

## Best Practice Example: SkillThing / i-Lion Learning Solutions

Partners Name	AGEA
Country, Region	Netherlands, Eindhoven
Name or type of organisation	Financial SME
Cooperation partner (if applicable, e.g. university, training provider)	SkillThing / i-Lion Learning Solutions
Small statement why you choose this case	This is an example of an e-learning that combines knowledge, skills and affective goals.
Focus of organisation and sector	Financial solutions for the needs of consumers
Number of employees	50
Specification of target group (e.g. skilled workers, apprentices, older employee)	skilled workers on a bachelor level
Learning content and aim of training	financial knowledge, sales skills and cultural aspects in behaviour
Type of learning (e.g. Blended Learning, Self-Learning)	
Short Case Study Description (Topic of eLearning course, taylor made or bought corse, etc.)	topic above: full digital solution Taylor made e-learning based on a standard structure
Short description of condition of implementation (continuous training plan, problems and solutions, etc.)	Company is fully aware of the benefits that can be reached by succesful implementation of e-learning. They are fully supporting the project.
Success factors in General	acceptance by management and participants
Success factors: organizational factors (internal to the company)?	acceptance by management that the actions suggested should all be implemented and not only some. The total implementation makes the succes.
Success factors: pedagogical factors (improvement of leaders skills)?	Not necessary
Success factors: business factors (marked orientation, ROI)	The suggested actions are necessary to survive in the market by creating een advantage to their competitors
Other Success factors	digital follow up throug 'education

	permanente'
Pictures, screenshots, etc attached to this template?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

### Quality criteria grid for eLearning

<b>First impressions:</b>	<b>Tick if appropriate for your example</b>
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 checked="" type="checkbox"/>
Learners can make notes directly in the program	<input checked="" 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"/>
<p>General Comments</p> <p>we are not talking about software in a traditional way but we are talking about an educational concept that is made by pasting proper web pages after each other</p>	
<b>After closer scrutiny:</b>	<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 type="checkbox"/>

All hyperlinks are active	<input type="checkbox"/>
e-tutors have good online media skills and exhibit professional competence	<input type="checkbox"/>
Feedback times are short (e.g. users receive responses within one working day)	<input type="checkbox"/>
The software fully taps the interactive potential of the medium	<input checked="" type="checkbox"/>
General Comments As it is a fully digital solution there is no personal feedback possibility	
<b>Internet services: WWW, e-mail and chat</b>	<input type="checkbox"/>
The option to do assignments and send them to the facilitator	<input type="checkbox"/>
Query function	<input checked="" type="checkbox"/>
Support services	<input 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 type="checkbox"/>
Bulletin boards or Newsletters	<input type="checkbox"/>
Discussion boards or Forums	<input type="checkbox"/>
Chatrooms	<input type="checkbox"/>
General Comments As it is a fully digital solutions the participant creations it's own digital working place	
<b>Additional options</b>	<input type="checkbox"/>
Application sharing in virtual work groups	<input type="checkbox"/>
Simulations	<input checked="" type="checkbox"/>
Hotlines for assistance	<input type="checkbox"/>
Conference calls	<input type="checkbox"/>
Video conferences	<input type="checkbox"/>
General Comments	

<b>Additional opportunities for direct interaction</b>	<input type="checkbox"/>
Getting acquainted sessions at initial course meetings (for getting to know other course participants)	<input 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 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	
<b>Summing up – Quality criteria of eLearning courses/providers at a glance</b>	<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 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 type="checkbox"/>
Exact description of time requirements	<input type="checkbox"/>
Exact description of technical requirements. A technical support is offered	<input type="checkbox"/>



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