

## Best Practice Example: Hadeland Produkter AS (HAPRO)

Partners Name	NKI Fjernundervisning AS
Country, Region	Norway, Bekkestua
Name or type of organisation	Hadeland Produkter AS (HAPRO) Contact: Trond Sørum
Cooperation partner (if applicable, e.g. university, training provider)	-
Small statement why you choose this case	Good example of tailor made e-learning courses in management and economics for employees with different age, skills and positions
Focus of organisation and sector	Company specializing in electronic production of digital equipment to telecommunication and other data systems.
Number of employees	Company consists of different divisions/enterpricies with 10-250 employees.
Specification of target group (e.g. skilled workers, apprentices, older employee)	50 skilled workers, teamleaders and senior workers with technical qualifications
Learning content and aim of training	One year study in project management
Type of learning (e.g. Blended Learning, Self-Learning)	
Short Case Study Description (Topic of eLearning course, taylor made or bought corse, etc.)	Six eLearning courses: Communication, teammanagement, teambuilding, projectmanagement, projectorganisation and projecteconomics. All courses tailormade included study materials, discussion forums, links to additional resourses etc. Blended Learning process: individual work with study materials, group discussions during working-hours, submission of assignments and traditional one-day meetings before start of the individual eLearning courses.
Short description of condition of implementation (continuous training plan, problems and solutions, etc.)	Courses were developed for employees from different divisions/enterprecies of the group as part of continous training plans. One day case exam by groups of five participants acting as projectgroups at the



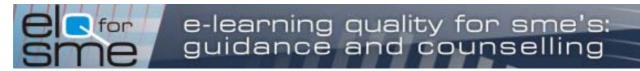
## e-learning quality for sme's: guidance and counselling

	end of courses.
Success factors in General	The flexibility of eLearning courses. The Blended Learning form seemed to meet exactly the needs of the target group.
Success factors: organizational factors (internal to the company)?	Reorganisation of the production in flexible smaller groups with project leaders
Success factors: pedagogical factors (improvement of leaders skills)?	Use of PC and electronic medium as well as independent study skilles were improved
Success factors: businness factors (marked orientation, ROI)	Both participants and company agrees on positive ROI
Other Success factors	Focus on quality on time consuming activities, that be time spent on leisure or work
Pictures, screenshots, etc attached to this template?	🗌 Yes 🛛 No



## Quality criteria grid for eLearning

First impressions:	Tick if appropriate for your example
Learning objectives and content are clearly defined	
The learning content is relevant to the work your employees actually do (practical examples; tools that are helpful and useful for work and that help learners apply their coursework to everyday situations)	
The program is modularised	
Learners can define their own path through the material	$\square$
Learners can make notes directly in the program	$\square$
The software automatically generates logs of individual sessions	
The software is optimised for use with industry standard browsers (like Internet explorer or firefox, etc.)	
Industry standard IT equipment can be used; no unusual technologies or formats are needed	
General Comments	
After closer scrutiny:	
The times indicated for task completion are realistic	$\square$
The course content is clearly mapped; graphics are also used for this purpose	
The page layouts are clear and not overloaded with text	$\square$
Texts are clear and legible. Longer passages are subdivided into manageable segments	
Navigation icons are intuitively understandable, logically positioned, and readily accessible	
The navigation software isn't "drowning" in icons	
The links clearly indicate where the learner should go next	
The learner can contact the help centre and/or a facilitator at any time	
All hyperlinks are active	$\square$



e-tutors have good online media skills and exhibit professional competence	
Feedback times are short (e.g. users receive responses within one working day)	
The software fully taps the interactive potential of the medium	
General Comments	
Internet services: WWW, e-mail and chat	
The option to do assignments and send them to the facilitator	$\square$
Query function	
Support services	
Users can interact with each other online	
Users can create their own homepages	
Lists of frequently asked questions (FAQ)	
Bulletin boards or Newsletters	
Discussion boards or Forums	
Chatrooms	
General Comments	
Additional options	
Application sharing in virtual work groups	
Simulations	
Hotlines for assisstance	
Conference calls	
Video conferences	
General Comments	
Additional opportunities for direct interaction	

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Getting acquainted sessions at initial course meetings (for getting to know other course participants)	
Establishment of in-company study groups	$\square$
Concurrent and/or closing course meetings	$\square$
Support for on site coaching	
Consultation services for commissioning/implementation	
Technical support is available	$\square$
Course participants receive a certificate at the end of the course	$\square$
General Comments	
Summing up – Quality criteria of eLearning courses/providers at a glance	
The offered demo-versions provide an insight into topics and structure of the course	$\square$
Description of the proportion between stand-alone-learning and learning in group	
Detailed description of topics	$\square$
Self-tests, correction of homework by tutors and discussions with other participants are planned.	$\square$
Detailed information about expertise and methodical competence. Are tutors or course instructor available at any time? Individual supervision, individual needs are respected.	
It is possible to communicate with other participants and to discuss exercises and solutions. Chat times concerning different topics re appointed.	
Exact description of prerequisites and audiences.	
Exact description of time requirements	
Exact description of technical requirements. A technical support is offered	
General Comments	



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