

A woman with a large, curly afro hairstyle is smiling and looking at a laptop screen. She is wearing a blue and white striped button-down shirt. The background is a plain, light-colored wall.

CASE STUDY

TECHNICALLYWRITEIT.COM

eLEARNING CONTENT DEVELOPMENT

ICDL

eLearnings for
Microsoft Office 365



IMPACT

The development of comprehensive, learner-focused eLearnings.

INTRODUCTION

TWi assisted ICDL in developing and producing their Microsoft Office 365 syllabus, which consists of three eLearning courses covering Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.

ICDL

ICDL is an organization dedicated to raising digital literacy standards worldwide. Through their online learning and certification platform, Skillsbox, ICDL provides eLearning courses to improve the competence of learners in using common digital applications.

THE CHALLENGE

Integrate with an existing vendor to produce content.

ICDL were already working with another vendor to produce their eLearnings for the Microsoft Office 365 syllabus, but required information developers to work with the existing vendor for instructional design and quality assurance purposes. TWi integrated into the existing vendor team to monitor review cycles, review content, and provide feedback and technical corrections.

It was important for the client that both vendors operated as one team with a single goal, while managing and performing our unique responsibilities independently.

+353 21 242 8800

technicallywriteit.com

info@technicallywriteit.com

ACTION

Produce content as a dynamic team.

TWi integrated into the vendor team with little disruption to the existing process. We quickly got up to speed with the project and began reviewing content and providing feedback.

2

A key benefit of this blended team approach quickly became clear during the production process. Our fellow vendor was able to focus entirely on the technical aspects of building the eLearning modules, while we were able to look at these modules from the point of view of the learner. We paid attention to the accessibility of the eLearning functionality for learners who may not be used to this form of self-paced learning, and at the clarity and flow of the content being presented.

THE RESULT

In total, TWi assisted ICDL in creating nineteen modules across three courses. This equates to twenty-one hours of eLearning content to support learners of all levels to carry out both common and complex tasks.

The result is a comprehensive set of eLearning courses that enable learners to gain real-life practice navigating Microsoft Office 365 applications. Learners are empowered to

navigate these applications confidently and to understand the functionality available to them.

Our key impacts for the client were as follows:

- An efficient review cycle that kept the production process moving
- Flexible and attentive support in content development
- A single, reliable source of quality assurance and consistency

1

In our instructional design and quality assurance role, we supported the vendor team as follows:

- Ensured the syllabus was covered in full
- Applied editorial and design guidelines
- Reviewed technical correctness and instructional flow
- Identified potential issues with eLearning functionality and audio
- Reviewed and amended help pages and glossaries
- Managed review cycles
- Ensured all feedback was collected, discussed, and implemented.



TWi