



FEDERAL MINISTRY OF
EDUCATION

Digital Training Academy

A COMPREHENSIVE USER HANDBOOK

*Your comprehensive guide for Learners, Facilitators,
Mentors, Administrators & Support Staff*

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SECTION A: INTRODUCTION

1. Introduction

The Digital Training Academy (DTA) is a web-based learning and training management platform designed to support large-scale skill development, learner onboarding, training delivery, assessment, and performance tracking.

The platform serves as a centralized system for managing learners, facilitators, mentors, institutions, programs, and assessments, while providing visibility into learning progress, admissions, and overall program performance.

DTA is built to support multiple user roles and workflows, ensuring seamless collaboration between administrators, training facilitators, mentors, and learners.

1.2 Key Features of the Solution

To address the objectives of the National Skilling Project, the platform automates workflows for Admins, Learners, Facilitators, and Mentors. The key modules of the solution are:

Core Platform Modules
A. Learner Registration & Verification: National learning interface with profile capture and NIN verification
B. Centralized Administration: Modules for managing users, schools, questions, and license queues
C. Training & Mentorship: Tools for facilitators to manage sessions and for mentors to guide learners
D. Competency Assessment: Integration with Coursera/Pluralsight and evidence-based grading system
E. Analytics: Real-time dashboards to visualize KPIs like enrollment, completion, and dropout rates

1.3 Who Should Use This Handbook

- **Learners:** Nigerian citizens enrolling in digital skills programs
- **Facilitators:** Instructors delivering training sessions
- **Mentors:** Coaches supporting learner career growth
- **Government Officials:** Administrators monitoring program impact
- **School Admins:** Educational institution representatives
- **Support Staff:** Technical and user support personnel

1.4 Objectives of the Platform

The key objectives of the Digital Training Academy are to:

- Provide a centralized system for managing digital training programs
- Enable seamless onboarding and tracking of learners

- Support facilitators and mentors in delivering structured training
- Implement standardized assessments and admission workflows
- Improve visibility into learner performance and program outcomes
- Enable data-driven decision-making through analytics and reports
- Ensure secure access and role-based permissions across all users



SECTION B: GETTING STARTED

2. Getting Started

This section provides an overview of the basic requirements and steps required to access and use the Digital Training Academy platform.

2.1 System Requirements

To access the Digital Training Academy platform, users are required to have:

- A stable internet connection
- A supported web browser such as Google Chrome, Microsoft Edge, or Mozilla Firefox
- A desktop computer, laptop, tablet, or mobile device with internet access

For optimal performance, users are advised to keep their browsers updated to the latest versions.

2.2 Accessing the DTA Platform

The Digital Training Academy is accessed through a web browser using the official platform URL provided by the system administrator.

Access to the platform is role-based, and users can only log in after their accounts have been created and activated by an authorized administrator.

2.3 Login and User Authentication

To log in to the DTA platform:

- Navigate to the DTA login page using the provided URL
- Enter your registered email address and password
- Click the Login button to access the platform

For first-time users:

- An invitation email is sent upon account creation
- Users are required to set their password before logging in

If a user forgets their password, they can use the Forgot Password option to reset it via email.

SECTION C: LEARNER GUIDE

3. Learner Guide

3.1 Registration & Profile Setup

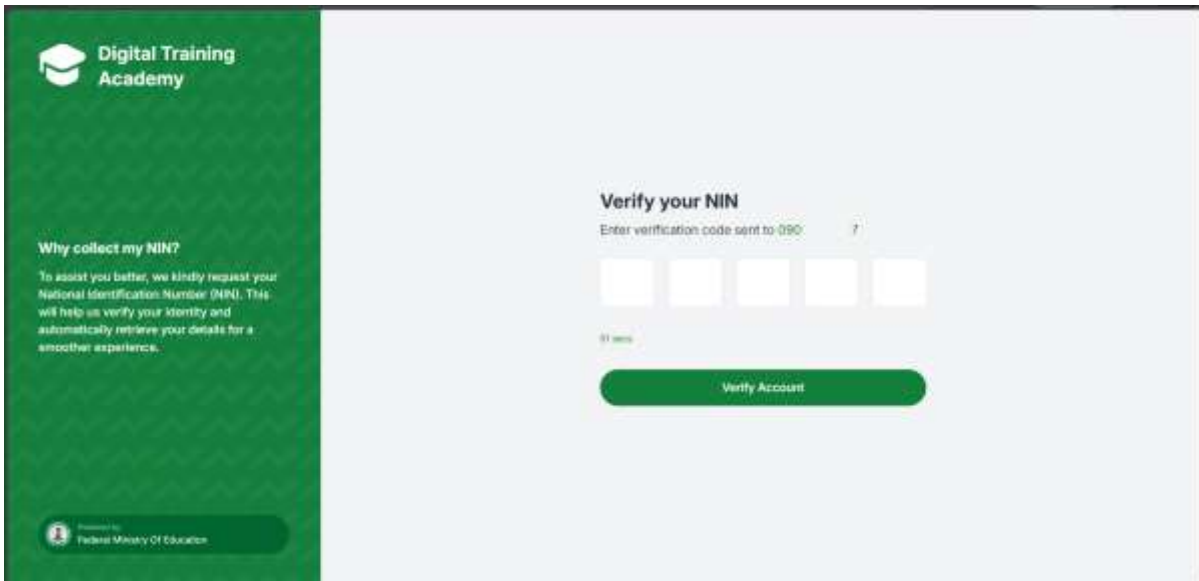
Step-by-Step Registration Process:

- Click "Register as Learner" on the homepage
- Complete the multi-step profile builder:
 - Step 1: NIN Verification
 - Step 2: Personal Details (Name, Email, Phone, Gender)
 - Step 3: Education Background
 - Step 4: Work Experience (if applicable)
 - Step 5: Learning Track Selection
- Submit and verify email

The screenshot displays the registration interface for the Digital Training Academy. On the left, a green sidebar contains the logo and a section titled "Why collect my NIN?" which explains that providing a National Identification Number (NIN) helps verify the user's identity and retrieve details for a smoother experience. The main content area is light blue and features a "Welcome to Digital Training Academy" message with a sub-header "Create an account and connect OTA Community". Below this, there are input fields for "NIN" (with a placeholder "Input NIN") and "Mobile number" (with a placeholder "Enter mobile number"). A green button labeled "Verify NIN" is positioned below the mobile number field. At the bottom, there is a link for "Already have an account? Login" and a note: "By signing up, you agree to our terms of services". A small badge at the top right of the main area says "JOIN 20,000 NIGERIAN'S".

3.2 NIN Verification Process

- Enter NIN when prompted during registration
- System verifies with national database within 24 hours
- If verification fails: Upload supporting documents or contact support



3.3 Pre-Assessment Test

- Receive assessment invitation via email
- Complete two-part assessment:
 - Cluster Assessment Test (Skill-based)
 - Psychometric Assessment Test

Results Determine:

- Admission Status: Admitted / Queued / Not Eligible
- Learning Level: Beginner / Intermediate / Advance
- Queue Position (if applicable)

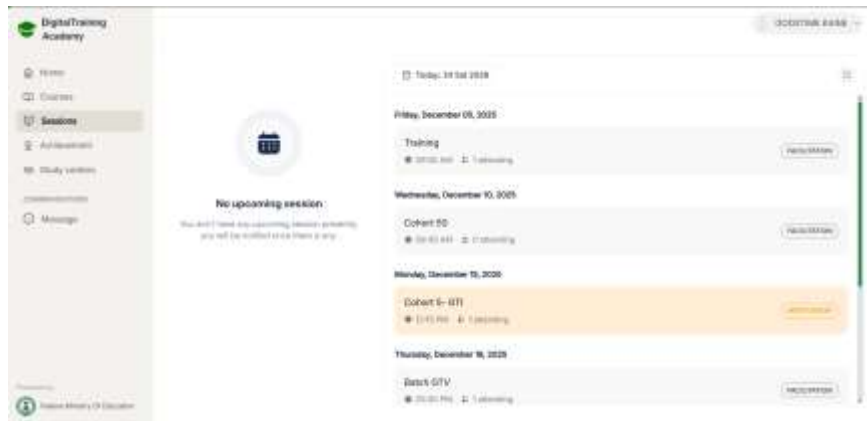
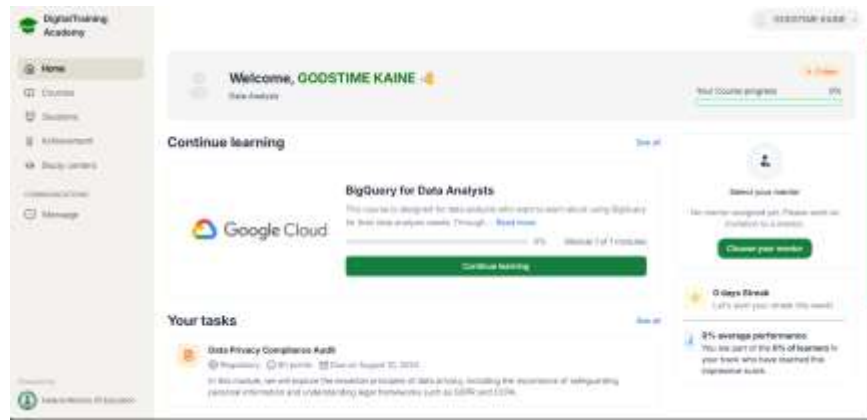
3.4 Queue Management Experience

If Placed in Queue:

- Your position number is displayed on the Queue Dashboard
- Estimated wait time and available licenses count are shown
- Email/SMS notifications sent when a license becomes available
- License Allocation: 72-hour window to accept once offered

3.5 Learner Dashboard & Features

Available Features for Admitted Learners:



Learner Dashboard Features
Course Progress Tracking
Mentor Selection (Max 10 per mentor)
Facilitation Session Access
Chat Functionality
Mentorship Session Access
Certificate Access

3.6 Chat Forum & Communication

Features Available:

- Direct Message mentors/facilitators
- Access one-on-one mentor chats
- Collaborate with colleagues

SECTION D: FACILITATOR GUIDE

4. Facilitator Guide

4.1 Accepting Invitations & Setup

- Check email for invitation from Digital Training Academy
- Click the "Accept Invitation" link
- Complete Facilitator Profile:
- Access Facilitator Dashboard

Invite New Facilitator

Facilitator Invitation
The user will receive an email notification encouraging them to finalize their profile setup, including creating a secure password.

Basic details
Enter the facilitator's basic information here, including their full name, contact details, and any relevant identifiers.

First Name Middle Name Last Name

Description

Email

Phone Number

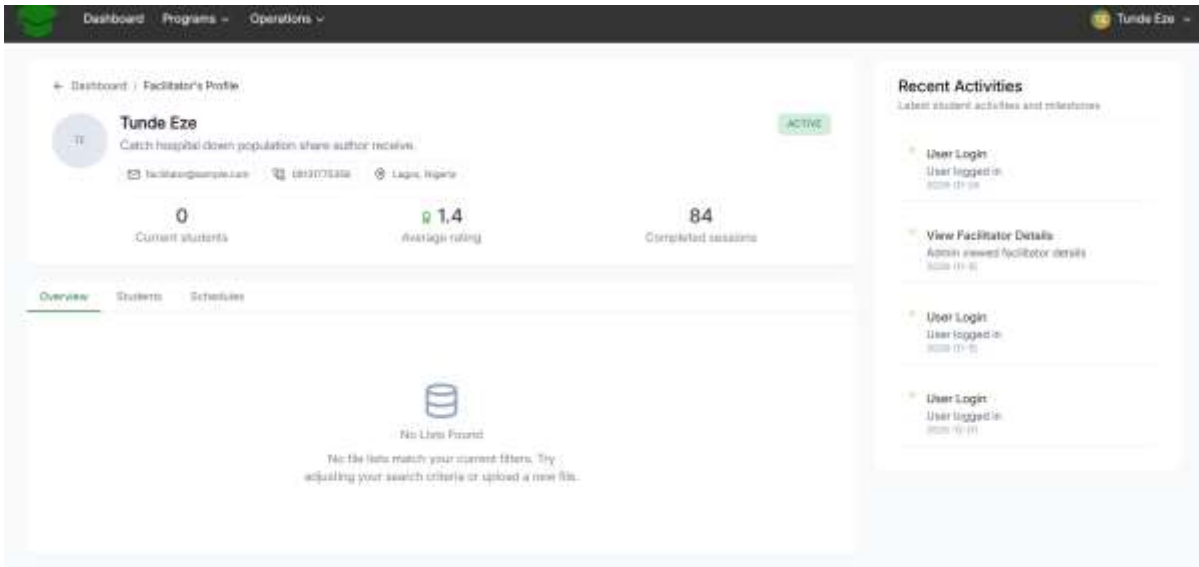
Administrative details
Please provide the facilitator's professional background, including their job title, years of experience, and relevant qualifications.

Institution
Select here

Training Centre

4.2 Facilitator Dashboard

Key Dashboard Sections:



Facilitator Dashboard Overview
Assigned Learners List
Training Schedule/Session
Session Analytics

4.3 Training Session Management

Creating Sessions:

- Click "Create Session"
- Choose format: Live (Zoom / Google Meet) or Recorded
- Set date, time, and duration
- Generate and share session link

New Session

Save Session **Cancel**

Session Title

All Day : NO > Do not repeat

Session Date

From > To

Select A Session Type

Select Here

Add Participants

Select options

Select A Location Type

Select Here

Description

Select A Reminder

Select Here

Save Session

4.4 Question & Assessment Management

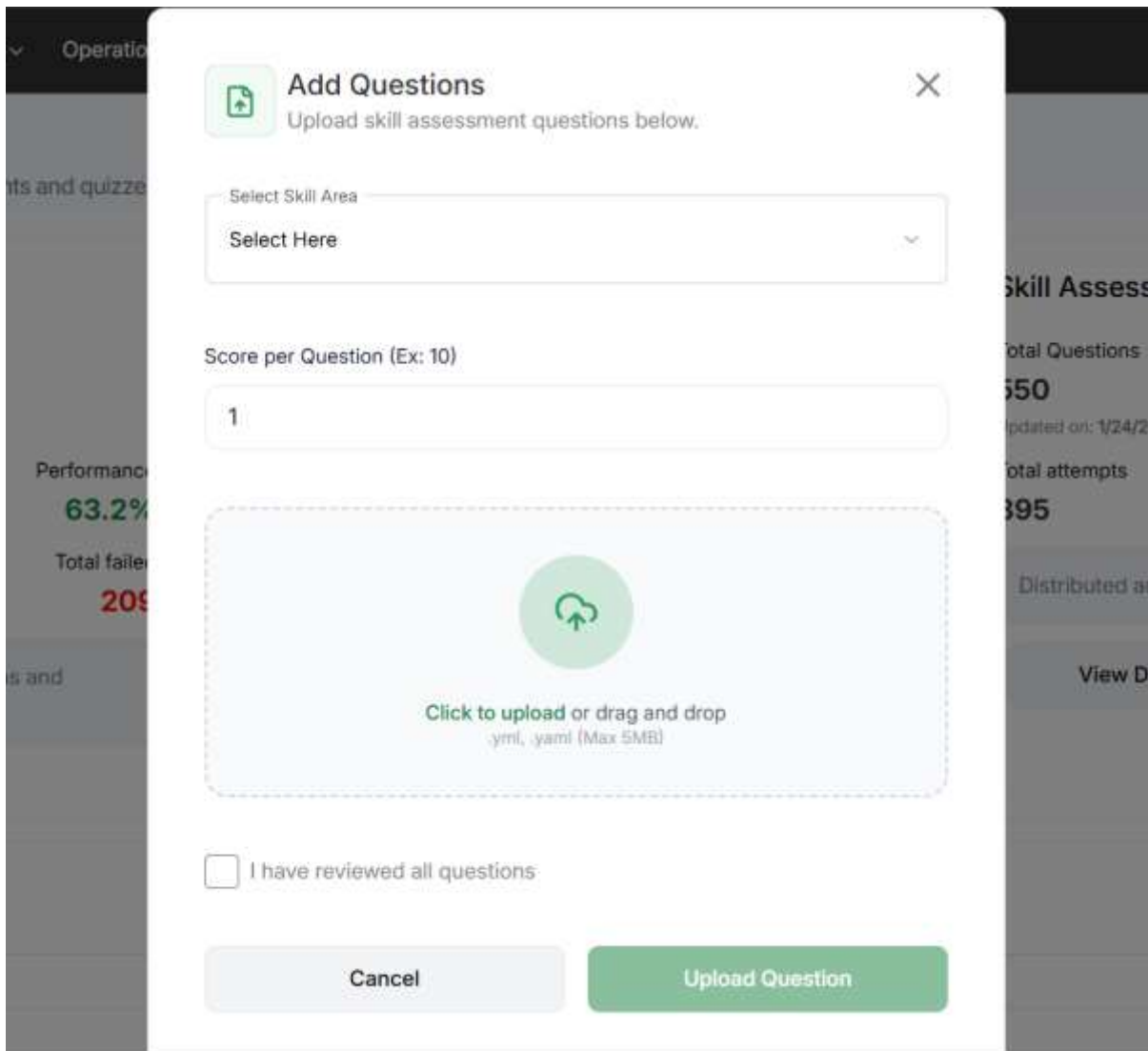
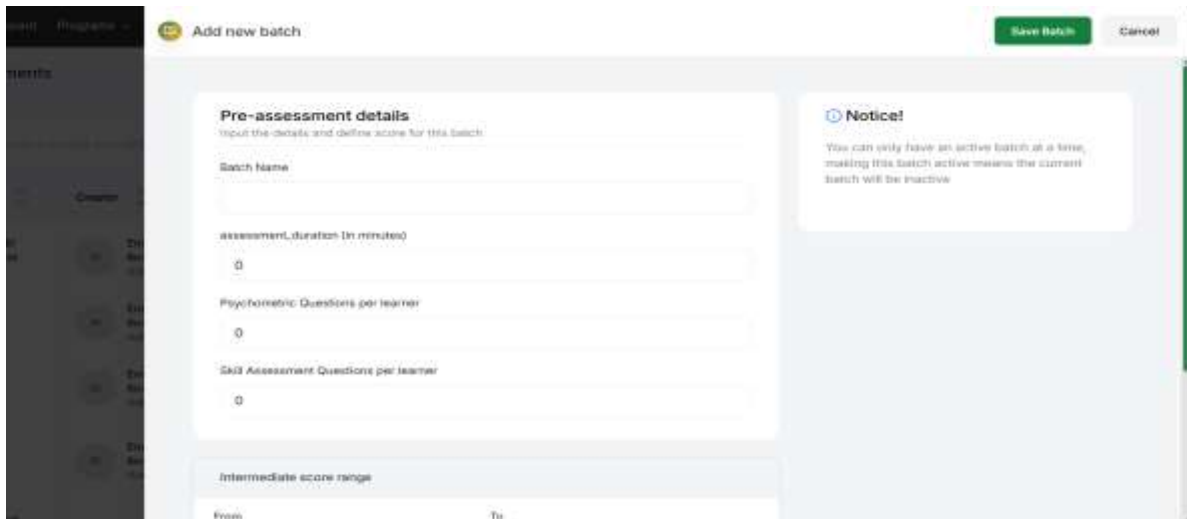
Adding Questions:

- Navigate to Question Management
- Select question type:
 - Psychometric Assessment
 - Skill Assessment
 - Pre-Assessment
- Add to question pools
- Bulk Upload via CSV/YAML/YML option available

The screenshot shows the 'Questions Management' dashboard. It features three main summary cards: 'Questions summary', 'Behavioral', and 'Skill Assessment'. Each card displays total questions, total attempts, total passed, and performance metrics. The 'Behavioral' card shows 1817 total questions, 212 attempts, and 0% performance. The 'Skill Assessment' card shows 550 total questions, 395 attempts, and 63.2% performance. Both the Behavioral and Skill Assessment cards include a note about being distributed across 12 modules of Skill Areas and have 'View Details' and 'Add Questions' buttons.

The screenshot shows the 'Pre-Assessments' section with a table listing assessment batches. The table has columns for Batch Name, Creator, Date Stamp, Psychometric, Skill Assessment, Min Score, Performance, and Status. Below is the data extracted from the table:

Batch Name	Creator	Date Stamp	Psychometric	Skill Assessment	Min Score	Performance	Status
Advanced Skill Placement Test 98 Attempts	Eneke Ibrahim Administrator	24/09/2025 10:30 AM	8 questions	13 questions	40%	45.98% Graded	Active
BATCH TY1 7 Attempts	Eneke Ibrahim Administrator	24/09/2025 10:30 AM	10 questions	10 questions	30%	54.29% Graded	Inactive
BATCH X 10 Attempts	Eneke Ibrahim Administrator	24/09/2025 10:30 AM	10 questions	10 questions	40%	0% Graded	Inactive
Behavioral Competency Evaluation 100 Attempts	Eneke Ibrahim Administrator	24/09/2025 10:30 AM	10 questions	10 questions	40%	68% Graded	Inactive



4.7 Pre-Assessment Configuration

- Set threshold scores for different levels
- Configure question randomization
- Define minimum evidence requirements
- Save pre-assessment batch.

Dashboard Users Programs Operations Ernie Kratim

Pre-Assessments

19 items

Search by name, creator, date range

Batch Name	Creator	Date Stamp	Psychometric	Skill Assessment	Min Score	Performance	Status
Advanced course 10 AI 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	10%	53.84% Graded	Active
Advanced Skill Placement Test 17 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	401%	83.81% Graded	Inactive
Batch 1 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	10%	50% Graded	Inactive
Batch C 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	80%	1% Graded	Inactive
Batch FR 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	10%	0% Graded	Inactive
Batch RC 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	80%	0% Graded	Inactive
Batch TR 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	40%	0% Graded	Inactive
Batch TB 10 Attempts	Ernie Kratim Administrator	24/09/2025 12:32 AM	10 questions	10 questions	10%	0% Graded	Inactive

Create new pre-assessment

Cancel Save Batch

Assessment Duration (in minutes)

0

Psychometric Questions per learner

0

Skill Assessment Questions per learner

0

Intermediate score range

From: 0 To: 0

Advanced score range

From: 0 To: 0

Save Batch

Notice!

You can only have an active batch at a time, making this batch active means the current batch will be inactive.


SECTION E: MENTOR GUIDE

5. Mentor Guide

5.1 Accepting Your Invitation

- Check your email for the invitation from Digital Training Academy
- Click the "Accept Invitation" link

Invite New Mentor

 **Mentor Invitation**
The user will receive an email notification encouraging them to finalize their profile setup, including creating a secure password.

Basic details
Enter the mentor's basic information here, including their full name, contact details, and any relevant identifiers.

First Name	Middle Name	Last Name
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>


Description

Email

Phone Number

Administrative details
Please provide the mentor's professional background, including their job title, years of experience, and relevant qualifications.

Institution

Select here 

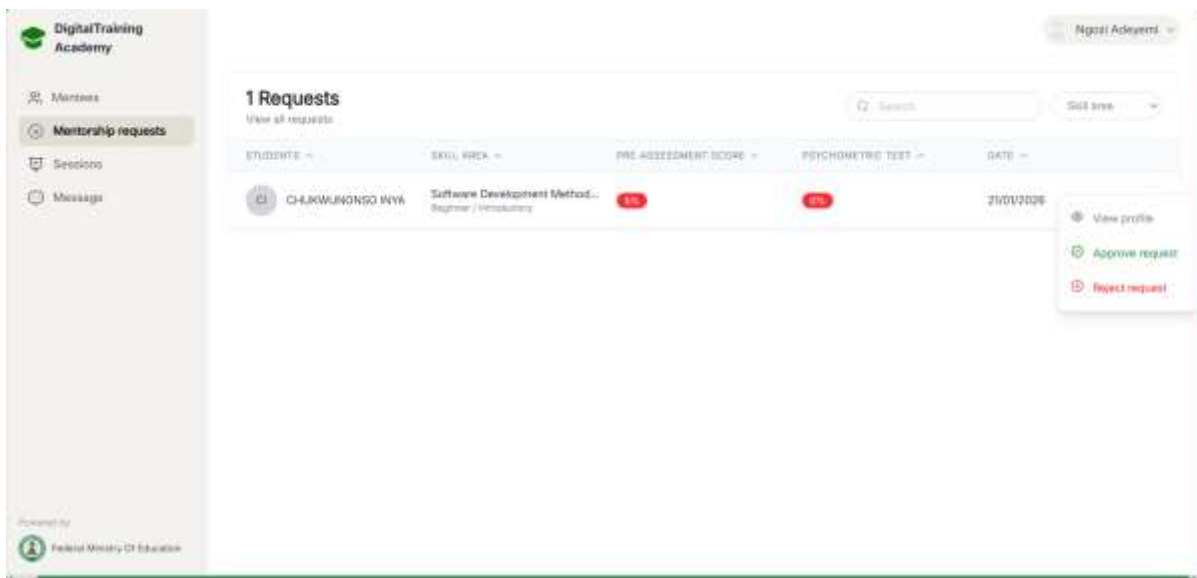
5.2 Managing Your Skill Areas

- Update your skill proficiencies in your profile
- View mentee matching based on your skills
- Receive skill-specific notifications for new learners in your area

5.3 Mentee Management

Key Functions:

- View assigned mentee list
- Accept/Reject mentee matches
- Schedule one-on-one sessions



5.4 Session Scheduling

- Access Calendar in dashboard
- Set available time slots
- Send session invitations
- Conduct sessions via integrated chat or video

New Session Cancel

Session Title

All Day: NO >

Session Date

From > To

Select A Session Type

Add Participants

Select all participants

Select A Location Type

Meeting Link

Description

Select A Reminder

Create Session

SECTION F: ADMINISTRATOR GUIDE

6. Administrator Guide (Government Officials & School Admins)

6.1 Super Admin Dashboard

- Log in with super admin credentials
- Access the central dashboard with real-time analytics:
 - Total registrations, active users, completions
 - Dropout rates, certification counts
 - Regional performance overview
 - Platform uptime and ticket status
 - Pending mentor/facilitator invitations

6.2 Managing Users & Cohorts

A. Creating & Inviting Users

- Navigate to User Management → Invite Users
- Select user type: Mentor / Facilitator / School Admin
- Enter required details:
 - Email address, Full name, Phone number
 - Area of expertise and Professional background
- Click "Send Invitation" they'll receive an email with setup instructions

B. Skill Area Management

- Go to Skill Management → Skill Areas
- Add New Skill Area: name, description, associated learning tracks, required competencies, minimum qualification level
- Assign Skill Areas to Users - filter mentors/facilitators by skill area
- Match learners to mentors based on skill alignment
- View skill gap analytics by region

C. Assigning Roles & Permissions

- Edit existing users to change roles
- Suspend/deactivate users if needed
- Set specialization tags for mentors/facilitators
- Assign maximum mentee/learner limits per mentor (default: 10)

6.3 Mentor & Facilitator Management

A. Tracking Mentor/Facilitator Activity

- View mentor dashboard: number of mentees, session count, ratings
- View facilitator dashboard: number of assigned students, courses taught, learner ratings

6.4 School Management (School Admins)

Onboard a School:

- School name, location, address and contact details
- Assign school admin
- Set up facilitation venues (physical/virtual)

Assign Facilitators to Schools:

- Match facilitators by skill area and location
- Schedule onsite sessions
- Track school-level performance metrics

6.5 Reporting with Skill Analytics

- Generate skill gap reports by region/state
- View mentor-to-learner ratio by skill area
- Track certification rates per skill cluster
- Export facilitator effectiveness reports (completion rates, learner satisfaction)

6.6 Queue Management System

Real-Time License Status
Coursera Licenses — Total Used Available
Pluralsight Licenses — Total Used Available
Queue Statistics — Total queued learners Estimated wait times Priority assignments

Managing the Queue:

- Manual Queue Adjustment — Adjust positions for emergency cases
- Assign priority levels and release licenses manually
- Automated notifications when licenses become available
- Queue number generation with first-come-first-served priority (default)
- Withdraw Learning Licenses — Revoke access for inactive learners
- Reallocate licenses to queued learners

6.7 Question Management Module

A. Question Dashboard

- View Question Summary: total questions, total attempts, pass/fail rates, performance trends
- Filter by Question Type: Behavioral / Skill / Pre-Assessment

B. Creating & Managing Questions

- Add Individual Questions: type, skill area, difficulty level, choices, question pools
- Bulk Upload Questions via CSV template: download, format, upload, validate, and import
- Configure question pools: organize by skill cluster, set randomization rules, define assessment structures

6.8 Competency-Based Assessment System (Admin)

System Configuration:

- API Integration Setup: Coursera API configuration, Pluralsight API setup, automatic sync scheduling
- Assessment Criteria: minimum evidence thresholds, evaluation rubrics per course, competency level definitions

Monitoring & Reporting:

- Real-time progress synchronization
- Performance analytics generation
- Audit trail maintenance
- Compliance reporting

6.9 Dashboard Analytics & Reporting

Key Metrics Tracked
LEARNER METRICS — Registration Statistics Active User Counts Completion Rates Dropout Analysis Certification Tracking
PLATFORM METRICS — License Utilization Queue Statistics System Uptime Performance Benchmarks
IMPACT METRICS — Skill Development Progress Regional Performance Demographic Analysis

SECTION G: SUPPORT STAFF GUIDE

7. Support Staff Guide

7.1 System Support

- Reset user passwords
- Unlock accounts
- Resend verification emails
- Manual license allocation
- Queue position adjustments

SECTION H: PLATFORM INTEGRATIONS GUIDE

8. Platform Integrations Guide

8.1 Coursera Integration

- Single Sign-On (SSO) implementation
- Progress synchronization every 4 hours
- Certificate auto-import upon completion
- License pool management

8.2 Pluralsight Integration

- API-based course access
- Skill IQ tracking integration
- Role IQ alignment with learning tracks
- License monitoring and allocation

8.3 NIN Verification Service

- Real-time validation during registration
- Data privacy compliance
- Manual override for special cases
- Audit logging of all verifications

SECTION I: SCHOOL ADMIN GUIDE

9. School Admin Guide

9.1 School Onboarding

Required Information:

- School registration details
- Facility specifications
- Contact personnel
- Available resources
- Internet connectivity details

9.2 Facilitator Management

Assignment Process — Match facilitators by:

- Skill expertise
- Geographic location
- Availability
- Schedule onsite sessions
- Coordinate resource allocation
- Monitor session quality

9.3 Session Coordination

- Physical venue booking
- Equipment preparation
- Attendance tracking
- Feedback collection
- Incident reporting

SECTION J: TROUBLESHOOTING GUIDE

10. Troubleshooting Guide

10.1 Common Issues & Solutions

Issue	Possible Cause	Solution	Contact
Cannot login	Wrong credentials	Reset password	Support
NIN verification failed	Data mismatch	Upload/share documents	Support + Admin
Course access denied	License exhausted	Check queue position	Queue Management
Progress not updating	Sync delay	Wait 4 hours	System Admin
Session link broken	Configuration error	Contact facilitator	Facilitator
Certificate not showing	Processing delay	Wait 24 hours	System Admin/Support
Chat not working	Browser issue	Clear cache, update browser	Technical Support
File upload failed	Size/format issue	Check requirements, compress	Support

10.2 Contact Points

Priority Support Channels:

Support Contact Directory
Platform Support —
Technical Issues —
Emergency Hotline — [Phone number to be provided]