




NIIT

Rapid Virtualization of Training Portfolio

(In response to COVID-19)



Many organizations have large learning portfolios that are heavily dependent on face-to-face delivery. Given the realities of Covid-19, these clients need a rapid, cost-effective way to convert these learning portfolios into effective learning experiences that can be delivered 100% virtually. NIIT has a comprehensive approach to solving this problem that is consultative, scalable, and cost-effective.

Overview

NIIT offers a comprehensive, rapid portfolio virtualization service, from analysis through post-launch support.

RAPID ANALYSIS AND CONVERSION STRATEGY/ROADMAP

NIIT's experts will:

- > Define a business charter and success framework for the project.
- > Review your training portfolio.
- > Apply learning science best practices to ensure maximum pedagogical impact.
- > Create "playbooks" and templates that ensure consistency and allow for rapid development.
- > Determine the appropriate mix of modalities.
- > Determine the co-development plan, if applicable.
- > Create an implementation plan that includes costs and timelines.

VIRTUALIZATION AT SCALE

NIIT's teams will work with you to execute the plan. We have three models of execution:

- > Do it yourself: Turnaround times of 48-72 hours.
- > Light touch development: Aggressive SLAs for each deliverable type to ensure rapid turnaround.
- > Full touch development. Comprehensive, end to end development by NIIT.

DELIVERY SUPPORT

NIIT's experts can help your trainers by:

- > Conducting train-the-trainer sessions.
- > Providing session moderators to look after meeting logistics.
- > Offering administrative support.
- > Delivering training sessions.
- > Helping with messaging for learners.
- > Helping administer social media elements of training.
- > Providing ongoing curation services for curated elements of the training.
- > Technical support.

Rapid Analysis and Conversion Roadmap

Our experts perform a rapid, comprehensive analysis of your existing portfolio and create a detailed roadmap for transforming your existing courses for 100% virtual delivery.

Playbook Creation

A critical aspect of efficiently creating an efficient virtual experience for your learners is the creation of what we call a “playbook,” in other words, a set of predefined templates for different virtual requirements. The elements of the playbook specify both the individual activities, or building blocks, of the course, and the flow of those activities.

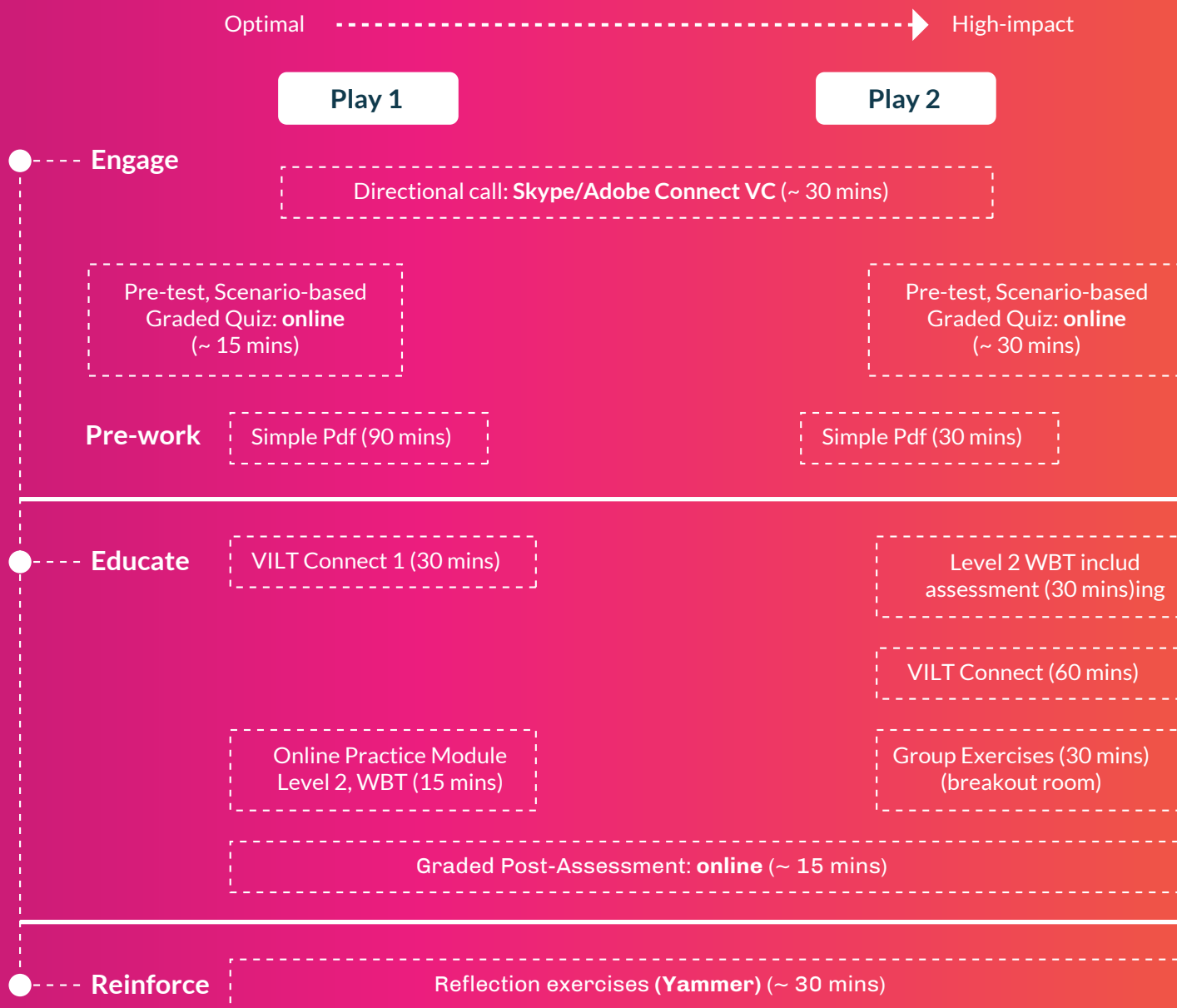
Impact of Virtualization on Learner Hours

When we utilize these plays to virtualize existing classroom material, we generally are able to shrink the learner hours required. Expected reduction is approximately 50%, i.e.:

- > Original seat time: half-day. Revised seat time: 2 hours.
- > Original seat time: full-day. Revised seat time: 4 hours.



Example: Playbook



Plays 1-2 depict learning modalities for soft skills

Example: Building Blocks

BUILDING BLOCK	DESCRIPTION
Directional Call	A 30-minute program overview Skype connect/Adobe Connect VC where the facilitator walks participants through the learning roadmap and learners introduce themselves and their expectations from the training.
Pre-test Graded Quiz (WBT level 2, Google Classroom (or similar tool))	Created and administered using Google Classroom (or similar tool), or online a diagnostic pretest exposes learners to real-life situations. These will not be fact-based questions.
iPDF/Flipbooks	Can be downloaded on a computer or a mobile for offline use. It can include links to media elements and external pages, which the learners can go through at their own pace to complete the pre-work study. Average length is around 30 pages.
Level 1, WBT	Simple page-turner, interactive web-based training module, which informs learners about any pre-requisite information or knowledge areas they need to know to respond to situations-knowledge of models, methodologies etc.
Level 2, WBT	Web based training module, which includes more interactivities These include practice questions as well as post-assessment.
VILT connect	Lectures customized for virtual delivery, meant for geographically dispersed audience for shorter sessions. Reusability is the key feature as sessions can be recorded and replayed by learners who attended or viewed by those who could not attend. Artefacts include PowerPoint reformatted as per client content.

Example: Building Blocks (continued)

BUILDING BLOCK	DESCRIPTION
Online Practice Modulet	Learners practice the concepts learned in various scenario settings and get individualized feedback. This could done as a level 1 WBT or Google Classroom (or similar tool) quiz.
Group Exercises, Breakout rooms	Practice activities in group settings. Practice activities could involve role plays, creating presentations, and presenting to the larger group for better collaboration of ideas.
Debrief Connect	Facilitator debriefs the larger group about the key takeaway from the learning activities.
Graded Post Assessment, Level 2	Level 2 WBT will assess learner's response on carefully crafted questions that mirror reallife situations.
Level 2 WBT Demo & Guided practice mode	Shows learners how to perform key tasks, and enables them to perform the tasks in a simulated environment. This will be a level 2 Show Me, Try Me interactions.
Graded Post Assessment, Level 2 (Digital)	Tests learners on the key tasks they learned in the eLearning modules.
Reflection Exercises	To ensure learning becomes a continuous endeavor, learners respond to questions, contribute to discussions, and ask questions if they face difficulties in implementation of a learned concept.



Virtualization at Scale

We offer four levels of service as part of our virtualization program, ranging from a straightforward conversion where you do most of the work in a DIY fashion, to a complete upgrade that will transform the pedagogical impact of your training portfolio.

CONVERT

Do It Yourself

Do it yourself conversions include:

- > Remote help-desk for virtualization consulting.
- > SCORM packaging.
- > LMS test and upload.
- > Dedicated creative resource.

Light Service

Light service conversions include:

- > Modification of graphics to suit visualization.
- > Selection of predefined templates.
- > Development in a wide range of authoring tools.
- > Foreign language development.
- > Full QA

Full Service

Full service conversions include:

- > Everything in light service, but with the addition of storyboarding services.

UPGRADE

Upgrades are a complete redesign of your portfolio that results in transformational improvements in seat time, pedagogical outcomes, and business impact. To achieve this, we use a strategic mix of:

- > Immersive, learn-by-doing pedagogy.
- > Simulation and game based design strategies.
- > High end media.
- > Cutting edge technology.
- > Advanced reporting features.
- > Robust user testing.

Do It Yourself (DIY) Approach: What's Included



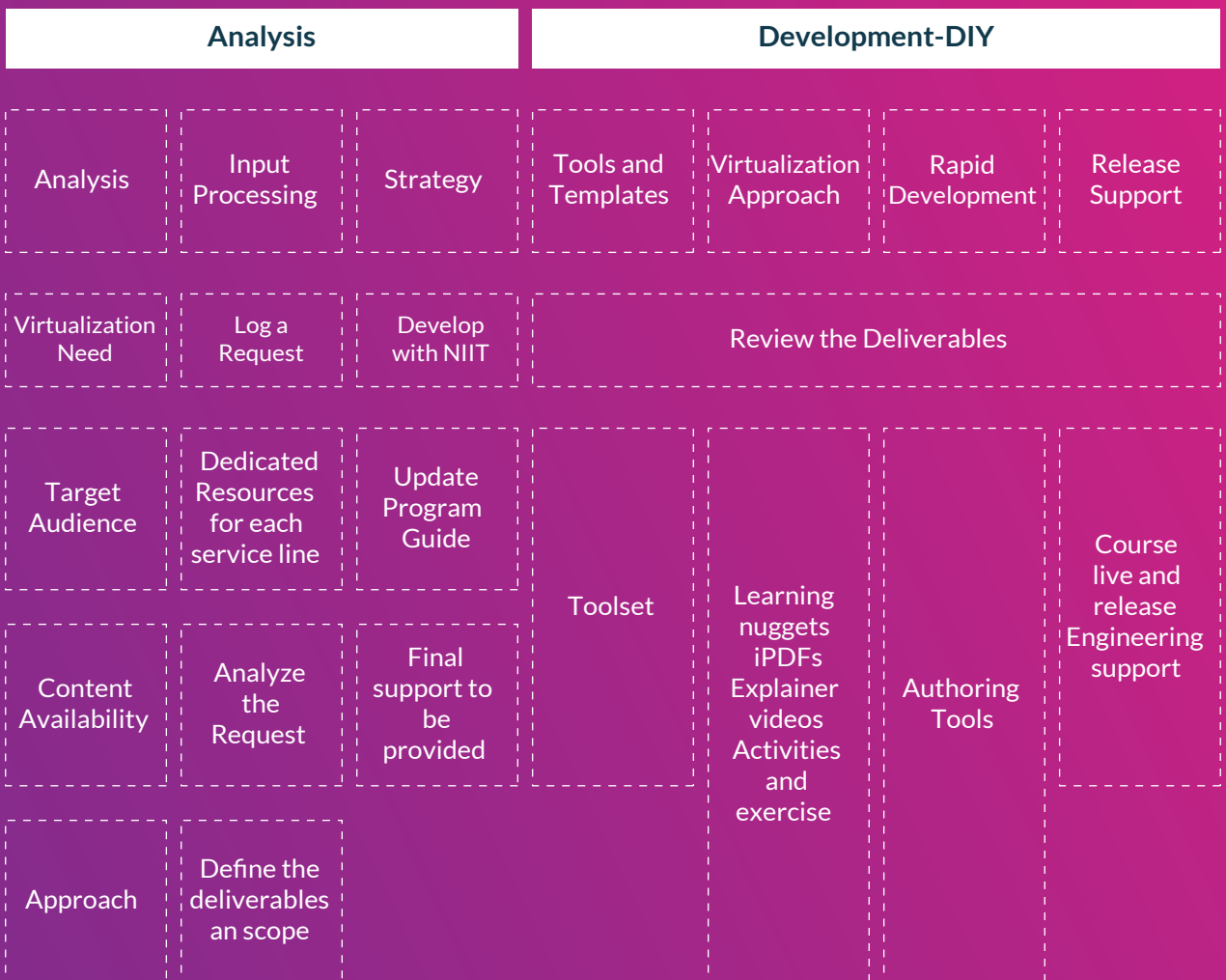
Analysis	Development-DIY
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Analysis	Input Processing	Strategy	Toolkits	Reuse	Rapid Development	Release support
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You	Virtualization Need	Log a requirement	DIY	Your Available Resources		
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NIIT	Dedicated Support	Perform tasks as per request	As per direction from your stakeholders	Deliver as per steps and instructions from learning advisor		
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Light Touch Development (LTD) Approach



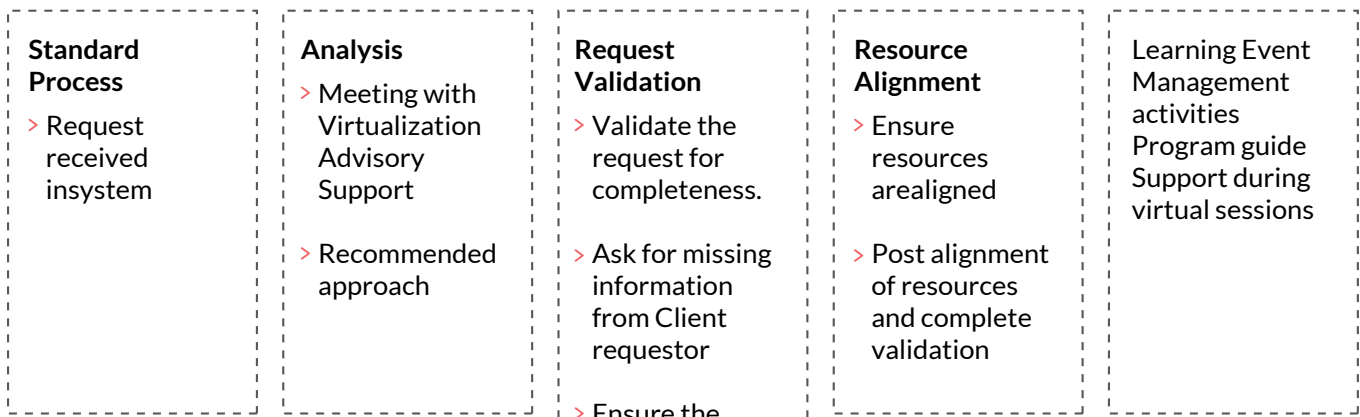
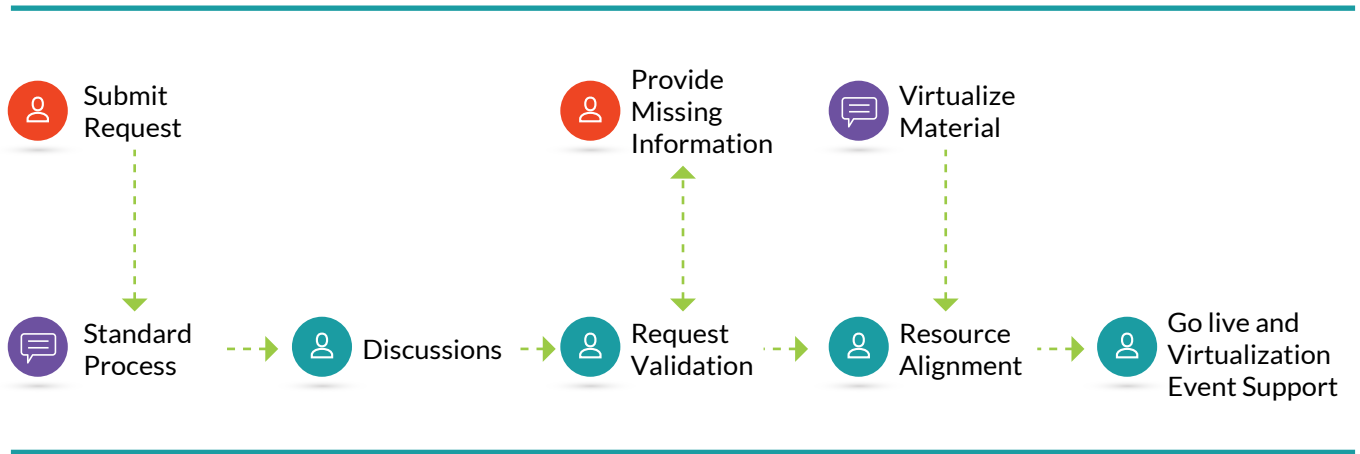
Production Process



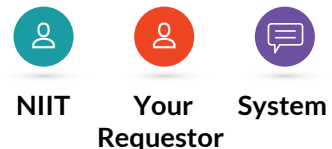
Receive Course Inputs

Requestor:
If the minimum details in the form not complete, provide with full information.

Activities Generated:
Once the information is complete, then the respective VRF activities will get generated.



Process and Flow to be fine-tuned based on Pilot





Delivery Support

Once your curriculum has been converted for virtual delivery, NIIT provides comprehensive support for training delivery operations from training-the-trainers on best practices for online delivery to helping with technical issues.

Virtual Hosting: Services Offered

SESSION SCHEDULING

- > Session Request Handling
- > Session Scheduling in the LMS
- > Host Identification and Allocation
- > Go/No-Go decision taken from the stakeholder
- > Session Scheduling in Webex/ Adobe/ Zoom/ Skype/ Other tools...
- > Session Cancellation

EVENT MODERATION

- > Time Keeping
- > Participant Management
- > Introduction & closure announcement
- > Facilitation on Q&A and Survey publishing
- > Support via chat
- > Attendance tracking

PARTICIPANT MANAGEMENT

- > Self-Enrollment via LMS
- > Enrollment Request handling by Admin
- > Automated Confirmation
- > Course Invitation

TRAINER ENABLING

- > Event Confirmation
- > Trainer Enabling Requirements
- > Creation of trainer enabling session in Webex
- > Mock Session handling

FEEDBACK SHARING

- > Evaluation link generation
- > Score update in the LMS
- > Creation of quality reports

POST SESSION ACTIVITIES

- > Attendance / Participant enrollment update in the LMS
- > Generation of Quality reports
- > Editing of Recorded session
- > Uploading and availability of edited recording on the LMS
- > Link Sharing with the participants

PROCTORING SUPPORT

- > Join proctoring session
- > Enter Virtual Room and connect with the person taking the test
- > Validate-Photo ID, Take agreement on Exam rules, do a 360 degree room check via webcam
- > Start Exam for the candidate
- > Conduct the Invigilation-record violations if any
- > Close exam

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For questions or comments, please write to businessimpact@niit.com.

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