Self-paced Video Training

*Transforming Instructor Led Courseware*

- Development Notes -

**Overview:**

This document provides an overview of the process activities required to transform an existing classroom instructor led course into a self-paced video training course. This is proprietary information and is to be used only by itSM Solutions and its clients.

**Roles & Responsibilities:**

There are two major roles involved in the transformation process; the client and the build team. The client is responsible for the courseware’s content and providing other necessary courseware components. The build team is responsible for the transformational build that turns the original instructor led courseware into a self-paced video training course.

**Client Components:**

The client is responsible for the following:

**Assertion of IP and copyrights [required]** – The client must make, in writing, an affirmative statement that all courseware intellectual property (IP) rights belong to the client, or under current copyright license or have been granted permission to use by the copyright holder. This assertion will be included in summary form in the Acknowledgements section of the completed self-paced video course.

The client must indemnify itSM Solutions and any of its service providers used in the production and hosting of the resultant courseware.

**Syllabus [required]** –All courseware must include the associated course syllabus. The syllabus is used to ensure completeness of the course, conformance to standards, certification and accreditation requirements. It is also used to support the quality assurance of the courseware. The syllabus must be published as part of the online courseware.

The syllabus must have;

* Target audience
* Prerequisite/entry criteria
* Exam eligibility, if applicable
* Learning units (1 or more)
	+ Detailed learning objectives by learning unit; chapter and/or lesson
* Qualification learning objectives, if applicable
* Description of difficulty (i.e. Blooms Level)
* Quality improvements
	+ Lecture, quizzes & exercises
	+ Format of the exam, if applicable
	+ Trainer qualifications
	+ Approved delivery structure
	+ Terminology list, if applicable

**Courseware Presentation Material [required]** – The client will provide the courseware presentation material intended for use in the online course. The material is to be in Microsoft PowerPoint 2010. The material must be in clearly defined learning units and include learning units by learning unit; required at the chapter level and optional for lessons.

 If the resultant online courseware is intended for wide spread commercial use (available through the Solutions Partner Network), the product will be “white labeled.” It will use the white label stylesheet. It is the responsibility of the client to apply the stylesheet to the courseware and make all of the required typographical and graphic modifications required. Otherwise, the presentation material will be considered “branded” and the client is responsible for the proprietary stylesheet.

The client is responsible for making any and all courseware modifications to accommodate viewing platforms, such as PCs, laptops, tablets and smartphones.

**Quizzes & Exercises [required]** – The online self-paced courseware is required to have a quiz (test) at the end of each major learning unit (i.e. a chapter). This is an underlying requirement of the Learning Management System (LMS) and is required in order to track student progress through the course. Tracking student progress is a requirement in almost all distance learning accreditation schemes. The end-of-unit quizzes are scored and the score is maintained within the LMS. The student must achieve a minimal score set by the client in order to receive credit for that learning module.

The client may opt to include inline quizzes (pop quiz) throughout the course presentation material. These are not scored.

All quizzes must have an answer key and detailed rationale which describes why the right answer is right and the wrong answers are wrong. This answer key is used with online end of unit quizzes to provide feedback to the student. All end-of-unit quiz questions are randomized.

The client may opt to include exercises as part of the course. The exercises can be embedded within the course (the instructor presents the exercise, the student pauses the course to do the exercise, then the instructor will review an optimized solution to the exercise along with the rationale). Exercises are not scored. The exercise can also be included as a courseware component in the form of a downloadable file.

**Instructor’s Guide [required]** – The client is required to supply an instructor’s guide or other documentation that details how the course is to be delivered in the classroom. It would be helpful if it also included any modifications or considerations for its delivery in other mediums.

The guide should provide the context of the course for the instructor and a detailed treatment for each presentation module (slide) that addresses a specific topic. That detail should include, but is not limited to any notable concepts or principles, issues, etc.

It should reference each module to the syllabus; chapters to general inclusive references, lessons to specific inclusive references and topics to specific references. If any treatment of topics must be changed due to the delivery medium, which should be specified within the instructor’s guide.

**Student Manual [if applicable]** – If the courseware includes a student manual and the client wishes to include in the online course, it must be supplied in electronic format that is capable of being converted into a PDF or Flash file.

The client must make a positive assertion that they have been made aware of the limitations of the LMS’ digital rights management (DMR) capability and accept its capabilities.

For information only: student manual components should include

* Acknowledgements – details IP and copyright information
* Table of Contents
* Content structure; chapters, lessons and topics
* Appendices
* Glossary of terms (if applicable)

**Handout [if applicable]** – The client may opt to include handouts (supplementary material normally handed out in a classroom). The client must provide handouts in an electronic form that is downloadable, printable and sequenced in order of usage. If handouts content is testable it should be called out on the syllabus map.

All handouts must be annotated on the storyboard (when to use) and in the Instructor’s Guide (how to use).

**Accreditation/Certification Requirements [if applicable]** – If the courseware is intended for use as preparatory material for an accredited curriculum or a certification examination (or both), specific requirements related to distance learning must be fully documented. This information should, but is not limited to; training provider, courseware, instructor and delivery platform requirements. Similarly, if there are any specific requirements for students to achieve certification, such as attendance, participation, completion, etc., these must be fully documented to ensure the completed online course meets those requirements.

**Build Team:**

The build team consists of client team, the production team and the itSM Solutions program manager. Its responsibility is to bring all of the physical components and human resources together to transform an existing instructor led classroom course into a self-paced video training course.

**Course Type: [required]** – Course type refers to commercial intent of the resultant online course. There are three types of courses;

* Commercial – This is a white label product that will be produced and distributed to a mass market via the Solutions Partner Network. The form, format and stylesheet are totally devoid of any branding and is intended to be re-branded by the distributing partner.
* Commercial-propriety – This product is intended for a mass market, but will only be distributed via the client’s distribution network. Therefore the product is branded and uses the form, format and stylesheet of the client.
* Non-commercial-propriety – This type of product is intended for a specific target audience and is not intended to appeal to a mass market. Therefore, its development is done under a “fee for service” model. The product is branded and the form, format and stylesheet used are at the discretion of the client.

All course development is done under a master services agreement and executed on via a separate Statement of Work (SoW).

**Syllabus Map: [required]** – The syllabus map is the responsibility of the client team.

The syllabus map associates the syllabus references to specific components of the courseware; chapter, lesson, topic, instructor’s guide, handout, etc. It is used in the design and execution of the courseware build and to reference to confirm the quality of the finished product. The map is also used to identify topics that are used multiple times throughout a specific course or multiple courses in the same curricula.

The completed course and all of its components will be checked against the syllabus map.

**Subject Matter Expert: [required]** – The subject matter expert is supplied by the client and is member of both the client and build team.

The subject matter expert ensures the accuracy of the courseware content, performs quality assurance (QA), checking for errors and omissions, completeness and consistency.

* Accuracy – ensure there are no errors or omissions in the online courseware.
* Completeness – ensure conformance to the syllabus using the syllabus map
* Consistency
	+ Ensure the consistency of content delivered between different delivery media
	+ Ensure the instructor’s adherence to delivery guidance

The subject matter expert may act as the lecturer.

**Video Lecturer: [required]** – The video lecturer is responsible for the delivery of the online courseware lecture. The lecturer may or may not be a subject matter expert, but must possess all of the requisite accreditations and certifications and have demonstrable subject matter expertise.

The lecturer must study and understand the subject matter, study and rehearse the delivery of courseware content using the instructor’s guide while following the direction of the storyboard.

**Video Courseware:**

The video courseware is comprised of the following components;

* The course storyboard
* A video trainer portal
* Course curricula
* The video player
* The video course

**Storyboard: [required]** – The storyboard is a graphical representation of the physical implementation of the self-paced online video courseware. It graphically represents all aspects of the courseware’s design by detailing;

* Course structure; forward, acknowledgement, ToC, chapters, lessons, topics, appendices
* Topic delivery
	+ Slide w/audio & active illustration
	+ Slide w/video of instructor
	+ Slide w/inline quiz or exercise
	+ End of learning unit quiz
* Location of embedded materials
	+ Workbook
	+ How to use (optional)
	+ Student manual (optional)
	+ Quiz or exercise booklet (optional)
	+ Official sample papers (if applicable)

The client and build teams are responsible for the creation of the storyboard. The client is responsible for providing all delivery direction and the build team is responsible for the physical execution of those directions.

**Portal: [required]** – The client’s access to the courseware is controlled by the portal. The client may opt to have a custom portal developed; normally a branded portal is preferred method when the client’s courseware has been transformed into self-paced online video training.

The portals function is;

* Provide enablement of students; enablement may be outsourced, insourced or self
* Performance monitoring
	+ Define reporting requirements
	+ Design reports
	+ Execution and distribution of reports
* Provide access
	+ Physical login portal for the student
	+ Administration

The portals may be customized;

* Content
* Layout
* Navigation
* Branding

**Curricula [required]** – The curricula define a course of study. Within the curricula individual courses exist, each divided into learning units. The client is responsible for the definition of policy regarding the curricula and the determination of its administration processes. The build team physically establishes the curricula within the portal and is responsible for establishing and enforcing a course naming convention and identification scheme and the deployment of the individual course structure and course components.

The maintenance and reporting requirements are done at the curricula level for all courses within the curricula.

**Video course: [required]** – The resultant video course is comprised of the following components;

* Portal
	+ Enable students
	+ Monitor performance
	+ Access courseware
* Curricula
	+ Course of study
	+ Individual courses
* Course player
	+ Provides courseware delivery environment
	+ Contents
		- Learning units
			* Audio & video files
			* Presentation material
			* Student quizzes & exercises
	+ Appendix (other content)
		- Syllabus
		- Glossary of terms
	+ Handouts
	+ Other distributable components