Certifying Educational Success

CPA Manitoba Reduces Support Requests by 95% with TopClass LMS

OVERVIEW

The Chartered Professional Accountants of Manitoba (CPA Manitoba) is a regulatory body that protects the public through certification and education programs, ensuring members uphold the highest professional and ethical standards.

PROBLEM

Before implementing TopClass LMS, CPA Manitoba faced multiple challenges in managing its professional development programs. Credentialing was handled manually by third-party providers, resulting in delays of two to three business days for members to access courses after purchase. This frustrated members, who expected immediate access, and increased the administrative burden on staff.

AT A GLANCE

INDUSTRY
Regulatory Body and Association for Accountants

SOLUTIONS
TopClass, iMIS

MEMBER SIZE
9,000+ members, candidates, and students.

WEBSITE
cpamb.ca

Additionally, the use of inconsistent platforms for course delivery caused confusion among members, negatively impacting their learning experience. Staff had to respond to frequent support requests and manually send credentials or certificates, leading to errors and inefficiencies. This manual approach hindered the ability to scale and meet members' evolving expectations.

> " *With TopClass, members can now access their courses instantly after purchase, saving significant time, reducing frustrations, and ensuring a seamless learning experience for everyone.* "

C

TOPCLASS
LMS by asi

www.topclasslms.com

THE IMPACT

99%

Reduced Credentialing Process Time

95%

Reduction in Course Access Support Requests

Staff Time Savings Through Automation

SOLUTION

CPA Manitoba adopted TopClass LMS to automate and enhance the delivery of professional development programs. The platform integrated seamlessly with their existing iMIS system, providing members with instant access to courses and reducing staff workload.

✓ **Automated Course Access:** Members gain instant access to courses upon registration, eliminating delays and reducing staff workload.

✓ **iMIS Integration:** Seamless synchronization between iMIS and TopClass streamlines data management and ensures efficient operations.

✓ **Advanced Reporting Tools:** Detailed tracking of member engagement and course registrations, supporting data-driven decision-making.

✓ **SCORM File Compatibility:** Simplified management of third-party content, allowing seamless import of SCORM files without extensive manual work.

✓ **Consistent Branding:** Landing pages, certificates, and educational materials follow unified templates, ensuring professional and recognizable branding.

> ❝ *The advanced reporting tools in TopClass allow us to closely monitor engagement, track registrations, and develop strategies that align with member needs, enhancing the overall value we provide.* ❞
>
> - System Developer and Support at CPA Manitoba

TOPCLASS LMS by asi