CED10-023

ACT HEALTH

TOOLKIT FOR DEVELOPMENT OF eLearning PACKAGES

CED10-023

Table of Contents

1. Overview of the Toolkit: 3
   1.1 Scope 3
   1.2 Who should use this Toolkit? 3
   1.3 eLearning Committee 3
   1.4 Role of the Content Owner 3
   1.5 Role of the Executive Director 3
   1.6 Role of the IT Developer 3
   1.7 Capabiliti 3
   1.8 SCORM Compliance 4
2. The eLearning Approval process 5
   2.1 Flowchart illustrating the process of approval of an eLearning Package 5
3. Planning 6
   3.1 Subject matter experts 6
   3.2 Software availability 6
   3.3 Assumed/required knowledge 6
   3.4 Users 6
   3.5 User Acceptance Testing (UAT) 6
   3.6 Peer Review 7
   3.7 IT Developers 7
4. Development 8
   4.1 Alignment with current practice standards/guidelines 8
   4.2 Title 8
   4.3 The Template for Structure and Navigation 8
   4.4 Introduction 9
   4.5 Instructions 9
   4.6 Learning Outcomes 9
   4.7 Style Guide - Content and Structure 9
   4.8 Interactive Elements 9
   4.9 Assessment 10
   4.10 Referencing / Acknowledgments 10
   4.11 Disclaimer 10
   4.12 Copyright 11
   4.13 Intellectual Property 11
   4.14 Privacy 12
   4.15 Evaluation of eLearning package 12
   4.16 Dead Links 12
5. Management of eLearning Courses 13
   5.1 Monitoring / Maintenance / Review and updates 13
   5.2 Version Control 13
6. Contact / Assistance 14
7. Submission of eLearning Packages 15
8. Staff Development Unit Checklist For eLearning Packages 16
9. eLearning Committee Package Sign Off 17
   9.1 Executive Director Approval 17
   9.2 17

CED10-023

1. Overview of the Toolkit:

This document, developed by the ACT Health eLearning Committee, provides tools for developing eLearning courses online.

This Toolkit has been endorsed by the ACT Health Executive Director of HR.

1.1 Scope

This toolkit applies to eLearning packages developed within ACT Health that contain a learning component and/or assessment component.

1.2 Who should use this Toolkit?

This toolkit can be used by anyone involved in the planning, management or development of eLearning courses within ACT Health. It is also applicable to those involved in customising existing eLearning content.

1.3 eLearning Committee

An eLearning committee was established to assist developers of eLearning material within ACT Health. The eLearning committee strives to:

Promote excellence in the development and outcomes of eLearning packages
Encourage collaborative practice and interprofessional learning where appropriate
Review and endorse eLearning packages for education developed by staff within ACT Health.
Make recommendations if required to authors of the eLearning packages prior to endorsement.
Set up a database for all eLearning packages within ACT Health.
Facilitate the development of an eLearning policy
Work collaboratively as a group to assist with meeting the objectives of the eLearning Committee.

1.4 Role of the Content Owner

The subject matter expert who provides expertise and evidence based best practice, legislation and appropriate risk assessment of content for an eLearning package.

1.5 Role of the Executive Director

Acknowledgement and approval of the proposed eLearning package for use within work area and ACT Health.

1.6 Role of the IT Developer

IT Assistance and support for the content developer to convert eLearning package to an online format compatible and for use on capabiliti.

1.7 Capabiliti

CED10-023

Management of all ACT Health eLearning packages will be managed / tracked through the Training Management System – Capabiliti as per the Training Management System (TMS) Policy. This provides a controlled and centralised location for eLearning material.

1.8 SCORM Compliance

The Sharable Content Object Reference Model (SCORM) is an international standard for eLearning that allows automated tracking of a learner's performance (i.e. course progress, completion and competency). SCORM compliant eLearning courses also integrate with ACT Health's Learning Management System (LMS), Capabiliti.

Any eLearning courses developed that require records and reporting of participation and/or completion must be published using SCORM 1.2 and must therefore be developed using SCORM compliant software. These courses include, but are not limited to, any mandatory training developed for ACT Health staff.

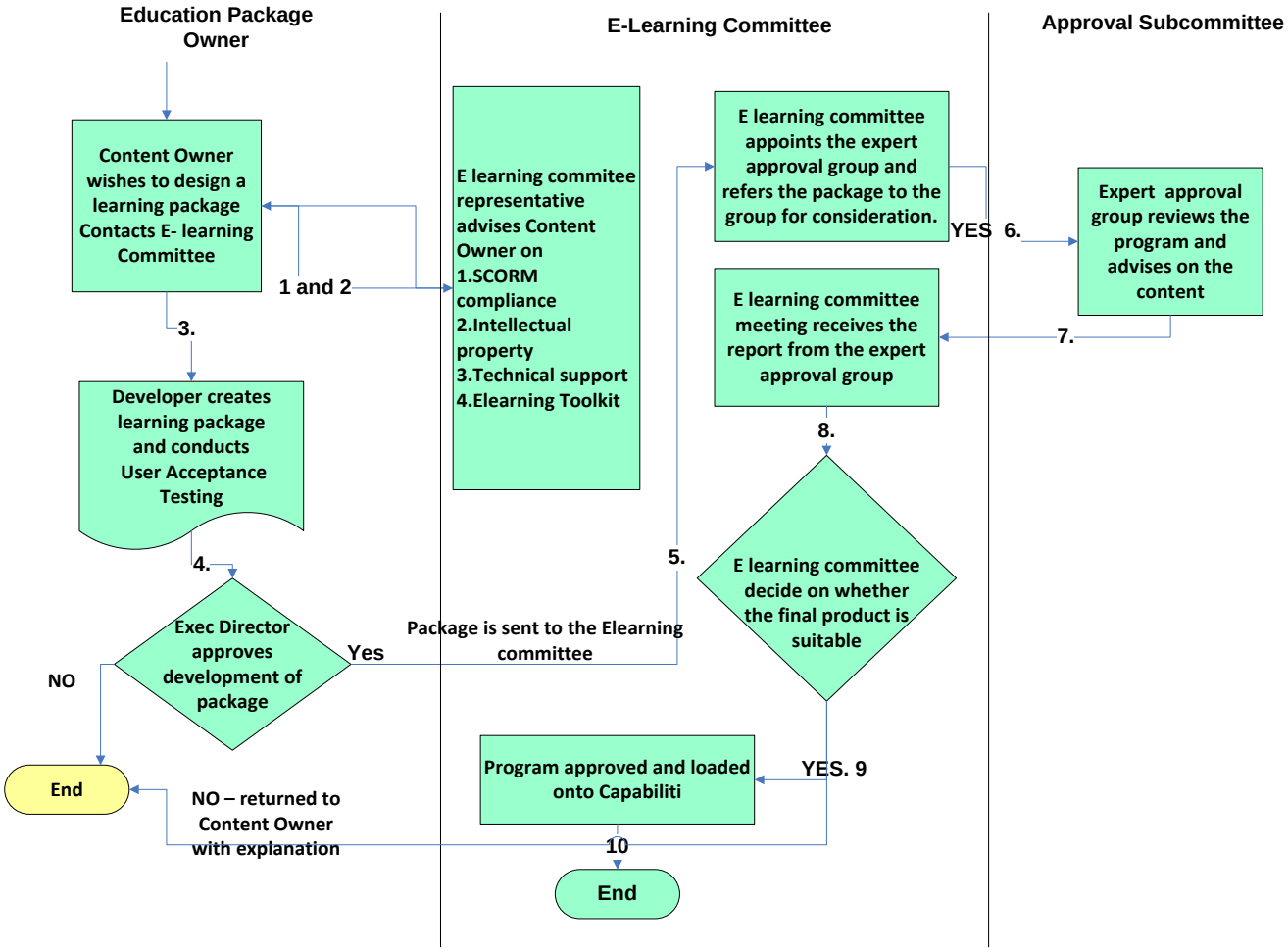
When purchasing pre-developed eLearning programmes please identify whether they can be made SCORM compliant. Non SCORM compliant programs can still be accessed through Capabiliti but enrolment and completion will not be tracked without further data entry.

CED10-023

2. The eLearning Approval process

In line with the TMS Policy, approval for development of eLearning programs should be sought from the Executive Director of the area.

2.1 Flowchart illustrating the process of approval of an eLearning Package



3. Planning

Careful and thorough planning and thought into the creation of any eLearning material is essential. The planning process should include:

3.1 Subject matter experts

Typically the owners / program managers of eLearning material will provide subject matter expertise on content.

3.2 Software availability

Contact the eLearning committee for advice on availability and types of eLearning products available within ACT health.

3.3 Assumed/required knowledge

The development of learning material generally requires some experience in developing web-based content. If your technical knowledge is limited, you may wish to seek some guidance from a person with experience in developing content for the web.

3.4 Users

Involving users of the end deliverable will maximise acceptance and minimise frustration. They will also scrutinise the work of the developers and ultimately give the go ahead to implement the eLearning material online through User Acceptance Testing.

3.5 User Acceptance Testing (UAT)

User Acceptance Testing is an integral part of the software development process in which the software developed is scrutinized for compliance to business requirements. Any eLearning material produced should be tested thoroughly in an environment that simulates the real world to ensure that all business requirements are met, and that all functionality operates correctly.

Business owners may choose who to designate testing roles to - this may typically include a manager, subject matter experts and a group of users not involved during development. Developers of the eLearning material are not ultimately responsible for determining that business requirements have been met - this responsibility and belongs to the business owner. UAT should be performed when the development team has produced a product that is believed to meet user requirements.
It is a reiterative process until the business owner is happy that all requirements have been met.

eLearning programs must NOT be implemented in an ACT Health production environment (e.g. Intranet, Capabiliti) unless a "User Acceptance Testing Sign-off" is obtained by the eLearning Committee. This UAT sign-off must indicate satisfactory completion of UAT and endorsement of the eLearning material by the business owner for implementation into the relevant production environment. If further changes are required after Sign Off, UAT should be performed again

3.6 Peer Review

Expert review of each package is required to satisfy national standards and guidelines utilising evidence based practice. Each package will be reviewed by clinical experts in the area(s) covered by the package. Each package will then be submitted to the ACT Health Staff Development Unit eLearning Committee and reviewed to ensure that it meets educational guidelines, training and assessment criteria.

3.7 IT Developers

The IT expert who can assist you to build the eLearning material can provide the required technical advice, technology and software limitations, and suggest appropriate methodologies to apply in the development process.

The IT developer can be outsourced by your department or further advice can be obtained through the Staff Development Unit.

The information gathered from planning, and the agreed way forward will facilitate and expedite the construction of the eLearning resource and/or package with minimal 'last-minute' changes or corrections.

4. Development

4.1 Alignment with current practice standards/guidelines

To ensure currency and accuracy eLearning packages should be aligned to the appropriate practice standards/ guidelines based on current evidence, policies and processes for ACT Health.

The following section describes the composition of an eLearning package; all eLearning packages should contain the following:

4.2 Title

The title should be clear, concise and indicate the exact skill/s presented in the package.

4.3 The Template for Structure and Navigation

A consistent structure should be adopted throughout the eLearning course and a user-friendly navigation structure provided. The following is an example for implementing such an approach. An example of the format required for an eLearning package can be viewed here. Please contact the SDU on extension 42258 to discuss this with the IT support officer for eLearning.

- **Introduction**
  - Welcome
  - Purpose
  - Target Group (interprofessional where appropriate)

- **Instructions**
  - Length of time to complete
  - Additional resources
  - Certification (if applicable)

- **Learning Outcomes**
- **Content**
- **Assessment** (if applicable)
- **Evaluation**
- **Conclusion**

4.4 Introduction

Provide an overview of the course, its purpose and a description of the target audience. Include an interprofessional target audience where appropriate.

4.5 Instructions

A statement regarding the length of time to complete the package and a timeframe in which the completion of the assessment should be achieved.
Navigation and ability to stop / start during package to be noted
This section should also include any additional resources that may be required
Resources should be easily accessed and listed to enable the learner to complete the package. It should be stated if the package is stand alone or blended with other learning tools. These resources should be in a variety of formats to appeal to the differing learning needs of the adult learner (i.e. textbooks, videos, in-services, computer-based modules, clinical practice etc.). These resources should be no more than 5 years old and should not duplicate existing resources.
The package should state whether or not a certificate is to be issued / printed upon completion.

4.6 Learning Outcomes

Learning outcomes should be clear and concise stating what the learner is expected to learn from the package. Assessment should be based around these outcomes.

4.7 Style Guide - Content and Structure

The content should be clear and written at the appropriate level for the targeted group and evidence based. It will be written in a logical progression with a size 20 font and line spacing of 1.5. All footers will include title of the package and page numbers.

Research has indicated the following strategies enhance eLearning:

- Keep Simple
- Capture audience attention quickly
- Use clear concise language
- People read electronic text 25% slower , narrower paragraphs are more effective
- Keep paragraphs to 2 – 3 sentences (1/2 the word count of conventional writing)
- Use limited font styles and sizes for consistency / consistent formatting
- 'Scanability' – Use headings in bold to make pages easier to scan
- Use lists , dot points
- Use lots of white space to separate ideas, easier on the eye and less busy
- Add graphical and interactive elements that complement text – These cater to various learning styles
- Keep graphics to the same side e.g. the left as most people read text from the right of the screen
- Cultural inclusion: Images, music, literature and text should reflect more than one cultural background / cater to multiple audiences

4.8 Interactive Elements

Include interaction / activities as well as text. This may include but is not limited to video, diagrams, activities and audio.

4.9 Assessment

The assessment component should be consistent with the learning outcomes and have clear instruction on what is required to successfully complete the package. Assessments can include a variety of tools e.g. multiple choice, practical demonstration or clinical competencies. The assessment should indicate what % the pass mark is, for e.g. 80%

4.10 Referencing / Acknowledgments

Referencing is to be completed in a Harvard style and copyright acknowledged. Any diagrams or graphics used must be referenced to their source and have copyright approval. All parties involved in the development of the package should be acknowledged.

4.11 Disclaimer

The Australian Capital Territory makes this material available on the understanding that users exercise their own skill and care with respect to its use. Before relying on the material in any important matter, users should carefully evaluate the source, accuracy, currency, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their particular circumstances.

Links to other web sites are linked "as is", and are provided for convenience and do not constitute endorsement or approval of material at those sites, or any associated organisation, product or service. The listing of a person or company in any part of this web site in no way implies any form of endorsement by the Australian Capital Territory of the products or services provided by that person or company. The Australian Capital Territory does not have control or responsibility for these external information sources. Links to other web sites have been made in good faith in the expectation that the content is appropriately maintained by the author agency/organisation and is timely and up to date.

It is the responsibility of users to make their own decisions about the accuracy, currency, reliability and correctness of the information at those sites.

The Australian Capital Territory makes no warranties that external information linked to the package is free of infection by computer viruses or other contamination. The Australian Capital Territory accepts no liability for any interference with or damage to a user's computer, software or data occurring in connection with or relating to this package or its use or any site linked to this package.

By accessing information at or through this package each user waives and releases the Australian Capital Territory to the full extent permitted by law from any and all claims relating to the usage of the material made available through this package. In no event shall the Australian Capital Territory be liable for any incident or consequential damages resulting from use of the material.

Any staff accessing eLearning packages through capabiliti must be aware that these packages are compliant with ACT policies and standards.

4.12 Copyright

Copyright of all material contained in the eLearning package is owned by the Australian Capital Territory.

You may download, display, distribute, print and reproduce any material from the package in an unaltered form only, for personal, educational, or non-commercial use, provided the copyright to such material is attributed to the Australian Capital Territory.
Except as permitted above you must not copy, adapt, publish, distribute or commercialise any material contained in the package without the ACT Government's permission.

Requests and inquiries for authorisation concerning reproduction and rights of any material should be directed by email to copyright@act.gov.au.

Please note that the copyright in the materials appearing at Internet sites which are linked from the package, rest with the author of those materials, or the author's licensee (subject to the operation of the Copyright Act 1968).The Australian Capital Territory recommends that you refer to the copyright statements on those sites before making use of the materials.

Please obtain written consent by the owner to use the content of any established work from other ACT Health packages. This consent should be written, signed, dated and filed for future reference.

Adherence to copyright law is the responsibility of the author(s) of each eLearning package. Information on responsibilities in relation to copyright is available from:

http://www.copyright.org.au
http://www.copyright.com.au

4.13 Intellectual Property

Developers need to be aware that eLearning products developed and used within ACT Health remain property of ACT Health. Information on responsibilities in relation to Intellectual Property is available from:

http://health.act.gov.au/c/health?a=dldivpoldoc&document=954

4.14 Privacy

Privacy statement to be included in eLearning packages:

This package is managed by <insert section/unit name of owners> of ACT Health. If you have any comment in relation to any aspect of the collection, use, security of or access to your personal information please contact <insert name/position title of contact person/contact number>.

ACT Health's Privacy and Confidentiality Procedures are in place to ensure that personal, personal health and confidential information is protected. ACT Health adheres to the principles of the Privacy Act 1988 and will ensure that personal information is treated with respect.

This package may contain links to other websites. When you select a link to another web site, you are subject to the privacy policy of the new site. The Australian Capital Territory is not responsible for the privacy practices or the content of such websites.

Neither the ACT Government, nor any agency, officer nor employee of the ACT Government warrants the accuracy, reliability or timeliness of any information published by this package, nor endorses any content, viewpoints; products or services linked from this package and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information.

Portions of such information may be incorrect or not current. It is your responsibility to verify all information provided by this web site and/or web sites linked to or from this site. Any person or entity that relies on any information obtained from this package does so at his or her own risk.

4.15 Evaluation of eLearning package

All eLearning packages will include an evaluation to provide feedback to the developer. The evaluation will need to be completed by the participant before a certificate of completion can be printed.

4.16 Dead Links

Please insert the following statement into your package if you have used a web link. The statement is “If you encounter a link that doesn’t function or leads you to an unexpected site, please notify the package developer or SDU, ACT Health.”

5. Management of eLearning Courses

5.1 Monitoring / Maintenance / Review and updates

It will be the role of the course / package owner and not that of the eLearning committee to check and monitor the program. Course owners will be responsible for the follow up and overall evaluation of eLearning courses and packages.

A delegated officer by the owner or area relevant to the package will be designated to check enrolment, completion and results of packages and updating of package materials.

5.2 Version Control

Each package will be reviewed and updated at least every three (3) years or when policies and procedures change.

6. Contact / Assistance

For assistance or queries please contact or email the eLearning Committee through the Staff Development Unit on extension 42258.

eLearning Committee members

Director SDU
SDU Educator – Critical Care
SDU Student Clinical Placement Coordinator
SDU Capabiliti Administrator
SDU Educator - NICU
SDU Educator – HRD Manager
Interprofessional Learning Coordinator ACT Health
SDU Educator – Perioperative – eLearning Chair
SDU IT and eLearning technical officer
SDU Educator - Oncology
Manager Community Integration Exercise Rehabilitation Service & Falls Prevention TCH
Radiation Therapist / educator TCH
Clinical Skills Coordinator, ANU Medical School
Client Services Manager ACT Health
Learning Centre – Calvary Healthcare
Health Care Consumer

7. Submission of eLearning Packages

It will take up to 8 weeks for your eLearning to be reviewed by the eLearning committee.

To assist the committee with this process, please ensure the following documentation is complete and forwarded with the eLearning package.

Date of submission _____

Title of eLearning package _____

Name of author _____

Qualifications & contact details _____

Target group _____

eLearning package approved by _____

(Executive Director)

Names & qualifications of the relevant personnel who have reviewed the eLearning package prior to submission to SDLP committee.

_____ _____

_____ _____

_____ _____

Declaration:

I (Name) _____ (Signature) _____ have read and considered the ACT Health eLearning Toolkit in the development of the above eLearning package.

8. Staff Development Unit Checklist For eLearning Packages

Name of the Package: _____

Author _____
Contact Number _____
Date Submitted: _____

Core requirements	Comments
1. Title	
2. Introduction - Including welcome, purpose, target group and alignment with current practice standards / guidelines (statement)	
3. Instructions for completion – Including length of time for completion, additional resources required and certification (if applicable)	
4. Learning Outcomes	
5. Content page / menu	
6. Style guide – content & structure	
7. Interactive elements	
8. Conclusion	
9. Assessment	
10. Referencing / Acknowledgments	
11. Disclaimer, Copyright, Privacy and Intellectual Property Statement	
12. Evaluation	
13. Dead links	

Date of approval by eLearning Committee _____
Name of delegate (Name and signature) _____ _____

9. eLearning Committee Package Sign Off

Title of eLearning material _____

Name of content owner _____

E-mail address _____

Department _____
Contact Number _____
Date _____

I accept that User Acceptance Testing has been satisfactorily completed and that the eLearning package meets the needs of our department.

I acknowledge that it may be used by ACT Health Staff working in other areas.

9.1 Executive Director Approval

I endorse the implementation of the above eLearning material into the ACT Health Staff Development Unit and for its inclusion in the Capabiliti's eLearning resources

Executive Director _____

E-mail address _____

Department _____
Contact Number _____
Date _____

PLEASE RETURN COMPLETED FORM TO:
ACT Health
Staff Development Unit
Building 5 Level 1, The Canberra Hospital
PO BOX 11, WODEN ACT 2606
Or fax Attn: eLearning Committee to (02) 6244 3195