Quality Standards for Training Design and Delivery v 1.0
Online Learning Edition

DOMAIN A  TRAINING SET UP

Standard 1  Key details about the training are readily available.
The following information is included on the training registration page and/or the introductory pages:

Indicator 1.1  Explanation of what will be offered in the training
Indicator 1.2  Type of training (e.g., self-paced, webinar, etc.)
Indicator 1.3  Learning objectives
Indicator 1.4  Intended audience
Indicator 1.5  If Continuing Education (CE) credits offered
Indicator 1.6  Creation date
Indicator 1.7  Competencies addressed
Indicator 1.8  Length of training
Indicator 1.9  Learning level and pre-requisites (if any)
Indicator 1.10  Technical requirements

Standard 2  Training registration is easy for new users.
Indicator 2.1  It takes 3 minutes or less to complete the registration process and/or start the training from the most direct link.
Indicator 2.2  Instructions on how to obtain training credit, CEs, or other evidence of training completion are provided.

Standard 3  Training is accessible to participants with special needs.
Indicator 3.1  The training provides ancillary means to access the training or training materials (e.g., written transcripts, alternate images, etc.)
Indicator 3.2  The training provides embedded means of alternate access to the training or training materials (e.g., written transcripts, alternate images, etc., are included within the training itself).

Standard 4  Technical support to access the training or training components is available.
Indicator 4.1  Clear, simple instructions on how to access technical support are provided.

DOMAIN B  LEARNING AND APPLICATION

Standard 5  Learning objectives support knowledge and skill acquisition.
Indicator 5.1  Learning objectives are LSMART (learner-centric, specific, measurable, action-oriented, realistic, and time-bound).
Indicator 5.2  Objectives focus on skill development using application, analysis, or evaluation-level verbs. See example verbs based on Bloom’s Taxonomy. Similar verbs are also acceptable.
Indicator 5.3  Training activities are aligned with learning objectives.
Standard 6 **Training content is relevant.**

Indicator 6.1 Training explicitly states that the content was reviewed by, or is delivered by, a subject matter expert with appropriate qualifications.

Indicator 6.2 Research or developments that impact the content of the training are recent (i.e., published within the past 5 years of current date or training creation date).

Indicator 6.3 Training content includes real-world examples, including scenarios, stories, and/or data.

Standard 7 **Training is oriented to learner’s needs.**

Indicator 7.1 Training uses practical, simple language, appropriate to training’s intended audience.

Indicator 7.2 Training uses visual aids to reinforce concepts and/or clarify concepts (e.g., maps, photos, video clips, graphs).

Standard 8 **Training facilitates application of knowledge and skills.**

Indicator 8.1 Training activity/activities require(s) users to apply new learning/skills through an application, analysis, synthesis, or evaluation exercise.

Indicator 8.2 Training activity/activities require(s) users to apply learning to their professional role (i.e. encouraging learners to answer reflective questions, set goals, or make plans, etc.).

Indicator 8.3 Training provides at least one tool or resource that learners can use after completing the training (e.g., checklists, infographics, instruction manuals).

Standard 9 **Training includes learning assessment opportunities.**

Indicator 9.1 Learning assessment(s) relate directly to the training’s learning objectives.

Indicator 9.2 Learning assessment(s) are offered in more than one format (i.e., not all learning assessments are multiple choice quizzes).

Standard 10 **Training includes opportunity for learner to receive feedback.**

Indicator 10.1 Training includes at least one activity that provides feedback to the learner.

Indicator 10.2 The feedback provided is substantive (i.e., rather than saying “incorrect,” it says, “try again” and/or provides an explanation of why the response was incorrect.

Indicator 10.3 The feedback provided is immediate, rather than revealing answers only at the end of the training.

**DOMAIN C USER INTERFACE**

Standard 11 **Navigating through the training is easy.**

Indicator 11.1 When navigating through the training, it takes less than 20 seconds to find what you need.

Indicator 11.2 The navigation features (e.g., buttons, symbols, etc.) are consistent throughout the training.

Indicator 11.3 All links, buttons, and other navigation elements work correctly (i.e., links open correct webpage or document, buttons respond to clicks, etc.).
<table>
<thead>
<tr>
<th><strong>Standard</strong></th>
<th><strong>12</strong></th>
<th>Training content is grouped into more than one section or segments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator</td>
<td>12.1</td>
<td>The amount of content per section of the training is digestible.</td>
</tr>
<tr>
<td>Indicator</td>
<td>12.2</td>
<td>Sections/segments within the training are logically organized.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Standard</strong></th>
<th><strong>13</strong></th>
<th>Interface design elements facilitate learning.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator</td>
<td>13.1</td>
<td>Graphics and text are visually clear (not grainy/easily-readable)</td>
</tr>
<tr>
<td>Indicator</td>
<td>13.2</td>
<td>Text and graphics are balanced with a use of adequate white space for an uncluttered screen.</td>
</tr>
<tr>
<td>Indicator</td>
<td>13.3</td>
<td>Text displayed on user’s screen highlights key points of essential information.</td>
</tr>
<tr>
<td>Indicator</td>
<td>13.4</td>
<td>Audio is clear (free of noise, distraction, and speaker is easily heard)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Standard</strong></th>
<th><strong>14</strong></th>
<th>Training provides an opportunity for learner to evaluate it.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator</td>
<td>14.1</td>
<td>Training provides a timely opportunity (within 24 hours) for the user to evaluate it upon completion.</td>
</tr>
<tr>
<td>Indicator</td>
<td>14.2</td>
<td>Training evaluation mechanism includes at least one opportunity to provide open-ended feedback.</td>
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</tbody>
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