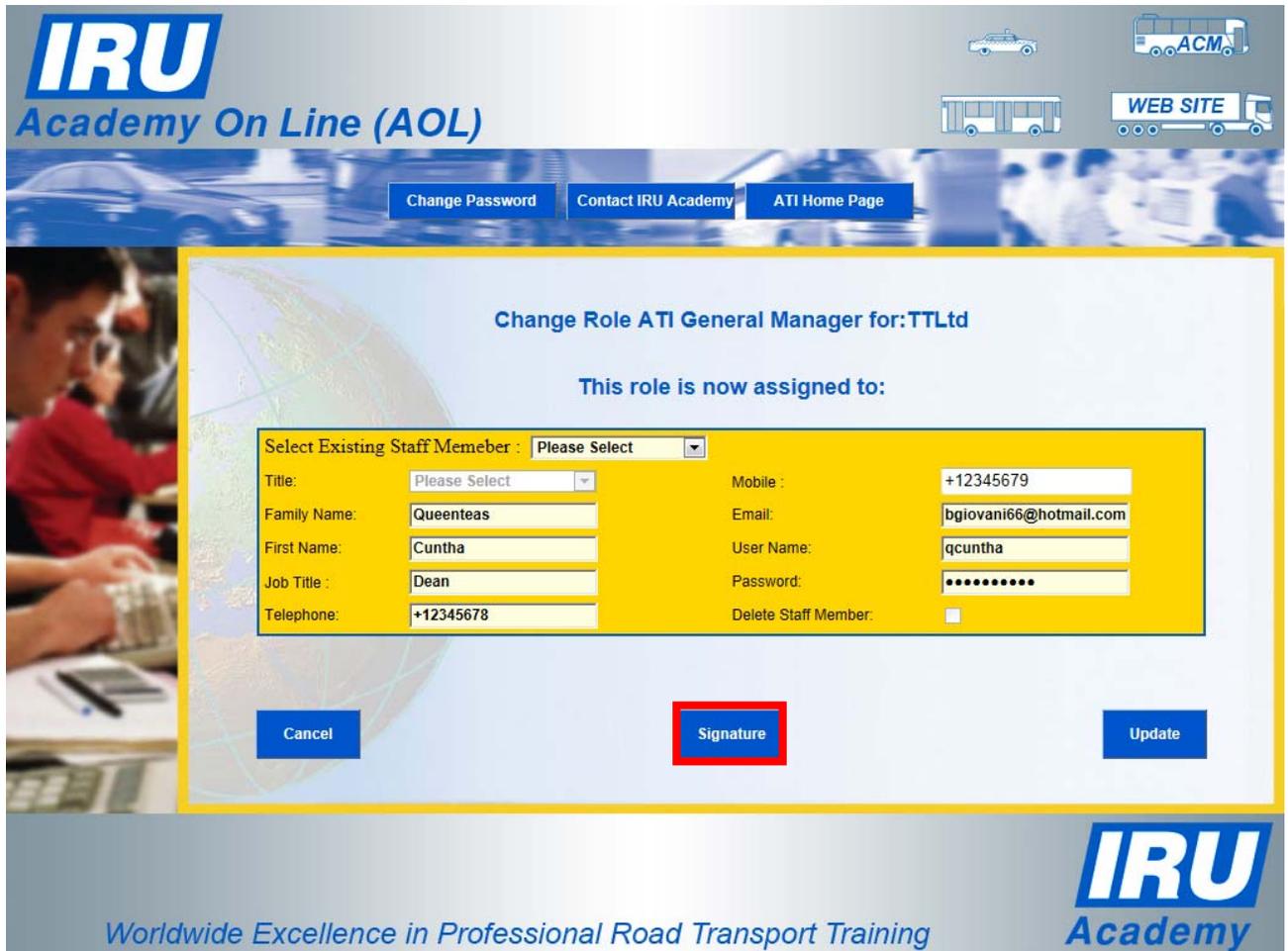


Figure 13: Change Role ATI General Manager page

- 5) Click on the "Print Signature Form" button to produce a PDF signature form with instructions on how to attach signatures:

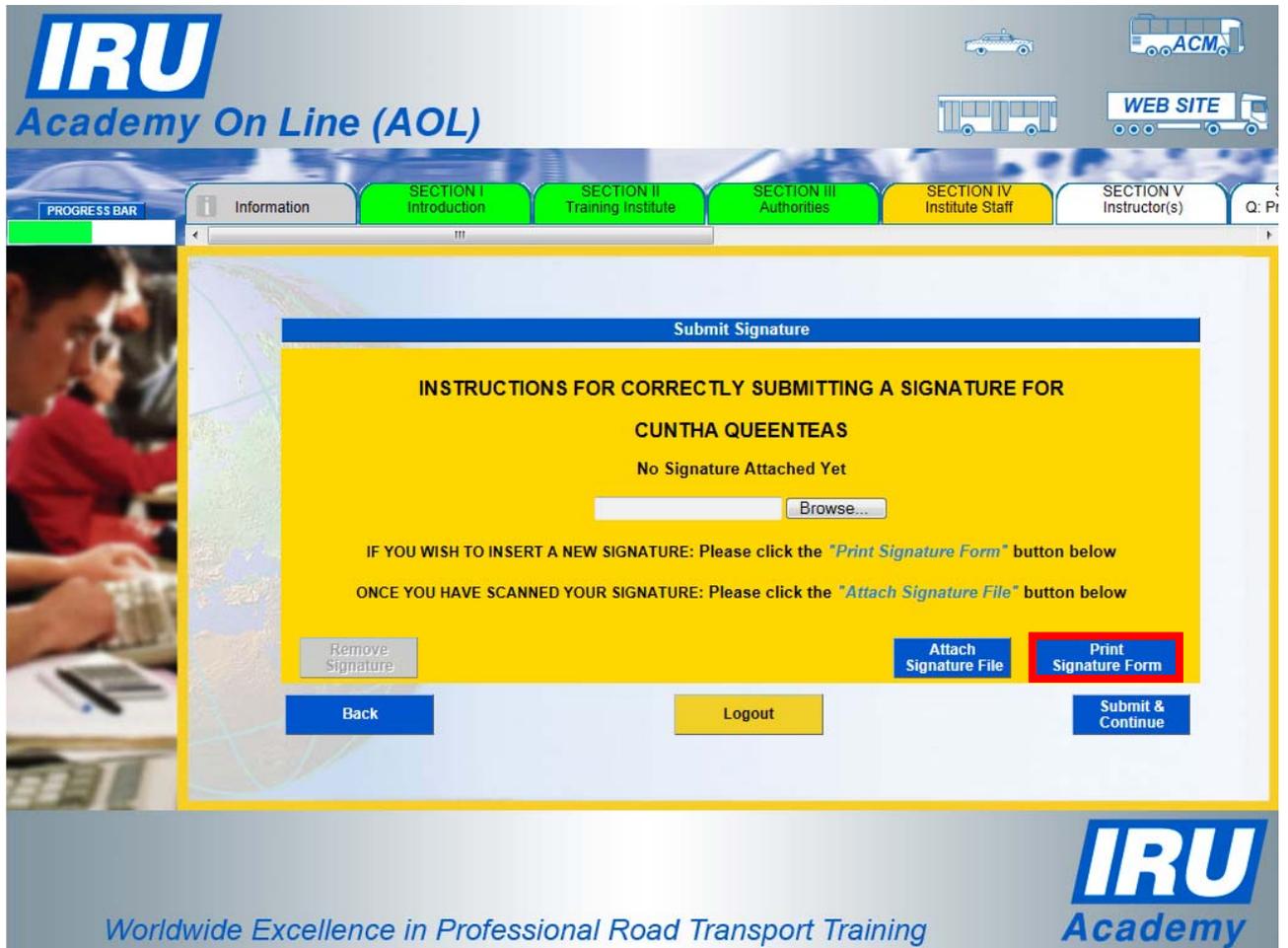


Figure 14: Submit Signature page

- 6) Print the PDF form, have it signed by the General Manager in the 'Signature Box' (using a thick pen and aligning the signature to the left border of the frame), then scan the entire (A4 format) signed form in JPG format and save the scanned image on your PC / network:

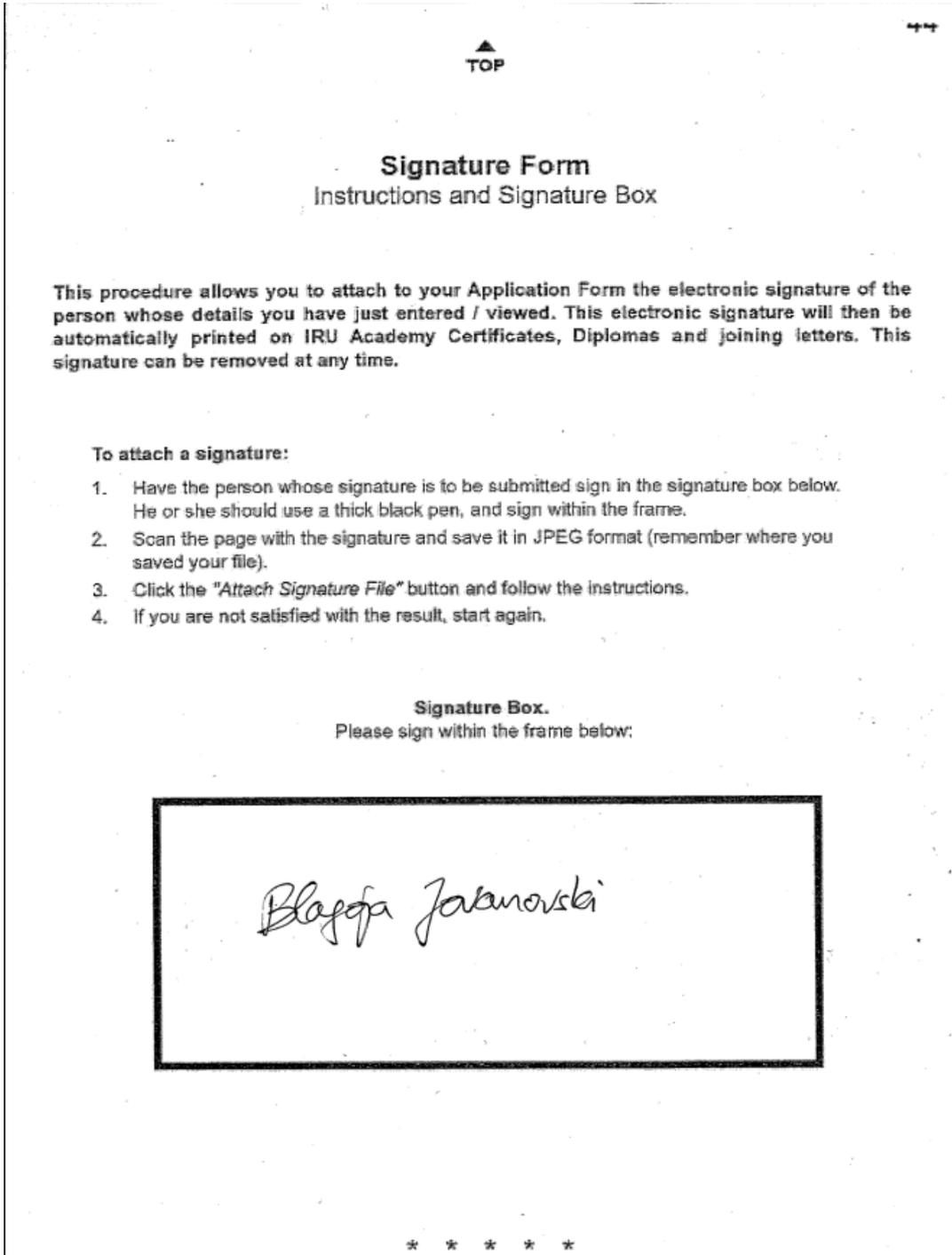


Figure 15: Scanned Signature Form

- 7) After having selected the file containing the scanned signature using the “Browse” button, click on the “Attach Signature File” button and AOL will display the attached signature on the page:

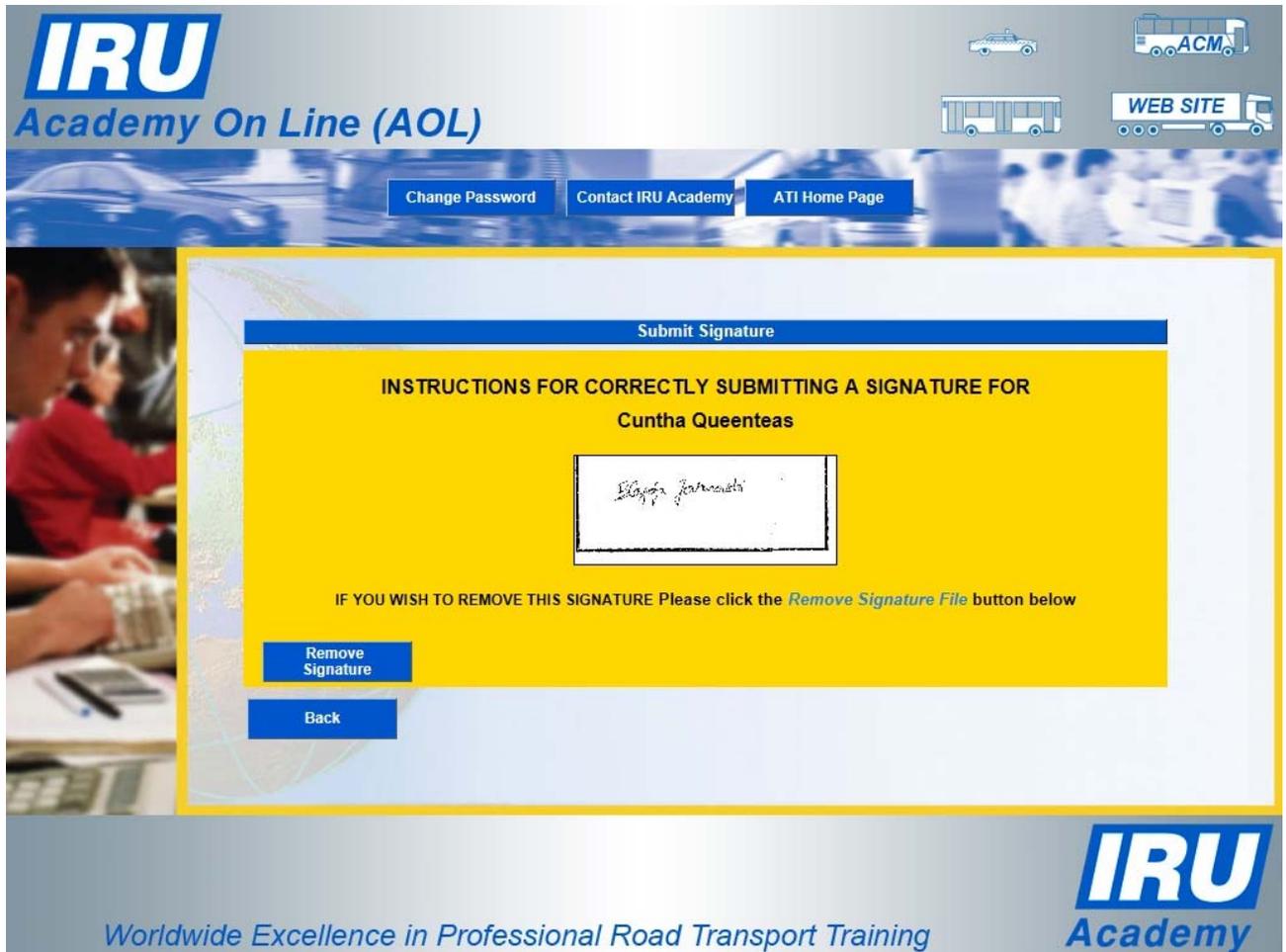


Figure 16: Submit Signature page – Attached scanned signature display

- 8) The process of attaching your General Manager’s signature is thus finished. Click on the ‘ATI Home Page’ to return to the ATI Homepage or click on the ‘Back’ button to return to the Staff Management page.

### 3.1.2 Scanning and Attaching Official Authority / Examination Body Signatures on IRU Academy Certificates / Diplomas

Official Authorities / Examination Bodies agreeing to sign IRU Academy certificates / diplomas issued by their national ATI(s) can scan and attach their scanned authorised representative's signature by using the AOL ATI Module. Authorised representatives of Official Authorities / Examination Bodies can obtain access to the ATI Module upon request to the IRU Academy. Once the IRU Academy has created the Official Authority / Examination Body profile and has set the login parameters for their authorised representatives, AOL sends the login details (username and password) to the authorised representative(s) by e-mail to the address indicated in their profile.

The procedure to follow in order to have the authorised representative of the Official Authority / Examination Body signature scanned and attached using the AOL ATI Module (after accreditation) requires the authorised representative to:

- 1) Logon to the AOL ATI Module using their appropriate login details (Username and Password):

**IRU**  
Academy On Line (AOL)

IRU ACADEMY ON-LINE LOGIN

User Name:

Password:

Cancel Login

**IRU**  
Academy

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Figure 17: AOL ATI Module login page – authorised Official Authority / Examination Body representative login

2) Click on the 'Continue' button when in the ATI Homepage:

The screenshot displays the IRU Academy On Line (AOL) interface. At the top left is the IRU logo and the text 'Academy On Line (AOL)'. To the right are icons for a car, a bus labeled 'ACM', and a truck labeled 'WEB SITE'. The main content area is titled 'South African Ministry' and 'IRU Academy Accredited Training Institutes (Alphabetically Listed)'. It shows a tree view with 'Test Training Ltd' expanded to show 'Certificate of Professional Competence in Dangerous Goods by Road (ADR)'. Below the list are buttons for 'View Per ATI', 'View Per Course', 'Print To Pdf', 'Logout', and 'Continue'. The 'Continue' button is highlighted with a red border. At the bottom, the text 'Worldwide Excellence in Professional Road Transport Training' and the IRU Academy logo are visible.

Figure 18: AOL Official Authority / Examination Body homepage

3) Click on the 'Continue' button once again when in the Student Forecast per ATI page:



Figure 19: AOL Official Authority / Examination Body Student Forecast per ATI page

- 4) Click on the 'Signature' button in the lower part of the Official Authority / Examination Body page displaying your details:

**IRU**  
Academy On Line (AOL)

Official Authority : South African Ministry

Official Authority

Action:

\* Full Name: South African Ministry

\* Short Name: SAM

\* Address1: SAM Street 123

Address2:

Address3:

\* City: SAM City

State:

\* Postal Code: 13500

\* Country: South Africa

Person responsible

\* Title: Prof Dr

\* Name: Mougaby

\* First Name: Rob

\* Job Title: Minister

\* Telephone: +12345678

Fax: +12345679

Mobile: +12345680

\* Email: Blagoja.Jovanovski@iru.c

Web Site: www.mot.gov.za

User Name: rmougaby

[Change password](#)

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Academy

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Figure 20: AOL Official Authority / Examination Body page

- 5) Click on the "Print Signature Form" button to produce a PDF signature form with instructions on how to attach signatures:

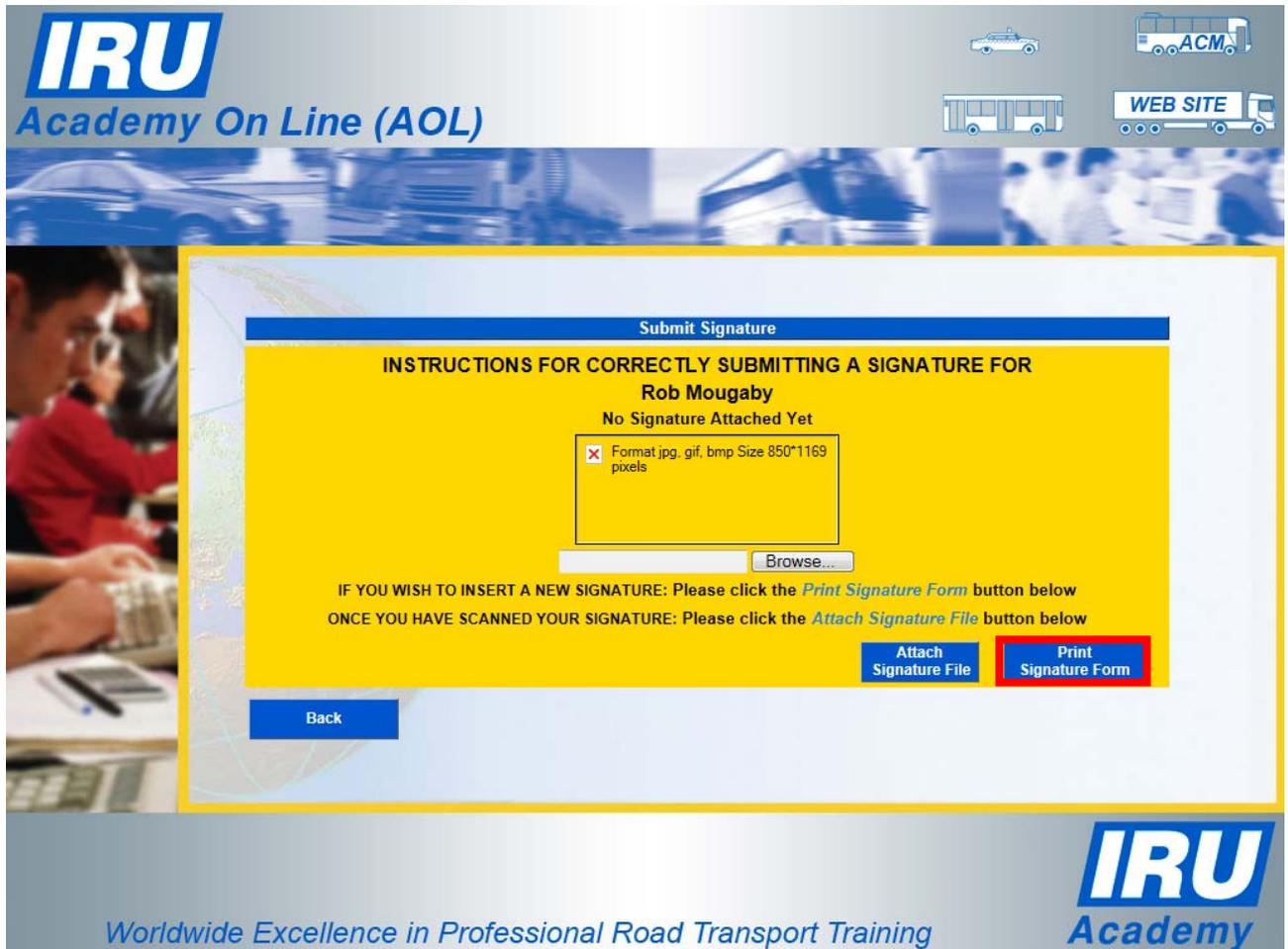


Figure 21: Submit Signature page

- 6) Print the PDF form, have it signed by the General Manager in the 'Signature Box' (using a thick pen and aligning the signature to the left border of the frame), then scan the entire (A4 format) signed form in JPG format and save the scanned image on your PC / network:

▲  
TOP

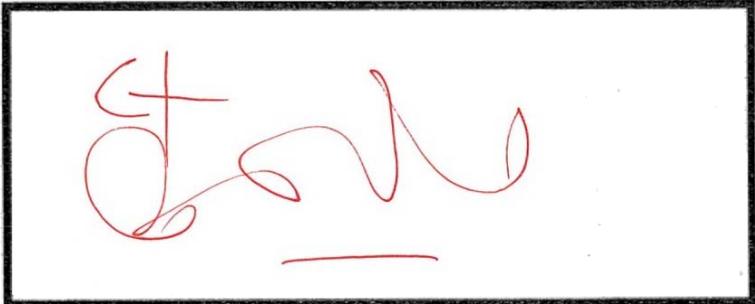
**Signature Form**  
Instructions and Signature Box

This procedure allows you to attach to your Application Form the electronic signature of the person whose details you have just entered / viewed. This electronic signature will then be automatically printed on IRU Academy Certificates, Diplomas and joining letters. This signature can be removed at any time.

**To attach a signature:**

1. Have the person whose signature is to be submitted sign in the signature box below. He or she should use a thick black pen, and sign within the frame.
2. Scan the page with the signature and save it in JPEG format (remember where you saved your file).
3. Click the "Attach Signature File" button and follow the instructions.
4. If you are not satisfied with the result, start again.

**Signature Box.**  
Please sign within the frame below:



\* \* \* \* \*

Figure 22: Scanned Signature Form

- 7) After having selected the file containing the scanned signature using the “Browse” button, click on the “Attach Signature File” button and AOL will display the attached signature on the page – click on the ‘Back’ button to finish the process and return to the Official Authority / Examination Body page:

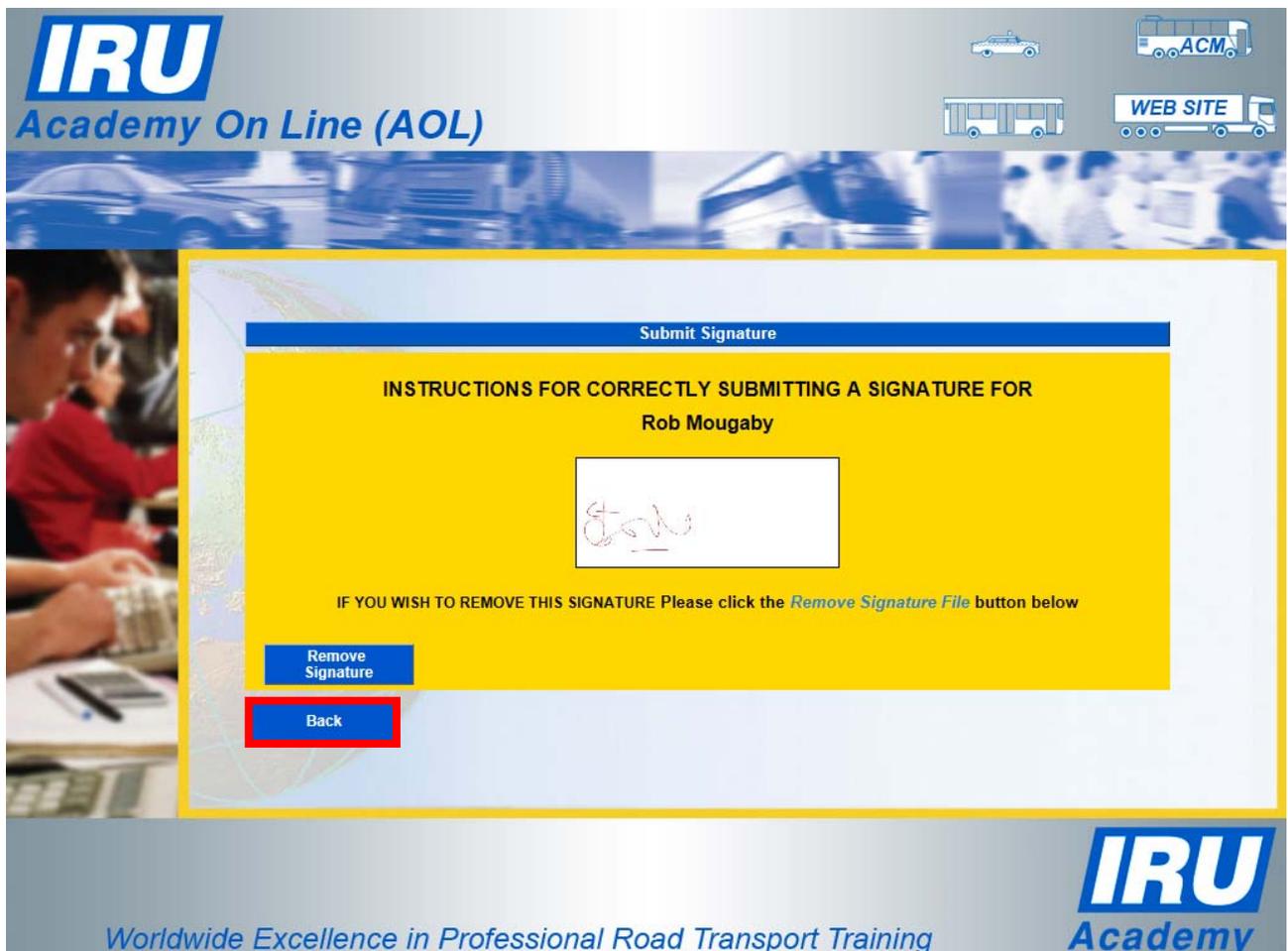


Figure 23: Submit Signature page – Attached scanned signature display

- 8) Click on the 'Submit & Continue' button to save the attached scanned signature, then logout from the ATI Module to. The process of attaching your General Manager's signature is thus finished.

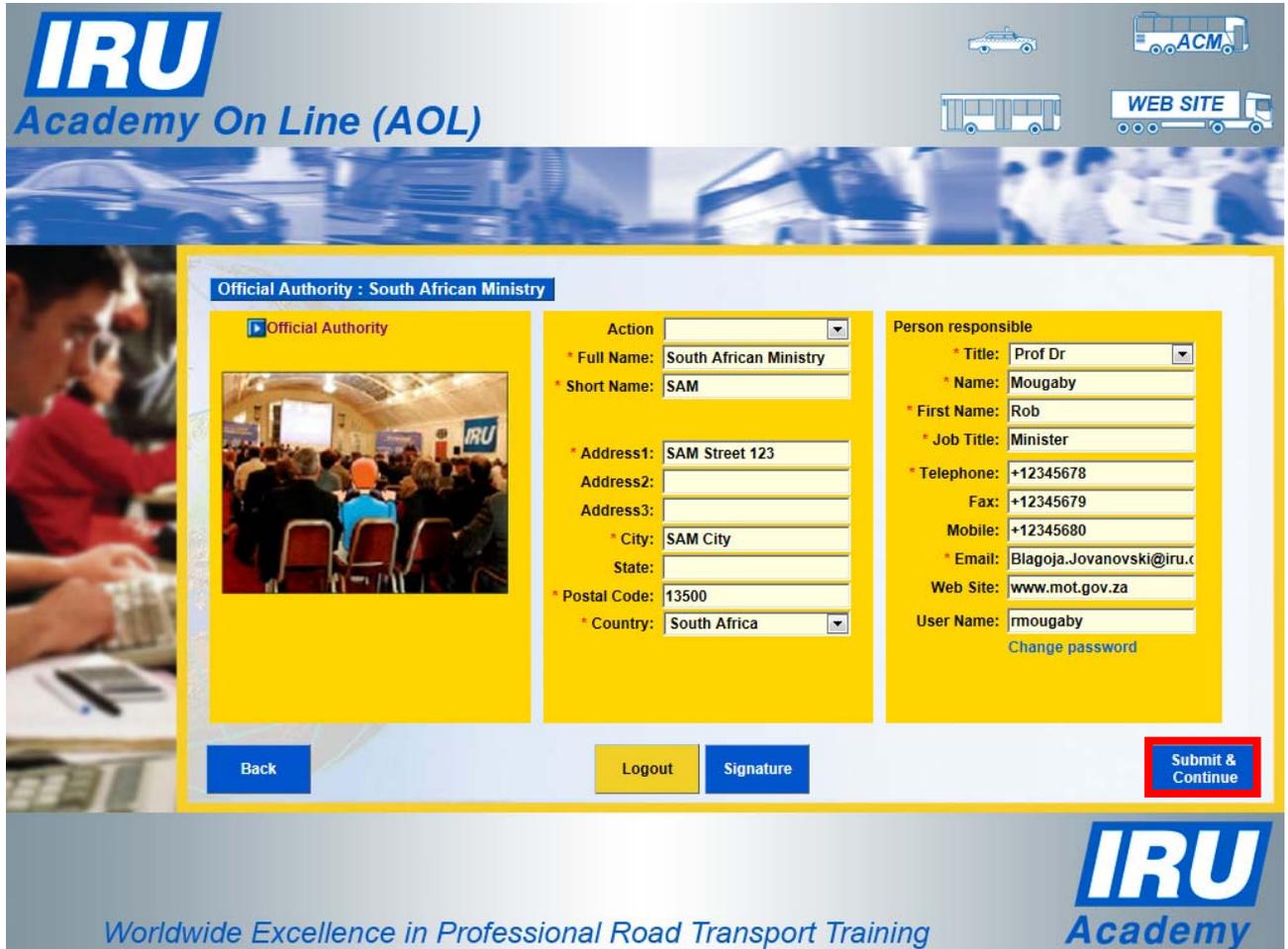


Figure 24: AOL Official Authority / Examination Body page

## 3.2 INSTRUCTOR MANAGEMENT BY ATIS AFTER HAVING OBTAINED IRU ACADEMY ACCREDITATION

The new AOL release enables all ATIs to manage their instructors, both principal and additional, for any programme they have already been accredited by the IRU Academy, after the ATI has received the accreditation.

ATIs' needs to add, remove or change their existing instructors between various IRU Academy programmes for which they have already been accredited is thus greatly facilitated and simplified as they no longer need to repeat the AOL accreditation process to do this.

The only restriction in this new AOL release is that only the ATI's Principal AOL Administrator or General Manager can manage the ATI's instructors using the AOL ATI Module.

The procedure to follow in order to manage your instructors using the AOL ATI Module (after accreditation) requires the ATI Principal AOL Administrator or General Manager to:

- Logon to the AOL ATI Module using their appropriate login details (Username and Password):

**IRU**  
Academy On Line (AOL)

IRU ACADEMY ON-LINE LOGIN

User Name:

Password:

**IRU**  
Academy

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Figure 25: AOL ATI Module login page – Principal AOL Administrator or General Manager login

- Click on the 'Instructor Management' button when in the ATI Homepage:

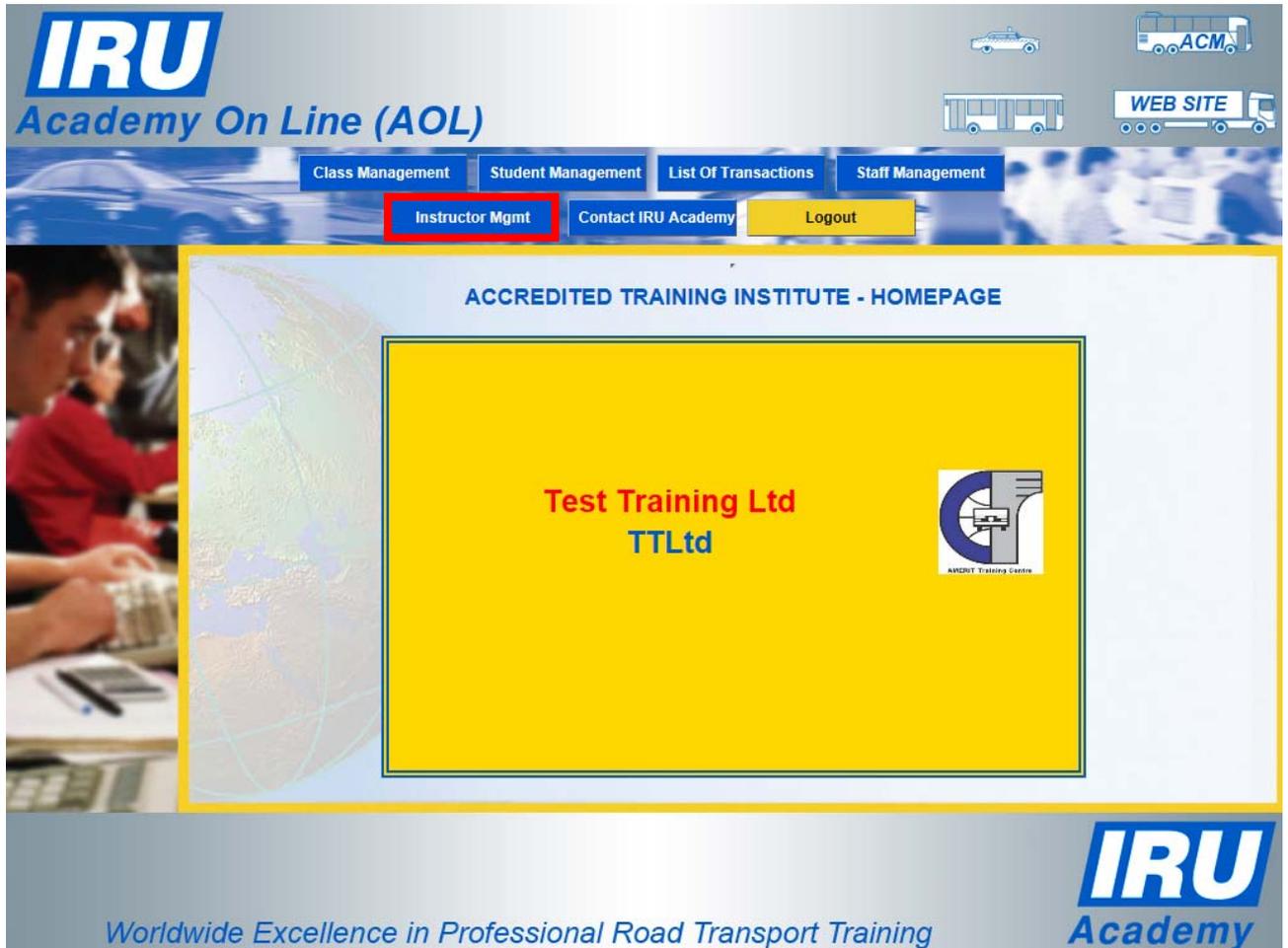


Figure 26: AOL ATI Module – ATI Homepage

This will bring you to the AOL Instructor Management page using which you can add, remove or change instructors. These actions are explained in more details in the sub-sections below.

### 3.2.1 Adding New Instructor After Accreditation

To add a new instructor and register all relevant details, after logging in the AOL ATI Module and selecting the 'Instructor Management' function, the ATI's Principal AOL Administrator or General Manager need to:

- 1) Click on the 'Add' button in the Instructor Management page:

**INSTRUCTOR MANAGEMENT**

**PRINCIPAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>

**ADDITIONAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Yacina	Totana	<a href="#">Totana_Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>

**Add**

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Figure 27: ATI Instructor Management page

- 2) Select the course to which you wish to assign the new instructor, enter the instructor's details (including User Name and Password), then click on the 'Update' button in the ATI Instructor Profile page:



Figure 28: ATI Instructor Profile page – Adding new instructor

- 3) AOL saves the new instructor and displays him/her in the updated Instructor Management page:

**INSTRUCTOR MANAGEMENT**

**PRINCIPAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	Principal Instructor
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	Principal Instructor
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	Principal Instructor

**ADDITIONAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	Additional Instructor
Yacina	Totana	<a href="#">Totana.Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	Additional Instructor

[Add](#)

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Figure 29: ATI Instructor Management page – Updated after adding a new principal instructor

You will notice that this new AOL version allows you to have more than one Principal Instructor for one programme, which is also a difference from the previous versions.

### 3.2.2 Removing an Instructor After Accreditation

To remove an existing instructor from your ATI's list of instructors and disable his AOL login, after logging in the AOL ATI Module and selecting the 'Instructor Management' function, the ATI's Principal AOL Administrator or General Manager need to:

- 1) Click on the 'User Name' hyperlink of the instructor who needs to be removed in the Instructor Management page:

**IRU Academy On Line (AOL)**

Change Password | Contact IRU Academy | ATI Home Page

#### INSTRUCTOR MANAGEMENT

**PRINCIPAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>

**ADDITIONAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Panther	Pink	<a href="#">ppink</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Yacina	Totana	<a href="#">Totana_Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>

Add

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Figure 30: ATI Instructor Management page

- 2) Select the 'Delete Instructor' check-box, then click on the 'Update' button in the ATI Instructor Profile page:

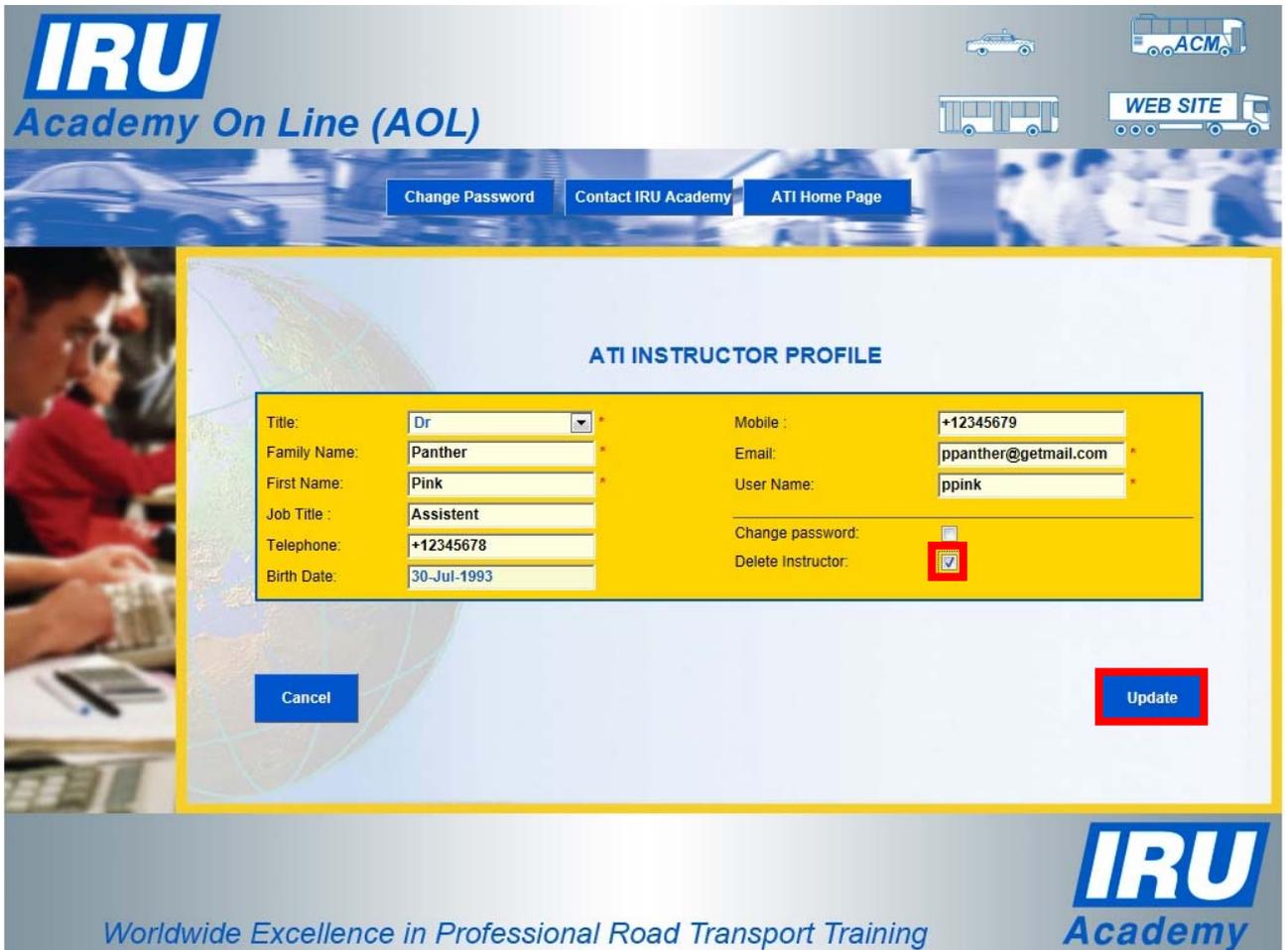


Figure 31: ATI Instructor Profile page

- 3) AOL marks the selected instructor as deleted and displays the updated Instructor Management page without the removed instructor's profile:

**IRU Academy On Line (AOL)**

Change Password | Contact IRU Academy | ATI Home Page

### INSTRUCTOR MANAGEMENT

#### PRINCIPAL INSTRUCTORS

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>

#### ADDITIONAL INSTRUCTORS

Name	First Name	User Name	Course	Role
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Yacina	Totana	<a href="#">Totana.Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>

[Add](#)

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Figure 32: ATI Instructor Management page – Updated after removing an existing instructor

You will notice that this new AOL version allows you to remove / delete an existing instructor, which is also a difference from the previous versions.

### 3.2.3 Changing an Instructor After Accreditation

To change an existing instructor to one of your ATI's training programmes under IRU Academy accreditation, after logging in the AOL ATI Module and selecting the 'Instructor Management' function, the ATI's Principal AOL Administrator or General Manager need to:

- 1) Click on the 'Role' hyperlink of the instructor you need to replace in the Instructor Management page (e.g. 'Additional Instructor' Santa Lazna needs to be replaced with Gorky Giovanowsky):

**IRU Academy On Line (AOL)**

Change Password | Contact IRU Academy | ATI Home Page

#### INSTRUCTOR MANAGEMENT

**PRINCIPAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	70, ADR Driver: Tanks, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>

**ADDITIONAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Yacina	Totana	<a href="#">Totana.Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>

Add

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Figure 33: ATI Instructor Management page – Updated after removing an existing instructor

- 2) Select the instructor with whom you want to replace the selected instructor from the 'Select Existing Instructor' dropdown list, then click on the 'Update' button:

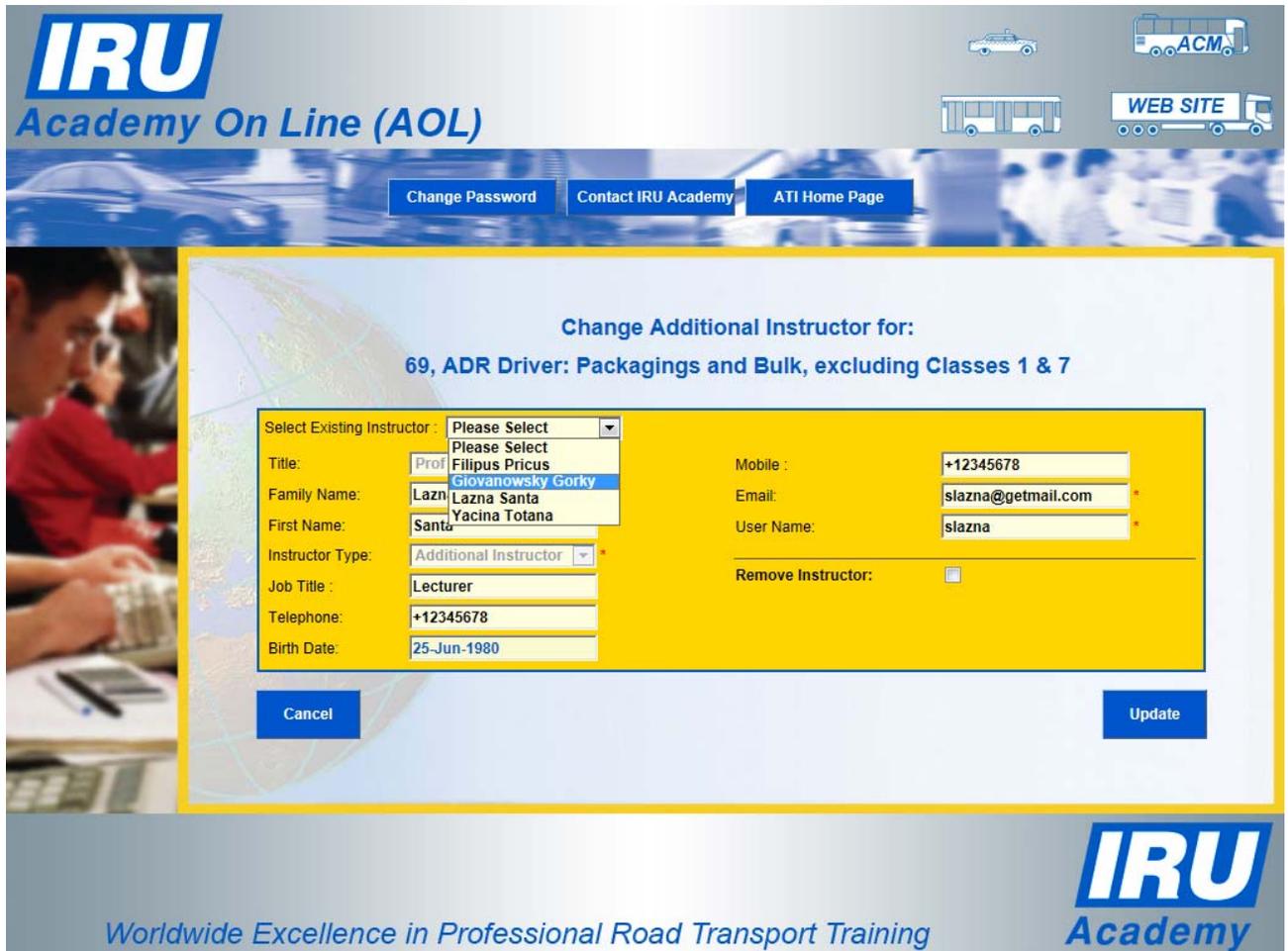


Figure 34: Change Additional Instructor page

3) AOL returns to the Instructor Management page updated as per your changes:

**INSTRUCTOR MANAGEMENT**

**PRINCIPAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Filipus	Pricus	<a href="#">pfilipus</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Lazna	Santa	<a href="#">slazna</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>
Giovanowsky	Gorky	<a href="#">ggorky</a>	70, ADR Driver: Tanks, excluding Classes 1 & 7	<a href="#">Principal Instructor</a>

**ADDITIONAL INSTRUCTORS**

Name	First Name	User Name	Course	Role
Giovanowsky	Gorky	<a href="#">ggorky</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>
Yacina	Totana	<a href="#">Totana Yacina</a>	69, ADR Driver: Packagings and Bulk, excluding Classes 1 & 7	<a href="#">Additional Instructor</a>

[Add](#)

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Figure 35: Change Additional Instructor page

## 4 TECHNICAL SUPPORT

### 4.1 AOL Support

After many years, AOL has acquired a certain degree of complexity and perfection. You will most likely find the features you are looking for, and if you have found a hole, you are encouraged to participate in the dialog and post your comments, questions and suggestions to the IRU Academy team accessible via the mailing list [academy@iru.org](mailto:academy@iru.org).

### 4.2 Bug Report

#### How to report bugs?

In order for our team to react faster to your calls every time you need assistance, please address your problem to [academy@iru.org](mailto:academy@iru.org). In this case, your call will be addressed to the entire team and anyone available at the moment will be able to help you.

If you find a bug, please send an e-mail to the IRU Academy team at IRU with the information listed below. Please make sure to include a very brief summary of the problem in the e-mail Subject line.

=====

Your Name:

Your E-mail:

Your Phone:

=====

#### **Bug Description**

=====

Summary:

Steps to Reproduce:

- 1.
- 2.
- 3.

Expected Results:

Actual Results:

=====

**Platform:**

=====

## 4.3 Contact Information

Here are all contact details of the IRU Academy team members, in case you need urgent help:

Name	E-mail	Telephone
Patrick Philipp <i>Head of IRU Training</i>	Patrick.Philipp@iru.org	+41 22 918 2082
Blagoja Jovanovski <i>In Charge of IRU Training Learning Technologies</i>	Blagoja.Jovanovski@iru.org	+41 22 918 2061
Tatiana Iachina <i>Ico Programme &amp; Training Coordination</i>	Tatiana.Iachina@iru.org	+41 22 918 2032
Monika Lacna <i>Ico IRU Academy ATI Management</i>	Monika.Lacna@iru.org	+41 22 918 2739

### Address

International Road Transport Union (IRU)

IRU Academy

3, rue de Varembe / BP. 44

CH – 1211 Geneva 20

Switzerland

**Web:** [www.iru.org](http://www.iru.org)

The International Road Transport Union (IRU), through its network of National Member Associations on all five continents, represents the entire road transport industry worldwide.

It provides exclusive international recognition of professional excellence to Graduates holding Certificates and Diplomas delivered by IRU Academy Accredited Training Institutes (ATIs).

It speaks for the operators of buses, coaches, taxis and trucks, from large fleets to owner-drivers, in all international bodies that make decisions affecting road transport.

Working with its Members and Partner Organisations for the highest professional standards, the IRU ensures the mobility of people and goods whilst improving environmental performance, safety and security.

*Working together  
for a better future*

The logo for the International Road Transport Union (IRU) features the letters 'IRU' in a bold, white, sans-serif font. The letters are set against a blue background that is shaped like a stylized road or a banner, with a slight upward curve on the right side.

*s i n c e 1 9 4 8*

**International Road Transport Union,  
IRU Academy**

3, rue de Varembé  
B.P. 44  
CH-1211 Geneva 20  
Switzerland

Tel: +41-22-918 20 51 (IRU Academy direct)  
Fax: +41-22-918 27 41  
Email: [academy@iru.org](mailto:academy@iru.org)  
Web: [www.iru.org/academy](http://www.iru.org/academy)