

How to Change Learners' Course Status

GlobalLearn version 2.5

APPLICABLE TO:

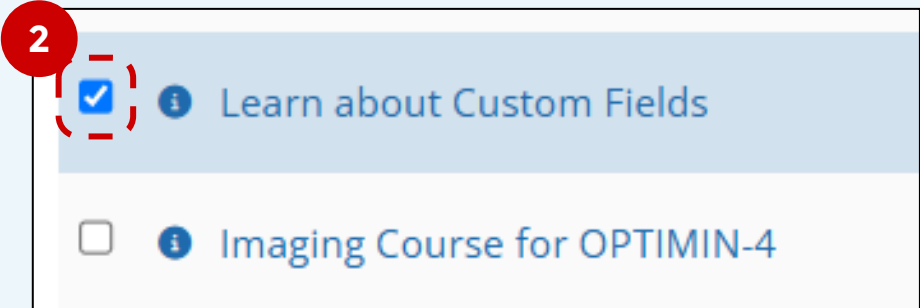
- ☒ Company Admin
- ☐ Manager
- ☐ Instructor
- ☐ Learner
- ☒ GlobalLearn

Learner progress in online courses is tracked automatically – however, situations may arise that require manual intervention, such as resetting the progress or marking a course as completed.

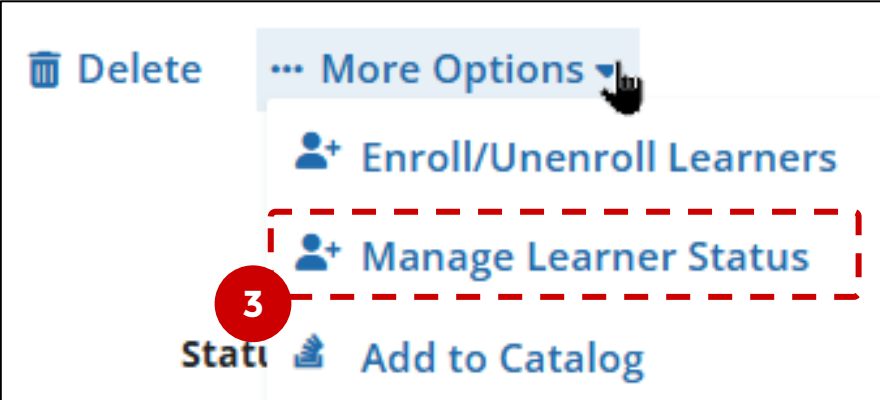
1 Log in to Global Learn and navigate to the **Course Management** page.



2 Select the Course where intervention is needed, using the checkbox next to its name.

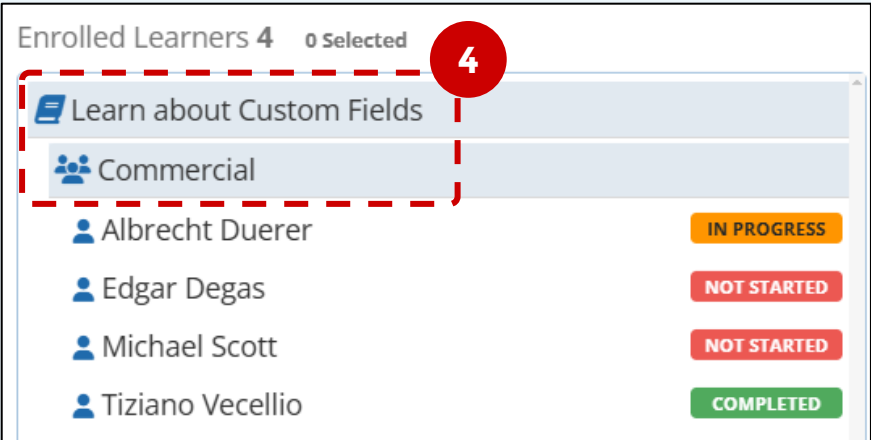


3 Expand the **More Options** menu at the top and select the **Manage Learner Status** option.



 'External' and 'Classroom' courses are not eligible since progress is tracked manually.

4 Expand each header under Enrolled Learners until you see names listed with the respective course status.



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5 Select the user(s) you want to change status for.
Click on **Add**.

Commercial

Albrecht Durer

IN PROGRESS

Edgar Degas

NOT STARTED

Michael Scott


NOT STARTED

Tiziano Vecellio

COMPLETED

Add >>

<< Remove

 **Pro Tip:** you can use the **Current Status Filter** dropdown under the names list to aid in users selection, especially if the course has a large number of enrollees.

6 Complete the other mandatory fields – then click **Finish**.

Current Status Filters

Changed Status*

Completed Date*

Completed

01/06/2025

Reason For Changes*

Learner read the document offline

Finish

Cancel

7 A recap appears of the requested change. Review for accuracy and then hit **Confirm**.

Courses

Learners

Learn about Custom Fields

Edgar Degas

Confirm - Change learner's status to "Completed" for selected courses

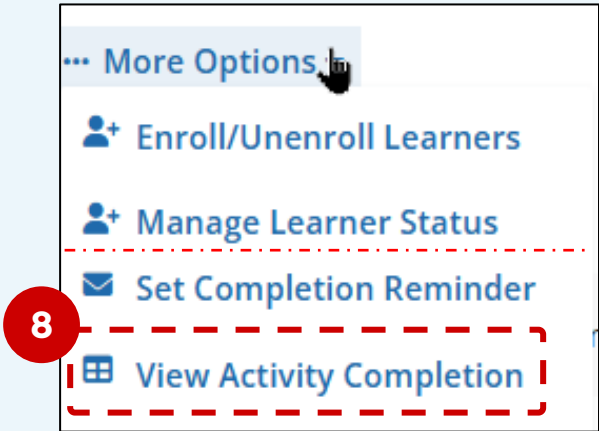
Confirm

Cancel

Resetting Progress

The matter is somewhat different if you seek to reset progress for a Learner. In that case, you can only mark individual activities as ‘not completed’, thus requiring the learner to re-attempt them.

- 8
- Select a course; expand the **More Options** menu at the top and select the **View Activity Completion** option.



- 9
- Find the horizontal line that matches the Learner whose status you want to change.
Click on **Mark not/completed** under an activity to change the status for that activity. Repeat as needed.



The change is immediate, there's no 'Save' or 'Confirm' button.

Video for Users	SOP: GCP Intro 1	Read & Understood
Mark not-completed	Mark not-completed	Mark not-completed
Mark completed	Mark completed	Mark completed
Mark completed	Mark completed	Mark completed
Mark not-completed	Mark completed	Mark completed