

WSIB e-Learning Courseware Standards & Guidelines

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WSIB eLearning Standards & Guidelines

Document Purpose

This document was created to record the WSIB's eLearning standards* and guidelines. Adherence to these standards and guidelines will ensure that we offer the best quality eLearning products to our staff & clients.

To ensure we continue to offer our staff and clients the highest quality health and safety products, the WSIB may add, delete or alter our eLearning courseware standards and guidelines at any time, without prior notice.

**Please note that these standards address asynchronous eLearning courseware only and are not intended to cover the standards for a learning management system, or collaboration software.*

What is eLearning courseware?

eLearning Courseware: Educational software that delivers course material and instruction via computer (ref: World Wide Learn - The World's Premier Online Directory of Education)

<http://www.worldwidelearn.com/elearning-essentials/elearning-glossary.htm#e>

When is eLearning appropriate?

There are many advantages and disadvantages to choosing eLearning as the vehicle for training.

When deciding whether to choose eLearning consider the following:

What are the Advantages of eLearning?

- Flexibility, accessibility, convenience
- Consistency of message
- Greater adaptability to learner's needs (e.g. learners with visual or hearing loss)
- Inexpensive, world-wide distribution
- Easy to update
- Travel cost savings
- Time savings
- Reusability

What are the Disadvantages of eLearning?

- Bandwidth limitations
- Requires a cultural change or mind shift in accepting the new training method
- Some e-learning programs are too static and do not offer enough individual or collaborative interaction
- Takes more time and more money to develop than instructor led training (ILT)
- Not all topics are delivered well by computer

WSIB eLearning Standards

The following are the WSIB eLearning standards. Standards marked by an asterisk (*) are considered mandatory for courseware approval.

Content Standards

Are the following content standards followed?

- *Accurate
- Up to date
- Chunked in digestible amounts
- Strong instructional design methodology
- *Adherence to adult learning principles
- *Course purpose stated
- *Course objectives stated
- *Objectives taught and tested
- *Objectives practiced
- *No stereotypes

Text Standards

Are the following text standards followed?

- Sans serif font style
- *Text visible on background - good contrast
- Consistent placement on screen
- *Sufficient margins - no crowding
- *Correct spelling, grammar, punctuation
- Consistent but not excessive formatting
- Glossary

Graphics Standards

Are the following graphic standards followed?

- *Illustrates/compliments content
- *Quality graphics and graphic text
- Consistent style and treatment (photo versus cartoon)
- Consistent size
- Consistent placement on screen
- Variety of graphics – charts, graphs, photos

Navigation Standards

Are the following navigation standards followed?

- *Main menu
- *Back button
- *Next button
- *Exit button
- Help/Contact Us button
- *Consistent placement on screen
- Permanent accessibility of basic navigation buttons
- Prescribed learning path option

Orientation Standards

Are the following orientation standards followed?

- Screen x of y on all screens (indicating current position in course)
- *Headers (Module/Topic/Subtopic) on all screens (indicating current position in course)
- Consistent feature placement on screen
- Bookmarking option to return to last location

Interactivity Standards

Are the following interactivity standards followed?

- *One (1) Interaction every three (3) pages at minimum
- *Variety of interaction types: Games, role plays, case studies
- *Questions/Quizzes
- *Exercises
- Group Collaboration: Chat/discussion thread/virtual classroom

Media Standards

Are the following media standards followed?

- Media on/off option
- Variety of media types: Video, animation, audio
- Quality media - clear and crisp
- Audio/video synchronization

Assessment Standards

Are the following assessment standards followed?

- Scored Pre-Test
- Scored Post-Test/Final Test/Exam
- *Practice/exercises with immediate feedback, chance to try again and show me
- *Constructive and supportive feedback
- Simulations
- *Variety of question types: Multiple Choice, Fill-in-the-blank, Matching, Drag & Drop

Progress Tracking Standards

Are the following progress tracking standards followed?

- Courseware retains and displays previous scores
- Courseware retains and displays course completion status/progress
- AICC or SCORM compliant
- Delivery and tracking via Learning Management System (LMS)

Technical Standards

Are the following technical standards followed?

- *Acceptable load times
- High Speed/Low Speed options
- *No technical errors
- Automated system readiness check for plug-ins etc, plus direct link to get plug-ins. Or, no plug-ins required.

Support Standards

Are the following support standards followed?

- *Online Help/Frequently Asked Questions (FAQ)
- Technical support/contact us
- Content or Program support/contact us

Regulation Standards

Are the following regulation standards followed?

- Accessibility for persons with disabilities: [Section 508](#) of the Rehabilitation Act (U.S.)
- Privacy: [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#) (Ontario) and/or [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#) (Canada)
- Language: [The French Language Services Act](#) (Ontario)