

# eLearning Essentials for RTOs:

How to create impactful training  
and assessment materials





# Contents

<u>Introduction</u>	3
<u>Building Engaging Courses and Assessments with iSpring Suite</u>	4
<u>How to Create Effective Training Materials</u>	5
<u>5 Tips to Make Your Learning Content Even More Engaging</u>	17
<u>How to Create Reliable Assessment Tools</u>	23
<u>5 Tips to Ensure Compliance with the ASQA's Principles of Assessment</u>	25
<u>How to Deliver eLearning Resources Online</u>	27
<u>Bottom Line</u>	30
<u>About iSpring</u>	31
<u>About iSpring Suite</u>	32



# Introduction

The VET system is constantly evolving, requiring RTOs stay up to date with the latest changes, including the review and updating of standards, training packages, and guidelines. In 2019 the spread of coronavirus transformed many training organisations, moving from face to face training to online training. As we can see, the eLearning trend will remain for a long time, if not forever.

The shift to online learning has great benefits for students. It allows them to learn anytime, anywhere, on their personal computers and mobile devices, revisit and review the content when necessary, and achieve excellent training results.

Over the last few years, more and more RTOs have begun delivering interactive eLearning content to students to make training even more engaging. This is a great trend that helps organisations improve training outcomes and attract a wider audience.

But transferring existing content into interactive courses becomes a real problem for many RTOs. Here are just a few challenges they face:

- High content development costs
- A time-consuming process
- Tech and design skills required

In this guide, we will introduce you to a simple way of building interactive courses and assessments. You'll find out how to create impactful eLearning resources quickly and easily, with no special skills.

# Building Engaging Courses and Assessments with iSpring Suite



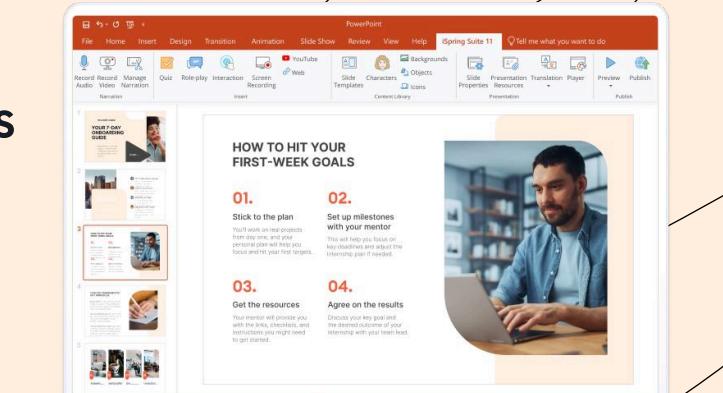
Creating interactive eLearning content isn't rocket science. All you need is course authoring software and a good vibe, of course.

Modern authoring tools allow you to create eLearning courses full of media and interactivity, and the best thing is that you don't need tech background for this. Of course, some solutions require a particular skill set and are accessible only for experienced course developers. But there are also some easy-to-use yet fully functional tools that anyone can use, [iSpring Suite](#) for example.

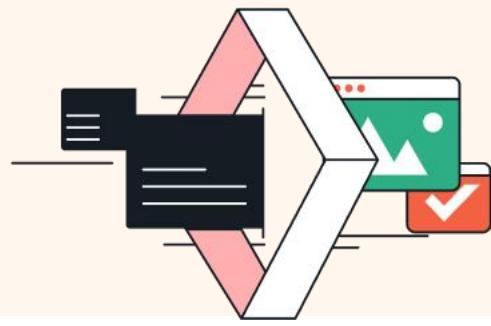
 **iSpring Suite**

Create training materials and assessment tools in record time.

[Learn more](#)



# How to Create Effective Training Materials

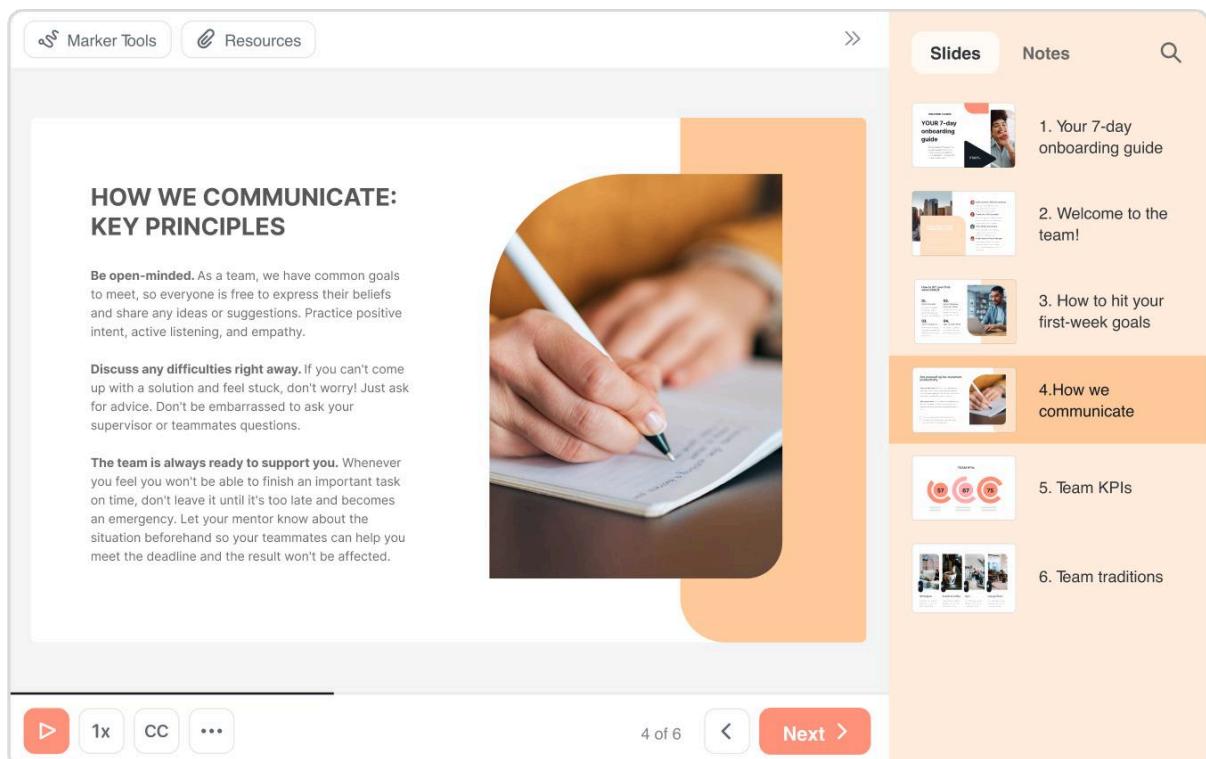


If you've ever used PowerPoint, then you have all the know-how you need to use iSpring, as it works through the PowerPoint interface. But you're not limited to text and images, as in PowerPoint. You can create interactive slides effortlessly with quizzes, screencasts, talking head videos, narration, and even role-play simulations. No course building experience or design knowledge is required.

Now let's look at the different types of training materials you can create with iSpring Suite and what they're best suited for.

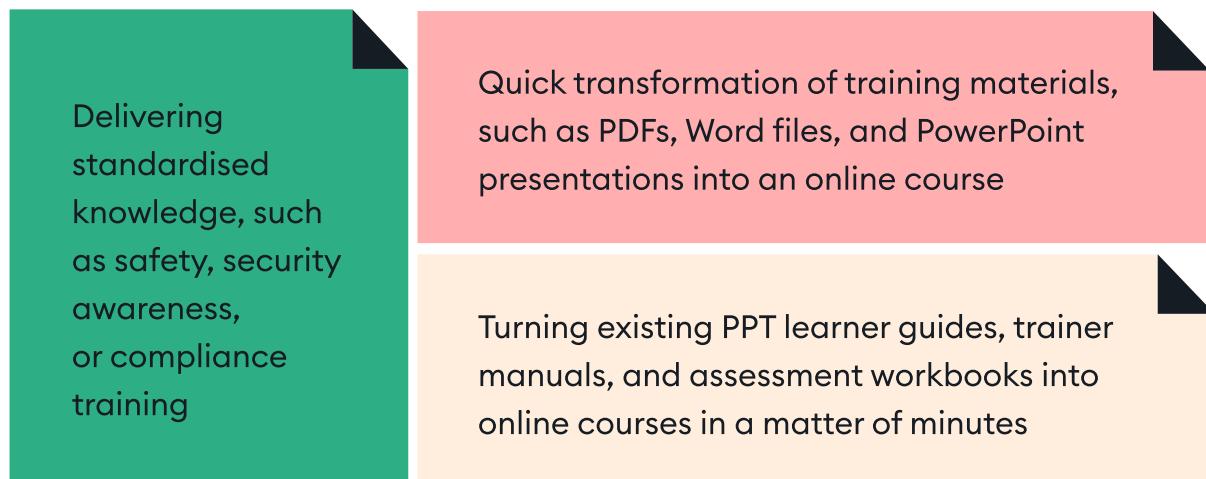
## Online courses

An online course is a self-paced training program delivered via digital tools. It's usually made up of different training materials that all connect together to train learners on a topic. They can include slides with text, multimedia, interactions, and quizzes.



The screenshot shows a digital platform for creating and viewing online courses. At the top, there are buttons for 'Marker Tools' and 'Resources'. On the right, there are tabs for 'Slides' and 'Notes' with a search icon. The main content area features a slide titled 'HOW WE COMMUNICATE: KEY PRINCIPLES' with a large image of a person writing in a notebook. Below the slide, there are several text boxes with tips: 'Be open-minded', 'Discuss any difficulties right away', and 'The team is always ready to support you'. To the right of the slide, a vertical list of course modules is displayed, each with a thumbnail image and a title: 1. Your 7-day onboarding guide, 2. Welcome to the team!, 3. How to hit your first-week goals, 4. How we communicate, 5. Team KPIs, and 6. Team traditions. At the bottom, there are navigation buttons for '1x', 'CC', and '...', and a progress indicator '4 of 6' with 'Next >'.

## Use cases



The diagram illustrates two scenarios for using the online course creation tool. The left side, with a green background, shows a box containing text about delivering standardised knowledge, such as safety, security awareness, or compliance training. The right side, with a pink background, shows a box containing text about quick transformation of training materials, such as PDFs, Word files, and PowerPoint presentations into an online course. The bottom right, with an orange background, shows a box containing text about turning existing PPT learner guides, trainer manuals, and assessment workbooks into online courses in a matter of minutes.

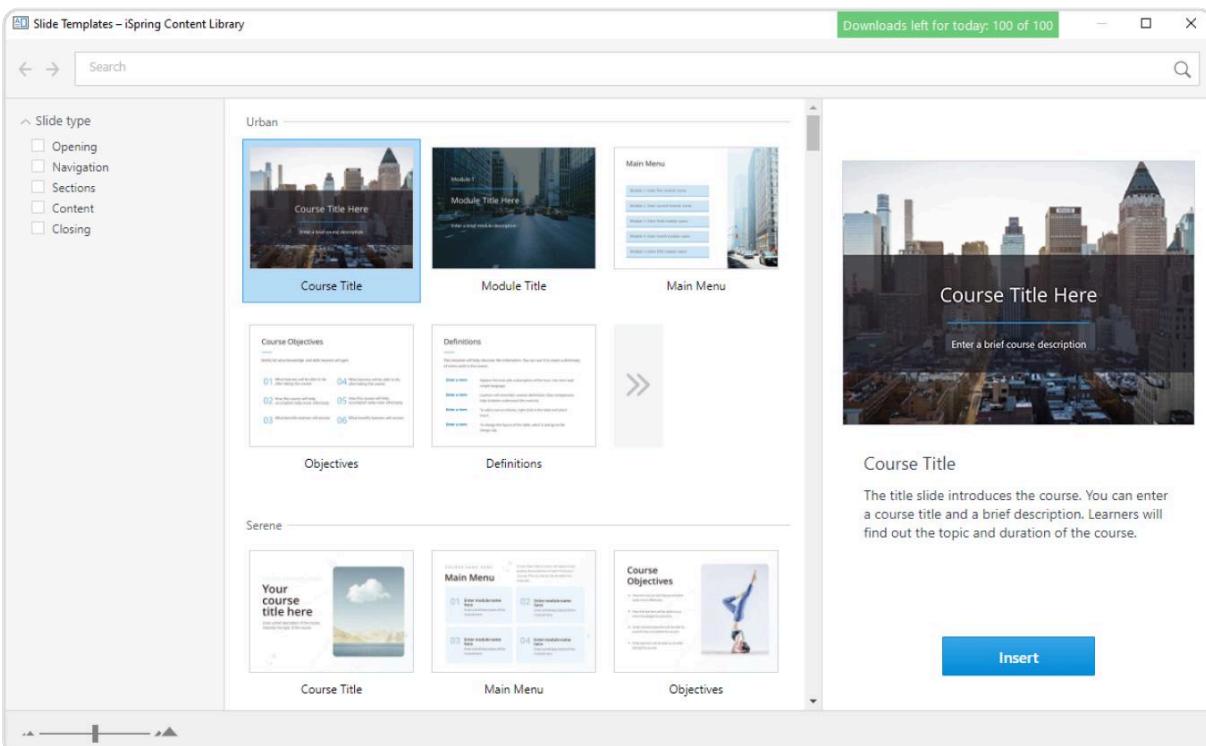
## How iSpring can help

There are two things you want to avoid when creating online courses:

- Boring your learners
- Spending too much time on the creation process

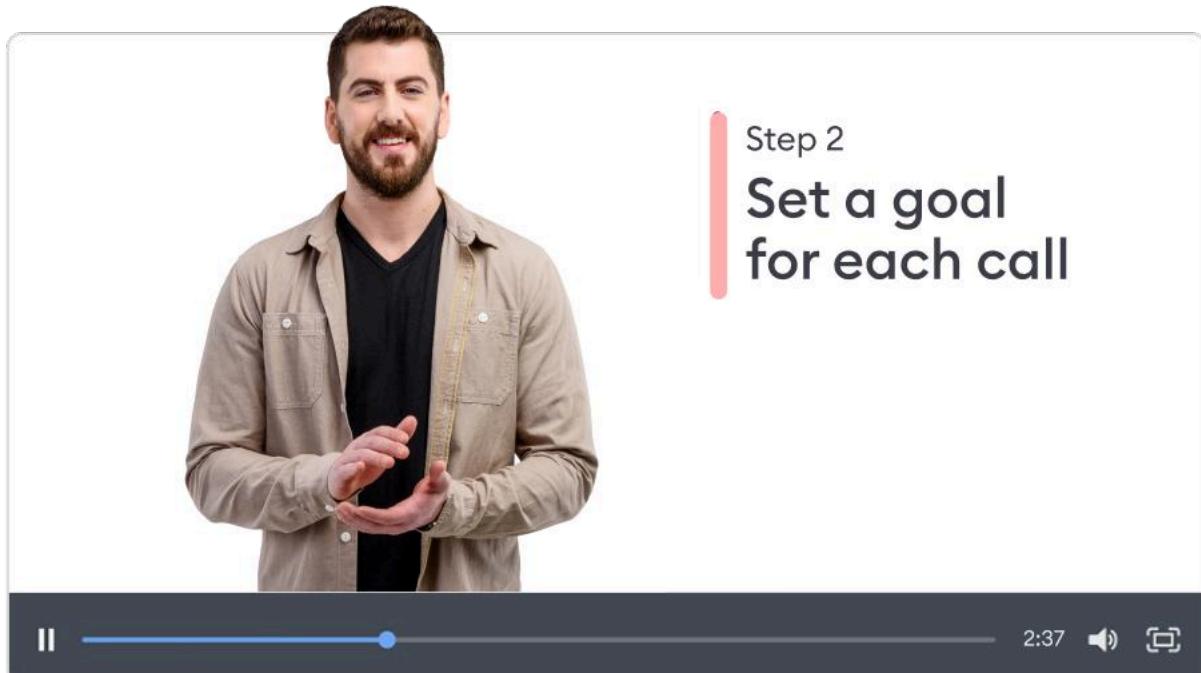
iSpring Suite can help you circumvent both of these pitfalls. Avoid dull online courses by adding interactive elements to your slide content. You simply need to import your existing training materials and inject some life into them with animations, transitions, multimedia, and interactive exercises.

The toolkit comes with ready-made course templates, so you can put together a professional-looking course in a matter of minutes. Each one includes basic course elements such as title slides, a table of contents, chapters, timelines, and info slides. Just drag these blocks to where you need them, add text and images, and your course is ready to go.



## Training videos

A video is another great solution for training learners on a topic. It is much more compelling and engaging than texts. Besides, it combines sound and pictures and involves more of our senses, which increases learning retention.



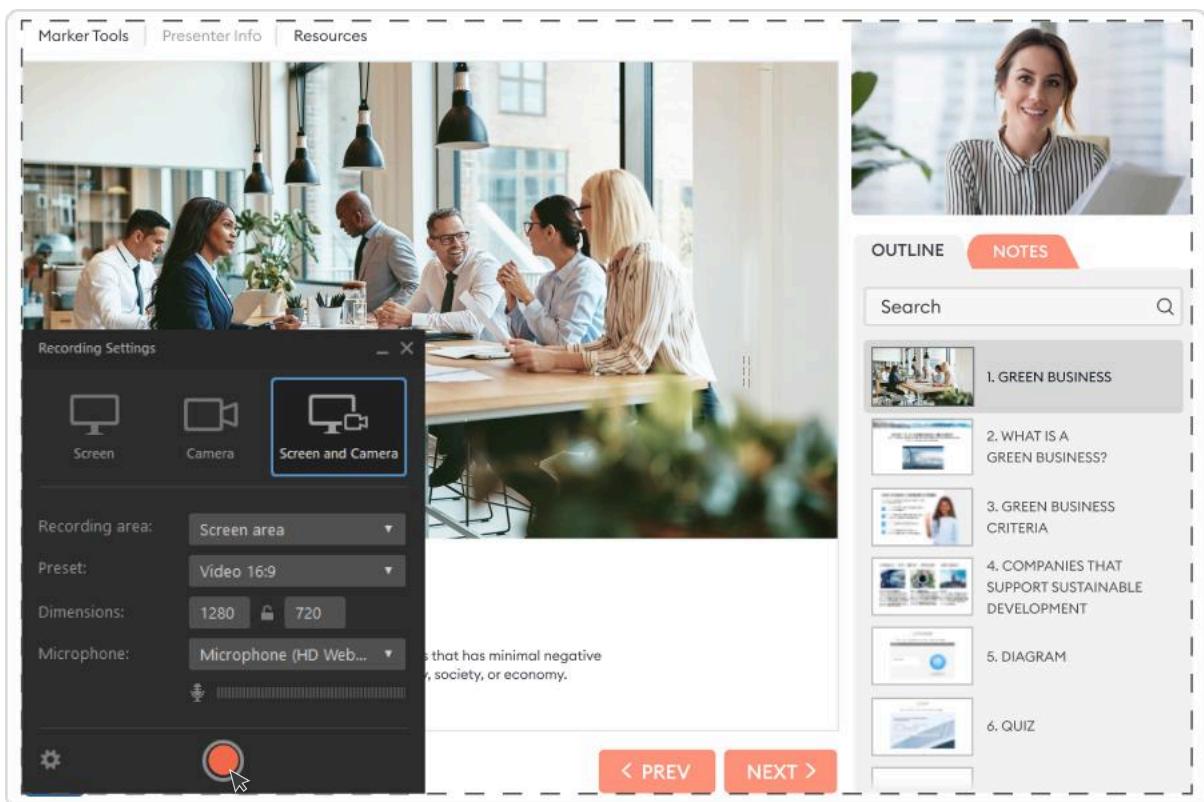
## Use cases

Videos can be used as standalone learning content or embedded in online courses. Plus, there are several types of video content to choose from, including:

<b>Lecture captures –</b> recordings of live training sessions or presentations	<b>Software tutorials –</b> screencasts that demonstrate how people use software	<b>Talking head videos –</b> usually webcam recordings of an instructor explaining a training topic
--	---	--

## How iSpring can help

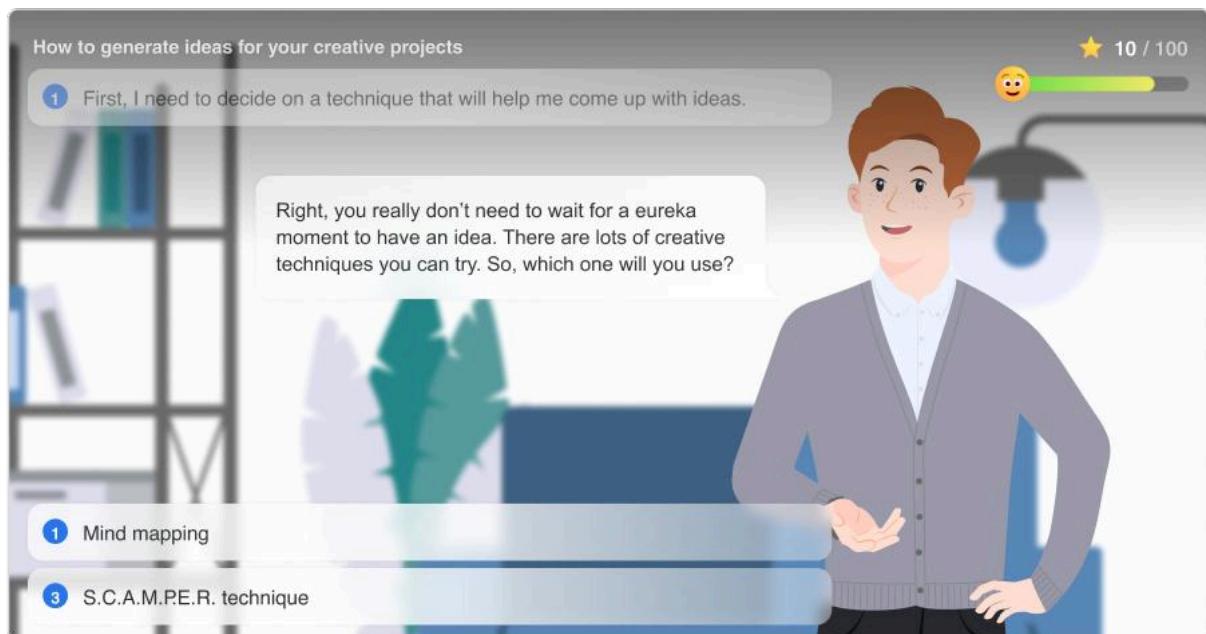
You don't need to be a video editing professional to create professional training videos. iSpring Suite has a built-in video recording tool that can create a range of professional-grade training videos, even if they're used by those with no experience. You can easily build both talking-head videos and record screencasts. Moreover, there is a wide selection of editing options to polish your videos and add a personal touch.



## Role-play simulations

Role-plays put students in real-world scenarios, giving them a chance to practice in a risk-free environment. As such, they can build up their confidence and develop their skills without impacting relations with other people: clients, patients, or colleagues.

Most role-plays use branching scenarios to show the consequences of each decision. This shows learners the outcomes of their actions in a safe space.



How to generate ideas for your creative projects

1 First, I need to decide on a technique that will help me come up with ideas.

Right, you really don't need to wait for a eureka moment to have an idea. There are lots of creative techniques you can try. So, which one will you use?

1 Mind mapping

3 S.C.A.M.P.E.R. technique

10 / 100

## Use cases

Role-plays are perfect for training on:

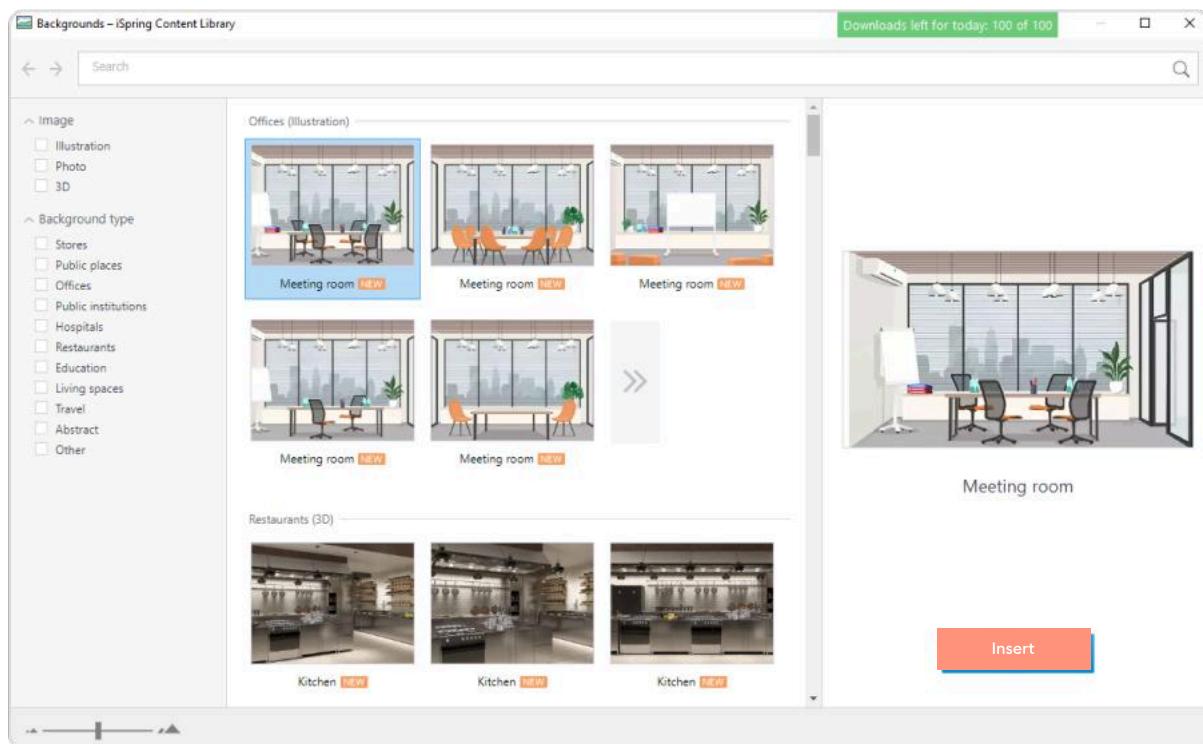


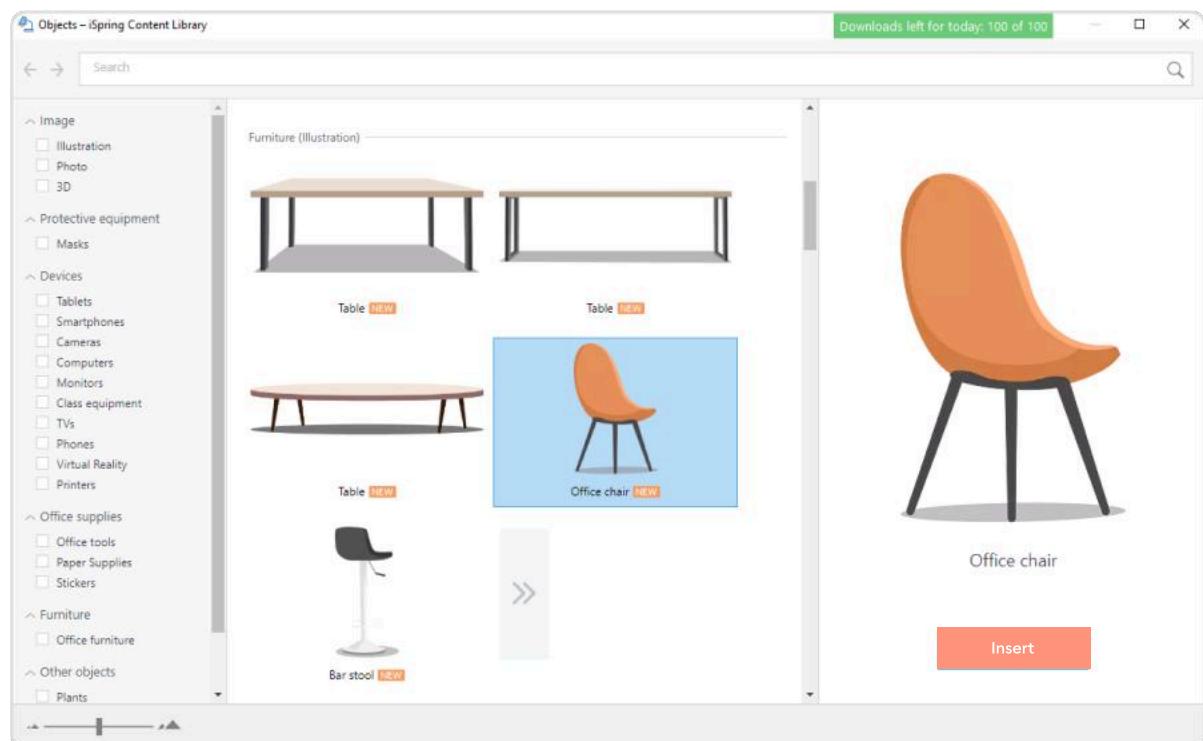
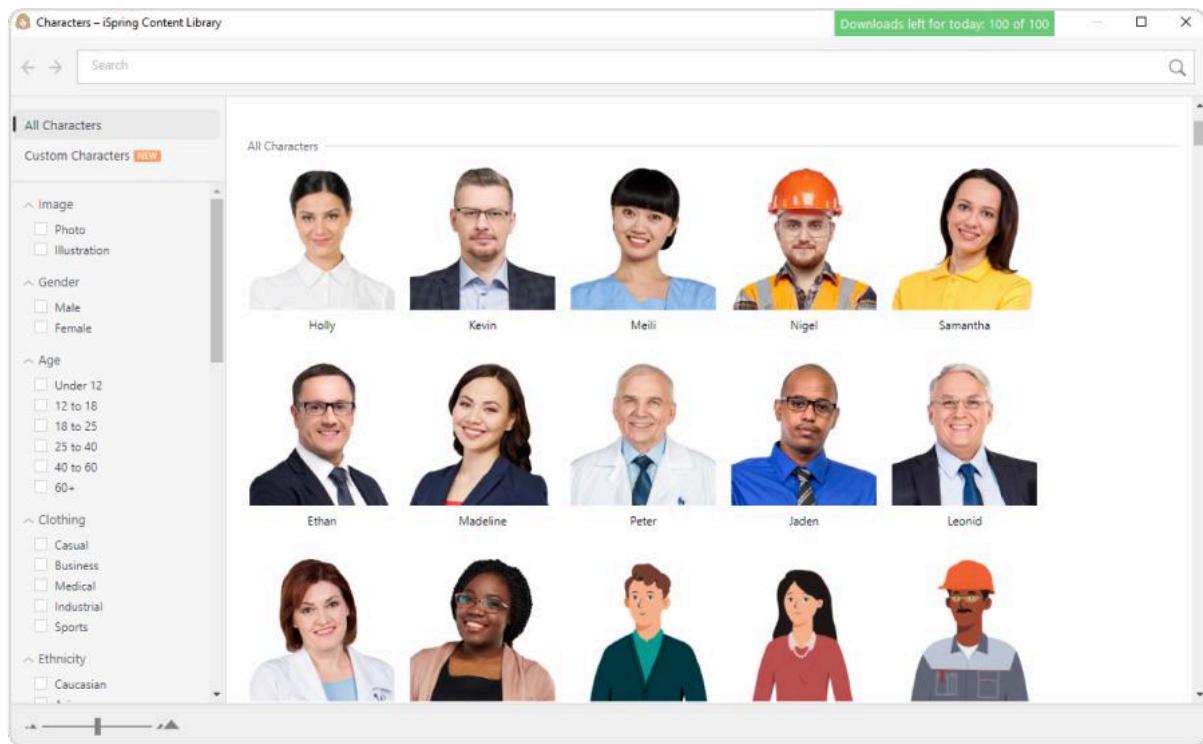
- Demonstrating skills
- Presenting case studies
- Providing interactive assessments, especially when you need to check students' behaviours and communication skills

## How iSpring can help

Creating training materials such as branching role-plays can be complicated. However, iSpring Suite allows the building of simulations with no technical experience required. You just need to create scenes with dialogues, set up the navigation, add visuals, and insert a voice-over if needed.

Since iSpring Suite comes with hundreds of ready-made photographic and illustrated characters and locations, you don't need to scroll through stock photos in search of the right images. Everything is right in the authoring toolkit, making it easy to create engaging simulations in a snap and personalize your training fully.





## eLearning interactions

An interaction is an eLearning activity that the learner interacts with, either by using their mouse or by swiping on a device. It can be a separate short lesson or a component of a longer online course

Setting SMART goals

- S – Specific
- M – Measurable
- A – Achievable
- R – Relevant**
- T – Time-bound

**R – Relevant**



Relevance means that the goal should really matter to you and should be aligned with your broader objectives. It should match your other needs and efforts, seem worthwhile, and be a real priority for you.

Next >

## Use cases

Creating a standard format for organising and presenting basic information

Generating glossaries, definitions, or other basic facts

Presenting processes and frameworks in a manner that's engaging and easy to remember

Providing information that is additional to the main content of the course

## How iSpring can help

Interactions can be difficult and time-consuming to create manually, but iSpring Suite makes this quick and easy with the help of ready-made templates. You can create interactive diagrams, timelines, media cards, groceries, FAQs, and many other resources. Just choose a suitable template, fill it with your text and images, and your eLearning interaction is ready.

## Flipbooks

A digital flipbook is an interactive e-book that looks just like a printed publication, with pages that can be flipped and turned. It preserves the traditional look and feel of a paper book but includes interactive elements like links and navigation.

**Computer technology safety**

Many people spend hours a day in front of a computer or other technology without thinking about the impact on their bodies. They physically stress their bodies daily without realizing it by extending their wrists, slouching, sitting without foot support, and straining to look at poorly placed monitors.

These tips will help you prevent injury.

**Desktop computers**

**Chair height**  
The chair should be at a comfortable working height so you do not feel pressure on your legs from the edge of the seat.

**Monitor height**  
The monitor should be at eye level or slightly below eye level when sitting upright.

**Arms**  
Elbow shoulders, forearm parallel to the floor, and wrist level at the wrist.

**Chair**  
Should have a backrest and armrests at seat height.

**Legs**  
Knees parallel to the floor.

**FEET**  
Place on the floor. If necessary, use a footrest.

**Backrest position**  
The backrest should fit comfortably at the small of your back providing support to your lower back.

**Keyboard height**  
The keyboard should be a comfortable height from the top of the table to the surface of the space bar or bottom row of keys. The keyboard needs to be adjustable as everyone has different needs.

08 09

## Use cases

Quick transformation of PDF and Word policies and regulations, standard operating procedures, and step-by-step processes into an online format

Turning existing PDF and Word learner guides, trainer manuals, and assessment workbooks into flipbooks for an enhanced reading experience

## How iSpring can help

iSpring Suite can convert documents into interactive digital flipbooks that are responsive on all devices in a matter of seconds.

## Interactive pages

Interactive pages constitute a type of article with illustrations, quotes, videos, and knowledge checks. They look like web pages on the internet but are better organised and offer more interactivity.

Interactive pages have chapters to allow your students to navigate the material easily and digest information in sequenced chunks, and may include exercises to let your learners reinforce their knowledge.

Basic Visual Design Principles for Non-Designers

47%

Introduction

Why design matters

Alignment

Hierarchy

Contrast

Proximity

Chapter 2 of 11

## Alignment

To make a web page, email, or doc look neat and clear, avoid placing its elements randomly. Because if you do, the material will look chaotic and it will be harder to perceive the information (and our goal is to communicate the message, right?).

NEW COLLECTION

Designer furniture

NEW COLLECTION

Designer furniture

## Use cases

Delivering standardised knowledge in a well-structured and engaging manner

Turning existing training resources into an online format

Providing learner guides, trainer manuals, and assessment workbooks

## How iSpring can help

iSpring Suite has an online counterpart designed for storing and sharing training resources and building interactive pages online. You just need to type in or copy and paste the text in and add images and videos. To make your page more exciting, you can also add eye-catching objects like callouts, flashcards, and exercises.

The best thing about using this tool is that it allows you to create material together with your team. For example, while you're editing the text, your colleague can be adding knowledge checks or polishing course appearance.



# 5 tips to make your learning content even more engaging



As you can see, iSpring Suite allows you to create versatile eLearning content that your students will enjoy. Below are five tips to make your content even more engaging and impactful.

## 01

### Opt for microlearning

The sense of microlearning is in delivering information in small, highly focused chunks. For example, instead of recording a 5-hour training video, you can create a series of video lessons that students can easily incorporate into their daily schedule.

This approach of using tiny chunks of information gives learners “small wins” on the way to a larger goal, thus increasing their level of engagement.

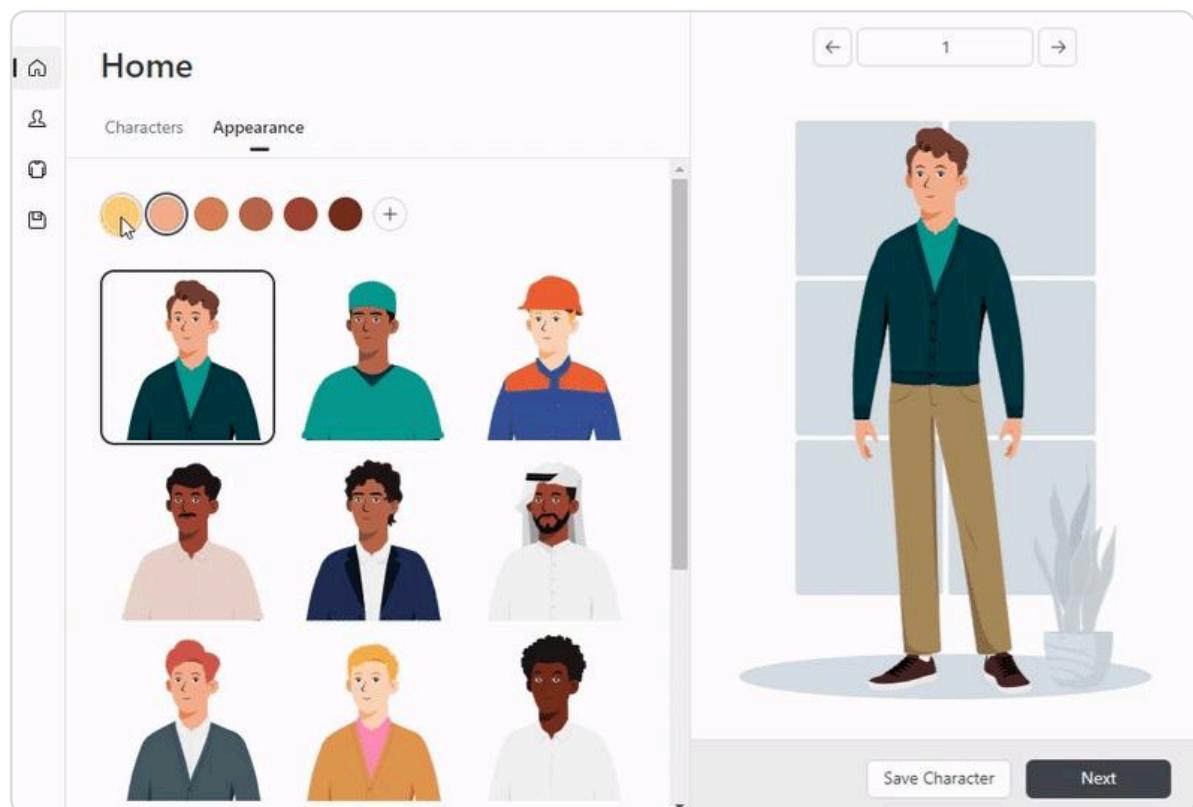
## 02

### Incorporate characters

One surefire way to create really engaging eLearning experiences is to incorporate true-to-life instructor avatars.

This makes the user’s “social interactions” with the computer more familiar, comfortable, and successful. And you can enhance this by using characters that resonate with your learners.

With iSpring Suite, you can choose between ready-to-use characters or create characters that match your brand identity and reflect the rich diversity of our world on your own. You just need to select from 28 illustrated character templates and customize them by changing skin tone, hairstyle, and clothing. It’s extremely easy, but incredibly exciting!



## 03

### Provide knowledge checks with quizzes

Quizzes are extremely helpful for conducting student assessments (we'll discuss this later on). But you can also use them as pre-assessments to let your learners know what to expect in the course, to get them engaged in a topic, or as prep tests for exams to encourage your students to review the material for a final assessment.

By adding quizzes to your online courses, you create opportunities for practice and help your learners reinforce their knowledge.

Question 2 of 4 | Your Score: 0 of 40

What question should you ask if you expect a detailed response?

- Are you ready to buy the product's new version, or not?
- What do you think about our new product?
- Are you ready to test our new product?



**SUBMIT**

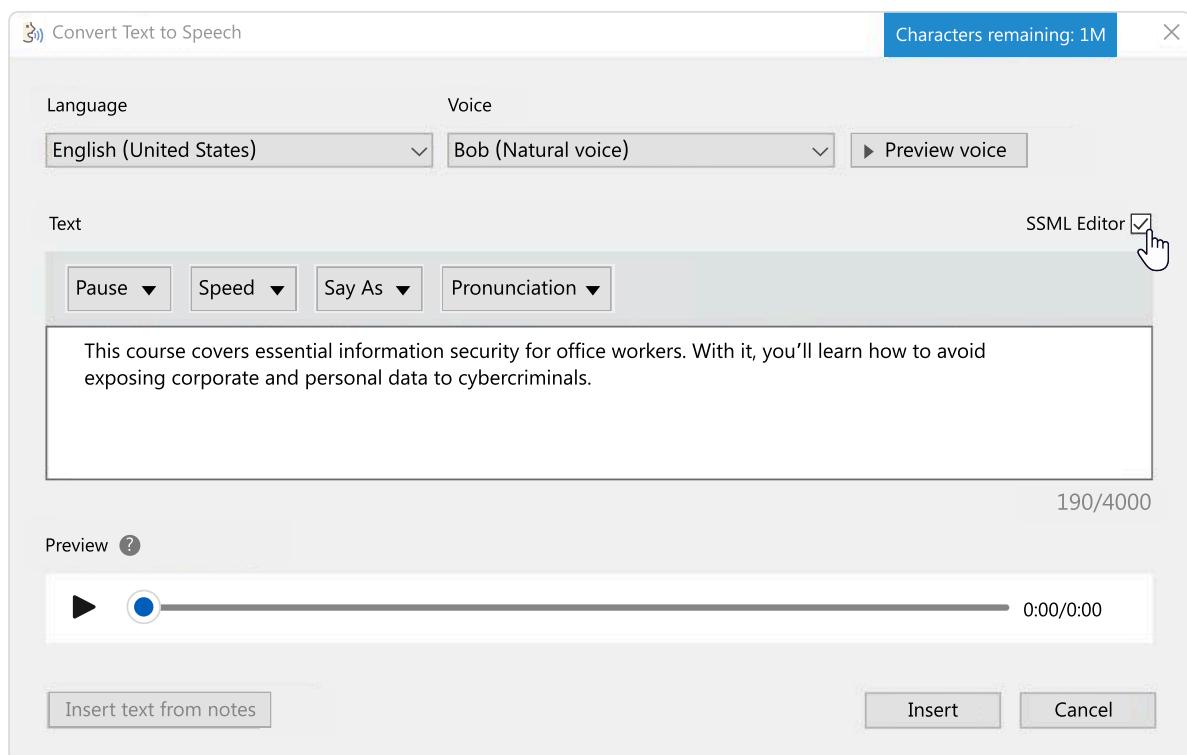
Continue reading to learn what kind of quizzes you can create with iSpring.

# 04

## Use voice-overs

Reading is just one of the forms of learning, and the more senses that are used, the more information is retained (such as by using visuals and sound). So, by leveraging voice-overs in your eLearning content, you are improving the learning experience and increasing learner retention.

The best thing is that, to record a beautiful voice-over for a course or a video tutorial, you no longer need to look for a narrator. With iSpring Suite, you can turn texts into compelling voice-overs with clear pronunciation and dulcet tones. You just need to add a text to the tool, select a language and a preferred voice, and voilà, your voice-over is ready.



# 05

## Create accessible content

To make learning available for people with impairments and reach a larger audience with no exclusions, you need to create accessible content.

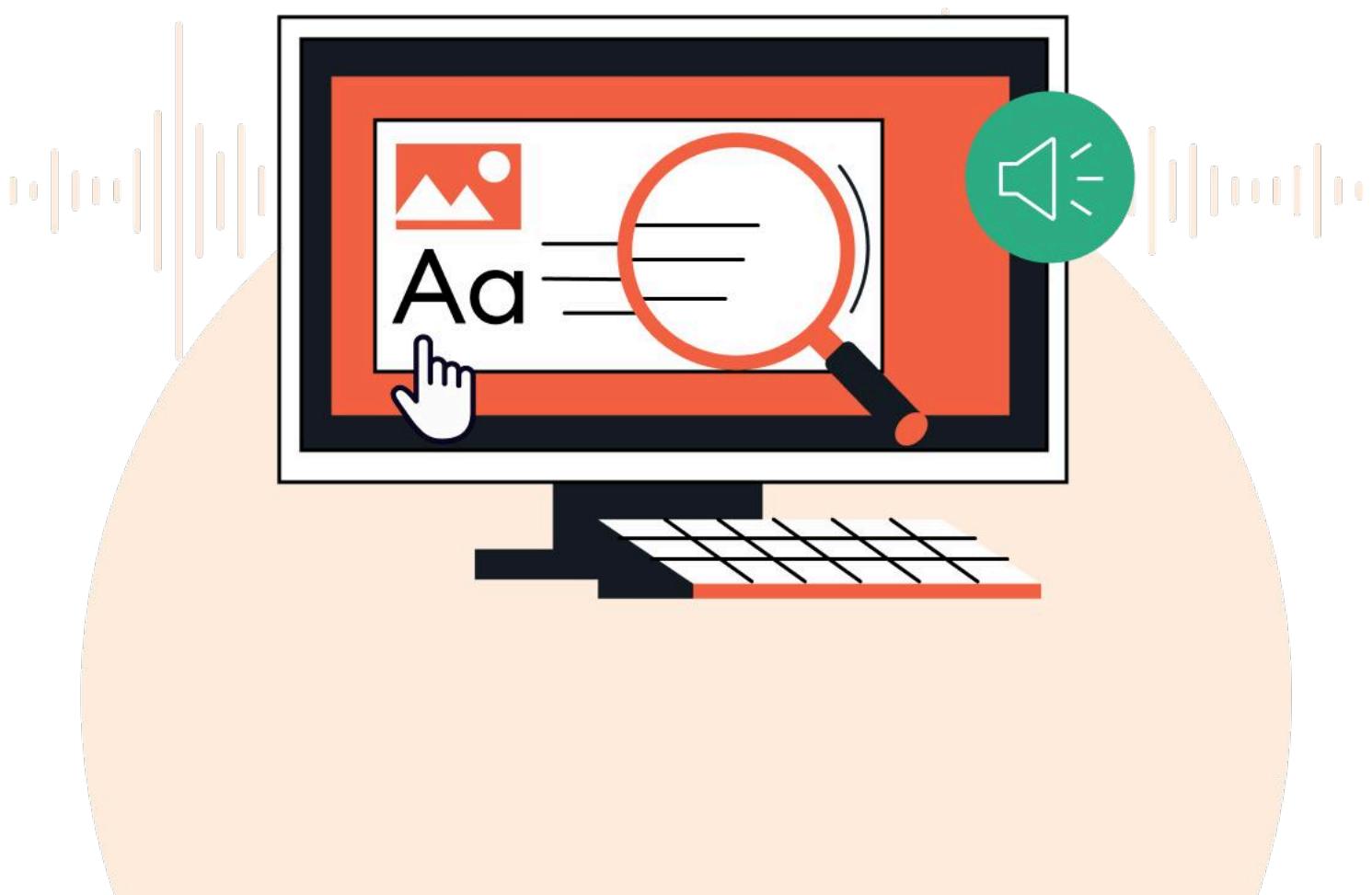
With iSpring Suite, you don't have to make different versions to create an accessible course –just build it as you usually would, and tick a single checkbox. The software will then publish courses to a special format that allows learners to switch to accessibility mode by clicking a single button.

The screenshot shows a course slide from iSpring Suite. The slide has a dark grey header and footer and a white central content area. In the top-left corner of the content area is a small icon of a person with a speech bubble. To its right, the text 'MODULE 1' is displayed in a small, light font. Below this, the main title 'Tone of Voice in Sales' is centered in a large, bold, black font. Underneath the title, a block of text reads: 'Your voice is the main instrument for establishing trust and persuading your prospects. On the phone, when a prospect isn't able to see you and your body language, your voice is all you have.' To the right of this text is a blue hexagonal icon containing a white question mark. At the bottom of the slide, there are two light grey rectangular buttons with rounded corners, labeled 'PREV' and 'NEXT' respectively, positioned side-by-side.

---

Here's what you can expect from the accessibility mode:

- **Perceivable texts.** Clear fonts and high contrast make it easier for a person with a visual impairment to read the text on the screen.
- **Minimalistic layout.** Courses and quizzes include only the most necessary elements, which maintains the interface devoid of distractions.
- **Screen reader-friendly content.** Screen readers, as the name suggests, turn text into speech and allow users to navigate with the keyboard. In this way, those with visual impairments can use computers without anyone's assistance.



# How to Create Reliable Assessment Tools



When building eLearning packages for RTOs, it's not enough to create quality training resources. It is equally important to create assessment tools that will allow you to collect evidence and decide if competency has been achieved. Assessment results also serve as confirmation that an individual can perform to the standard required in the workplace.

An assessment tool can cover an individual competency or a clustered group of competencies such as a skill set. When contextualising or creating assessments from scratch, you should follow the [Principles of Assessments](#), which are fairness, flexibility, validity, and reliability, as well as the Rules of Evidence, which include validity, sufficiency, authenticity, and currency.

Here are two kinds of online assessments you can create with [iSpring Suite](#).

## Online quizzes

The main assessment method in eLearning is the online quiz, which might include various question types. Graded quizzes allow you to keep track of your students' results, therefore providing reliable evidence of training completion. With online quizzes, you can see what has been learned and what hasn't, and whether a student has the knowledge that's needed for their job.

Question List  25:30

Which shelves are known as the Bull's-Eye Zone

Kids' eye-level shelves

Second and third shelves from the top

Bottom shelves



Your Score: 0 of 100 Question 1 of 10 **SUBMIT**

## How iSpring can help

iSpring Suite has a rich in-built quiz maker that offers 14 question templates, from basic multiple-choice and matching to advanced drag-and-drop and hotspot. You just need to select the appropriate template and enter your questions and answer options. To provide your students with instructions on how to take a quiz, you can add an instruction slide at the beginning of the quiz.

Besides the abovementioned functionalities, the quiz maker allows you to:

- Provide personalized feedback for each answer
- Set branching scenarios to create individual learning paths based on the learners' answers
- Create a question bank and arrange questions into groups
- Prevent students from cheating
- Define meaningful quiz scoring (you can set 100% for the passing score of the final exam and use a lower one for a review quiz)
- Import questions from Excel spreadsheets

Once a student has completed a quiz, the tool can send the quiz results to the instructor's and learner's email address, or to a server.

# 5 tips to ensure compliance with the ASQA's principles of assessment



Here's what you need to consider to ensure that you're providing a reliable, fair, flexible, and valid assessment:

**01**

## Define assessment criteria clearly

Your assessment tool should clearly define the criteria for assessing the student's competency. This includes the broad range of skills and knowledge required for adequate performance.

**02**

## Provide guidance for assessors

Assessors should have clear instructions and guidance on how to assess each criterion. This ensures consistent and reliable outcomes.

**03**

## Use realistic scenarios

Your assessment scenarios should be aligned with the situations your students will encounter. Assessments should mimic real-life scenarios to help reflect industry and workplace standards.

## 04

### Provide feedback

By providing feedback to the student on their performance, you will help them understand where they need to improve. If you create an online quiz with iSpring Suite, you can give brief feedback that explains why the learner is mistaken and then send them to the info slide that will provide some extra information on that topic.

## 05

### Create cheat-proof assessments

Build assessment tools that will let you collect accurate results. When creating quizzes with iSpring Suite, you can randomize questions, shuffle answer options, and set a time limit for answering each question to reduce cheating.



# How to Deliver eLearning Resources Online



RTOs must use AVETMISS-compliant software for recording training results and reporting through NCVER that is typically called a Student Management System (SMS). Some of the key features of an SMS include:



- Managing enquiries from prospective students
- Processing student admissions
- Enrolling new students
- Handling assessments, grades, and academic progression
- Maintaining a record of attendance
- Tracking awards, qualifications, and graduations

To provide your students with a better learning experience and streamline the training process, you can integrate your SMS with a [Learning Management System \(LMS\)](#) that offers a large number of capabilities for online learning.

---

An LMS allows you to consolidate training by providing a centralised location for all training materials, smart content and user management, and training automation at different levels – from course enrollment to performance analytics. Some of the key features of an LMS include:



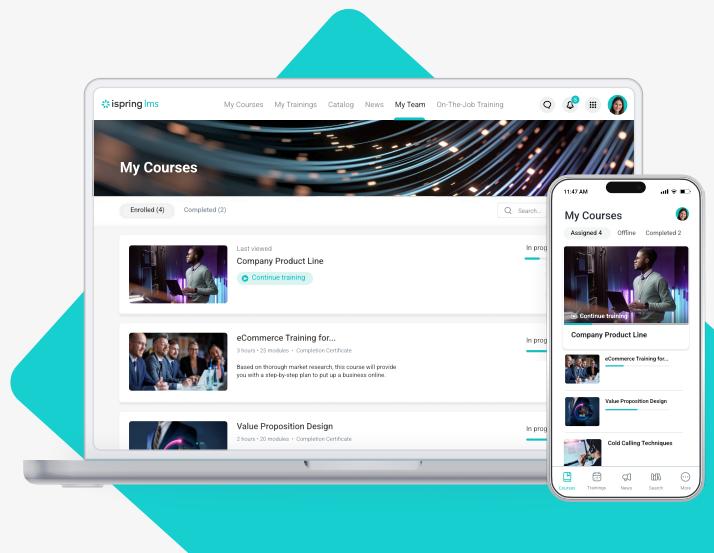
- Storing all training and assessment materials in a single secure location to protect students' privacy and prevent loss of information through events such as flood or fire
- Combining various training resources in structured training programs
- Collecting thorough training analytics and generating reports
- Delivering virtual training sessions and keeping track of learner attendance
- Automating routines like enrolling students in courses, reminding them of deadlines, and sending out invitations to upcoming virtual trainings
- Mobile apps for learning on the go, even when offline

The iSpring Suite authoring toolkit is fully integrated with the [iSpring LMS](#), so you can publish all your training and assessment materials to the LMS right from the iSpring Suite interface in a couple of clicks. The integration also ensures that all your resources will be well-displayed in the LMS and properly tracked.



Streamline your training delivery and result evaluation.

[Learn more →](#)



## Bottom Line

Online training is an agile solution that meets the current needs of RTOs. It offers a flexible training method for students that can be accessed anytime, anywhere.

Contextualisation of existing training and assessment materials and turning them into interactive eLearning content or creating such resources from scratch is a win-win for students and RTOs. These resources make learning engaging for students and let them learn at their own pace, while allowing training organisations to establish themselves as RTOs that support innovative approaches to learning.

# About iSpring

iSpring is a global leader in creating award-winning software for eLearning. For over 20 years, it has developed more than 10 stand-alone eLearning tools, such as iSpring QuizMaker, iSpring Converter Pro, and iSpring Cam Pro. These tools are extremely popular with eLearning professionals both separately and together – in iSpring Suite, an all-in-one authoring tool.

The release of iSpring LMS, a cloud-based LMS, in 2014 enabled companies to accomplish their online learning needs entirely with iSpring's solutions. The vendor constantly updates its products to always stay ahead of the curve and introduces new features based on user requests.

iSpring is recognised for its beautifully engineered products and exceptional customer service. More than 61,000 customers in over 173 countries choose iSpring for its high level of performance and reliability. The customer list includes thousands of freelance instructional designers and teachers, almost 200 of the Fortune 500 companies, government agencies, and educational institutions worldwide, some clients being Microsoft, SAP, Boeing, Dell, Adidas, Procter & Gamble, University of California at Berkeley, Harvard University, and Stanford University.

# About iSpring Suite

**iSpring Suite** is a fully packed eLearning authoring solution that allows you to create versatile learning content fast, with no previous experience. Its core tool works as a PowerPoint add-in, which makes for a familiar interface that is easy to use. You turn existing PPT slides into engaging training modules with interactive quizzes, video lectures, screencasts, role-plays, and interactions.

iSpring Suite AI comes with a content library that allows you to make the creation process even faster. It includes over 134,000 high-quality templates, images of characters, locations, icons, and controls, so you don't have to look for visuals elsewhere.

There's also an online service for content sharing and collaboration available for iSpring Suite AI users. It's a secure place where users can store training materials and gather stakeholders' feedback on them. The online service also includes an in-built authoring tool for making interactive pages right in a browser.

Other important features of iSpring Suite are:

- Mobile-ready content
- SCORM (1.2 and 2004), AICC, xAPI (Tin Can), and cmi5 compliance
- PPT, PDF, Word to flipbook converter

- Section 508 and WCAG compliant courses for those with disabilities
- A text-to-speech function
- Guaranteed compatibility with LMSs

To see iSpring Suite in action, test-drive the authoring toolkit with a [free 14-day trial](#).

 **ispring suite**

**Create training materials and assessment tools in record time.**

[Get a free trial](#)



To get a comprehensive solution that will let you create high-quality courses and assessments, easily deliver them to your students and keep track of their results, check out [this page](#).