

Best Practice Example: INGENIERÍA E INTEGRACIÓN AVANZADAS S.A. (INGENIA)

Partners Name	Confederació de Comerç de Catalunya
Country, Region	Spain, Catalonia
Name or type of organisation	INGENIERÍA E INTEGRACIÓN AVANZADAS S.A. – INGENIA – it's a company developing its activity in the ICT sector.
Cooperation partner (if applicable, e.g. university, training provider)	URL: www.ingenia.es
Small statement why you choose this case	Contact person: Marta Ollé Terrés – molle@ingenia.es
Focus of organisation and sector	-
Number of employees	Good example of a provider of e-learning courses. Between its customers there is an employer organisation which develops on line training for employer and employees of SME's belonging to different sectors of the economic activity stressing commerce and services.
Specification of target group (e.g. skilled workers, apprentices, older employee)	
Learning content and aim of training	Between other activities, INGENIA designs, develops and executes programs of presential, continuous and on line training. These programs are standards and tailor made according the requirements of the customer.
Type of learning (e.g. Blended Learning, Self-Learning)	240 employees
Short Case Study Description (Topic of eLearning course, taylor made or bought corse, etc.)	There are courses for all the professional categories of SME's employees; qualified and not qualified employees, directors, managers, employers, etc.
Short description of condition of implementation (continuous training plan, problems and solutions, etc.)	
Success factors in General	E-learning courses on several training areas are developed, between them we can stress languages, computing, economic and financial area, human resources, etc. Courses are focused on satisfy the training needs of SME's employees.
Success factors: organizational factors (internal to the company)?	
Success factors: pedagogical factors (improvement of leaders skills)?	
Success factors: business factors (marked	E-Learning courses with a presential

orientation, ROI)	session before beginning the e-learning. The learning process is based on individual work. It's available the help of a tutor and it's possible to connect with him via e-mail. Moreover, there is the possibility of connecting in a synchronic and asynchronous way with the other members of the group.
Other Success factors	
Pictures, screenshots, etc attached to this template?	

Quality criteria grid for eLearning

First impressions:	Tick if appropriate for your example
Learning objectives and content are clearly defined	<input checked="" type="checkbox"/>
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)	<input checked="" type="checkbox"/>
The program is modularised	<input checked="" type="checkbox"/>
Learners can define their own path through the material	<input type="checkbox"/>
Learners can make notes directly in the program	<input type="checkbox"/>
The software automatically generates logs of individual sessions	<input checked="" type="checkbox"/>
The software is optimised for use with industry standard browsers (like Internet explorer or firefox, etc.)	<input checked="" type="checkbox"/>
Industry standard IT equipment can be used; no unusual technologies or formats are needed	<input checked="" type="checkbox"/>
General Comments	
After closer scrutiny:	<input type="checkbox"/>
The times indicated for task completion are realistic	<input checked="" type="checkbox"/>
The course content is clearly mapped; graphics are also used for this purpose	<input checked="" type="checkbox"/>
The page layouts are clear and not overloaded with text	<input checked="" type="checkbox"/>
Texts are clear and legible. Longer passages are subdivided into manageable segments	<input checked="" type="checkbox"/>
Navigation icons are intuitively understandable, logically positioned, and readily accessible	<input checked="" type="checkbox"/>
The navigation software isn't "drowning" in icons	<input checked="" type="checkbox"/>
The links clearly indicate where the learner should go next	<input checked="" type="checkbox"/>
The learner can contact the help centre and/or a facilitator at any time	<input checked="" type="checkbox"/>

All hyperlinks are active	<input checked="" type="checkbox"/>
e-tutors have good online media skills and exhibit professional competence	<input checked="" type="checkbox"/>
Feedback times are short (e.g. users receive responses within one working day)	<input checked="" type="checkbox"/>
The software fully taps the interactive potential of the medium	<input type="checkbox"/>
<p>General Comments</p> <p>The interactive potential of the means depends on the course. The courses developed with Dreamweaver have more text. The courses developed with Flash are more visual, they have more images, they can be opened in a intuitive way and they are more entertaining for the student. Nowadays they always use Flash, if it's possible. Other factors to consider in the use of multimedia tools are the needs of the customer and the price factor.</p>	
Internet services: WWW, e-mail and chat	<input type="checkbox"/>
The option to do assignments and send them to the facilitator	<input checked="" type="checkbox"/>
Query function	<input checked="" type="checkbox"/>
Support services	<input checked="" type="checkbox"/>
Users can interact with each other online	<input checked="" type="checkbox"/>
Users can create their own homepages	<input type="checkbox"/>
Lists of frequently asked questions (FAQ)	<input checked="" type="checkbox"/>
Bulletin boards or Newsletters	<input checked="" type="checkbox"/>
Discussion boards or Forums	<input checked="" type="checkbox"/>
Chatrooms	<input checked="" type="checkbox"/>
<p>General Comments</p> <p>The users have a chat. The platform indicates the students on line in that moment and they can connect between them. Nevertheless, the experiences indicate that it isn't very used.</p>	
Additional options	<input type="checkbox"/>
Application sharing in virtual work groups	<input checked="" type="checkbox"/>
Simulations	<input checked="" type="checkbox"/>

Hotlines for assistance	<input checked="" type="checkbox"/>
Conference calls	<input type="checkbox"/>
Video conferences	<input type="checkbox"/>
General Comments	
Additional opportunities for direct interaction	<input type="checkbox"/>
Getting acquainted sessions at initial course meetings (for getting to know other course participants)	<input checked="" type="checkbox"/>
Establishment of in-company study groups	<input type="checkbox"/>
Concurrent and/or closing course meetings	<input type="checkbox"/>
Support for on site coaching	<input type="checkbox"/>
Consultation services for commissioning/implementation	<input checked="" type="checkbox"/>
Technical support is available	<input checked="" type="checkbox"/>
Course participants receive a certificate at the end of the course	<input checked="" type="checkbox"/>
General Comments	
Summing up – Quality criteria of eLearning courses/providers at a glance	<input type="checkbox"/>
The offered demo-versions provide an insight into topics and structure of the course	<input type="checkbox"/>
Description of the proportion between stand-alone-learning and learning in group	<input type="checkbox"/>
Detailed description of topics	<input checked="" type="checkbox"/>
Self-tests, correction of homework by tutors and discussions with other participants are planned.	<input checked="" type="checkbox"/>
Detailed information about expertise and methodical competence. Are tutors or course instructor available at any time? Individual supervision, individual needs are respected.	<input checked="" type="checkbox"/>
It is possible to communicate with other participants and to discuss exercises and solutions. Chat times concerning different topics re appointed.	<input checked="" type="checkbox"/>
Exact description of prerequisites and audiences.	<input checked="" type="checkbox"/>
Exact description of time requirements	<input checked="" type="checkbox"/>

Exact description of technical requirements. A technical support is offered	☒
General Comments It's provided a demo and information about the subjects in hard copy.	



Education and Culture

Leonardo da Vinci

Pilot projects

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.