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# **Release Note**

IRU Academy Accredited Training Institutes (ATIs)





# **RELEASE NOTE**

# IRU Academy Online (AOL) v3.0 Import and Export Functionality for ATIs

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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 14 February 2012. 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 or Windows 7
- Internet Browser Internet Explorer 6.0 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 14 February 2012 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:

- Import of Students (in AOL)
- Export of Graduates (from AOL)

IRU			ACM
Academy On Line (AOL)			WEB SITE
	IRU ACADEMY ONLINE v3.0 - HOMEPAGE		
ATI Module	Graduate Module	IRU ACADEM	IY .
		_	
ATI Accreditation Module	Public Graduate Page Access	ATI Promotional	Page
F			
			IRU
Worldwide Excellence in Profession	nal Road Transport Training	A	cademy

Figure 1: AOL Homepage



# **3 New Features**

The new AOL release enables ATIs to import students into AOL and to export graduates data from AOL version 3.0. Owing to these features, ATIs wishing to use them can considerably decrease the duration and effort of the process of student creation in AOL, or their efforts of graduate data entry into another application they may need to use in accordance with the national legislation requirements for producing 'National' certificates/diplomas.

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

- Import of Students Data in AOL
- Export of Graduates Data from AOL.

Both 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 IMPORT OF STUDENTS IN AOL

The new AOL release enables all ATIs to have their student profiles automatically created based on import of student data files prepared by themselves either by means of data export from another system or by preparing student data files. In both cases, ATIs wishing to use this AOL function need to observe certain rules regarding the data and the format of the files which AOL can then import.

ATIs may use the AOL student import function to significantly facilitate the creation of student profiles in AOL by automating this process in case they dispose of the students data organised in data files.

## 3.1.1 Preparing the Students' Data File for Import in AOL

In order for AOL to be able to import an ATI's file containing students' data and automatically create the related students' profiles, the ATI data file containing students needs to be prepared in accordance with certain technical requirements for both the data in the file and the format of the file. The data specifications and the file format requirements are explained in detail in the sub-sections below.

### 3.1.1.1 Student Data Specifications

The students' data made ready by ATIs for import in AOL must comply with the data type, length, cardinality (mandatory or optional data) and specific values as expected in AOL. All the fields participating in the process of creation of a student's profile in AOL bear the same logical names as their labels visible on the AOL 'Student profile' page, an example of which is shown in the figure below:

		STUDENT	PROFILE		
PERSC	NAL DATA	PROFES	SIONAL DATA	<u> </u>	-
Title:	Mr	Employer Name:			
Gender:	M: • F: O	Job Title:			I
Family Name:	Driver	Address 1:		View The Graduate Private Page	I
First Name:	Truck	Address 2:		User Intent:	I
Birth Date:	01-Feb-1973	Address 3:		/J1	
Place Of Birth:	Driverplace	City:		View	
Country Of Birth:	South Africa 💽	State:			I
Address 1:	Driverstreet 123	Postal Code Pre:		Certificates/Diplomas	
Address 2:		Postal Code Suf:		Hide	
Address 3:		Country:	Please Select 💌	TTRCOADR6821102	
City:	Driverplace	Telephone:		TTRCOADR7011102	
State:		Mobile:	12345676	TTRCOADR7712102	
Postal Code Pre:	12300	Fax			•

Figure 3: AOL Student Profile page - Part 1



Postal Code Suf:		Email:		Previous Enrollments
Country:	South Africa 💌	From Another ATI:		Undate
Telephone:	12345678	Student ID:	382427	opulio
Mobile:	12345676	Password:	•••••	
Fax:	12345679	Viewing Code:	5296863	
Email:	tdriver@getmail.com	Enroll In Class:	Please Select	
Language:	Enalish	Close Graduate Web Site:		

Figure 3: AOL Student Profile page – Part 2

The 'Student ID' and 'Viewing Code' values are generated by AOL upon creation of the student's profile, while the 'Certificates/Diplomas' section of the Student Profile page displays those certificates/diplomas that the student has already acquired. For these reasons, the 'Student ID' and 'Viewing Code', as well as the 'Certificates/Diplomas' hyperlinks should not be included in the ATI's student data files being imported in AOL.

The full specification of the student profile data fields, their type, maximum length, character and example values for those fields which are specific are given in the table below:

Field Name	Data Type	Data Length	Allow Nulls (Yes / No)	Mandatory Field (Yes / No)	Specific Values
Family Name	nvrchar	64	N	Y	-
First Name	nvrchar	64	N	Y	-
Title	nvrchar	50	N	Y	-
Gender	Bit	1	Ν	Y	'M' = Male / 'F' = Female
Birth Date	datetime		Ν	Y	Format 'DD- MMM-YY' (e.g. '01-Jan-80')
Place Of Birth	nvrchar	50	N	Y	-
Country Of Birth	nvrchar	50	N	Y	English name of the country (e.g. 'Switzerland')
Language	nvrchar	3	N	Y	3-alpha ISO language code (ISO 639-2 code) (e.g. 'eng' for English language)
Password	nvrchar	50	N	Y	-
Address 1	nvrchar	80	N	γ	-



Field Name	Data Type	Data Length	Allow Nulls (Yes / No)	Mandatory Field (Yes / No)	Specific Values
Address 2	nvrchar	80	Y	N	-
Address 3	nvrchar	80	Y	N	-
City	nvrchar	50	N	Y	-
State	nvrchar	50	Y	N	-
Postal Code Prefix	nvrchar	40	N	Y	-
Postal Code Suffix	nvrchar	40	Y	Ν	-
Country	nvrchar	50	N	Y	English name of the country (e.g. 'Switzerland')
Telephone	nvrchar	80	N	Y	-
Mobile	nvrchar	80	Y	N	-
Fax	nvrchar	80	Y	N	-
Email	nvrchar	80	N	Y	-
Employer Name	nvrchar	80	Y	N	-
Job Title	nvrchar	80	Y	N	-
Prof Address 1	nvrchar	80	Y	N	-
Prof Address 2	nvrchar	80	Y	N	-
Prof Address 3	nvrchar	80	Y	N	-
Prof City	nvrchar	50	Y	N	-
Prof State	nvrchar	50	Y	N	-
Prof Postal Code Prefix	nvrchar	40	Y	Ν	-
Prof Postal Code Suffix	nvrchar	40	γ	Ν	-
Prof Country	nvrchar	50	Y	N	-
Prof Telephone	nvrchar	80	Y	N	-
Prof Mobile	nvrchar	80	Y	N	-
Prof Fax	nvrchar	80	Y	N	-
Prof Email	nvrchar	80	Y	N	-

All mandatory fields (student data) that need to be included in the ATI's student data files ready for import in AOL are highlighted in light red.



For ensuring wide comprehension of the student data and their proper merge in the certificates/diplomas issued in AOL, all data should be written using a Latin keyboard set. Please note that students' data written using other keyboard sets (e.g. Cyrillic or Arabic) are not allowed for import in AOL.

### 3.1.1.2 Data File Format and Limitations

Besides observing the students' data specifications mentioned in <u>section 3.1.1.1 above</u>, ATIs wishing to use the AOL Student Import functionality need to organise the student data in data files observing certain file format requirements and limitations guaranteeing the proper import of the contained students data. AOL would accept for import student data organised in:

- UNICODE TEXT or CSV files (\*.txt or \*.csv), with field names in the top row and data fields delimited by a <Tab> character;
- Data files containing maximum 300 student profiles.

An example of such a student data (TEXT) file prepared in accordance with the AOL requirements is given in the figure below:

Test2	.txt - Not	epad											- 🗆 ×
File Edi	Format	View Help											
Family	Name	First	Name	Title Gender	Birth Date	Place Of Birth	Country	of Birt	th	Language	Password	Address 1	Ad 🔺
Triall	Try	Mr	М	01-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 10		Testplace	100
Trial2	Try	Mr	м	02-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 11		Testplace	
Trial3	Try	Mr	M	03-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 12		Testplace	
Trial4	тгу	Mr	М	04-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 13		Testplace	
Trial5	Try	Mr	м	05-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 14		Testplace	
Trial6	Try	Mr	м	06-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 15		Testplace	
Trial/	Try	Mr	м	07-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 16		Testplace	
Trial8	Try	Mr	M	08-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 1/		Testplace	
Trialy	Try	Mr	M	09-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 18		Testplace	
Intall	UTry	PAL	P4	IU-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 19		Testplace	
Triall	I Iry	Mr	141	11-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 20		Testplace	
Trial1	2 Try	1911	19	12-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bariaries ZI		Testplace	
Trial1	4 Triv	Min	M	14 Jan 80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 22		Testplace	
Triali	F TRV	MIT	14	15 Jan 80	Testplace	South Africa	ENG	pass	Rue de	es Dananes 25		Testplace	
Trial1	6 True	MC	141	16 Jan 90	Testplace	South Africa	ENG	pass	Rue us	es Bananes 24		Testplace	
Trial1	7 Try	Mr	M	17-120-80	Testplace	South Africa	ENG	pass	Pue de	s Bananes 25		Testplace	
Trial1	8 Try	Mr	M	18-Jan-80	Testplace	South Africa	ENG	nass	Rue de	s Bananes 27		Testplace	
Triali	9 Try	Mr	M	19-1an-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 28		Testplace	
Trial2	0 Try	Mr	M	20-1an-80	Testplace	South Africa	ENG	nass	Rue de	es Bananes 29		Testplace	
Trial2	1 Trv	Mr	M	21-1an-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 30		Testplace	
Trial2	2 Trv	Mr	м	22-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 31		Testplace	
Trial2	3 Trv	Mr	M	23-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 32		Testplace	
Trial2	4 Try	Mr	М	24-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 33		Testplace	5000
Trial2	5 Try	Mr	м	25-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 34		Testplace	
Trial2	6 Try	Mr	M	26-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 35		Testplace	
Trial2	7 Try	Mr	м	27-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 36		Testplace	
Trial2	8 Try	Mr	М	28-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 37		Testplace	
Trial2	9 Try	Mr	м	29-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 38		Testplace	
Trial3	0 Try	Mr	м	30-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 39		Testplace	
Trial3	1 Try	Mr	м	31-Jan-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 40		Testplace	
Trials	2 Try	Mr	M	01-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 41		Testplace	
Trials	s Try	Mr	M	02-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 42		Testplace	
Innais	4 Try	PAL	P4	03-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 43		Testplace	
Trials	s iry	IVIT.	19	05 Feb 80	Testplace	South Africa	ENG	pass	Rue de	es Bariaries 44		Testplace	
Trial2	7 Tru	MIC	191 M	06 Feb 80	Testplace	South Africa	ENG	pass	Rue us	es Bananes 45		Testplace	
Trial2	9 Tru	Min	M	07 Feb-80	Testplace	South Africa	ENG	pass	Rue de	os Pananes 40		Testplace	
Trial2	O TEV	6417	54	08-Eeb-80	Testplace	South Africa	ENG	pass	Bup de	s Pananes 47		Testplace	
TrialA	0 Try	Mr	M	00-Feb-00	Testplace	South Africa	ENG	pass	Dua da	s Bananas 40		Testplace	
Trial4	1 Try	Mr	M	10-Eeb-80	Testplace	South Africa	ENG	nass	Rue de	es Bananes 50		Testplace	
Trial4	7 Trv	Mr	M	11-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 51		Testplace	
Trial4	3 Try	Mr	M	12-Eeb-80	Testplace	South Africa	ENG	nass	Rue de	es Bananes 52		Testplace	
Trial4	4 Trv	Mr	м	13-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 53		Testplace	
Trial4	5 Trv	Mr	м	14-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 54		Testplace	
Trial4	6 Try	Mr	м	15-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 55		Testplace	
Trial4	7 Try	Mr	М	16-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 56		Testplace	
Trial4	8 Try	Mr	м	17-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 57		Testplace	
Trial4	9 Try	Mr	М	18-Feb-80	Testplace	South Africa	ENG	pass	Rue de	es Bananes 58		Testplace	-
								-					-
4													• //

Figure 4: Example Student Data TEXT file



## 3.1.2 Editing the Students Data File

If for any reasons you cannot comply with some of the AOL data requirements, because your data source for instance cannot provide for a specific field format, you can always edit your prepared TEXT (or CSV) data file using Microsoft Excel.

7 × 2 X - . ٠ My Recent Desktop My Documents To edit your data file using Microsoft Excel, My Computer start up Excel, select File / Open, select 'Files of Type' 'Text Files (\*.prn; \*.txt; \*.csv)', locate your data file and click on 'Open': 2 Text Files (\*.prn; \*.txt; \*.csv) Open - Cancel Tools Text Import Wizard - Step 1 of 3 ? × The Text Wizard has determined that your data is Delimited. If this is correct, choose Next, or choose the data type that best describes your data. Original data type Choose the file type that best describes your data: Delimited - Characters such as commas or tabs separate each field.  $C\,\,\mathsf{Fixed}\,\,\underline{w}\mathsf{idth}\,\,$  - Fields are aligned in columns with spaces between each field. Start import at row: 1 File origin: Windows (ANSI) -Click on 'Next >' in the 'Text Import Preview of file W:\IRU Academy\AOL\AOL v3 Deployment\AOL-Deployment 2011\Rema...\Test4.txt. Wizard - Step 1 of 3' screen: 1 Family NameOFirst NameOTitleOGenderOBirth DateOPlace Of BirthOCountry Of 2 Testing1DTestDMrDFD01-Jan-80DEssalvilleDFranceDENCOpassDRoute des Tests 3 Testing2DTestDMrDMD02-Jan-80DEssalvilleDSwitzerlandDENCOpassDRue des Bar 4 Testing3DTestOMrOFD03-Jan-80DEssaivilleOFranceDENGOpassDRoute des Tests 5 Testing4DTestOMrOMD04-Jan-80DEssaivilleOSwitzerlandDENGOpassDRue des Bar -◀ ۲ Cancel <u>N</u>ext > Einish Text Import Wizard - Step 2 of 3 ? × This screen lets you set the delimiters your data contains. You can see how your text is affected in the preview helow Delimiters 🔽 <u>T</u>ab  $\Box$  Treat consecutive delimiters as one Semicolon . □ <u>C</u>omma □ <u>S</u>pace Text gualifier: • □ <u>O</u>ther: Click on 'Next >' in the 'Text Import Wizard - Step 2 of 3' screen: Data preview Family Name Testingl Title Birth Date Place Of Birth Country Of B First Name Test ender Essaiville Essaiville Essaiville Мr 01-Jan-80 France Testing2 Test Mr 02-Jan-80 Switzerland Testing3 Testing4 03-Jan-80 Test Mr France Essaiville Test Мr 04-Jan-80 Switzerland • • ₽

Einish

< Back

Cancel



## AOL v3.0

	Text Import Wiza	ard - Step 3 of	3				<u>?×</u>
Click on 'Finish' in the 'Text Import Wizard – Step 3 of 3' screen:	This screen lets yo Column data form General Text Date: DMY C Do not import	u select each col at column (skip)	: to numbers, date val Advanced	ues to dates, and all			
	Data preview Ceneral Family Name Testing1 Testing3 Testing4 I	Ceneral First Name Test Test Test	Geners Title Mr Mr Mr Mr	Ceneral Gender F M F M Ca	Ceneral Birth Date 01-Jan-80 02-Jan-80 03-Jan-80 04-Jan-80	General Place Of Birth Essaiville Essaiville Essaiville Kack Next	Country Of B France Switzerland France Switzerland

## Your data file will then open in Microsoft Excel:

0		n - (= - 🎒 [	-	F				Test4.t	xt - Microsof	t Excel						
C	Home	Insert Pa	age Lay	vout F	ormulas	Data Review	View Devel	oper								(
Fr	om From cess Web	From From Oth Text Sources Get External Data	er Co	Existing	Refresh All *	Connections Properties Edit Links nections	Ž↓ ŽŽĂ Z↓ Sort Filter Sort & Fil	K Clear Reapply Advance	Text to Column	Remove Data s Duplicates Validation * Data Tool	Consolidate	What-If Analysis *	Group Ung	proup S	<ul> <li>Image: Participation of the second se</li></ul>	1
	A1	<del>-</del> (9		<i>f</i> <sub>≭</sub> Fam	nily Name											
	A	В	С	D	E	F	G	Н	Ĩ	J	К	L	М	N	0	
1	Family Nar	me First Name	Title	Gender	Birth Date	Place Of Birth	Country Of Birth	Language	Password	Address 1	Address 2	Address 3	City	State	Postal Code Prefix	Posta
2	Testing1	Test	Mr	F	1980-01-01	Essaiville	France	ENG	pass	Route des Tests 1			Essaiville		12500	1
3	Testing2	Test	Mr	M	1980-01-02	Essaiville	Switzerland	ENG	pass	Rue des Bananes 11			Testplace		123501	
4	Testing3	Test	Mr	F	1980-01-03	Essaiville	France	ENG	pass	Route des Tests 2			Essaiville		234502	1
5	Testing4	Test	Mr	M	1980-01-04	Essaiville	Switzerland	ENG	pass	Rue des Bananes 12			Testplace		345503	(
6	Testing5	Test	Mr	F	1980-01-05	Essaiville	France	ENG	pass	Route des Tests 3			Essaiville		456504	4
7	Testing6	Test	Mr	M	1980-01-06	Essaiville	Switzerland	ENG	pass	Rue des Bananes 13			Testplace		567505	1
8	Testing7	Test	Mr	F	1980-01-07	Essaiville	France	ENG	pass	Route des Tests 4			Essaiville		678506	i
9	Testing8	Test	Mr	M	1980-01-08	Essaiville	Switzerland	ENG	pass	Rue des Bananes 14			Testplace		789507	,
10	Testing9	Test	Mr	F	1980-01-09	Essaiville	France	ENG	pass	Route des Tests 5			Essaiville		900508	1
11	Testing10	Test	Mr	M	1980-01-10	Essaiville	Switzerland	ENG	pass	Rue des Bananes 15			Testplace		1011509	1
12																

As you can see, the above example TEXT file with students data displays the 'Birth Date' fields using a date format inappropriate for import in AOL (the date format in the file is 'yyyy-mm-dd', while the required date format for AOL import is 'dd-mmm-yy'). To convert the date format in the one required for AOL import:

1. select the column with the 'Birth Date' values:

	2) 🖆 🖬 🤊	- 6- 1	<b>)</b> =					Test4.t	xt - Microsof	t Excel
C	Home	Insert Pa	age Lay	out F	ormulas	Data Revi	ew View	Developer		
Fi	rom From Fr cess Web Te Ge	om From Oth ext Sources t t External Data	er f	Existing nnections	Refresh All +	Connections Properties Edit Links nections	Ž↓ ŽŽA Z↓ Sort F Sort Sort	Filter Advance	d Column	Remove Data s Duplicates Validation + Data Tools
	E2	- (9		fx 01/0	01/1980					
	A	В	С	D	E	F	G	н	1	J
1	Family Name	First Name	Title	Gender	Birth Date	Place Of Bi	rth Country Of	Birth Language	Password	Address 1
2	Testing1	Test	Mr	F	1980-01-03	1 Essaiville	France	ENG	pass	Route des Tests 1
3	Testing2	Test	Mr	M	1980-01-02	2 Essaiville	Switzerland	ENG	pass	Rue des Bananes 11
4	Testing3	Test	Mr	F	1980-01-03	8 Essaiville	France	ENG	pass	Route des Tests 2
5	Testing4	Test	Mr	M	1980-01-04	4 Essaiville	Switzerland	ENG	pass	Rue des Bananes 12
6	Testing5	Test	Mr	F	1980-01-03	5 Essaiville	France	ENG	pass	Route des Tests 3
7	Testing6	Test	Mr	M	1980-01-0	5 Essaiville	Switzerland	ENG	pass	Rue des Bananes 13
8	Testing7	Test	Mr	F	1980-01-0	7 Essaiville	France	ENG	pass	Route des Tests 4
9	Testing8	Test	Mr	M	1980-01-08	8 Essaiville	Switzerland	ENG	pass	Rue des Bananes 14
10	Testing9	Test	Mr	F	1980-01-0	9 Essaiville	France	ENG	pass	Route des Tests 5
11	Testing10	Test	Mr	M	1980-01-10	Essaiville	Switzerland	ENG	pass	Rue des Bananes 15
12										



2. right-click with your mouse and select 'Format cells':



 In the 'Number' screen tab of the 'Format Cells' window, select 'Category' = 'Date', 'Locale (location)' = 'English (US)', 'Type' = '14-Mar-01' and click on 'OK':

Format Cells	<u>? ×</u>
Number Alignment	Font Border Fill Protection
Category: General Number Currency Accounting Date Time Percentage Fraction Scientific Text Special Custom	Sample         01-Jan-80         Iype:         03/14/01         14-Mar         14-Mar-01         14-Mar-01         Mar-01         March-01         March-14, 2001         Locale (location):
	English (U.S.)
Date formats display da begin with an asterisk ( specified for the operat operating system settin	te and time serial numbers as date values. Date formats that *) respond to changes in regional date and time settings that are ing system. Formats without an asterisk are not affected by gs.
	OK Cancel

Microsoft Excel displays the values of the 'Birth Date' column in the date format required for AOL import (dd-mmm-yyyy):

	) 💕 🖬 🖷	) - (H - 🏟 (	-	<b>2</b> 3				Test4.tx	rt - Microsof	lt Excel						
	Home	Insert Pa	age Lay	vout F	ormulas [	Data Review	View Devel	oper								(
Fri	Dm From Ficess Web	rom From Oth Fext Sources	er Co	Existing onnections	Refresh All *	Connections Properties Edit Links	Ž↓ ŽĂ ZĂ↓ Sort Filter	K Clear Reapply Advanced	d Text to	Remove Data	Consolidate	What-If Analysis *	Group Ung	group S		I
	G	et External Data			Conr	nections	Sort & Fil	ter		Data Tool	s			OL	itline	R.
	E2	<del>•</del> (9		fx 01/	01/1980											
	A	В	С	D	E	F	G	Н	i.	J	К	L	М	N	0	
1	Family Nam	e First Name	Title	Gender	Birth Date	Place Of Birth	Country Of Birth	Language	Password	Address 1	Address 2	Address 3	City	State	Postal Code Prefix	Post
2	Testing1	Test	Mr	F	01-Jan-80	Essaiville	France	ENG	pass	Route des Tests 1			Essaiville		12500	
3	Testing2	Test	Mr	M	02-Jan-80	Essaiville	Switzerland	ENG	pass	Rue des Bananes 11			Testplace		123501	
4	Testing3	Test	Mr	F	03-Jan-80	Essaiville	France	ENG	pass	Route des Tests 2			Essaiville		234502	
5	Testing4	Test	Mr	M	04-Jan-80	Essaiville	Switzerland	ENG	pass	Rue des Bananes 12			Testplace		345503	
6	Testing5	Test	Mr	F	05-Jan-80	Essaiville	France	ENG	pass	Route des Tests 3			Essaiville		456504	4
7	Testing6	Test	Mr	M	06-Jan-80	Essaiville	Switzerland	ENG	pass	Rue des Bananes 13			Testplace		567505	-
8	Testing7	Test	Mr	F	07-Jan-80	Essaiville	France	ENG	pass	Route des Tests 4			Essaiville		678506	
9	Testing8	Test	Mr	M	08-Jan-80	Essaiville	Switzerland	ENG	pass	Rue des Bananes 14			Testplace		789507	
10	Testing9	Test	Mr	F	09-Jan-80	Essaiville	France	ENG	pass	Route des Tests 5			Essaiville		900508	
11	Testing10	Test	Mr	M	10-Jan-80	Essaiville	Switzerland	ENG	pass	Rue des Bananes 15			Testplace		1011509	
12																



 Select 'File / Save As', make sure 'Save as type:' = 'Unicode Text (\*.txt)' and click on 'Save':

ave As					? ×
Save in:	🛅 Remarks_	Bugs			💽 💿 - 🖄 🗙 📷 -
My Recent	Name 🔺		Size	Туре	Date Modified
Documents	🗐 import2.txt		2 KB	Text Document	13/01/2012 16:53
🚱 Desktop	📄 İmport7.txt		63 KB	Text Document	08/02/2012 09:11
	📄 Import-1.ta	t	17 KB	Text Document	08/02/2012 09:13
My	🗐 Import-2.tx	t	17 KB	Text Document	08/02/2012 09:15
- Documents	🗐 Import-3.ta	t	17 KB	Text Document	08/02/2012 09:17
S My	🗐 Import-4.tx	t	17 KB	Text Document	08/02/2012 09:18
- Compater	🗐 Test1.txt		47 KB	Text Document	06/02/2012 14:20
Places	🗐 Test2.txt		33 KB	Text Document	06/02/2012 14:35
110005	🗐 Test3.txt		15 KB	Text Document	07/02/2012 17:15
	🗐 Test4.txt		16 KB	Text Document	06/02/2012 16:30
	🗐 Test5.txt		16 KB	Text Document	06/02/2012 16:43
	🗊 Test6.txt		4 KB	Text Document	08/02/2012 08:46
	🗊 Test7.txt		63 KB	Text Document	08/02/2012 08:56
	File <u>n</u> ame: Save as type:	Test4.txt			
(1		oneous rost ( 1040)			
Tooļs 💌					Save Cancel

5. Click on 'Yes' when asked if you want to replace the existing file, then click 'Yes' again when you see this window:

Microsoft	t Office Excel
<b>i</b> )	Test4.txt may contain features that are not compatible with Unicode Text. Do you want to keep the workbook in this format? • To keep this format, which leaves out any incompatible features, click Yes. • To preserve the features, click No. Then save a copy in the latest Excel format. • To see what might be lost, click Help. <u>Yes</u> <u>No</u> <u>H</u> elp

When you close the file you have just edited in Microsoft Excel, you will have it ready for import in AOL.



## **3.1.3 Importing the Student Data File in AOL**

Once you have prepared your student data file for import in AOL in accordance with the specifications and requirements of the previous sections, you can initiate a request for importing the file in AOL and have AOL automatically check the file for basic consistency. The AOL procedure of import of your students' data file consists of two steps, described in the next two sub-sections:

- 1. The ATI needs to send the students' data file for import to AOL;
- 2. An IRU Academy user checks the data file once again, carries out the import in AOL and keeps you informed about the outcome of the import.

### 3.1.3.1 Sending the Student Data File for Import

To start the procedure of import of a students' data file in AOL, follow the procedure described below:

 Logon to the AOL ATI Module with your User Name and Password



2. Select 'Student Management' from the ATI Home Page:



3. Select 'Import Students' on the Student Management page:

IRU					ACM
Academy O	n Line (AOL)				WEB SITE
	Create New Student	From Another ATI	Import Students		
	Change Password	Contact IRU Academy	ATI Home Page		-
		STUDENT MAI	NAGEMENT		
1000		QUICK STUDEN	T SELECTOR		_
11	Name:	First Name:		Select	
	Student ID:	Diploma ID:		All	
Same -	Diploma Examination Date: From:	"То:			
	AN AN A				841.
THE					
ALL .					
					KU
Worldwide	Excellence in Profess	ional Road Tran	nsport Training	y A	cademy

AOL opens up the 'Import Students from csv file' page offering you to open an example of a csv file (<u>import.csv</u> hyperlink) or to have the example opened for editing in Excel (<u>import.xls</u> hyperlink):



Figure 5: AOL "Import Students from csv file" page



 Click on the 'Browse' button, then select the file containing the students' data to import in AOL and click on 'Open' in the 'Choose File to Upload' window:

Choose File to U	pload			? ×
Look in:	C Remarks_B	ugs 💌	G 🖸 🖻 🖽 -	
My Recent Documents Desktop My Documents My Computer	Import_Stude Improvement IRU_Acaden IRU IRU IRU IRU IRU IRU IRU IRU IRU IRU	ents.xls s on the AOL Home page.doc w_Import_Students1_IE-06022012.doc w_Import_Students1_IE-06022012.doc w_Import_Students2-06022012.doc w_Import_Students2-06022012.doc w_Authority_Management-07022012.doc ioeSample-16112011.pdf addemy-bank_account.msg 1_another_ATI_Error-17112011.doc ort_mapping.xls	<ul> <li>Test3 txt</li> <li>Test4 txt</li> <li>Test5 txt</li> <li>Test5 txt</li> <li>Test7 txt</li> <li>Test7 txt</li> <li>Test8 txt</li> </ul>	
	•			•
My Network	File <u>n</u> ame:	Test8.txt	•	<u>O</u> pen
riaces	Files of type:	All Files (*.*)		Cancel

- <image>
- Click on 'Send file' when back to the 'Import Students from csv file' page:



AOL will carry out an automatic check on the file format and data consistency and will display an error message indicating the position and the nature of the first data consistency problem identified in the file selected for import:



Figure 6: AOL "Import Students from csv file" page with a data check error message

If you see such a message, edit the data file using Microsoft Excel, enter the missing student data in the indicated line, save the file and try to import again.



6. When AOL accepts the student data file for import, it will give you a confirmation message in green (*The file has been submitted to IRU successfully and will be imported into the system shortly*). Click on the 'ATI Home Page' button to return to the ATI Home page when you receive the confirmation message:

<b>Academy</b> On Line (AOL)	
Contact IRU Academy ATI Hor	me Page
Import Student	ts from csv file
Please select the csv file to import :	Browse
The file has been submitted to IRU successive system shortly.	essfully and will be imported into the
Note: the following file <u>import.csv</u> can be downloaded file in the correct format, you can use the excel file <u>import</u> text <sup>*</sup> file.	d as an example of csv file. In order to produce a csv <u>portixis</u> and save your changes in excel as a "Unicode
Back	Send File
	IRU
Worldwide Excellence in Professional Road Tra	Ansport Training Academy

Figure 7: AOL "Import Students from csv file" page after a successful sending of students data file for import

### 3.1.3.2 Actual Import of the Students Data File

Once an ATI successfully sends a student data file for import in AOL, the IRU Academy obtains an automatic e-mail from AOL asking its staff to import the data file. The IRU Academy staff will then check the data file once again in order to avoid any duplicate records in the database and will then import the data file sent from the ATI. After the attempt to actually import the data file, the IRU Academy will inform your ATI by e-mail about the outcome of the import, giving you the number of student records imported in AOL.

From the moment of actual import of your students' data file in AOL and receipt of the return information from the IRU Academy, your ATI can find the students' profiles created in the AOL database and open any of them using the AOL ATI Module / Student Management function.



# 3.2 ENROLMENT OF IMPORTED STUDENTS IN ATI'S CLASSES

Following a successful import of students in AOL, ATIs can now use the new functionality to massively enrol imported students into classes. Since the process of AOL student import does not allow import / creation of classes, the procedure which the ATI should follow if it wants to use massive enrolment of imported students in classes is the following:

 Create a new class in AOL to be the class to which you need to enrol all students you had imported recently:

			Students In Class		1	112
100		Back	Contact IRU Academ	ATI Home Page		
	Product Name:	77 ADR Loading & U	TTR - NEW C	LASS CREATION		
	Class Name:	ADR-Loader-Class1	Location:	TTR Building	ATL	BOOKING CONTACT
1	Class ID:	TTRCOADR7752		Training Room 1	Name:	TTR Contact
- 20	Language:	English 💌	Instructor Name:	Nbonga Goodknigl	Phone:	123456
-	Start Date:	10-FEB-2012	IRU Fee (CHF) Per	2.00	Fac	123456
<b>1</b> 98	End Date:	10-FEB-2012	Published On IRU Academy Web Site		Email:	unknown@getma
	Days In Total:	1	Description:	You will study the subjects set out in	Web Site:	www.ttr.edu-za
	Seats In Total:	10		the ADR Agreement, All these subjects are all		
5	Available Seats:			Intere and terrain 1		

 Click on the 'Students in Class' button then click on the 'Add New Students' button in the 'Students in Class' page:





3. Use the new 'Last Modification' – 'From' and 'To' date fields in the 'STUDENTS LIST' page to indicate the date span when the students to be enrolled to the class have been imported in AOL (receipt of successful import e-mail from the IRU Academy):



Figure 8: AOL "STUDENTS LIST" page with 'Last Modification' date span

You can either indicate the dates manually or click in a date field and select the date from a calendar which appears:





4. After clicking on 'Select', AOL will display the results of your search in a grid in the lower of the 'STUDENTS LIST' page. Select the students to be enrolled to the given class one by one (by selecting their 'Select' check boxes) or simply click on the 'Select All' button to select all the students displayed in the grid:

					AC
On Line (A	OL)			WEB	SI
5-1	Back Contact IRU A	cademy ATI Home Page			
and the second	TTR -	STUDENTS LIST			
Family Name:		First Name:		Select	
Last Modification:	From: 08-Feb-2012	To: 08-Feb-2012		All	
Testers1	Tester		<u>878019</u>	08-Feb-2012	J.
Testers10	Tester		761204	08-Feb-2012	V
Testers2	Tester		636551	08-Feb-2012	F
Testers3	Tester		542342	08-Feb-2012	F
Testers4	Tester		<u>623798</u>	08-Feb-2012	R
Testers5	Tester		705254	08-Feb-2012	Ŀ
Testers6	Tester		<u>463787</u>	08-Feb-2012	Ŀ
Testers7	Tester		692501	08-Feb-2012	1

Figure 9: AOL "STUDENTS LIST" page – Selection of students for enrolment in a class

5. After having made your selection, click on 'Update' to enrol the selected students into the chosen class and AOL displays the Students in Class page for the chosen class:

	-		Back	Con	act IRU Acade	emy	АТІН	ome Page	-		
	ADR-LO	DADER-CL	ASS1-Ful	1			~				
		Examination D	ate for Selecte	ed Students :		Dip	iloma Vi	alidity Duratio	n (in months) : [		U
9	Title	Family Name	First Name	Student ID	Diploma ID	Result	Pass	Distinction	Examination	Certificate,Diplom	a s
1	Mr	Testers1	Tester	878019		(70)	E	E	Date	Letter Printed	
City	Mr	Testers10	Tester	761204		Ē				1	
	Mr	Testers2	Tester	636551		Ē	E	Π			
	Mr	Testers3	Tester	542342			E	E			
	Mr	Testers4	Tester	623798							
	Mr	Testers5	Tester	705254							
*	Mr	Testers6	Tester	<u>463787</u>			П				
1	Mr	Testers7	Tester	<u>692501</u>							
	Mr	Testers8	Tester	<u>451033</u>							
	Mr	Testers9	Tester	<u>532490</u>			E	Π			
	Select /	Add Ne	w	Update	Prin	Certilic	ates/	Prin	t	Print	Ex

# **3.3 EXPORT OF GRADUATES FROM AOL**

AOL offers ATIs the possibility to export graduates from ATI classes in data files designed in such a way as to ensure wide compatibility upon integration in other applications ATIs may use and their easy processing. The data specifications and the file format of the graduate data files exported by AOL are explained in detail in the sub-sections below.

## 3.3.1 Understanding AOL Export Data Files

The graduates' data ATIs can export from AOL consist of the 'Graduate Personal Data', 'Graduate Professional Data', their related 'Class Data' and 'Exam Data'. For ATIs convenience, AOL offers the possibility to export graduates' data from these 4 categories in accordance with the ATI's wish and needs. Thus any time ATIs need to export graduates' data from AOL, they may choose to export different set of data fields.

### 3.3.1.1 Graduate Data Specifications

The graduates' data ATIs can export from AOL consist of the 'Graduate Personal Data', 'Graduate Professional Data', their related 'Class Data' and 'Exam Data'. For ATIs convenience, AOL offers the possibility to export graduates' data from these 4 categories in accordance with the ATI's wish and needs. Thus any time ATIs need to export graduates' data from AOL, they may choose to export different set of data fields.

Data fields which AOL offers for export into graduates' data files (per category) are:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Family Name	nvrchar	64	Ν	-
First Name	nvrchar	64	Ν	-
Student ID	numeric	10,0	Ν	
Title	nvrchar	50	Ν	-
Gender	Bit	1	Ν	'M' = Male / 'F' = Female
Birth Date	datetime		Ν	Format <b>'DD-MMM-YY'</b> (e.g. '01-Jan-80')
Place Of Birth	nvrchar	50	Ν	-
Country Of Birth	nvrchar	50	Ν	-
Address 1	nvrchar	80	Ν	-
Address 2	nvrchar	80	Y	-
Address 3	nvrchar	80	Y	-
City	nvrchar	50	Ν	-
State	nvrchar	50	Y	-
Postal Code Prefix	nvrchar	40	Ν	-
Country	nvrchar	50	Ν	-
Telephone	nvrchar	80	N	-

### 1. Graduate Personal Data:



Mobile	nvrchar	80	Y	-
Fax	nvrchar	80	Y	-
Email	nvrchar	80	Ν	-
Language	nvrchar	3	Ν	3-alpha ISO language code (ISO 639-2 code) (e.g. 'eng' for English language)
Viewing Code	numeric	7,0	N	-

#### 2. Graduate Professional Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Employer Name	nvrchar	80	Y	-
Job Title	nvrchar	80	Y	-
Address 1	nvrchar	80	Y	-
Address 2	nvrchar	80	Y	-
Address 3	nvrchar	80	Y	-
City	nvrchar	50	Y	-
State	nvrchar	50	Y	-
Postal Code Prefix	nvrchar	40	Y	-
Postal Code Suffix	nvarchar	40	Y	
Country	nvrchar	50	Y	-
Telephone	nvrchar	80	Y	-
Mobile	nvrchar	80	Y	-
Fax	nvrchar	80	Y	-
Email	nvrchar	80	Y	-

### 3. Class Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Class ID	numeric	4,0	Ν	-
Class Name	nvarchar	255	N	-
Start Date	datetime		N	-
End Date	datetime		Ν	-
Instructor Name	nvarchar	128	N	-

#### 4. Exam Data:

Field Name	Data Type	Data Nulls Allowed Length (Yes / No)		Specific Values		
Exam Date	datetime		Ν	-		
Diploma ID	numeric	8,0	Ν	-		
Exam Result	numeric	3,0	Ν	-		



All graduates (personal and professional) data are exported using the same keyboard set (Latin or other) like the one your ATI has used upon registration of the student profiles in AOL.

### 3.3.1.2 Data File Format

Besides knowing the graduates data specifications they can expect to find during AOL export mentioned in <u>section 3.3.1.1 above</u>, ATIs need to know how AOL organises the exported graduates data in data files. AOL would export graduates data organised in:

- UNICODE CSV files called 'ExportGraduates.csv';
- with field names in the top row;
- with data fields delimited by a <comma> (,) character.

An example of a graduate data file exported from AOL is given in the figure below:

0	💼 🖉 🖬 🥙 🗧 🖤 👘 🐨 ExportGraduates(1).csv - Microsoft Excel													
C	Home Insert Page Layout Formulas Data Review View Developer													
P	Cut Cut Copy aste Format	Cal Painter B	ibri + <i>I</i> <u>U</u> +	11 · ⊟ • \	A .		■ # # ■	Wrap Text Merge & Center *	General	• *.0 .00 Con Form	ditional Format	Cell Inser	Delete Format	Σ AutoSum * Ž Fill * Sort & F Clear * Filter * S
_	Clipboard	lin i	Font	t	5		Alignment	Fa.	Nun	iber 🕼	Styles		Cells	Editing
	A1	<b>+</b> (*	<i>f</i> x F	amily	Name									
	A	В	С	D	E	F	G	Н		1	J	K	L	M
1	Family Name	First Name	Student ID	Title	Gender	Birth Date	Place Of Birth	Country Of Birth	1	Address 1	City	Postal Code Pr	efix Country	Email
2	Bigmum	Madame	378607	7 Mrs	F	23-Mar-68	Bigmumplace	United States of	f America	Bigmumstr 123	Bigplace	1	300 South Africa	mbugmum@getmail
3	Bigshot	Mgdriver	979195	5 Dr	M	17-Aug-78	Bigshotplace	South Africa		Bigshotstr 123	Bigshotplace	1	300 South Africa	mbigshot@getmail.c
4	Driver	Madame	467084	Mrs	F	09-Oct-78	Driverplace	South Africa		Driverstreet 123	Driverplace	1	300 South Africa	mdriver@getmail.co
5	Driver	Truck	382427	7 Mr	M	01-Feb-73	Driverplace	South Africa		Driverstreet 123	Driverplace	1	300 South Africa	tdriver@getmail.con
6	Nicefellow	Someone	646180	Mr (	M	03-Jul-72	Someplace	South Africa		Nicestreet 123	Someplace	1	300 South Africa	snicefellow@coldma
7	Rippers	Chauffeur	308848	B Dr	F	29-Nov-74	Rippersville	South Africa		Ripperstreet 123	Rippersville	1	300 South Africa	crippers@getmail.cc
8	Servee	Buttler	425145	Mr	M	29-Sep-64	Serveeplace	India		Buttlerstr 123	Buttlerplace	1	300 South Africa	bservee@getcom.co
9	Shoferskaya	Voditelka	650866	5 Miss	F	23-Jan-80	Voditelkacity	Russian Federat	ion	Voditelkastr 123	Driverplace	1	2300	vshoferskaya@coldn
10														

Figure 10: Example Graduate Data CSV file

### 3.3.1.3 Editing the Graduates Data File

All CSV files can be edited using Microsoft Excel. As a part of the graduate data export procedure implemented in AOL, as soon as the graduates export file is produced, AOL will display a 'File Download' dialog window proposing you to open or to save the created file:







To edit your graduates data file exported from AOL, click on 'Open' and the graduate data export file will open up in Microsoft Excel:

(	💦 🧭 🖌 🤊 - 🔍 - 🖨 📺 👻													
Q.	Home Insert Page Layout Formulas Data Review View Developer													
(	Cut	Cali	bri • <i>I</i> <u>U</u> •	11		) = = <mark>-</mark>		Wrap Text Merge & Center *	General	• • • • • • • • • • • • • • • • • • •	nditional Format	Cell Insert D	elete Format	Σ AutoSum * ŽI [ Fill * Sort & F
	Clipboard	Fainter C	Font	t	C	1	Alignment	5	Nun	ber 🕼	matting * as Table Styles	* Styles *	Tells	Editing
	A1	<del>•</del> (9	<i>f</i> x F	amily	Name		-	685				<u>/</u>		-
	A	В	с	D	E	F	G	Н		1	J	K	L	M
1	Family Name	First Name	Student ID	Title	Gender	Birth Date	Place Of Birth	Country Of Birth	1	Address 1	City	Postal Code Prefix	Country	Email
2	Bigmum	Madame	378607	Mrs	F	23-Mar-68	Bigmumplace	United States of	America	Bigmumstr 123	Bigplace	12300	South Africa	mbugmum@getmail
3	Bigshot	Mgdriver	979195	Dr	M	17-Aug-78	Bigshotplace	South Africa		Bigshotstr 123	Bigshotplace	12300	South Africa	mbigshot@getmail.c
4	Driver	Madame	467084	Mrs	F	09-Oct-78	Driverplace	South Africa		Driverstreet 123	Driverplace	12300	South Africa	mdriver@getmail.co
5	Driver	Truck	382427	Mr	M	01-Feb-73	Driverplace	South Africa		Driverstreet 123	Driverplace	12300	South Africa	tdriver@getmail.con
6	Nicefellow	Someone	646180	Mr	M	03-Jul-72	Someplace	South Africa		Nicestreet 123	Someplace	1230	South Africa	snicefellow@coldma
7	Rippers	Chauffeur	308848	Dr	F	29-Nov-74	Rippersville	South Africa		Ripperstreet 123	8 Rippersville	12300	South Africa	crippers@getmail.cc
8	Servee	Buttler	425145	Mr	M	29-Sep-64	Serveeplace	India		Buttlerstr 123	Buttlerplace	12300	South Africa	bservee@getcom.co
9	Shoferskaya	Voditelka	650866	Miss	F	23-Jan-80	Voditelkacity	Russian Federat	ion	Voditelkastr 123	Driverplace	12300	)	vshoferskaya@coldn
10	)													

If you click on 'Save', AOL will open up a 'Save As' dialogue window offering you to save the export data file under the name and at the network drive location of your choice:

Save As					? ×
Save jn:	🗀 Remarks_Bugs	\$	• 6	🦸 📂 🎞-	
My Recent Documents Desktop My Documents My Computer	import1.csv import1.kls.csv import2.csv import.csv Test2.csv				
My Network	File <u>n</u> ame:	ExportGraduates.csv		•	<u>S</u> ave
Places	Save as <u>t</u> ype:	Microsoft Office Excel Comm	a Separateo	d Value	Cancel



## 3.3.2 Exporting Graduate Data from AOL

To start the procedure of export of a graduates' data file from AOL, follow the procedure described below:



1. Logon to the AOL ATI Module with your User Name Password

2. Select

### AOL v3.0

3. Select the class from which you want to export the graduates by clicking on the 'Class ID' hyperlink:



4. In the Class Details page, click on 'Students in Class':



### AOL v3.0

5. In the 'Students in Class' page, click on 'Select All' and then click on 'Export Graduates'



6. In the 'Choose Graduate Data to Export' page, select the data fields from each of the categories you want to have exported by ticking the checkboxes next to each of the data fields:



You may also click the 'Select All' button to have all data fields of all the 4 categories selected for export.

Clicking the 'Select None' button will unselect all data fields of all the 4 categories for export.



7. To actually export the selected data fields from AOL in a file, click on the 'Export Data' button in the 'Choose Graduate Data to Export' page.

AOL will then display a dialogue window proposing you to either open or save the graduates export file:



To edit or save the graduates data file exported from AOL, refer to the instructions in  $\frac{\text{section}}{3.3.1.3}$  above.



# **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.

# 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 <u>academy@iru.org</u>. 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	Patrick.Philipp@iru.org	+41 22 918 2082	
Head of IRU Training			
Blagoja Jovanovski	Blagoja.Jovanovski@iru.org	+41 22 918 2061	
In Charge of IRU Training Learning Technologies			
Tatiana lachina	Tatiana.lachina@iru.org	+41 22 918 2032	
Ico Programme & Training Coordination			
Monika Lacna	Monika.Lacna@iru.org	+41 22 918 2739	
Ico IRU Academy ATI Management			

#### Address

International Road Transport Union (IRU) IRU Academy 3, rue de Varembé / BP. 44 CH – 1211 Geneva 20 Switzerland

Web: <u>www.iru.org</u>

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 ownerdrivers, 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



# 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 Web: www.iru.org/academy