

**Defence SCORM FAQ**

**What is a SCORM?**

SCORM, which stands for Shareable Content Object Reference Model, is a set of technical standards for eLearning products. DISP companies can use SCORM eLearning products to host Defence training on their own Learning Management System (LMS).

**What courses are available on SCORM?**

Defence has two courses available as SCORM packages:

* Annual Security Awareness (ASA)
* Assessing and Protecting Official Information (APOI)

**What SCORM formats are available?**

Three SCORM formats are available:

* SCORM 1.2
* SCORM 2004
* HTML5

**Check with your LMS Administrator which format is most appropriate for your LMS.**

**How do you access the SCORM?**

You no longer need to request a CD to access Defence SCORM packages. All SCORM packages are now available online as downloadable **ZIP files**. You will need to ensure the downloaded SCORM package ZIP file is provided to your I.T. or Learning Management System (LMS) administrator. They will know how to upload the SCORM package to your company’s LMS.

**What if the Chief Security Officer and LMS Administrator are different people?**

Your company Chief Security Officer and LMS Administrator may not be the same person. If this is the case, the CSO needs to send the ZIP file to the LMS Administrator. The CSO should ensure the ZIP file is not opened or unpacked before sending it to the LMS Administrator, as this may cause errors. To avoid accidentally unpacking the file, you can follow these simple steps for each course:

1. Create a new folder in your home drive, name it SCORM.
2. When you access the DISP Security Portal, click on ***Security Toolkit***.
3. When you access the Security Toolkit, scroll down to ***Training Product*s**.
4. Click on the first course you require and select ***Save As***.
5. Save the SCORM ZIP file in the new folder that you just created in your home drive.
6. Repeat the same selection and saving process for another course if required.
7. Once the ZIP files are saved, transfer the unopened ZIP files to your LMS Administrator.



**Troubleshooting for LMS Administrators**

If you are a LMS Administrator and are experiencing errors when uploading a course, we recommend you download the files again directly, ensuring they are not opened and reload them.

**Remove .XAP files**: .XAP (Silverlight) files have been reported as causing issues within other LMS as such, you can remove these files, repackage the SCORM and upload the new ZIP to your LMS.

**Remove .SRT files**: .srt (caption files) have also been reported to cause issues in some LMS. This generally shouldn’t be the case but you could try removing these files as well, repackaging the SCORM and uploading to your LMS again. Please note this will remove the captions from the videos within the course.

**Ensure a good name for the Package**: Copying and downloading files can lead to files being renamed. Avoid using special characters, brackets and possibly spaces in your SCORM package file name. For instance, name the package ASASCORM.zip

**Varying LMS technical specifications and configuration**: If you continue to have issues uploading the package to your LMS, it is highly likely that your LMS is configured differently from the Defence LMS that the SCORM package was developed for. Speak with your LMS technical support and ask them to look into the issue and determine what technical specifications your LMS expects from a SCORM package, or simply google issues you are experiencing for any alternative solutions.

**What are my options if the SCORM is not compatible with my LMS?**

Unfortunately Defence is unable to provide technical assistance with individual LMS issues and you will need to speak with the technical support team that manages your LMS.

Defence do make the ASA and APOI courses available through Campus Anywhere – Defence’s LMS. To access this platform you will need to speak to your Defence contract manager who can sponsor an account for you and your staff. If you do not have an active contract with Defence, please contact disp.info@defence.gov.au for assistance.

