

## **Annex A: E-learning criteria (Synchronous Mode)**

Criteria for conduct of e-learning in synchronous mode, i.e. via virtual, webinars and video conferencing

Measure(s) should be put in place to:

- ensure authenticity of participants' identity;
- ensure effectiveness of the learning through incorporating learners' engagement or interactive learning activities;
- ensure continued validity, reliability and integrity of the assessment;
- validate and track learners' participation, progress and completion of programme; and
- make available learning /technical support to ensure its ease of use for learners.

### **Participation and Attendance**

1. For virtual or e-learning, training providers must ensure that they have a formalised process and system to track participant's participation and attendance, which should include the following:
  - i. A system to authenticate participants' identities;
  - ii. A monitoring system to track participants' attendance for the entire duration of each training session;
  - iii. Trainer/instructor support for participants who need further clarification or assistance;
  - iv. Technical helpdesk support;
  - v. Attendance records capturing the following details for synchronous online training e.g. conducted through virtual meeting application
    - Course title
    - Time and date records of training delivery
    - Time and date records of the presence of participants corresponding to the training sessions
    - Time-stamped photographs/ snapshots of the online classrooms showing participants attending the training sessions at regular intervals
    - Participant's name and last 3 digits and letter of NRIC
    - Participant's email address (if an email is used to register on the synchronous online training platform)
  - vi. Retention of full recording of each online session for IBF's audit when required. The full recording of each synchronous online training session will be required and need to be retained for a period of 2 years after completion of the course. Training Providers need to also ensure that all trainees turn on their video cameras throughout the full training session for the purpose of the recording.

### **Course Fees**

2. For courses converted from existing classroom training to virtual or e-learning formats, the Training providers should review to ensure that the course fees remain fair and appropriate. In assessing this, training providers should consider:
  - i. Whether the course fees reflect the
    - optimal class size based on the virtual learning methodologies;
    - actual cost of the training being provided;
    - market pricing for training of similar topics, duration and training methodologies.

- ii. Whether the course fee has excluded, where possible, costs related to application/software subscription fees and materials that are optional/non-critical to a course.

**Enrolment and Class Size**

- 3. Training Providers are required to maintain a maximum class size of 40 persons for synchronous e-learning. You must also
  - i. ensure enrolment of participants with the right profile intended for your course. This may include clearly indicating the course entry requirements and providing proper screening of the course applicants.
  - ii. develop strategies to ensure optimal number of participants in an online class to create purposeful instructor-participant as well as participant-content engagement.

Please refer to Appendix 1 for the Criteria Checklist for Conversion of In-Person Trainings to Online Training. The checklist will be required to be submitted to IBF should the Training Providers wish to convert in-person trainings to online training.

**IBF Recognised Programmes:  
Criteria Checklist for Conversion of In-Person Trainings to Online Training**

|                           |                                  |
|---------------------------|----------------------------------|
| <b>Name of Provider:</b>  | Click or tap here to enter text. |
| <b>Contact Person:</b>    | Click or tap here to enter text. |
| <b>Name of Programme:</b> | Click or tap here to enter text. |

| No.        | REQUIREMENTS FOR ONLINE TRAINING (SYNCHRONOUS E-LEARNING)  | YES                      | NO                       | INPUTS ON THE MEASURES IN PLACE TO FULFIL THE CRITERIA |
|------------|--|--------------------------|--------------------------|--|
| 1          | Full video recording of each synchronous online training session   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 2          | All trainees turn on their video cameras throughout the full training session for the purpose of the recording   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 3          | Ensure optimal number of participants in an online class to create purposeful instructor-participant as well as participant-content engagement. Maximum class size of 40 persons | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 4          | Retention of video recordings for a period of 2 years after completion of the course   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| <b>5</b>   | <b>Formalised process and system to track participant's attendance that include the following:</b>   |                          |                          |  |
| 5.1        | A system to authenticate participants' identities  | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 5.2        | A monitoring system to track participants' attendance for the entire duration of each training session   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 5.3        | Trainer/instructor support for participants who need further clarification or assistance   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 5.4        | Technical helpdesk support   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| <b>5.5</b> | <b>Attendance records captured the following details:</b>  |                          |                          |  |
| 5.5.1      | Course title   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 5.5.2      | Time and date records of training delivery   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |
| 5.5.3      | Time and date records of the presence of participants corresponding to the training sessions   | <input type="checkbox"/> | <input type="checkbox"/> | Click or tap here to enter text.                       |