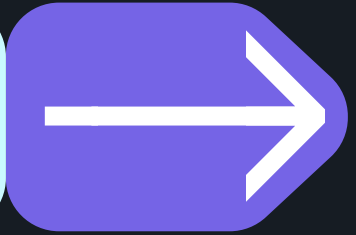


From Policy PDFs → to Scrollable Courses:

# A Practical Mandatory Training Guide



# INTRODUCTION



Mandatory training has a deceptively simple job: get important information to people in a form they can understand and act on. The expectations around how companies deliver it keep rising, though: build courses faster, update more easily, and cut production costs.

This guide focuses on the practical side of that work. Instead of another list of tips for making mandatory training “engaging,” it gives you a repeatable way to turn required content into clear, scrollable courses. We’ll show how we approach this at iSpring and then walk through the build step by step, using real examples and AI where it genuinely speeds up the work.

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# What counts as mandatory training? →

Mandatory training is often associated almost exclusively with compliance. That's understandable, since regulatory courses are among the most visible and formal types of required learning. In practice, though, the category is much broader.

Once you look beyond the label, mandatory training covers **any learning employees are expected to complete** as part of their role, responsibilities, or the way the business operates, and can include:



The scope varies just as much as the subject. Some courses are assigned company-wide; others apply to a specific role, department, location, or level of access. What brings these courses together is the expectation that certain **knowledge, decisions, or behaviors need to be consistent** across the people involved.

# Why mandatory training is hard to get right

Mandatory training usually starts with existing source materials: policies, procedures, PDFs, presentations, product documentation, or updates from Legal, Security, and other subject-matter experts. By the time the content reaches L&D, it may already be accurate and approved, but it still needs to be turned into something people can actually learn from.



“In most mandatory training projects, you’re not dealing with a lack of content. It’s usually the opposite. The challenge is turning all that source material into a good learning experience.”



**Anna Poli,**  
Senior eLearning  
Developer at iSpring

That sounds straightforward until you look at what the course creator is working with:



## **Too much source content**

Source documents serve a different purpose, so they may include extensive background, definitions, exceptions, and technical detail. The course creator has to decide what employees really need to learn and what can be available for reference.



## **Competing priorities**

Mandatory training is rarely the only request on the L&D team’s plate. Several important projects may need attention at the same time, and delaying one can have real consequences for the business.

**Tight turnaround times**

Some training needs to follow a change almost immediately. When employees need new information now, there may be little room for a long development cycle.

**Frequent changes**

A small update to a policy, process, screenshot, or requirement can trigger another round of edits, reviews, and republishing.

**Limited resources**

All of this has to fit into the same L&D capacity as the rest of the training workload.

In Training Magazine's 2025 Training Industry Report, **41% of organizations named a lack of resources or personnel as their biggest training challenge.** For 2026, their top resource priority was improving training effectiveness (28%), while increasing learner usage and reducing costs or improving efficiency followed at 19% each.

That makes the goal quite practical: find a reliable way to turn existing material into clear training quickly, keep the production effort under control, and make future updates manageable.

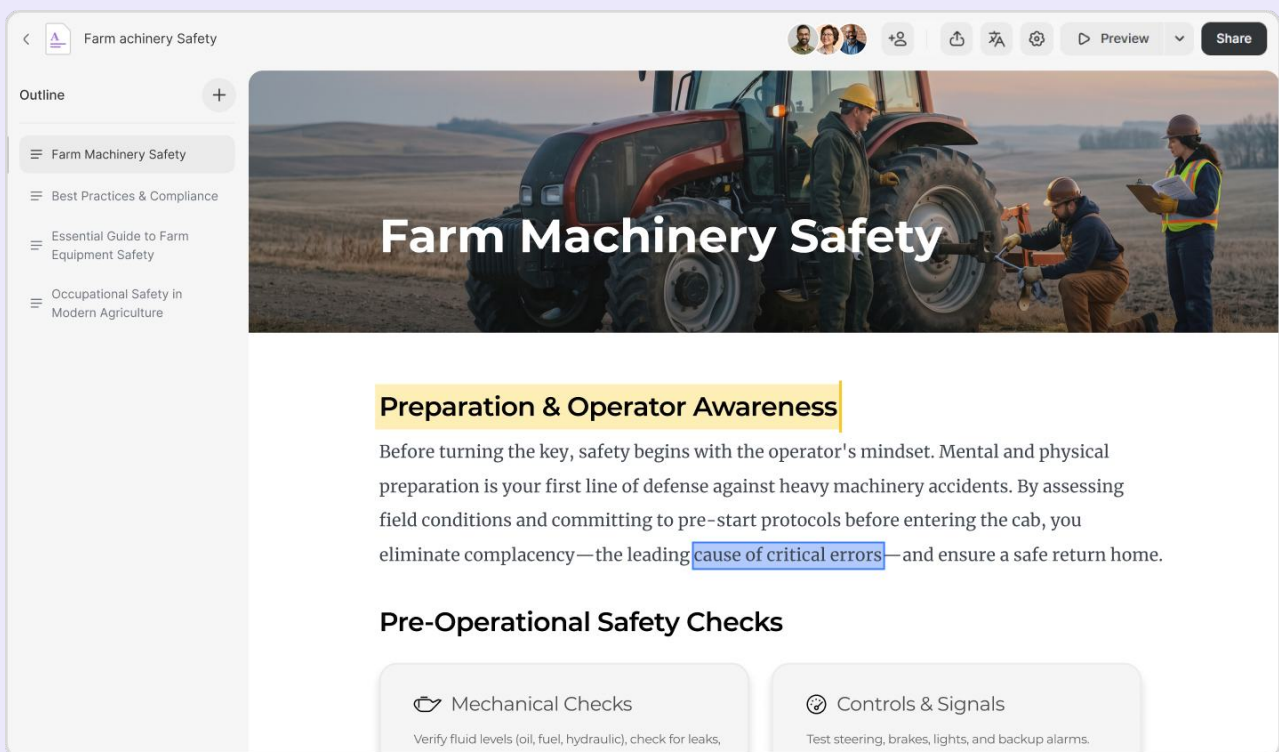
## The iSpring case



# How we approach mandatory training

At iSpring, mandatory learning is part of the regular internal training flow. Employees need to stay current on product releases, information security, legal and company updates, and other changes that affect how they work.

As that flow grew, the challenge became familiar: L&D had to keep producing more training without turning every update into a full-scale development project. At the same time, speed mattered – a product change or security update loses much of its value if the course reaches employees weeks after the information becomes relevant. That pushed us toward a format we could produce and update much faster: **scrollable courses**.





“Over time, scrollable courses became one of our go-to formats for mandatory training. What really changed for us was that **course creation stopped being something only experienced developers could handle**. SMEs and other colleagues could get much more involved, and for simpler topics, they could build the training themselves without needing much authoring experience.”



**Maria Starling,**  
iSpring L&D  
Community Lead

## For us, scrollable courses became especially useful when:

- ➔ the content follows a clear, mostly linear path;
- ➔ employees need to get up to speed quickly;
- ➔ the course combines visuals, short videos, interactions, and knowledge checks;
- ➔ the content changes often;
- ➔ people may take the course on different devices;
- ➔ a complex slide-based course or branching scenario would add more production effort than learning value.



“Today, around 80% of our internal training is built as scrollable courses. We still start with the learning goal, though. If people need to practice complex decisions over time, a simulation or branching scenario may make more sense.

But for most information-heavy mandatory training, scrollable courses are usually a very good fit”



**Anna Poli,**  
Senior eLearning  
Developer at iSpring

# 7 steps to build your mandatory course

We build these courses in [iSpring Cloud AI](#), our online authoring environment.

Scrollable courses get their name quite literally: Instead of clicking through slides, **learners move down the course in one continuous scroll** – much like they would through a web page or social feed. That familiar interaction makes the format **easy to navigate and highly adaptable to mobile devices**.



In this section, we'll walk through the process **step by step**, including how the latest AI updates reduced manual work at different stages of course development.

## Step 1. → Build the first draft with trusted source material

This early stage (turning source materials into a workable first course draft) can take a surprising amount of time. With iSpring Cloud AI, much of that initial structuring work can now happen inside the authoring workflow.

Start with a short course description that gives AI the basic context: what the training is about, who it is for, and what it should help employees understand or do. Then add the trusted source materials the course should rely on.

For a fire safety course, that might include current safety procedures and emergency protocols. For role onboarding, you could use job instructions, process documentation, and other approved internal materials that contain the information the course needs to reflect.

The screenshot shows the 'Create Course with AI' interface in iSpring Cloud AI. The 'Sources' tab is selected in the top navigation bar. The main heading is 'What's your course about?' with a subtext: 'Describe the topic and add any materials you'd like to use. This'll help AI build the course structure.'

The form has two sections:

- Description:** A text area containing 'Course for new support team members: how to respond to customers and handle tickets.'
- Materials:** A list of source materials. Two items are visible: 'Ticket Hadling Process.docx' and 'Responding to Cust...'. A 'Continue' button is at the bottom right of the materials list.

Trusted source materials help keep AI grounded in approved information. That reduces the risk of hallucinations and generic output, while **making the draft more targeted to the company, audience, and training goal.**



Create Course with AI

Sources

Course Details

Outline

Course Draft

Course Details

AI prepared your course details. Review them and make any edits if needed.

Topic

Customer support fundamentals: responding to customers and handling tickets

Course Goal

Enable new support agents to respond professionally to customers, resolve common issues using the knowledge base and FAQs, manage and document tickets accurately, prioritize and escalate appropriately, and close cases to meet SLAs and customer satisfaction targets.

Target Audience

Newly hired customer support agents; familiar with basic computer use but new to the product and ticketing processes.

Create Outline

After that, iSpring Cloud AI generates the **course details**, including the topic, course goal, target audience, learning objectives, and writing style. Review these carefully before moving on: they will shape the course outline and the level of detail in the final draft

iSpring Cloud AI uses **Bloom’s Taxonomy** as part of its instructional logic, helping frame objectives at different cognitive levels and later align the course with what learners are expected to do.



AI Course Creation Without Prompt Limits – iSpring Suite AI Tutorial

Watch on YouTube



## Step 2. → Separate must-know and do from supporting deta

Once the course details look right, iSpring Cloud AI turns them into an editable course outline with a title, description, and modules. This is a useful checkpoint before generating the full course: make sure the structure reflects the scope of the training, follows a logical sequence, and doesn't miss anything employees are required to cover.

Mandatory source materials are usually written for completeness, so the first outline may carry over more detail than learners actually need. Go through each module and sort the content into three buckets:

- **Must know** what employees need to understand to make sense of the requirement.
- **Must do** the actions, decisions, or behaviors expected from them at work.
- **Supporting detail** background, definitions, rare exceptions, or additional context that can stay available for reference.

**Don't teach what employees can look up.** If learners only need to know where to find a full list of exceptions, there's little value in asking them to memorize everything.



This is also where you can **edit the AI-generated outline**: remove unnecessary modules, combine overlapping ones, change the order, or refine sections before generating the full course.

Modules

⋮

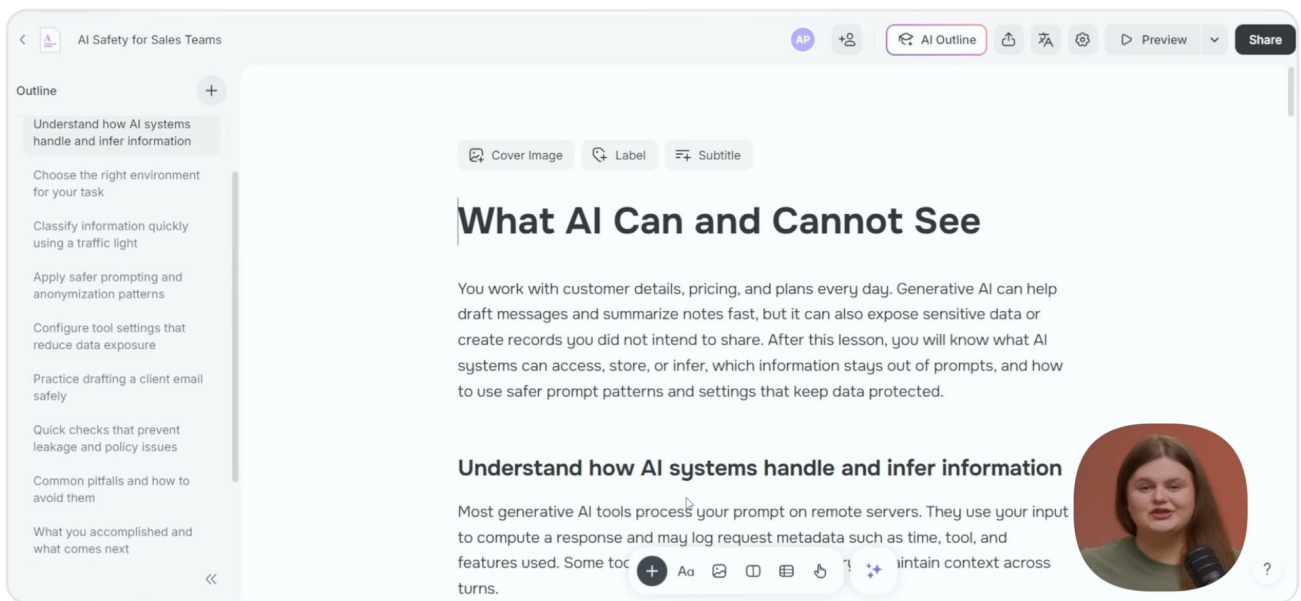
Getting Started with Support Essentials

Get oriented to the course goals, structure, and how to succeed. Understand expected outcomes, how lessons build on each other, and how your work will be checked. Key topics: - Course goals and flow; - Success criteria and quality bar; - How to use examples, checklists, and assessments.

Edit with AI

## Step 3. ➔ Turn Dense Content Into Scannable Sections

At this stage, the course is already taking shape. You have the structure, the sections, and draft content inside them – essentially, a first working version of the course.

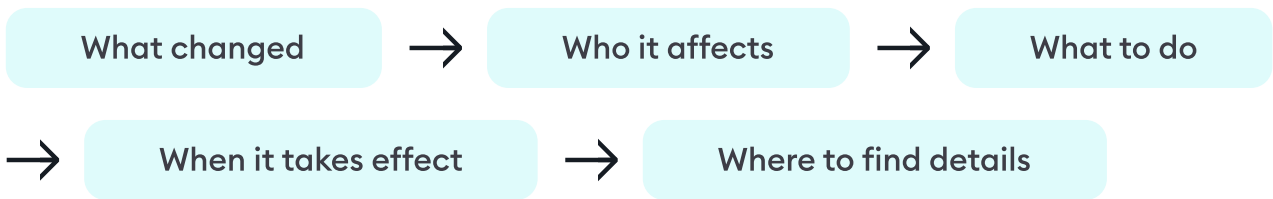


The next step is to make that draft easier to read and easier to use: refine the text, create a clearer rhythm, and turn dense blocks of information into sections learners can scan and process quickly.

A simple, repeatable pattern works well for many mandatory topics:



Give people just enough context to understand the requirement, state the rule clearly, show what it looks like in practice, and finish with what they need to do. For courses built around software or policy updates, a slightly different sequence may work better:



Once the overall content logic is clear, start shaping the page itself. A long scrollable course is easier to follow when learners don't see everything at once, so divide the content into clear sections and control the pace where it helps.



In iSpring Cloud AI, you can use **Continue buttons** to reveal the next section only when a learner is ready to move on. You can also make progress depend on completing or passing a quiz above the button, which is useful when the next section assumes that learners have already checked their understanding.

Question 1 out of 1

Quick check!

It's Tuesday morning and Daniel has 4 minutes before leaving the house. Which choice gives him the best start?

- ☐ Skip breakfast and get a large coffee once at work.
- ☐ Grab Greek yogurt from the fridge and a banana.
- ☐ Make a large coffee and grab a small granola bar.

Submit

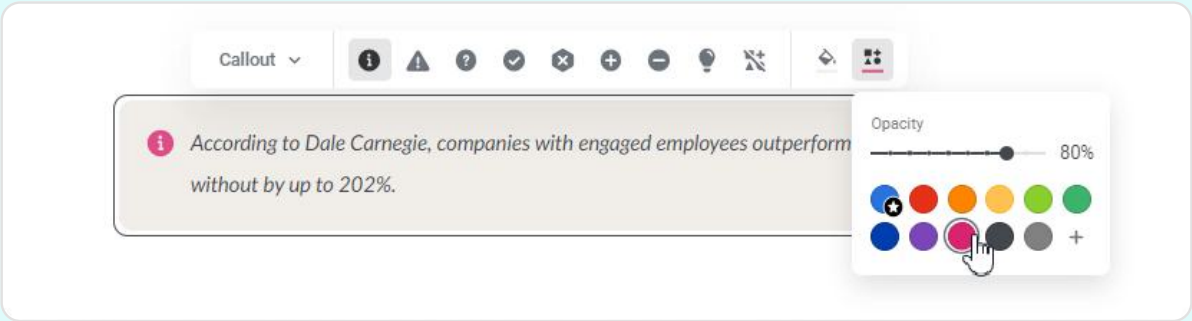
Continue

Next: Chapter 2. What's in Your Mug?

Inside each section, choose the format based on the type of information you’re presenting. You have a fairly broad set of blocks to work with:

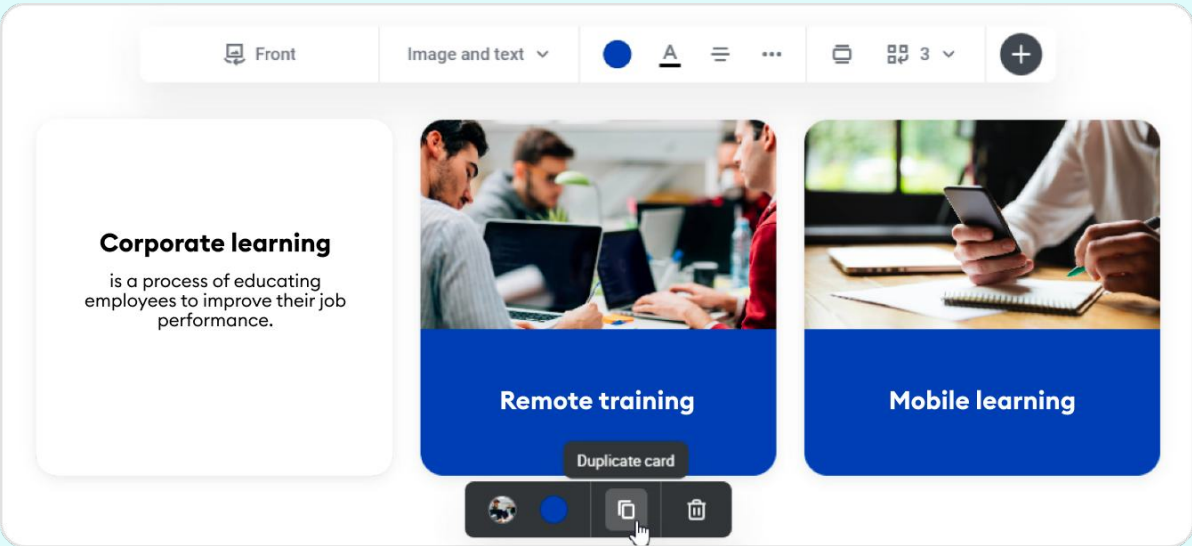
Callouts

Draw attention to critical rules, warnings, or takeaways that learners shouldn’t miss.



Flashcards

Work best for information that comes in clear pairs: a term and definition, a situation and the right response, or a visual cue and what it means.



Accordions

Keep secondary information (definitions, exceptions, FAQs, or role-specific details) available without letting it dominate the main learning path.

### Adult Learning Theories

Understanding adult learning is as much a trend these days as it is a necessity. But what exactly is adult education? And what makes learning as an adult challenging?

What is Adult Learning

Adult learning can be defined as the process of acquiring new concepts, new language, information, new skills, and abilities at a mature age, which is typically after 25 years of age. At its core, the concept, which

Avoid hiding a critical rule or required action inside an accordion.

Tabs

Organize parallel information by role, category, or situation, so learners can quickly get to the part that applies to them.

Arrival & Setup

Main Sessions

Culture & Fun

>

Walking tour of Berlin

– Museum Island at 11:00

– Street food lunch at Hackescher Markt

– Boat ride on the Spree

– Closing party at 20:00

What users say

“iSpring is easy to use and very instinctive. I liked that I could break up the scrollable course with pages and a 'continue' button. It made it easy to structure the content into chapters. It was easy to upload video, audio and images. I am an Apple user so I used iSpring Cloud, which was very easy to get started with”

4/5 

There are plenty of other ways to organize the content as well, including columns, code snippets, tables, labeled graphics, and more.



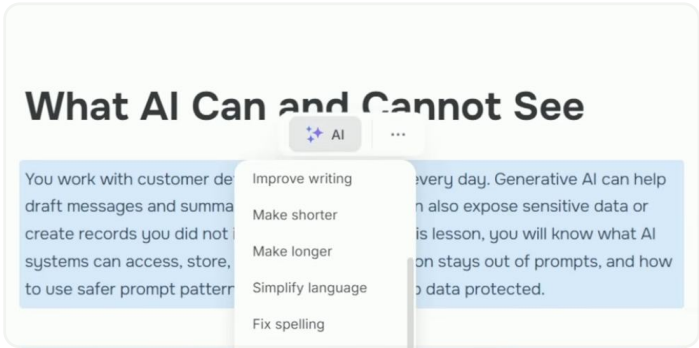
“What I really like is that you don’t have to think about layout all the time. The blocks are already designed, so you can just focus on the content and how you want to present it. That lowers the barrier a lot, especially for SMEs or people who don’t build courses every day.”



**Anna Poli,**  
Senior eLearning  
Developer at iSpring

Once the page structure is in place, you can come back to the wording. Mandatory training often inherits the language of its source materials, with long sentences and formal phrasing.

Work with individual passages directly in the editor: shorten or simplify them, rewrite unclear wording, summarize longer sections, or reorganize content into headings and lists.



That makes it easier to turn source-heavy text into something people can scan and understand without constantly switching between the course and a separate AI tool.

Simplify the reading experience without softening or changing the requirement itself. If a sentence carries legal, security, or policy meaning, keep that meaning intact and review the revised version against the approved source.



 ispring cloud AI

## Create your scrollable course for free

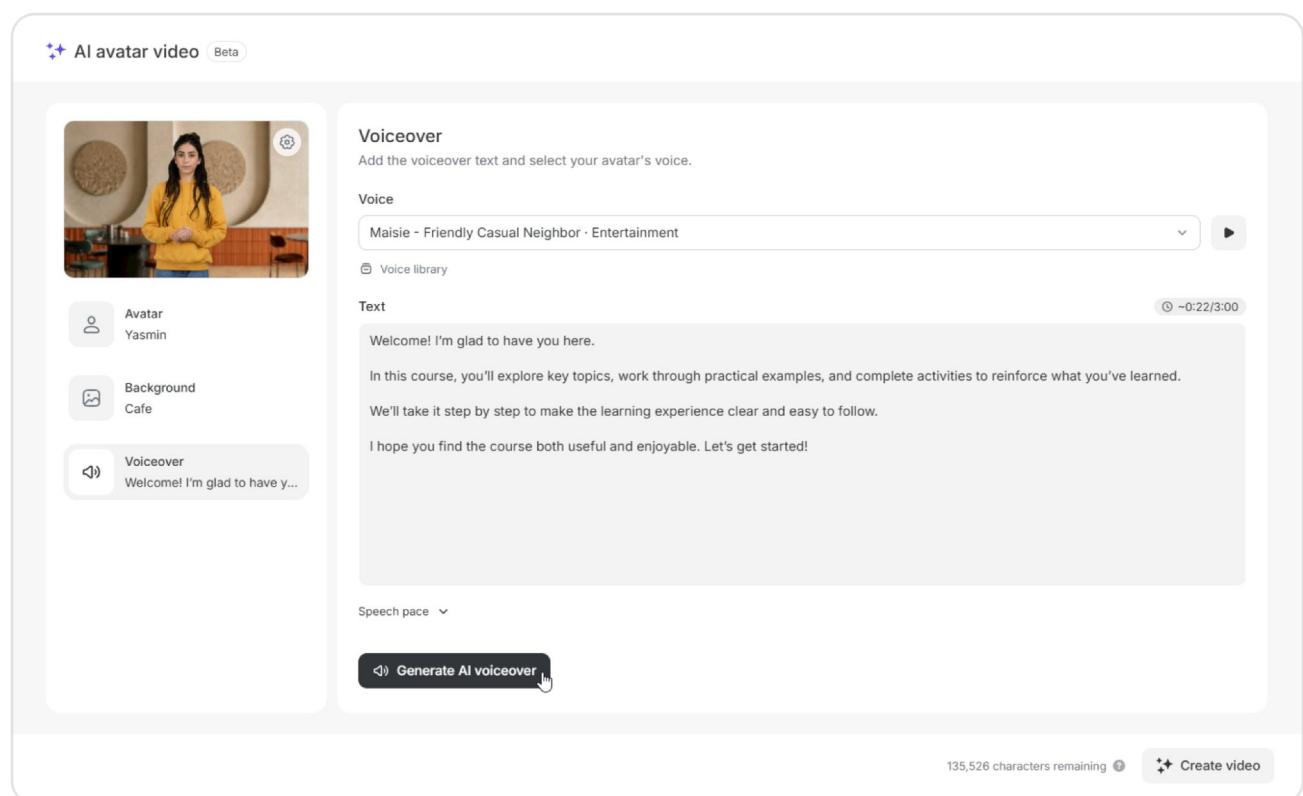
Start for free

14-day free trial. No credit card required.

### Step 4. → Use multimedia to support the message

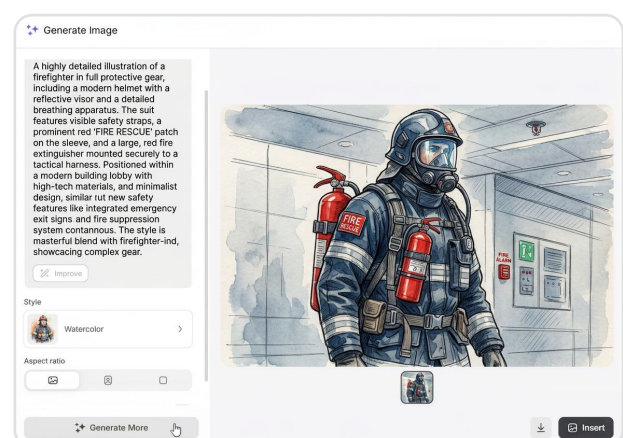
Don't hesitate to add multimedia where it genuinely makes the course easier to understand. If you already have a short video that shows a process, demonstrates a tool, or explains a procedure better than text can, embed it directly into the course.

You can also create new media inside iSpring Cloud AI. For example, turn a short script into a presenter-led video with an **AI avatar** – useful for introductions, important updates, or brief explanations where a human presence helps make the message feel more direct. If the content changes later, you can simply update the script and regenerate the video



For text-heavy sections, **AI voiceover** gives learners the option to listen as they move through the course. iSpring Cloud AI uses ElevenLabs voices across different languages and accents, so you can generate and update narration without a separate recording workflow.

And when the course needs a visual you don't already have, you can **generate an image with AI** right inside the authoring environment – for example, to illustrate a workplace situation, support an abstract concept, or create a custom visual that would be difficult to find in a stock library.



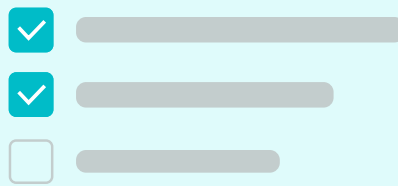
## Step 5. → Add knowledge checks

Place a short knowledge check close to the moment where the learner is expected to understand or apply something important. That way, the question reinforces the point while it is still fresh and gives you a chance to correct a misunderstanding immediately through feedback.

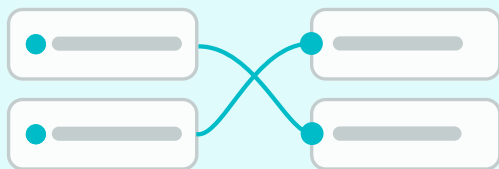
If the course needs a formal completion check, add a final quiz that focuses only on the decisions or actions employees are expected to get right.



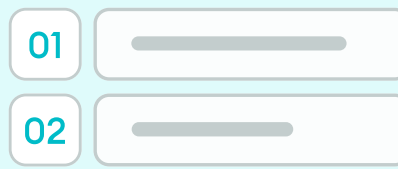
Multiple choice



Multiple response



Matching



Sequence



Short answer



Drag-and-drop

Write questions around the decisions learners may actually face at work. Avoid testing wording, section numbers, or details they could simply look up later. A stronger question puts the learner in a realistic situation and asks them to choose the right action.



Keep the answer options close enough to be believable, avoid giveaway distractors, and make sure there is a clear reason why one response is better than the others.



Feedback should explain that reasoning rather than simply say “Correct” or “Incorrect.”

Quiz

+ New Question

Quiz Contents

Title Screen

1 You receive an email asking you to reset...

Completion Screen  
Show results

Question

Multiple Choice

You receive an email asking you to reset your password through a link you weren't expecting. What should you do?

scam\_operation.jpg  
Edit

Answer Options

A. Open the link and check whether the page looks legitimate

B. Forward the email to a colleague and ask what they think

C. Report the message through the approved security channel and avoid clicking the link

Add a new choice...

Settings

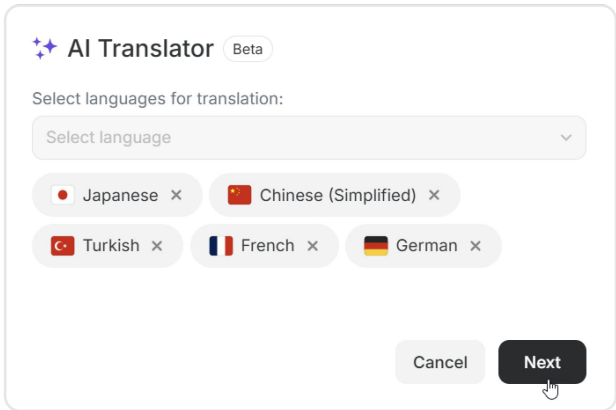
Preview

Done

To save time, you can also generate questions from the course content you already have, then review the wording, distractors, and feedback before adding them to the course.

## Step 6.→ Localize the course

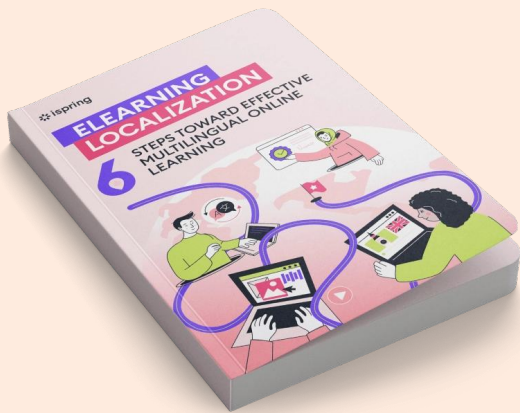
If the course needs to roll out across regions, iSpring Cloud AI can translate it without breaking the original structure, so you don't have to rebuild each language version manually.



For mandatory training, localization often means checking whether the content still holds up against local policies, regulations, terminology, workflows, escalation paths, examples, and role expectations.

That review becomes especially important when the course includes legal, security, HR, or policy content, where a technically accurate translation can still be wrong in context.

A practical workflow is to let AI handle the first language version, then route it through the right local reviewer before release.



Free guide

**eLearning Localization: 6 Steps Toward Effective Multilingual Online Learning →**

Download

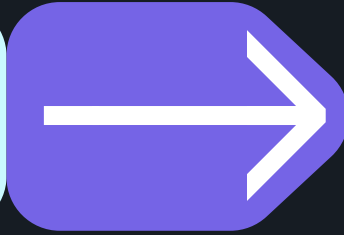
## Step 7. → Do a final review before publishing

Before publishing, run one final check against the decisions you made throughout the build. For mandatory training, the key question is whether the course stays accurate, focused, and clear about what employees are expected to do.

### Final review checklist

- ☐ The course reflects the latest approved source material.
- ☐ Every critical requirement or action is included and easy to find.
- ☐ Supporting detail hasn't crowded out the must-know and must-do content.
- ☐ The wording is easier to process without changing the source's meaning.
- ☐ Examples and scenarios match the audience and the situations they may actually face.
- ☐ Knowledge checks test the decisions or actions that matter, with plausible answer options and useful feedback.
- ☐ AI-generated text, visuals, questions, and voice-over have been reviewed before release.
- ☐ Any localized version has been checked for local terminology, policies, procedures, and requirements.
- ☐ The course can be updated without rebuilding large sections when the source material changes.

# FINAL WORDS



Mandatory training is an ongoing production task. New policies, procedures, product updates, and internal requirements keep coming, so having a workflow you can reuse matters as much as getting any single course right.

Scrollable courses make that workflow easier to sustain: start with approved source material, keep the course focused on what employees need to know and do, and use AI to reduce the manual work around structure, wording, visuals, assessments, and localization.

If you have mandatory content waiting to become a course, try the workflow on your own materials in [iSpring Cloud AI](#).



# Build scrollable courses as fast as your business changes

Give more teams the power to share expertise – with [iSpring Cloud AI](#)



## No setup, just open and create

Work in any browser on Mac or PC, with no software to install or configure.



## Easy for non-creators

Let anyone on the team turn their expertise into a course without relying on L&D.



## Create and review together

Co-edit courses, invite reviewers, and resolve feedback in the same cloud workspace



## Cut manual work with AI

Draft, refine, illustrate, assess, and localize in one authoring flow.



## Responsive for everyone

Give learners a smooth experience across desktop, tablet, and mobile



## Publish your way, quickly

Share instantly with a link or export to your LMS when you need tracking and reporting

Start for free →

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