

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, scaleable, and cost-effective.

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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 typeto 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.

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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 them- selves 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 trainin 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.



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

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	Analysis			Development-DIY			
	Analysis	Input Processing	Strategy	Toolkits	Reuse	Rapid Development	Release support
	Virtualization Need	Log a	DIY	Your Available Resources			
IT	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

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Analysis			Development-DIY				
Analysis	Input Processing	Strategy	Tools and Virtualization Rapid Relea Templates Approach Development Supp	ase ort			
Virtualization Need	Log a Request	Develop with NIIT	Review the Deliverables				

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Target Audience	Dedicated Resources for each service line	Update Program Guide	Toolset	Learning nuggets iPDFs Explainer videos Activities and	Authoring Tools	Course live and release Engineering support
Content Availability	Analyze the Request	Final support to be provided				
Approach	Define the deliverables an scope			exercise		
	Target Audience Content Availability Approach	Target AudienceDedicated Resources for each service lineContent AvailabilityAnalyze the RequestApproachDefine the deliverables an scope	Target AudienceDedicated Resources for each service lineUpdate Program GuideContent AvailabilityAnalyze the RequestFinal support to be providedApproachDefine the deliverables an scopeFinal support	Target AudienceDedicated Resources for each service lineUpdate Program GuideToolsetContent AvailabilityAnalyze the RequestFinal support to be providedToolset	Target AudienceDedicated Resources for each service lineUpdate Program GuideToolsetLearning nuggets iPDFsContent AvailabilityAnalyze the RequestFinal support to be providedToolsetLearning nuggets iPDFsApproachDefine the deliverables an scopeDefine the deliverablesFinal support to be providedToolsetLearning nuggets iPDFs	Target AudienceDedicated Resources for each service lineUpdate Program GuideLearning nuggets iPDFsContent AvailabilityAnalyze the RequestFinal support to be providedToolsetLearning nuggets iPDFsAuthoring ToolsApproachDefine the deliverables an scopeDefine the deliverablesFinal support to be providedFinal support to be providedLearning nuggets and exerciseAuthoring Tools

Production Process



Delivery Support

Once your curriculum has been converted for virtual delivery, NIIT provides comprehensive support for training delivery operations from trai ning-the-trainers on best pra tices 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

PARTICIPANT MANAGEMENT

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

EVENT MODERATION

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

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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