DORSET & WILTSHIRE FIRE AND RESCUE SERVICE
ED 11 – e-Learning Framework
To be used in conjunction with the People Policy Statement

Employee Development (ED)

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1.   Purpose & Definition

1.1.   This procedure explains the process for developing e-Learning in DWFRS for publication on Grow, our learning management system.

1.2.   Online learning is simply learning delivered with the use of technology, which may include:

- e-learning
- e-books
- online assessments
- links to other resources.

1.3. e-Learning is electronic learning which uses a range of media (words, pictures, audio, animation and video) to provide an engaging and interactive learning experience.

2. Procedure Principles

2.1. Within this procedure we have set out milestones relating to the process of creating and delivering e-learning. These are outlined within the e-learning Process flowchart and roles named within are described below.

3. Responsibilities

3.1. See Sections 4, Roles in creating e-learning, and Section 5, Process, for additional responsibilities.

3.2. The Course Owner and/or Subject Matter Experts (SME) will follow the flowchart within this procedure when considering e-learning as a method of delivering training.

3.3. The Learning Designer or Author will follow the flowchart in this procedure and work with the course SME in accordance with the detail in the e-Learning Framework.

3.4. The Learning Experience Manager will follow the flowchart in this procedure and work with the course SME in accordance with the detail in the e-Learning Framework.

3.5. The e-learning testers/pilot group will give feedback on the content and quality of the product, the assessment(s) included with the e-learning and the functionality (ease of use) of the e-learning by the agreed deadline.

4. Roles in creating e-Learning

4.1. Delivering any online training programme requires a clearly defined set of roles and responsibilities.

4.1.1. **The Course Owner and/or Subject Matter Expert (SME)** is responsible for:

- planning the course (with Learning & Organisational Development advice)
- providing content and text for the subject
- developing any assessment against occupational standards
- signing-off of Storyboard for production of e-learning
- monitoring usage of the course and learner feedback
- keeping content up to date to meet the changing needs of the Service and potential learners
- building in review dates.

4.1.2.   **The Course Author** (this may not necessarily be the Learning Designer) is responsible for:

- defining learning objectives

- advising on course design and structure

- planning details of course content and materials

- planning details of assessment and recording

- making sure e-learning is developed in line with the Authors' Style Guide

- produce the course ready for testing

- guaranteeing review dates are in place.

4.1.3.   **E-learning Tester(s)**

4.1.3.1.   The key to any successful learning programme is active involvement within the course development process.

4.1.3.2.   Testers are important to the process as they can make sure that material meets the learning objectives and to check the functionality of on-line courses. This may take the form of a user pilot group.

4.1.4.   **The Learning Experience Manager** (LEM) is responsible for making sure:

- our online learning environment fits with corporate aims and objectives

- the site is developed in line with our Vision for online learning

- materials added to the site are in line with this Framework

- e-learning project plans are realistic and feasible

- all e-learning is quality checked and effectively tested before 'go live'

- courses are provided at the right time

- learning is delivered in the most appropriate format

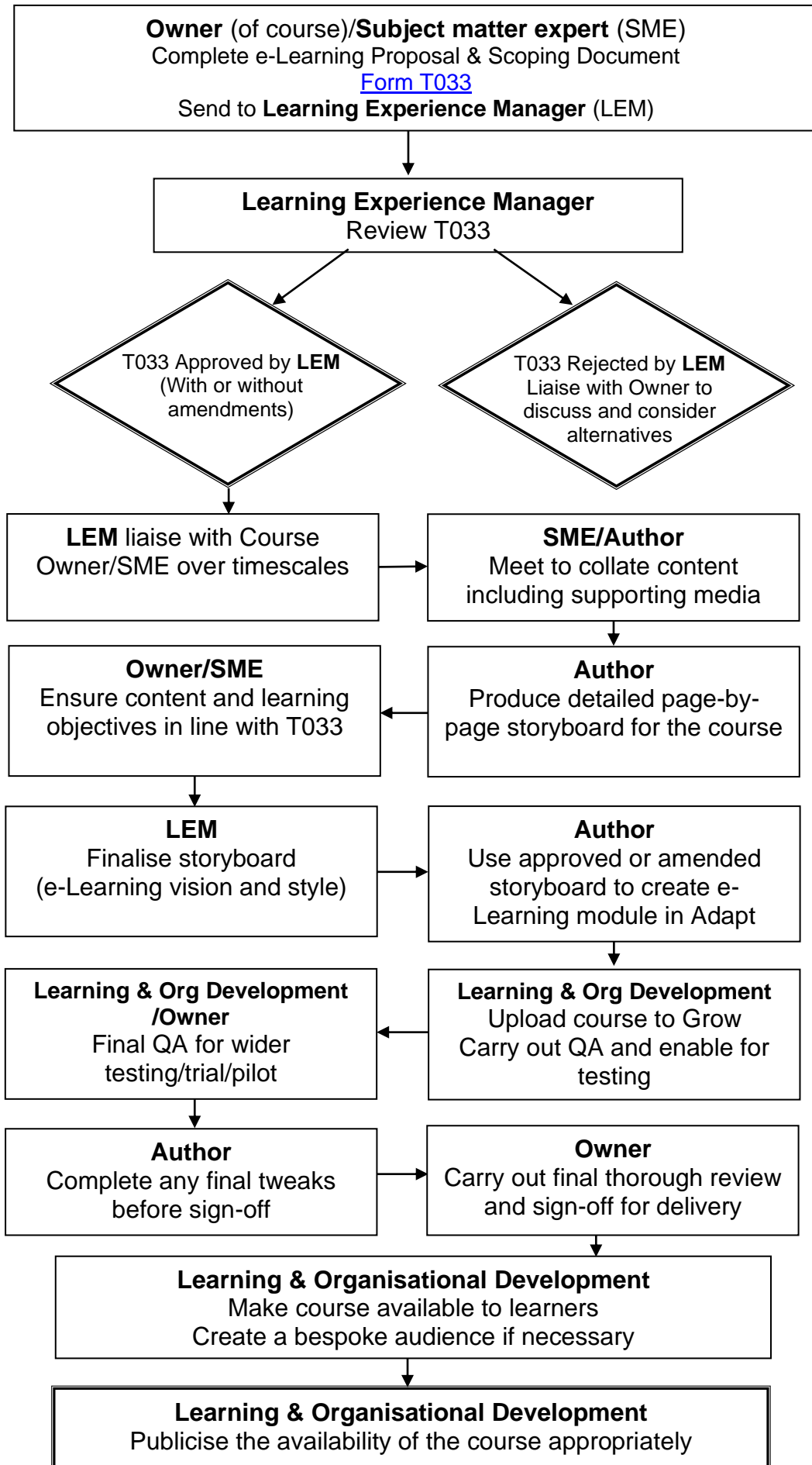- effective learning and assessment methods are used to maximise learning opportunities.

5.   Process

	Activity	Lead	Notes
1	e-Learning Proposal & Scoping Document	Owner / Subject matter expert (SME)	To detail purpose, objectives, timescales, resources, options, and so on and to produce a content outline document for the e-learning module (in the same way lesson plans and trainer notes are produced for face-to-face courses/workshops). See the Page **3** of **7** Online Learning Framework
2	e-Learning Proposal & Scoping Document	Learning & Organisational Development	To review and approve Proposal and Scoping Document, with amendments if necessary and advise on timescale.
3	Content	SME/Author	Meet to collate content including identifying images, graphics, videos and any supporting documents (assets).

4	Storyboard	Author	To produce a detailed page-by-page storyboard for the course. This contains all wording that will appear in each component on every page/screen, along with details of the supporting assets that will be used, such as; images, links, diagrams, video and so on.
5	Storyboard	Owner/SME	To make sure key messages are correct and all content is included, and that course meets learning objectives in the Proposal and Scoping document. To approve sequence and flow. To provide any outstanding supporting information. To make sure all key stakeholders are consulted before sign-off of content.
6	Finalised storyboard	Learning & Organisational Development	To review and approve storyboard in line with e-learning vision and style guidelines. To agree any changes with Course Owner prior to production.
7	Production of e-learning	Author	Use storyboard to create e-learning module in Adapt and integrate supporting assets. Share course with Learning & Organisational Development.
8	QA/ uploading content	Learning & Organisational Development	Carry out QA before publication. Upload completed course to restricted access area on Grow ready for testing.
9	Testing	Tester(s)	Final quality assurance of content prior to wider testing. Work with Course Owner and Author along with any other key stakeholders to ensure thorough testing of materials.
10	Finalise	Author	Complete any final tweaks to e-learning module for sign off.
11	Sign-off of Course	Owner/SME	Carry out final thorough review and sign-off the course for delivery.
12	Launching Course	Learning & Organisational Development	Make course available as required to users of Grow creating a bespoke audience if necessary.
13	Publicise	Learning & Organisational Development	Publicise the availability of the course as appropriate to a specific target audience or generally via Weekly Update article(s)/Connect.

Flowchart – e-Learning Process

Owner (of course)/**Subject matter expert** (SME)
Complete e-Learning Proposal & Scoping Document
Form T033
Send to **Learning Experience Manager** (LEM)

Learning Experience Manager
Review T033

T033 Approved by **LEM**
(With or without amendments)

T033 Rejected by **LEM**
Liaise with Owner to discuss and consider alternatives

LEM liaise with Course Owner/SME over timescales

SME/Author
Meet to collate content including supporting media

Owner/SME
Ensure content and learning objectives in line with T033

Author
Produce detailed page-by-page storyboard for the course

LEM
Finalise storyboard
(e-Learning vision and style)

Author
Use approved or amended storyboard to create e-Learning module in Adapt

Learning & Org Development /Owner
Final QA for wider testing/trial/pilot

Learning & Org Development
Upload course to Grow
Carry out QA and enable for testing

Author
Complete any final tweaks before sign-off

Owner
Carry out final thorough review and sign-off for delivery

Learning & Organisational Development
Make course available to learners
Create a bespoke audience if necessary

Learning & Organisational Development
Publicise the availability of the course appropriately

6. Monitoring & Assurance

6.1. The Learning Experience Manager and Learning Designer are responsible for the monitoring and quality assurance of Grow design, content and use generally. However, course owners are responsible for their individual courses and making sure the content and assessment is valid, up to date and meets the relevant occupational standards.

7. Document Reference

7.1. **Forms to complete**

T033 – e-Learning Proposal & Scoping Document

7.2. **Supporting Information**

e-Learning Framework

8. Document Management

Policy Statement Reference:	People		
Owner	**Review Date**	**Author**	**Status**
Kathy Collis	01/04/2020	Julie Cox	Published

8.1. **Version Control:**

Version	Page & Par Ref	Date	Changes Made	Authorised By
V4.0	Entire Document	1/4/2020	Updated links within Relevant Document section to point from BrigadeHQ3 to http://pandp.dwfire.org.uk. No other changes made.	Lea Morris
V3.0	Entire document	16/04/2019	Amended L&OD job titles throughout. References to DWdle replaced with Grow.	Julie Cox
V2.0	Page 1 & 8	18/06/2018	Updated Policy reference in accordance to new framework.	Tonya Saben
V1.0	Entire document	19/02/2018	Additional changes made prior to publication	Julie Cox
V1.0	Entire document	22/01/2018	Checked formatting prior to publishing	Tonya Saben
TCV	Entire Document	04/12/2017	Plain English and formatting suggestions	Tonya Saben
V0.2	Entire Document	01/12/2017	Set up correct formatting	Tonya Saben
0.1	Course owner and	30/8/17	Added assessment against occupational	Jill Warburton

	course author responsibilities		standards and review dates.
			Added assessment and recording and responsibility for review dates
	Tester responsibilities		Added.
	Monitoring and Assurance		Added 'ensuring that the content and assessment is valid, up to date and meets the relevant occupational standards'.

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