



# ON-DEMAND ANDROID TRAINING FOR GLOBAL SEAMLESS PAYMENT PROVIDER

## Background

A global provider in the payment industry for more than 30 years had a business need to upskill circa 100 staff in android development to support their digital evolution. The staff were based in small groups and spread geographically across the globe. Operational constraints prevented staff from being released for live training and the organisation was seeking an alternative solution that was flexible and included both knowledge and skill development with practical application. The timeline was critical for the Customer with delivery within 6 weeks.

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“*Our approach is to leverage our years of design and development of Instructor led training to build the same level of customer engagement, fun and practical application in our on-demand modules to engage the learner and meet our Customer’s business needs.*”

— Alison Beadle, EMEA Program Director

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To meet this Customer’s requirement, we converted our 4-day Instructor led course in a series of online modules retaining all the value of the live class with activity, knowledge transfer, learner engagement and labs to practice acquired skills. As with our Instructor led courses the course was designed by a real-world expert with 20 years+ of Industry experience combining strong programming skills with an in-depth understanding of technology with superb communication skills, both written and verbal. We formed a project team to lead Customer communication and interaction to ensure we involved our customer every step of the way along with our technical teams to build the CBT and Labs.

## Making the Course Engaging

Working with our author and developers we identified a number of areas where we could add in additional interactions to keep the user engaged in the training through exercises and not simply clicking through the screens. Interactive timelines, by clicking on the right arrow, the user could move through time showing Android releases and versions. Interactive drag and drop activities for example where the user is tasked with dragging the Android versions in order of oldest to newest and tasks to match topics and statements. Interactive carousels demonstrating support for android functionality on older devices. These types of interactions were interspersed through the course to increase user engagement.



### Audio

One of the challenges was how could we get across the Instructor interaction with the participants that occurs face to face? The best solution to address this was to introduce audio into the course. The Industry Expert Author recorded audio for each screen throughout the course to give the user as close as possible experience to the ILT. Having taught this for many years he is a really engaging speaker and really enhanced this mode of training with his audio.

### Videos

A key part of an Instructor led course is the Instructor's ability to provide hands on help where required. To build this into the on-demand modules we identified specific points in the course where we thought most likely hands on help could be required by including a video of the Autor demonstrating the exercise and the desired learning outcome.

### 24x7 Access Labs

The hands-on exercises from our live class were embedded into the modules allocating each user a virtual machine via a web-based redirector for 24x7 access.

### Access and Testing

The Customer wanted staff to access this training from their Moodle Learning Management System (LMS). This was tested during the development phase to ensure smooth access to our SCORM compliant modules along with module links, labs and activities.

### Product Release

The product was released to meet the customer deadline with access for the 100 users.

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