What's new in Totara V20

From complex compliance management to workforce upskilling, Totara V20 streamlines administration while elevating the learner experience.

Maintain compliance over time with powerful new multi-year recertification pathways

Handling complex certification requirements has had a major upgrade. It's now easier to manage multi-year recertification cycles, helping you maintain compliance over time.

A single certification can now manage multiple paths, expiry rules, and reinstatement behaviours. Totara's certification engine now gives organisations total control over how mandatory training is structured, delivered, and maintained.

Learn more about Totara's flexible **multi-year recertification pathways**.

See Help Docs for more details.

New compliance certification reporting block

Get an instant snapshot of certification compliance status without manually creating reports each time. The block format provides easy access to drill down insights that provide a quick, visual overview of certification compliance across teams in your organisation.

Add this reporting block to your dashboard for easy access to instant insights - no need to create custom reports each time.

Learn more about the **certification reporting block in our blog post.**

See Help Docs for more details.

Learner self-enrolment for programs & certifications

Learners can now enrol to (and withdraw from) programs and certifications. Learners have the freedom to browse programs and certifications from the catalogue and enrol themselves, without needing to request access first.

This encourages self-directed learning, even in the most compliance-focused environments. Note that admins must enable this functionality, ensuring this option only applies to appropriate programs and certifications.

When enabled, this can save administrators significant amounts of time, as they will no longer have to manually assign individuals.

See Help Docs for more details.
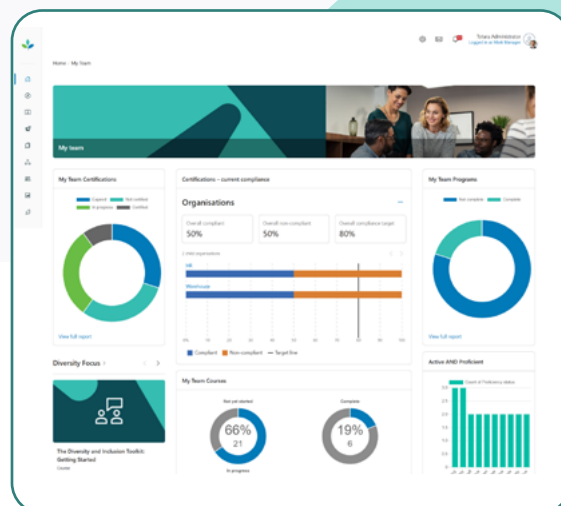
Upskill your workforce with new skills reporting and functionality options

You may notice something a little different in Totara V20 - we're shifting our terminology from competency to skills. We're changing this to reflect the language that our customers, partners, business stakeholders and the broader L&D community use.

V20 introduces a number of exciting features that make it easier to nurture skill development with targeted training and reporting:
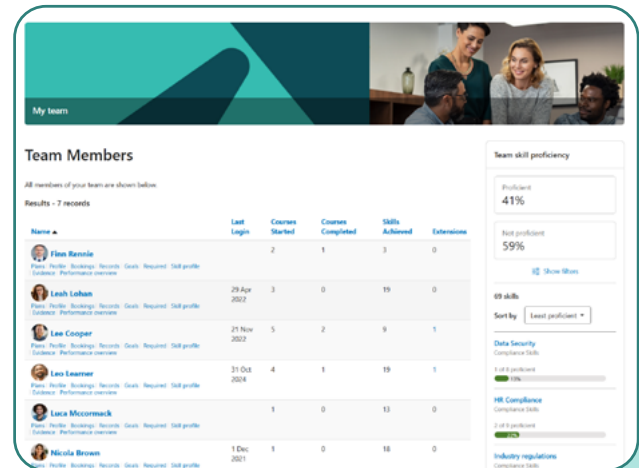
Team Skill Proficiency block

The Team Skill Proficiency block provides line managers and secondary line managers with a clear view of their team's current skill levels. It allows managers to identify gaps, recognise strengths, and efficiently rate their team's skills where needed.

See Help Docs for more details.

Clearer skill gaps reporting

Clearer visuals and reporting options provide snapshot views of proficient vs not proficient status.

See Help Docs for more details.

Skill rating by audience

Perfect for healthcare and highly regulated sectors, this enables flexible on-the-job assessments of skills, where supervisors can observe staff completing tasks and mark them as competent.

See Help Docs for more details.

New audience type – 'skill proficiency'

Group learners by skill proficiency with this new audience type. This enables smarter enrolments and targeted next-step learning, as well as increased reporting options.

See Help Docs on **audience rules** and **add an audience rule set.**

# AI features that improve the learner experience and boost L&D efficiency

We're excited to introduce four new AI-powered plugins that streamline content creation – all within your LMS. Refine your text so it's punchy, relevant and engaging, and create the perfect images that exactly match your course and resource topics.

Get a helping hand from AI with these time-saving features:

- **AI Writing assistant** - refine, summarise and create consistent course and resource text

- **AI Image generation** - create images in the flow of work

- **AI Knowledge check-in** - create informal quizzes from resources

- **AI SMART goal assistant** – create structured, focus SMART goals to aid your personal development.

These tools have massive potential to boost both the admin and learner experience if Totara.

Learn more about each of Totara's AI features and check out our blog on how to use Totara's new AI-powered features effectively.
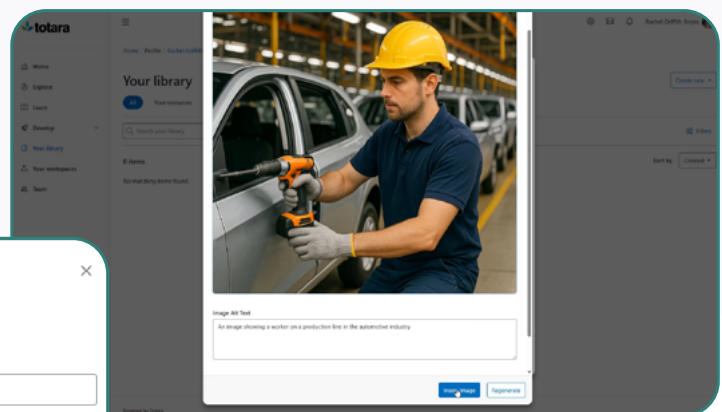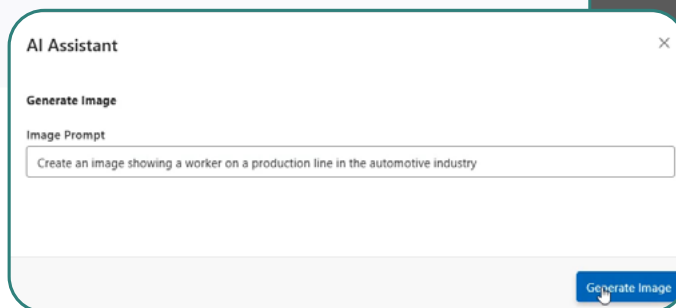
Enhanced security with new Multi-Factor Authentication rules

Tighten your security protocols with our Multi-Factor Authentication rules. Define specific rules that when matched, require users to set up multi-factor authentication. This ensures stronger account security and can be applied to specific user groups.

See Help Docs for more details.

Time-saving admin workflows
for strong compliance management

Creating robust learning programs that support mission-critical learning in complex organisations is essential for Totara's users.

We've listened to your feedback, and made a number of small but powerful enhancements that reduce admin complexity and cut out workarounds – so you can focus your time on delivering an outstanding learner experience:

Preview audience changes & improved audience rules layout

Making changes to audiences with large numbers of users can have a big impact, for example triggering notifications. New preview panels reduce the risk of errors.

Admins now have a preview panel that offers a clear overview of total users added and removed, as well as a clear display of individual users and their status.

We've also refreshed the layout and usability for audience rules, with clearer navigation and naming conventions. This reduces complexity, making it easier to onboard new admins, efficiently complete the Rules workflow and visually easier to read the information on the page.

See Help Docs for more details.

User Status is visible on User Profile

A user's status (active or suspended) now clearly shows next to their profile. This improvement prevents admins from searching the system and running separate user status reports to find this commonly used information.

See Help Docs for more details.

Export reports in background

Exporting large scale reports (for example, with tens of thousands of data-points) used to require admins to wait while the data processed in the current tab. V20 enables reports to export as a background task, freeing admins to continue work elsewhere in the LMS while the report export processes.

See Help Docs for more details.

Mandatory Date/Time field improvements

This small change will make a big difference to data integrity. Mandatory Date/Time fields are now empty by default, prompting users to select a value before submission.

Previously this field would pre-populate with a default value, which users may not always amend to the correct date. Now this field is blank by default, users will receive a warning to prompt them to fill in the field. This will improve data accuracy and integrity.

Content discovery and search enhancements

Helping your learners quickly discover relevant learning resources is essential for creating an engaging learning experience. Totara V20 offers improved content search and helps display relevant content in catalogues:

- Smarter partial word matching
- Enhanced wildcard search for more flexible matching
- Smarter search with spell check suggestions
- Enhanced recommended content engine in Explore catalogue
- Exclude courses from catalogue
- Dashboard – Accessibility improvement and UI tweaks
- Enable admins to order and find dashboards

Explore all of these features in more detail and access the Help Doc links in our blog post.

Digital attendance check-in for seminar events

Move on from roll calls and manual tracking. Learners can now mark their own attendance using a secure link or QR code — whether they attend in person or online.

- **Trainers save time** – no need to track people down or take roll calls
- **Works anywhere** – scan a QR code in a room, or click a link in an online session
- **Scales beautifully** – especially helpful for large group trainings
- **Reduces admin errors** – check-in records are created directly by the learner
- **Supports compliance** – check-ins are tied to user login and seminar events

See Help Docs for more details.

New offline synching options for Mobile app

We've added a setting that allows users to choose their offline sync preference:

- Auto vs Manual sync
- Wi-Fi only or Wi-Fi+Mobile Data

Auto synching offers learners better experience in low-connectivity environments, helping learners pick up right where they left off.

See Help Docs for more details.

Remove access to performance activities upon role change

In Totara Perform, we've added the ability to manage users' access to performance activities to maintain compliant privacy and data access policies.

Admins can apply a global setting to remove access when a participant changes roles. This automatically removes manager, manager's manager, or appraiser access to closed activities when they no longer share a job assignment with the subject of the activity.

This ensures only the appropriate people retain access to past activity records when an employee changes role or has a new manager assigned.

See Help Docs for more details.

New APIs to connect your LMS with essential business systems

We're expanding our API services for seminars, report builder and programs and certifications.

This offers more expansive options for partners to extract data to a BI tool, provides more Seminar functionality, and allows you to get back a list of the certifications and programs that exist in the system, also enabling you to enrol users via their assignment groups.

See Help Docs for more details.

See what's new in Totara V20

See these features in action.

Book a demo