

Clean Sport Hub: Learning Management System & Assurance Portal

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1. Personas

1.1 The personas using the Solution have been split between Education and Assurance below. As the testing requirements fall within the LMS functionality, these users will be the same as the Education personas already listed. Any personas which have additional access to the system, for example admin rights, will need to have two-Factor Authentication enabled when logging in.

1.2 Education

- 1. Education Administrator
 - a. Unlimited to the education team (7-8), no one outside of this team
 - c. Must be able to do everything in the Solution
- 2. Learner (Athlete, Athlete Support Personnel, DCP)
 - a. Limited by registration to particular eLearning courses/ programme only
 - b. Dashboard to show history and progress, but no report running, manage own profile and account
- 3. International Learner
 - a. Same functionality as a Learner but the content on the Clean Sport Hub to be paywall protected
- 4. Custom Admin National Trainer and Educator
 - a. Cross over between Educator and NGB user for assurance (could be the same person)
 - b. Access to events creation of events and uploading of education records
 - c. Access to learning content, same as standard learner
- 5. Custom Admin NGB User
 - a. Same as Assurance NGB user
 - b. Access to learning records for their particular NGB
 - c. Access to learning content, same as standard learner
- 6. Custom Admin Testing Assessor
 - a. Access to review evidence submissions as part of a specific learning programme
 - b. Access to learning content, same as standard learner



1.3 Assurance

1. NGB User

- a. Maximum of three logins
- b. All users will have the same permissions so can see all data in the profile

2. Assurance Administrator

- a. Can do everything in the Solution
- b. Unlimited users, superusers, same permissions
- 3. Other UKAD personnel
 - a. Unlimited users, read only
- 4. Approval Administrator
 - a. Unlimited users
 - b. Can run reports
 - c. Review particular submission

2. Education

2.1 Registration and Access

Theme	User Story	As a	I Want	Details
Registration	Registration	Learner	To register for the Clean Sport Hub and view the relevant options as the learner role	 Each learner will need to complete a registration form with details around their level and sport. This form should then attach to the applicable learning automatically to the users. See more information on User and Group Management. Registration form should consist of: Different stages



				 Field branching (conditional logic) Input terms: Text box Date finder Checkbox Drop down list Button Select Option Pathway selection - This selection is subject for change, with options being added to drop-downs and new fields appearing. For visually/ physically impaired users or for minors (under 18s), UKAD would require evidence, such as a tick box, that a parent or Guardian has registered for a user.
Access	Login	Learner	To log into the Clean Sport Hub using my username and password	
Access	Login	Learner	To have the ability to reset my password using the forgotten password feature	
Access	Login	International Learner	To be able to pay to access content	The goal is for international users to have limited or restricted access to the Clean Sport Hub, with the ability to pay to access restricted content.
Access	Login	Administrator	To be able to edit the content on the home page and the registration process	



Access	Login	Administrator	To log into the Clean Sport Hub using two-Factor Authentication	
Access	Login	Administrator	To reset my password using the forgotten password feature	
Custom roles	Management	Administrator	To add a new custom role or edit an existing custom role, and view all existing custom roles	Custom roles are the term used to allow different permissions to different users (the personas). For example, not being able to user all learners' information. This custom role function is used for the Education, Assurance and Testing roles but also specific roles within each of those areas.
Custom roles	Management	Administrator	To assign a custom role to multiple users through an import	
Custom roles	Management	Administrator	To assign a custom role to a user or update an existing users role.	
Access	Management	Administrator	To restrict access to non-UK resident users	The goal is for international learners to have limited or restricted access to the Clean Sport Hub. UKAD is open to suggestions about the best way to achieve this, for example through IP address. We would need to be able to grant access to users who are UK resident but are looking to access the Clean Sport Hub out of the UK.
Access	Management	Administrator	To edit details in relation to the pay wall function	 This should include, but not limited too: Editing which content are restricted Editing any pricing details in relation to the content



				This could also include the ability to include a voucher/discount code function.
Help	Support	Administrator/Custom Admin/Learner	To access a help section	This may include a FAQ and support page, which could include how to videos

2.2 User and Group Management

Theme	User Story	As a	I Want	Details
User Management	Account details	Learner	To edit my registration information	 This should include all profile information from the registration process: Profile picture Changing password Changing pathway levels – This will then automatically assign new courses based on the new level
	Account details	Administrator	To edit a learners registration information	The main purpose for this is as courses/resources are different for learners at different levels, there needs to be the ability to edit the level (for example recreational to elite, or youth to elite) and then new content is assigned based on the updated level.
User Management				This should give access to new content without losing any progress of courses/resources that they've done previously.



		Administrator		These are used to separate users into different user groups, particularly sporting level, their role within sport and National Governing Body (NGB).
User	-		To create custom tags in the	The NGB will likely have an admin user with
Management	Tags		system.	access to their user's progress
User		Administrator	To view the tags associated to all	
Management	Tags		users in the system	
User		Administrator	To add and remove tag(s) against	
Management	Tags		a user	
User		Administrator	To search for a user using a	For example, name, email address.
Management	Management		variety of filters	
User		Administrator		
Management	Management		To view a user's dashboard	
User		Administrator		
Management	Management		To add, edit and delete users	
		Administrator		Through .csv both standard and custom. This
User				should also allow for the transfer of users from the
Management	Management		To bulk import users	current Clean Sport Hub to the new Solution.
5	5	Administrator	To be able to view the platform	•
User			from the user's perspective (ie	
Management	Management		logging in as the user)	
		Administrator	To be able to see a dashboard	This should be downloadable (PDF or CSV)
User			view of the eLearning status of all	
Management	Management		the personas in the system.	
genera		Administrator	To be able see the eLearning	
			completion status of any user	
			requiring mandatory education (to	
User			include which requirements are still	
Management	Management		to be completed)	
User		Administrator	To be able to have a backup of all	
Management	Management		the information which has been	



			submitted and have the ability to test this.	
User Management	Management	Administrator	To be able to change the access rights and permission grouping for any users in case they self-register incorrectly.	When personas are changed then previous answers should be cleared out and the new e- learning modules started from scratch
User Management	Management	Administrator	To be able to see an audit trail of everyone who has accessed the system and what actions they took (as a report)	
User Management	Management	Administrator	To be able to add and remove users to courses	
User Management	Management	Administrator	To assign users with access to view other users progress on the site.	UKAD requires third party administrators to have restricted access to user data, specific to their sport. For example, the anti-doping lead contact for a sports national governing body (e.g. Lawn Tennis Association), would have access to tennis players education records, for tracking and monitoring purposes. They would also require access to the reporting function, again with restricted access.
User Management	Management	Administrator	To be able to pull a report on assigned users on their progress through courses	
Group Management	Management	Administrator	To add a new group, make amendments to existing groups and remove a group	A group is used to define learning content to a group, for example a eLearning course, assessments and resources to build a learning pathway for that user
Group Management	Management	Administrator	To add/ remove a learner/multiple learners to an existing group	



Group		Administrator	To add a course/multiple courses	
Management	Management		to an existing group	
Group		Administrator	To remove a course from an	
Management	Management		existing group	
Group		Administrator	To search for a particular existing	
Management	Management		group	
Group Links	Management	Administrator	To create a group link and share the unique group link URL	A group link is a specific link which is created and can be sent to users to get them to be added to that group, and therefore apply just the learning content to that group of learners.
Group Links	Management	Administrator	To give the group link a name	
Group Links	Management	Administrator	To add the group to the group link	

2.3 Booking Management System

Theme	User Story	As a	I Want	Details
				Events are used to setup an upcoming date in the future where learners can book on and attend or used as a way of keeping records of learner's education which happened outside of the LMS, for example a webinar or face to face training.
				 Details when setting up an event would include: Content being included Date/time of event Spaces available
Booking		Administrator/		Joining instructions
Management		Custom	To add/edit or remove an event	Cost (if applicable)
System	Management	Admin	(these can be chargeable or free)	Who is delivering the event



				If there is approval needed to attended
				For future events, there should be the ability to schedule the event within Zoom. This will automatically setup a zoom link if that option is selected and send automatic emails to learners who sign up with the details to join.
		Administrator/		The search filters should be all those which are
Group Management	Management	Custom Admin or	To be able to search events (both upcoming and completed)	attached to the event, for example you should be able to search by a person who has delivered and see all of the events they have delivered.
National Trainers & Educators	Resource Integration	Administrator/ Custom Admin	To be able to mark learners as "attended" an event, both live or through CSV upload.	For non – LMS events (e.g. attendance records of face-to-face workshop attendance), the ability to upload a list of the learners who attended as a CSV is key which will then appear on their user dashboard to record overall education history (eLearning as well as workshop attendance)
Booking Management System	Registration	Administrator/ Custom Admin	To be able to approve or reject a booking request to an event	Some events may be only for select leaners, so there needs to be the ability to approve or reject a sign up to an event.
Booking Management System	Reporting	Administrator/ Custom Admin	To be able to run attendance reports of events	
Booking Management System	Registration	Learner	To select an event and sign up	This can be from a list of events which is shown on the homepage of the learner user based on if the relevant tags of the event align with the tags of the learner. Events could also be linked to a learner through the group links tool.
Booking Management System	Management	Learner	To edit details in relation to a booking (cancel)	



2.4 Learning Management

Theme	User Story	As a	I Want	Details
Categories	Management	Administrator	To add, edit or delete a category	Categorises are used as a way to group programmes together, for example a Assurance category for the specific assurance courses or ASP category for ASP courses.
Categories	Management	Administrator	To search through categories	
				Learning programmes are used to create a learning journey for a learner, which can consist of multiple quizzes, courses (SCORM files), written assessments and learning materials. These programmes will need to be set out it stages, have the ability to amend throughout. Including tags to aide in searches
Deserves	Management	A dua in internet au	To add, edit and delete a	Details of a programme should include: logo, description, duration, category and
Programmes	Management Management	Administrator	To create renewal courses /	pre/post course requirements This is used to auto-enrol users onto a renewal course after a set period of time after completing the original courses (e.g 2 years)
Programmes Programmes	Management	Administrator	programmes To search through programmes	Variable filter



Courses	Management	Administrator	To add, edit or delete a course	 Housed within a programme, the course is the individual aspect of learning content. This course could be: eLearning (SCORM file) Third party resource (For example Joomag) Written Assessment Document upload for review Event e.g. workshop webinar This should also include adding a course as optional as part of the programme.
			To set the required completion date and stipulate that certain requirements are completed by a certain date for a	
Courses	Management	Administrator	course/programme	
Courses	Management	Administrator	To set a specific course for a specific learner to irrelevant or relevant	
Courses	Management	Administrator	To add, edit or delete a resource to the course / programme	
Quizzes	Management	Administrator	To add a quiz with includes question bank	To select: type of feedback, question bank, randomise questions, a single sitting quiz, an annual evaluation, whether the quiz completion is mandatory or not, delayed release or not, single or multiple attempts available.
Quizzes	Management	Administrator	To add / edit / delete a question to a question bank	



Quizzes	Management	Administrator	To choose if the quiz is a survey	In some circumstance, a quiz will need to be used as a survey to gather information from athletes and ASP. This is a survey with no pass or fail. There will be a number of surveys within the programmes which will need to be used to give an insight into our user's anti-doping mindset. These surveys will be used throughout a user's learning journey. Eg they would take the same survey two years apart to enable UKAD to compare the results side by side. These results would need to be taken anonymously , thus using the unique IDs referenced in the registration process.
Quizzes	Management	Administrator	To apply quiz tags	······································
Quizzes	Management	Administrator	To add quiz questions	Following question types are available: • Standard 2 columns • Multiple choice • Guess the word(s) • True or False • Match the pairs • Likert • Open response • No answer
Quizzes	Management	Administrator	To add, edit or delete a question bank for the guizzes	
Quizzes	Management	Administrator	To search through question banks	
Evidence submission	Management	Administrator	To add, edit or delete an evidence upload	In some cases, instead of completing a course a user will need to upload evidence



				 (with varying file types) which would then be reviewed and approved or rejected by UKAD. For example, this could be a copy of a written assessment, or a video. To include pass/fail and can loop as many times as needed.
Evidence submission	Management	Administrator/Custom Admin	To review and give feedback on evidence submitted	This should also include viewing previous submissions
Feedback	Support	Administrator	To add, edit or delete a feedback form against a course/programme	A feedback form at the end of a course / programme.
News	Management	Administrator	To add / edit / remove a news post	
News	Management	Administrator	To view a list of all news posts with the ability to search for a particular existing news post	
Resources	Management	Administrator	To add / edit / delete a resource	Multimedia formats available, ability to edit name & description. This should include selecting a resource type.
Resources	Management	Administrator	To assign the resource to a programme	
NGB Resources	Management	Administrator	To mark the resource as for NGB only	Selecting this option means the resource is only viewable by a user which is attached to a NGB through the Assurance tab. This line is effectively achieved the " I want to upload and edit resources that are viewable only by NGBs" in the Assurance section.
_				Shows for all users regardless of
Resources	Management	Administrator	To mark as a global resource	programmes assigned
Resources	Management	Administrator	To add an expiry date to the resource if applicable	



Resources	Management	Administrator	To search through all resources	
Learning Management	Management	Administrator	To be able be able to test the eLearning modules before they go live	For example, Sandbox, UAT, Testing Site
Learning Management	Management	Administrator	To be able to assign courses to users through CSV upload	
Learning Management	Management	Administrator	To be able see user responses to quiz questions linked to final assessment of the course To be able to override a specific	
Learning Management	Management	Administrator	response if the user cannot/does not need to complete it.	
Learning management	Management	Administrator	To add, edit and delete course / programme notifications	This should include sending reminders or notifications when evidence/information needs to be completed, enrolment onto new content and reminders to complete content
Certificates	Management	Administrator	To add, edit or delete a certificate to the programme / course	This should display user's name, dates, pass grades and course details. UKAD would require e-certificate security to minimise the risk of tampering.
Certificates	Management	Administrator	To be able to produce user certificates and upload to user dashboard	
Certificates	Management	Administrator	To be download a copy of the users certificate	
Learning Management	Access	Learner	To enrol on a specific course	This is primarily achieved through courses being pre-assigned based on the registration information provided. Learners can be sent specific learning via the group link tool.



Learning	Learning		To launch and complete a	
Management	programmes	Learner	programme, course, quiz or event	
Learning	Learning		To complete learning content	Progress should be synced when internet
Management	programmes	Learner	offline	connection is next established.
Learning	Learning		To view my learning progress	
Management	programmes	Learner	through a dashboard	To include individual course progress
				If I learner re-takes a already completed
Learning	Learning		To view and download my	course, the certificate should update with the
Management	programmes	Learner	certificate	new date of completion.
			To be able to download resources	
Resources	Management	Learner	for the eLearning modules	
			To search/filter available	
	Accessing		resources and view and download	
Resources	content	Learner/NGB User	a resource	
	Accessing			
News	content	Learner	To be able to view news items	
	Learning			
Evidence	programmes	Learner	To review evidence feedback	
	Learning		To resubmit evidence marked as	
Evidence	programmes	Learner	failed	
Learning				Such as being attached to a new programme
Management	Notifications	Learner	To receive notifications	or reminders to complete content

2.5 Reports

Theme	User Story	As a	I Want	Details
			To export the details of a	Save as .csv available on the
Reports	Export	Administrator	learner/multiple learners	interface



Reports	Export	Administrator	To export the course progress of a learner/multiple learners	Save as .csv available on the interface
Reports	Management	Administrator	To view a report but filter it entirely for a single user.	
				To include the following reports: Allowance Evidence User course Quiz tracking Specific modules
Reports	Tracking report	Administrator	To view preset reports	
Reports	Custom report	Administrator	To add, edit and delete create a custom report	Using a BI tool that allows you to pull any dataset through in a variey of visual formats including tables, charts and more.
Reports	Custom report	Administrator	To view a custom report	

3. Assurance

Theme	User Story	As a	I Want	Details



Assurance				
Framework	Access	NGB User	To access the frameworks area	
Assurance Framework	Access	NGB User	To view the different frameworks allocated to my NGB via a dashboard	Dashboard should included: - All frameworks -Archived frameworks hidden but can be accessed -Percentage completion against frameworks, with green (all approved), orange (submitted for review) and red (rejected).
Assurance Framework	Completion	NGB User	To receive a notification when a new framework is added to my NGB	
Assurance Framework	Completion	NGB User	To be able to view an individual framework, to either view the already added information or see progress of how far I am through the framework	When reviewing a framework I also want to see the relevant resources to that particular framework and also any applicable guidance
Assurance Framework	Completion	NGB User	To add a response to a framework	
Assurance Framework	Completion	NGB User	To 'Save' a framework part way through answering with the ability to return to it and continue from where I left off	
Assurance Framework	Completion	NGB User	To answer a framework in a non- linear non-sequential way, i.e. to answer questions in whatever order I prefer	
Assurance Framework	Completion	NGB User	To be able to submit a response for review, both individually and as a whole submission	



Assurance			To retrieve a response after it has been submitted to edit and then	
Framework	Completion	NGB User	resubmit	
			To receive confirmation that the responsibility has been approved or	This should include an automated email and be able to see the
Assurance			rejected and receive corresponding	comments and status in the
Framework	Completion	NGB User	comments	framework
Assurance			To re-submit updated information	
Framework	Completion	NGB User	following a response being rejected	
			To view a framework and see the	
			status, showing if my answers are	
Assurance			submitted for review, marked as	
Framework	Completion	NGB User	pending, approved or rejected.	
			To see the set date (where a	
			framework has a set completion	
			date) and receive automated	
Assurance			reminders before and after the	
Framework	Completion	NGB User	deadline (if not completed)	
	•		To download (PDF) a report	
			against a framework of the	
			information that I've submitted,	
			which will include all responses,	This should include the answers to
Assurance			approval status and any evidence	questions and also produce links to
Framework	Completion	NGB User	submitted (including documents)	any documents submitted
	•		To add a new user to my NGB, as	
Assurance			either a standard user or as the	
Framework	Users	NGB User	primary NGB user.	
			To edit existing NGB users, either	
Assurance			deleting access or changing to a	
Framework	Users	NGB User	primary NGB user.	



			To see and download all supporting	
Assurance			framework documentation as	
Framework	Resources	NGB User	required	
Assurance		Assurance	To upload and edit resources that	
Framework	Resources	Administrator	are viewable only by NGBs	
Assurance		Assurance	To manage and create custom	
Framework	Reporting	Administrator	reports on the frameworks area	
			To pull a report of NGB progress	
Assurance		Assurance	against a particular framework,	
Framework	Reporting	Administrator	including the data submitted	
Assurance		Assurance		
Framework	Access	Administrator	To create a new NGB.	
Assurance Framework	Access	Assurance Administrator	To add or remove a framework to an NGB	This should have the ability to be able to individually add/remove an NGB to the framework or a group at one time
Assurance Framework	Access	Assurance Administrator	To manage the users who are assigned to the NGB, add new users, deleting access or editing primary users	
Assurance Framework	Access	Assurance Administrator	To edit NGB's information.	This should include deleting an NGB from the system or editing a current NGBs name,
Assurance		Assurance		,,,,,,,,
Framework	Creation	Administrator	To create a framework	
Assurance Framework	Creation	Assurance Administrator	To select if the framework requires review or is just a submission of information	
Assurance		Assurance	To select if the framework requires	
Framework	Creation	Administrator	submission of sections	



			independently or submitting all the sections at once at the end	
Assurance Framework	Creation	Assurance Administrator	To edit different areas when creating a framework	This should include: - name of framework - description of framework - assigning an email to the framework - applying a first-time registration message
Assurance		Assurance	To set a completion date against a	V
Framework	Creation	Administrator	framework	
			To set reminders at certain periods in relation to the deadline (pre and	
Assurance		Assurance	post), including who the reminders	
Framework	Creation	Administrator	are sent too	
Assurance Framework	Creation	Assurance Administrator	To select whether this framework	
TRITICWOIN			will trigger email notifications	This should include editing the following: - submitted for review/mark as complete email template - responsibility rejected email template - responsibility approved email template - framework allocated email template
Assurance Framework	Creation	Assurance Administrator	To edit the communication linked to a framework	 the reminders in relation to a completion date
Assurance		Assurance	To create the structure of a	This should include:
Framework	Creation	Administrator	framework as it will appear to NGBs	- add a section



				 add a section title add a section description add help text to the section add a sub section title add a sub section description add sub section help add documents to a sub section available to NGBs - this should include a variety of file types
				This should include: - add a field - add a field name - add field help - select the field type and applicable actions. Following field types are available: • Text • Drop down (options list) • Multiline text • Number • Email • Telephone • Date • Checkbox • Radio button • eLearning course completion - this should check the status of a user's progress against a eLearning course housed elsewhere through
Assurance Framework	Creation	Assurance Administrator	To add fields for responses under the sections within a framework	the learning management part of the system



				File upload
				- choose whether the field is
				mandatory
				- conditional logic – ie be able to
				select fields to show which are
				dependent on a response to a
				previous field
				This should include (but not limited
				too):
			To edit any text (including email	- adding hyperlinks
Assurance		Assurance	templates) within the frameworks	- added images
Framework	Creation	Administrator	creation	- editing font, size and colour of text
				This should allow for a different user
				to have access to only the particular
				section they are attached to,
Assurance		Assurance	To assign an approval admin to a	allowing them to approve or reject
Framework	Creation	Administrator	particular section	the section.
				This should include the frameworks
				attached to an NGB and status
				against each one, with the ability
				filter by different variables e.g.
				framework. This should also show
Assurance		Assurance	To view a dashboard of both	the NGBs which are attached to a
Framework	Management	Administrator	frameworks and NGB's	specific framework.
Assurance		Assurance	To view an individual's NGBs	
Framework	Management	Administrator	progress against a framework	
			To view a framework acting as if I	
			was an NGB with the ability to add	
			and edit information, save progress,	
Assurance		Assurance	submit for review and retrieve from	
Framework	Management	Administrator	review the same as an NGB would	



Assurance Framework	Management	Assurance Administrator	To archive an old framework as well as make a framework live again from being archived	This should block the NGB from making any further changes to the framework and move it into a archived list of frameworks
Assurance		Assurance		
Framework	Management	Administrator	To duplicate an existing framework	
Assurance		Assurance	To edit and update an existing	
Framework	Management	Administrator	framework	
Assurance		Assurance		
Framework	Management	Administrator	To delete a framework	
			To have an audit function to be able	
			to see who, what and when data	
Assurance		Assurance	against a framework has been	
Framework	Management	Administrator	added or changed	
Assurance Framework	Review	Assurance Administrator	To view all the submitted frameworks in one page	This page should allow for: - sorting by the date of submission - reorder and filtering by relevant variables - open search for framework, NGB or section
TIAINEWUIK	ILEVIEW	Auministrator		This should be for both if a
Assurance		Assurance	To receive an email when an NGB submits a section of a framework or	framework requires review or not, e.g. a email should be received if it submitted for review or marked as
Framework	Review	Administrator	a full framework	complete
Assurance Framework	Review	Assurance Administrator	To review the response and accept or reject the submission, including adding comments against it	This should prompt an email being sent to the NGB confirming the status (approved or rejected) along with the comments added



Assurance Framework	Review	Assurance Administrator	To mark framework section as "pending" and unmark it as "pending"	
Assurance Framework	Review	UKAD Approval administrator	To review the response and accept or reject the submission, including adding comments against it	The sections and frameworks this role can approve is based on them being assigned as approval admin to the section
Assurance Framework	View	UKAD Approval administrator	To view a NGB framework but not have the ability to edit any information and submit it for review	
Assurance Framework	View	UKAD Approval administrator	To not be able to edit any information in relation to the creation and editing of frameworks	
Assurance Framework	View	UKAD Staff	To view a NGB framework but not have the ability to edit any information and submit it for review	
Assurance Framework	View	UKAD Staff	To not be able to edit any information in relation to the creation and editing of frameworks	