



Learnova

Governed Learning & SOP Management for Healthcare and Technology Organisations

WHITE PAPER

**Sector Solution Overview: Health & Technology
Based on the CTech Learnova Brochure & Demo Deck**

Prepared by CTECH / ARIES EXIM COMPANY PVT. LTD.
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Executive Summary

Healthcare and technology organisations run on procedures that must be current, correctly followed, and provably completed by the right people. In healthcare, that means clinical protocols, patient-safety procedures and mandatory staff training. In technology, it means security practices, engineering runbooks and operational procedures that keep systems and data safe. Learnova is a governed Learning Management System (LMS) and Curriculum & SOP Management Portal on one platform — built to create, review, publish, assign, learn and certify, with an audit trail behind every step.

The platform stands on two pillars sharing one governance foundation: an LMS that trains, assesses and certifies people, and SOP Management that governs the procedures those people must follow. Role-based access, automated workflow, and reporting and audit tie the two together.

The goal is not simply hosting training content. It is giving healthcare and technology organisations a single, governed system where the current, approved procedure reaches the right person, their completion is recorded, and that record is ready the moment an auditor, regulator or client asks for it.

1. Business Context & Opportunity

Both sectors carry a similar operating risk: procedures that drift out of date without anyone noticing, training that is assumed rather than verified, and no fast way to produce evidence of compliance when it is requested. A platform that governs authoring, review, assignment and completion in one place closes that gap.

- **Procedures that must stay current:** Clinical protocols and safety SOPs in healthcare, and security or engineering runbooks in technology, need version control, review and approval before staff ever see them.
- **Provable completion, not assumed completion:** Mandatory training and credentialing needs to be tracked per person, with evidence — not taken on trust.
- **Audit and inspection readiness:** Both sectors face external review — accreditation, regulatory inspection or client security audits — where certificates and logs need to be produced quickly.
- **Role-appropriate access:** Clinical, nursing and admin staff; or engineering, security and general staff — each needs different content and a different role in the review and approval workflow.
- **Fast, controlled onboarding:** New clinical staff and new technical hires both need structured onboarding with clear sign-off before they are considered fully operational.

2. Two Pillars, One Governed Platform

Learnova stands on two pillars that share one governance, workflow and reporting foundation.

2.1 Learning Management System — Train, Assess and Certify

- Structured learning paths organised by category, with prerequisites and sequence.
- Rich content in one course — videos, PPT, PDF, documents and links.

- Assessments with passing rules: MCQ or task-based, minimum time, maximum attempts and retake policy.
- Employees complete assigned learning and assessments in their own portal.
- Digital certificates with a unique ID and QR validation.
- Progress, attempts, scores and certificates tracked and reported across teams.

2.2 SOP Management — Govern the Procedures People Follow

- Author SOPs and curriculum with videos, PPT, PDF, documents and links, in one place.
- Review and approval before anything is published — selected reviewers give feedback, then approve or reject.
- Controlled access by category, to groups or individuals.
- Controlled completion with rules, timing and unlock order.
- Audit-ready evidence — progress, attempts, scores and audit activity on record.

2.3 Common Foundation

- Role-based governance for Admin, Faculty, Reviewers and Employees.
- Automated workflow with notifications from creation through to approval.
- Reports and audit covering progress, scores, certificates and logs.

3. How It Works: The Governed Learning Lifecycle

Every piece of content — curriculum or SOP — moves through the same controlled lifecycle:

Create	Build curriculum, SOPs and supporting content, with videos, PPT, PDF, documents and links.
Review & Approve	Route to selected reviewers for feedback; content is approved, rejected, or revised and resubmitted.
Publish & Assign	Release approved content and grant access to groups or individual employees.
Learn & Assess	Enforce minimum time, completion order and passing criteria before content counts as complete.
Certify & Validate	Generate a unique digital certificate; validate it later by scanning its QR code.
Report & Improve	Monitor users, groups, categories, curriculum and audit activity to close the loop.

4. Solution Architecture at a Glance

Content Layer	Category and curriculum/SOP authoring • Videos, PPT, PDF, documents and links • Prerequisites and sequence
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Workflow Layer	Review and approval routing • Publish and assign • Automated notifications at every stage
Access Layer	Role-based governance (Admin, Faculty, Reviewer, Employee) • Category-based access for groups or individuals
Assessment Layer	MCQ/task assignments • Passing percentage, minimum time, maximum attempts and retake policy
Certification Layer	Unique digital certificates • QR-code validation • Valid/invalid/expired status
Reporting Layer	Progress, attempts, scores, certificates and audit logs, by user, group or category

5. Built for Healthcare and Technology

The same governed platform applies naturally to two sectors where procedures, training and evidence all carry real consequences:

5.1 Healthcare Organisations

- Clinical and safety SOPs — for example infection control, patient-handling or equipment procedures — stay current through mandatory review and approval before staff can access them.
- Credentialing and mandatory training (safety, clinical competency, periodic refreshers) is tracked per person, with QR-verifiable certificates ready for accreditation or inspection.
- Role-based access keeps clinical, nursing, allied-health and administrative training tracks separate and appropriate.
- Category-based rollout lets a department publish and assign its own protocols without affecting others.
- A complete audit trail — who completed what, and when — is ready whenever a regulator or accreditation body asks.

5.2 Technology Organisations

- Security and engineering procedures — for example incident response, deployment or access-control runbooks — go through version-controlled review and approval before publication.
- Technical certification and onboarding progress is tracked per engineer, with a verifiable record for internal sign-off or client due diligence.
- Role-based access separates engineering, security and general-staff training tracks.
- Audit-ready evidence supports compliance frameworks and client or vendor security reviews.
- Structured onboarding gets new technical hires to full productivity with a clear, trackable sequence.

These are illustrative applications of Learnova's stated capabilities — authoring, review/approval, role-based access, assessment rules, QR-verifiable certification and audit logging — rather than sector-specific features in themselves.

6. Governance, Roles & Operational Control

Ownership and accountability stay clear at every stage, from authoring and review to employee completion and certificate validation:

Role	Primary Responsibility	Controlled Outcome
Admin	Manage users, groups, categories, settings and approvals.	Central governance and visibility.
Faculty	Create curriculum/SOPs, attach content and configure assignments.	Consistent learning content.
Reviewer	Review curriculum and SOPs, provide feedback and approve/reject.	Quality-controlled publication.
Employee / Trainee	Access assigned learning, complete content and assessments.	Measurable completion.
System	Automate notifications, rules, certificates, validation and reporting.	Reduced manual effort.

Built-in Controls

- Category-based access — employees and groups see curriculum relevant to their assigned categories.
- Sequential unlock — the next SOP becomes available only after configured completion and passing conditions.
- Minimum time & content rules — prevent premature completion by enforcing learning rules.
- Attempt & retake policy — defined passing percentage and maximum attempts for assignments.
- Approval gate — only approved curriculum/SOPs can move into the publish-and-assign stage.
- Audit trail — activity and change history maintained for operational traceability.

Important: The brochure and demo materials describe these governance and audit controls but do not name a specific regulatory certification (for example a clinical accreditation standard or a data-protection regime) that the platform holds. Sector-specific compliance requirements should be verified separately against the organisation's own regulatory obligations.

7. Business Benefits

Standardise knowledge	One governed structure for all curriculum and SOPs, instead of versions scattered across teams.
Accelerate onboarding	The right content reaches the right people faster, with a clear, trackable sequence.

Strengthen compliance	Certificates and audit evidence are retained with controlled access, ready for review.
Improve accountability	Progress and completion are visible to managers, not just assumed.
Reduce coordination	Review, notifications and certification are automated instead of chased manually.
Enable management insight	Reports reveal skill gaps and performance across users, groups and categories.

8. Frequently Asked Questions

- **Can we use our existing training material?** Yes — upload videos, PPT, PDF, documents and links into any curriculum or SOP.
- **Who can create, review and approve content?** Role-based access for Admin, Faculty, Reviewers and Employees. Nothing is published until reviewers approve it.
- **Can we control who sees which content?** Yes — content is organised in categories, with access given to groups or individuals.
- **Can we set rules for assessments?** Yes — MCQ or task-based, with passing percentage, minimum time, maximum attempts and retake policy.
- **How are certificates verified?** Each certificate has a unique ID and QR code. Scanning it shows whether it is valid, invalid or expired.
- **What reports are available?** Progress, attempts, scores, certificates and audit logs — ready for management review and audits.

9. Implementation Approach

A practical rollout should move from confirmed requirements to configuration, content migration, validation and handover. A suggested delivery framework is:

1. Discover & Confirm	Validate roles, categories, initial curriculum/SOP set, assessment rules and approval workflow.
2. Configure & Build	Configure categories, access rules and workflow; set up Admin, Faculty and Reviewer roles.
3. Content Migration	Bring existing training material and SOPs into Learnova's curriculum and content structure.
4. Validate & Test	Test authoring, review/approval, assignment, assessment rules and certificate validation end to end.
5. Deploy & Enable	Publish initial curriculum and SOPs, assign to groups or individuals, and open employee learning.

6. Operate & Improve

Use reporting and audit data to close skill gaps and refine categories, rules and content over time.

10. Guiding Principles for the Solution

Client Value — Deliver governed learning and SOP management that people actually use and auditors can trust.

Expertise — Combine learning-management and compliance-workflow expertise to fit regulated, procedure-driven sectors.

Innovation — Use structured workflow, automated notifications and QR-verifiable certification to reduce manual coordination.

Collaboration — Work closely with training, quality/compliance, technology and operational stakeholders to achieve adoption.

11. Future Evolution Opportunities

The Learnova materials establish a foundation for governed learning and SOP management. Future enhancements can be evaluated based on business priorities and operational experience. Potential areas include deeper integration with HR/HRIS systems, a dedicated mobile learning app, advanced analytics for skill-gap prediction, additional assessment formats, multi-language content, and pre-built SOP templates tailored to specific healthcare or technology compliance frameworks. These are not included in the described scope and would require separate requirements and estimation.

12. Conclusion

Learnova is positioned as a governed Learning Management System and SOP Management platform in one — particularly well suited to healthcare and technology organisations, where procedures must stay current, training must be provable, and evidence must be ready on demand. By combining structured learning, controlled SOP authoring and review, role-based governance, QR-verifiable certification and full audit reporting, the solution can give these sectors one connected system for turning knowledge into compliant, accountable practice.



Empower people. Build a compliant tomorrow.

This white paper has been prepared from the concepts and content set out in the supplied Learnova brochure, infographic and demo introduction deck. It is intended as a business/solution

overview for the healthcare and technology sectors and does not supersede product documentation, contractual terms, or detailed technical or regulatory specifications.