Creating eLearning for a SaaS Business (aXcelerate)

About the Project

aXcelerate is a Software as a Service (SaaS) offering a Student Management System (SMS) with Learning Management System (LMS) capabilities to the training industry in Australia. It is a legal requirement for Registered Training Organisations (RTOs) to have a SMS in order to report their student progress to governing bodies. As such, aXcelerate is a large system accommodating for multiple jurisdictions.

The project was to create a self-paced course/s that will certify internal staff, external training partners and [eventually] clients with the ability to use aXcelerate and equip them with the skills to implement the system into different business structures.

The requirements were to break the system down into levels of learning: basic, intermediate and advanced with each level further broken into modules and units.

A level 1 user would be able to use the system at a very basic level in order to comply with national and state regulations, while an intermediate user would be able to manage additional features such as CRM, Finances, State Contracts and Sale Funnels (as examples).

Each level was deployed in phases where internal staff tested and provided feedback before the external partners took part in the certification process. The final phase (level 3) was delivered in an elective style where not all units had to be completed but rather what an internal staff member or external partner specialised in.

Details

Type: Webinar Training, Self-Paced Learning, Live Q&A Sessions, Pre-Recorded Assessment Tasks.

Client: aXcelerate: Student Management System

Tools Used: aXcelerate (SMS and LMS), Articulate Rise, Powerpoint, Zoom.
The LMS included observation forms and quizzes in addition to the SCORM activities

Results

All staff members were certified to a minimum of level 1. Customer Service staff members and external partners required at least a level 2 certification which was successfully deployed.

The phased approach allowed the team to add modifications as required and roll this out into future phases.
This project enabled aXcelerate to have a team of certified external partners to provide training to their clients. aXcelerate was able to deliver more training hours without the overhead costs of full time staff members.

Key Challenges

- Breaking down a large system into manageable chunks of training
- Supporting the student/s with multiple logins to launch eLearning and to practice in the SMS - this required both an administration and student login
- Assessing students competency while ensuring the certification was scalable

The Approach

1. Identify what was required at each level including identifying the overall goals
2. Design Learning Outcomes associated with each goal
3. Breaking down each Learning Outcome into the Knowledge, Skills and Abilities (KSAs) that a student needed to demonstrate
4. From the KSAs designing the two assessment types: knowledge questions and practical tasks
5. Backwards designed by creating multiple scenarios that the student was required to demonstrate in the system
6. From these scenarios identified the lesson types: pre-recorded webinar explanations and demonstrations, self-paced knowledge tasks and introduction to database topics, further live Q&A sessions
7. Initial practical assessments were physically observed where later the implementation of individual accounts allowed assessors to view the final product of a practical activity and deem competency