Best Practice Example: Alphex OÜ

Partners Name	University of Tartu
Country, Region	Estonia, Tartu
Name or type of organisation	Alphex OÜ Contact: Yvelin Karu-Veskioja, alphex@al.ee
Cooperation partner (if applicable, e.g. university, training provider)	-
Small statement why you choose this case	Good example of very small enterprise
Focus of organisation and sector	Consultancy
Number of employees	1
Specification of target group (e.g. skilled workers, apprentices, older employee)	Skilled workers and apprentices
Learning content and aim of training	Hotel management Objetive was to get new and more systematic information
Type of learning (e.g. Blended Learning, Self-Learning)	
Short Case Study Description (Topic of eLearning course, taylor made or bought corse, etc.)	E-learning course with couple of hours face to face learning. Course took place in WebCT environment. There were study materials, instructions, assignments descriptions, discussion forums, links to additional resourses etc. Learning process: individual work with study materials, asyncronous discussions, submission of assignments.
Short description of condition of implementation (continuous training plan, problems and solutions, etc.)	Course was developed for members from different institutions and SMEs and the aim was to benefit from the wide and different experiences of participants. Learning process took place according to certain study schedule.
Success factors in General	New information learned, more systematic approach gained
Success factors: organizational factors (internal to the company)?	Training helps to improve the consultancy service

Success factors: pedagogical factors (improvement of leaders skills)?	Web-based learning and independent study skilles were improved
Success factors: businness factors (marked orientation, ROI)	marked orientation
Other Success factors	Flexible time usage during the studies
Pictures, screenshots, etc attached to this template?	☐ Yes ☒ No

Quality criteria grid for eLearning

First impressions:	Tick if appropriate for your example
Learning objectives and content are clearly defined	☒
The learning content is relevant to the work your employees actually do (practical examples; tools that are helpful and useful for work and that help learners apply their coursework to everyday situations)	☒
The program is modularised	☒
Learners can define their own path through the material	☒
Learners can make notes directly in the program	☒
The software automatically generates logs of individual sessions	☐
The software is optimised for use with industry standard browsers (like Internet explorer or firefox, etc.)	☒
Industry standard IT equipment can be used; no unusual technologies or formats are needed	☒
General Comments First impression was good - course had nice visual design and simple structure.	
After closer scrutiny:	☐
The times indicated for task completion are realistic	☐
The course content is clearly mapped; graphics are also used for this purpose	☒
The page layouts are clear and not overloaded with text	☒
Texts are clear and legible. Longer passages are subdivided into manageable segments	☐
Navigation icons are intuitively understandable, logically positioned, and readily accessible	☒
The navigation software isn't "drowning" in icons	☒
The links clearly indicate where the learner should go next	☒
The learner can contact the help centre and/or a facilitator at any time	☒

All hyperlinks are active	☒
e-tutors have good online media skills and exhibit professional competence	☐
Feedback times are short (e.g. users receive responses within one working day)	☒
The software fully taps the interactive potential of the medium	☐
General Comments Navigation was simple and the help was available when needed.	
Internet services: WWW, e-mail and chat	☐
The option to do assignments and send them to the facilitator	☒
Query function	☐
Support services	☒
Users can interact with each other online	☒
Users can create their own homepages	☐
Lists of frequently asked questions (FAQ)	☒
Bulletin boards or Newsletters	☒
Discussion boards or Forums	☒
Chatrooms	☐
General Comments Electronic communication has an important role in this course. In forums there were discussions in different topocs and the participation in discussions were required for the completing the course.	
Additional options	☐
Application sharing in virtual work groups	☐
Simulations	☐
Hotlines for assisstance	☐
Conference calls	☐
Video conferences	☐
General Comments	

Group work was not used, but one assignment was to analyse fellow-participant individual work.	
Additional opportunities for direct interaction	☐
Getting acquainted sessions at initial course meetings (for getting to know other course participants)	☐
Establishment of in-company study groups	☐
Concurrent and/or closing course meetings	☐
Support for on site coaching	☐
Consultation services for commissioning/implementation	☒
Technical support is available	☒
Course participants receive a certificate at the end of the course	☒
General Comments Communication was mostly asyncronous. There were couple of face to face seminars during the course which gave the possibility for direct interaction with teacher and coursemates. For technical and organisational problems there was a separate forum and learners used this forum quite intensively.	
Summing up – Quality criteria of eLearning courses/providers at a glance	☐
The offered demo-versions provide an insight into topics and structure of the course	☒
Description of the proportion between stand-alone-learning and learning in group	☐
Detailed description of topics	☒
Self-tests, correction of homework by tutors and discussions with other participants are planned.	☒
Detailed information about expertise and methodical competence. Are tutors or course instructor available at any time? Individual supervision, individual needs are respected.	☒
It is possible to communicate with other participants and to discuss exercises and solutions. Chat times concerning different topics re appointed.	☒
Exact description of prerequisites and audiences.	☒
Exact description of time requirements	☐
Exact description of technical requirements. A technical support is offered	☒
General Comments Course instructor was very active and gave the answers to learners	

questions very quickly. It was very interesting and useful to read the assignments of fellow learners posted into the forums. Educational technologist helped to solve the technical problems.

Education and Culture

Leonardo da Vinci
Pilot projects