Standard Operation Procedure

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Preparing & Implementing e-Learning Courses

This guideline describes in brief the administrational issues which should be taken into account when planning and implementing an e-Learning course as an organization / institution or training provider.

1. Course Planning & Review

▸ **Needs Assessment:** Announce plans & perspectives for the projected courses early enough to get feedback on whether the topic is relevant and who could perhaps contribute especially with practical cases, experiences or studies.

▸ **Review**: if the course is delivered by a 3rd party [e.g. such as the CD-UM courses], read the course content and check for relevance for your partners and potential participants. Identify the need additional for regional examples and or case studies.

▸ **Peer Review:** Try to involve the organisations from which your potential participants are coming. A peer review from senior experts might be helpful to tailor the course to the need.

▸ **Regional meetings:** Should you plan a regional preparation day, check and book facilities in time.

▸ **Time Management:** set up a time line and identify responsibilities and duties. Nominate course coordinators and tutors and verify that they are available.

▸ **Budget planning:** Includes the max. number of participants/tutors

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2. Course Announcement

▸ **Setup Course description –** contains at the least:
  - ✓ Objectives
  - ✓ Target group
  - ✓ Content
  - ✓ Course duration and time needed to follow the course successfully
  - ✓ Technical requirements
    - • Weekly/daily hours of internet access
    - • Devices needed (PC and/or Smartphone?)
    - • eventually also versions of operation systems or software (e.g. PDF reader)
  - ✓ Formal requirements to complete the course successfully and to receive a certificate
    - • Number of Tests (Multiple choice or written contributions)
    - • % age of active participance at online meetings, discussion fora, etc.
    - • Is a transfer task or practical project proposal needed as a follow-up to the course?

▸ **Update your organizations website**
  - ✓ Publish course description
  - ✓ Establish online-Application form (in case of CD-UM, this is delivered by Margraf Publishers)

▸ **Develop/design flyer**
  - ✓ PDF
  - ✓ Printable version

▸ **Set-up selection criteria**
  - ✓ Age, Gender
  - ✓ Academic Pre-Requisites
  - ✓ Professional Experience
  - ✓ Nationality
  - ✓ Access to Internet, Social Media
  - ✓ Membership to professional bodies (institutions, organizations, utilities)

▸ **Push-Announcement to your network**
  - ✓ general announcement (catalogue of all trainings available during a certain period)
  - ✓ first announcement (as soon as application form is open)
  - ✓ second reminder (2 weeks before deadline)
  - ✓ last reminder (3 days before deadline)

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3. Appointment & Contracting staff

‣ Assign Course **administrator**
‣ Assign **Coordinating** (head) tutors (e.g.: one per region – Maghreb/Mashreq/ Westafrica)
‣ Assign Country **e-tutors (**or tutors from particular institutions). Calculate with one tutor per max.15-20 participants
‣ **Contract** staff
  ✓ Clear description of tasks, duties, timeframe
  ✓ Salary
  ✓ Conditions and Expectations (e.g. %age of participants passed)
  ✓ IMPORTANT: verify the time ability and the access to technical infrastructure of all your staff BEFORE the course starts. Provide technical assistance or training for tutors if needed.
  ✓ (eventually assign additional external experts for input sessions)

4. Application & Registration Process

(Make the online application form available at least three weeks before the course)

‣ Communicate clear and reliable **deadline**
‣ **Confirm the receipt of ALL applications** (immediately after you received them), communicate the criteria for selection of the participants (refer to 2.d.), and announce a date for final selection
‣ **Select course participants** according to your criteria directly after the deadline
‣ Write **personal messages** to both the accepted and the rejected applicants directly after the deadline
‣ (In case of too less application from a certain target group, get in contact and invite/ nominate directly)
‣ Establish the personal **access to the e-Learning platform** for all accepted participants (this task may be assigned to the course admin)
‣ **Inform accepted participants** about the exact timeframe and communicate the access data to the platform (this task may be assigned to the e-tutors)

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5. Performance Monitoring during the course

▸ *(Coordinate eventual local/regional meetings)*
▸ **Participants initial monitoring:** Establish a task that has to be fulfilled in the first (3-7) days after course start (this task may be assigned to the tutors)
   ✓ e.g. Written declaration of commitment
   ✓ e.g. Description of the personal professional challenges
   ✓ e.g. Short submission to a certain initial task
▸ Establish the **Final participants list**. This also includes the **Deactivation** of inactive participants (normally after the first course week)
▸ Request and follow-up **intermediate reports** from the coordinating tutors about the performance of e-tutors and participants (this task may be assigned to the course admin)
▸ Supervise the midterm and final **tests and submissions**. Keep track of the individual results. (this task may be assigned to the course admin)
▸ Supervise the **transfer** and follow-up tasks. (this task may be assigned to the course admin)

6. Results & Evaluation

▸ Set-up the **online-Evaluation** sheet. (Normally available between the last 3 days of the course until 3 days after the course.)
▸ Supervise tutors to submit all **participants results**. Compile the intermediate and the final test results. Keep track of the results.
▸ Collect **participants voices** regarding the course in general and the tutors performance
▸ Write a **personal farewell mail** and announce the certificating and the follow-up procedures (may be assigned to the tutors)

7. Certificates

▸ Certificates (printed or as PDF) should be **prepared and sent 2 weeks** after the course end.
▸ With the certificates, include a personal **message from your organization** to appreciate participants efforts. This task cannot be assigned to the tutors!

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8. Final Report

▸ Participants statistical data
▸ Evaluation and voices by the participants
▸ Short report about participants performance by the responsible tutors
▸ Evaluation of tutors performance by the coordination tutors and the course admin
▸ Recommendations for amendments

9. Follow-up

▸ *(Organization of follow-up workshops for successful participants)*
▸ Care for supervision/follow-up of the individual transfer tasks
▸ Keep contact to successful alumni
▸ Identify potential future tutors from outstanding participants