

# eLearning for Inclusive Customer Services

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nDA

# Benefits of eLearning

- Cost savings
- More effective learning with better retention
- Accessible learning
- Learning compression
- Managed learning – assessment and tracking

# User friendly Content

- Target audience – staff working in Irish public bodies
- Content – User friendly for everyone
- Clear English – minimum amount of text
- Video Case Study and slice of life portraits/practical experience
- About 75-90 minutes duration
- Can pause and restart at will
- Menu and glossary available
- Available on NDA website or on CD or on your Learning Management System
- Hard copy version available

# Demo – Simple language

- Page 10 - Legislation

# Assessment Approach

- 10 assessment questions
  - multiple choice – some multiple answers
  - spread throughout learning pages
  - five attempts allowed to answer each one
  - Immediate feedback on why an answer is correct, incorrect or if there are more options
- Certificate when complete – 80% pass rate
- Feedback on individual performance

# Demo – Assessment Question

- Page 14 – Question 2

# Accessibility

- Designed to be inclusive from the outset
- Tested by users with a range of disabilities
- Videos have subtitles and transcripts
- Images have descriptive text

## Demo - video

- Page 43 – Jimmy's story
- Note subtitles, transcript, download option



# Potential Barriers

- Requirement for PC with audio
- Staff concerns about assessment outcome
- Data privacy concerns
- Technical issues around video and audio

Solutions to these barriers will facilitate further eLearning and similar services in future

# Next Steps

- Define target audience(s)
  - Test module on target network(s)
  - Consider your organisation's culture and policy
  - Get line management support
  - Decide communications strategy
  - Decide how to measure progress and react
  - Notify users
  - Give people time and space to eLearn
  - Measure success
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# Today's Mission

- Go to <http://elearning.nda.ie>
- Follow link to eLearning module and register
- Try it out
- Contact us at 01-6080405 or [admin@training.nda.ie](mailto:admin@training.nda.ie) to express your interest, if you haven't already done this.