

Knowledge, Training & Learning

Doc type: technical · **Version:** v0.1 · **Status:** published · **Module slug:** knowledge-training-learning
Exported: 2026-05-15 11:10 UTC · **By:** anonymous

Knowledge, Training & Learning – Technical Specification

HR & People Manager v2.1

Task Manager v2.3

AI Assistant v2.0

Communication Hub

Staff App Mode

1. Version Summary (v2.1 – LMS Extension Release)

This version introduces:

- Full Learning Management System (LMS) capability
- Support for:
 - Learning pathways (Viva Learning-style)
 - Internal course creation
 - External CPD provider integration
 - Primoro-distributed training content
- Clear separation between:
 - Knowledge (static content)
 - Training (structured learning)
 - Execution (Task Manager)
- Strengthened AI and governance boundaries

2. Purpose of the Module

Knowledge, Training & Learning is the authoritative system for organisational knowledge and structured learning delivery.

It ensures:

- staff always have access to correct information
- learning is structured, role-based, and trackable
- training is embedded into real work, not separate

■ It is

- Knowledge source of truth
- Training & learning platform (LMS layer)
- Role-based learning delivery system
- Compliance tracking layer

■ It is NOT

- Workflow execution engine (Task Manager)
- Policy authority (HR owns governance)
- AI-driven decision system

3. Core Architecture Principle

3.1 Separation of Responsibilities

The module operates within a clearly defined responsibility boundary shared across HR & People Manager, Task Manager, and the AI Assistant (Aiden). Each system owns a distinct slice of the learning lifecycle; no module duplicates or overrides another's governance domain.

3.2 Rule

3.3 Inter-Module Boundary Contracts

HR & People Manager → Knowledge, Training & Learning (Compliance Handoff)

HR & People Manager is the sole authority for defining mandatory training obligations and compliance requirements. Knowledge, Training & Learning receives these obligations as an inbound contract and is responsible for delivery and evidence tracking only. The boundary is as follows:

- **HR owns:** definition of which training is mandatory, the compliance standard it must meet, the recurrence schedule, and the enforcement handoff trigger.
- **KT&L owns:** delivery of the required content, completion tracking, evidence storage, and reporting back to HR & People Manager.
- **KT&L MUST NOT** redefine, override, or independently enforce compliance obligations — it executes the requirements HR has defined.
- When HR & People Manager designates a training requirement as mandatory, it **MUST** supply a structured obligation record (role, course reference, due-date rule, and recurrence) which KT&L ingests to configure the corresponding learning pathway or module assignment.

AI Assistant (Aiden) → Knowledge, Training & Learning (API Consumption)

Aiden consumes the KT&L approved knowledge base via API and does not own, duplicate, or override KT&L's content governance. The following rules apply to this contract:

- **KT&L MUST** expose an approved-content API that surfaces published, version-controlled knowledge articles, SOPs, and course metadata to Aiden.

- The API **MUST** only surface content that has passed KT&L's internal approval and version-control workflow; draft or superseded content **MUST NOT** be surfaced.
- Aiden **MAY** read and surface approved knowledge content in responses to staff queries; it **MUST NOT** write to, modify, or govern that content.
- KT&L remains the single source of truth; any content Aiden presents is a read-only projection of KT&L's authoritative record.

4. Core Capability Layers

4.1 Knowledge Layer

- SOPs
- policies
- operational guides
- role responsibilities

4.2 Training Layer

- structured courses
- learning modules
- role-based training programmes

4.3 Learning Pathways

A structured sequence of training content tied to a role or competency.

Examples:

- New Starter – Reception
- Dental Nurse Induction
- Manager Training Pathway
- GDPR Compliance Path

Requirements:

- ordered progression
- required vs optional modules
- milestone completion tracking

4.4 LMS Layer

Supports:

- courses
- modules

- lessons
- completion tracking
- assessment

5. Course & Learning Model

5.1 Course Object

5.2 Structure

Course → Modules → Lessons

Lessons may include:

- video
- text
- checklist
- quiz

5.3 Course Types

6. Learning Pathways

6.1 Ownership

- HR defines requirements
- Knowledge stores structure
- Task Manager executes

6.2 Behaviour

- auto-assigned on onboarding / role change
- supports sequencing and dependencies

6.3 Task Manager Integration Contract

When a learning pathway is assigned to a user — whether triggered by onboarding, a role change, or an HR-defined compliance obligation — KT&L MUST emit a task-creation event to Task Manager. This ensures that all pathway assignments are audit-logged as work items and subject to Task Manager's deadline, reminder, and escalation mechanisms.

The task-creation event MUST include:

- **UserId** – the assignee
- **PathwayId** – the learning pathway being assigned

- **CourseIds** – the ordered list of courses within the pathway
- **DueDate** – derived from HR's obligation record or the default pathway schedule
- **Source** – "KnowledgePathwayAssignment" so Task Manager can route correctly
- **MandatoryFlag** – whether the pathway is compliance-mandatory (as defined by HR)

Task Manager owns deadline enforcement, reminder dispatch, and escalation from the point of task creation. KT&L owns completion recording and evidence storage once the user fulfils the learning. Upon confirmed completion, KT&L MUST notify Task Manager so the corresponding task is marked complete and the audit log is closed.

KT&L MUST NOT independently send reminders, escalate overdue pathways, or enforce deadlines — these responsibilities remain with Task Manager.

7. External CPD Integration

7.1 Capability

- external provider linking
- completion tracking
- CPD evidence storage

7.2 Supported Modes

- SCORM / xAPI
- API (optional)
- manual certificate upload

7.3 Rule

External learning MUST:

- map to internal requirements
- feed into compliance tracking

8. Primoro Content Distribution

8.1 Platform Courses

- module training
- AI training
- compliance training

8.2 Behaviour

- global or optional

- can be auto-assigned

8.3 Constraint

- practice controls adoption

9. User-Generated Courses

9.1 Capability

- create courses
- share internally

9.2 Permissions

9.3 Governance

- version control
- ownership required
- approval workflows

10. Task Manager Integration

10.1 Execution Model

All learning must be executed via Task Manager.

10.2 Flow

Rules

Knowledge MUST NOT:

- send reminders
- escalate
- enforce deadlines

11. HR Integration

11.1 Ownership

HR owns:

- compliance

- mandatory training

11.2 Knowledge Provides

- delivery
- tracking

12. AI Integration

AI MAY

- answer questions
- suggest training

AI MUST NOT

- validate compliance
- interpret policy

13. Compliance & Tracking

Knowledge

- tracks completion
- stores evidence

Task Manager

- enforces
- escalates

14. Data Model

CourseProgress

LearningPathway

ExternalTrainingRecord

15. Core Behaviour Rules

- Knowledge is single source of truth

- LMS embedded in module
- Task Manager executes
- HR defines compliance
- AI assists only

16. Acceptance Criteria

- knowledge centralised
- LMS functional
- CPD supported
- execution via Task Manager
- compliance auditable

17. External CPD & Content Integration Model

17.1 Supported Integration Types

17.2 Provider Compatibility

17.3 Target Providers

- Agilio iLearn
- Dental CPD Network
- Dentistry CPD
- Dentaljuce
- Verified Learning
- Oral■B Professional
- Open CPD

17.4 Rule

17.5 Compliance Behaviour

- map courses to requirements
- record CPD hours
- track certificates

17.6 Execution Flow

17.7 Constraints

- SCORM baseline
- provider-agnostic design

17.8 Future Scope

- CPD marketplace
- provider SDK
- real-time dashboards

End of Document – Knowledge, Training & Learning v2.1 (Cleaned & Standardised)

Embedded Tables

Table 1

Function	Module
Policy definition	HR
Knowledge storage	Knowledge module
Learning content	Knowledge module
Task execution	Task Manager
Compliance enforcement	HR + Task

Table 2

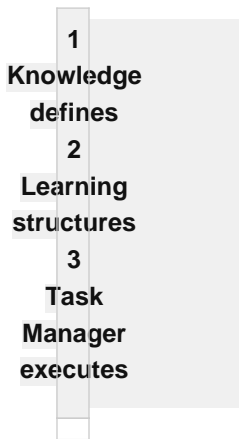


Table 3



Table 4

Type	Description
Internal	Practice-created
External	CPD provider
Primoro	Platform-delivered

Table 5

Role	Capability
Manager	Full
Staff	Limited
Admin	Full

Table 6

1
Knowledge
defines
requirement

2
→
Task
Manager
creates
tasks

3
→
Task
Manager
handles:

4
-
deadlines

5
-
reminders

6
-
escalation

7
-
completion
tracking

8
→
User
completes
learning

9
→
Knowledge
records
completion,
evidence,
and
version

10
→
Task
Manager
marks
task
complete

Table 7

1

Table 8

1

Table 9

1

Table 10

Type	Description
SCORM / xAPI	Embedded delivery
Linking	External course launch
Certificate ingestion	Proof tracking
API	Optional integration

Table 11

Type	Behaviour
Embedded	Runs inside Primoro
Linked	External launch
Verified	Certificate stored
Integrated	API sync

Table 12

1
Primoro
is
the
learning
orchestration
layer

Table 13

1	
Knowledge	
→	
Task Manager	
→	
Completion	
→	
Record	
→	
Close	