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ECP course development SOP

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Introduction

Objective

To establish a consistent process for the design, development, review, localization, deployment, and evaluation of ECOFEL eLearning courses. This SOP defines the key stages, responsibilities, review points, and approval requirements throughout the course development lifecycle to support instructional quality, content accuracy, consistency, and efficient collaboration among stakeholders.

Scope

This SOP applies to the development and localization of ECOFEL eLearning courses. It applies to all stakeholders participating in the course development lifecycle. Detailed quality assurance activities and requirements are governed by the ECOFEL eLearning Quality Assurance SOP.

Definitions



eLearning Course

A digital learning experience designed to cover a specific topic or skill in an engaging format.



SME (Subject Matter Expert)

Subject Matter Expert responsible for providing and validating course content.



ID (Instructional Designer)

Instructional Designer responsible for designing, developing, and localizing the course.



ECOFEL (The Egmont Centre of FIU Excellence and Leadership)

Composed of the Program Manager, ESOs (Egmont Senior Officers), Admin Assistant, and Communications Officer.



Senior Management

Senior-level EGS (Egmont Group Secretariat) stakeholders who provide strategic and organizational feedback on course deliverables.



QA Team

A group of available ECOFEL ESOs/EPM and eLearning and/or subject matter experts from FIUs who review course deliverables and provide feedback.



Course Outline

A high-level structure of the course content and sequence.



Storyboard

A document defining the course content, flow, interactions, and assessments before development.



Alpha Version

The developed source-language course used for stakeholder review and approval.



Localization

Translation and adaptation of the approved course into required languages.



Language Expert

Reviewer responsible for validating localized course content.



Sign-off

Formal approval to proceed to the next stage of development.

Responsibilities



ID

Design and develop the course, manage revisions, coordinate reviews, and localize approved courses.



PM (Project Manager)

Initiate the project kickoff, oversee the project timeline, manage resources, and ensure deliverables are met.



SMEs

Provide and validate content, address content-related feedback, and approve key deliverables.



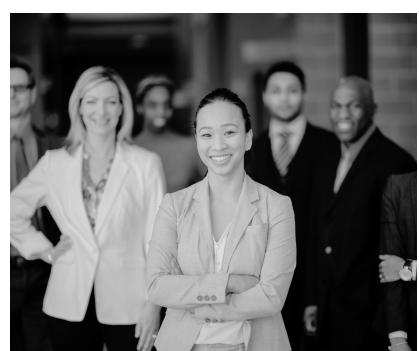
ECOFEL Team

Participates in the QA process through available ESOs and supports course deployment and post-deployment evaluation.



QA Team

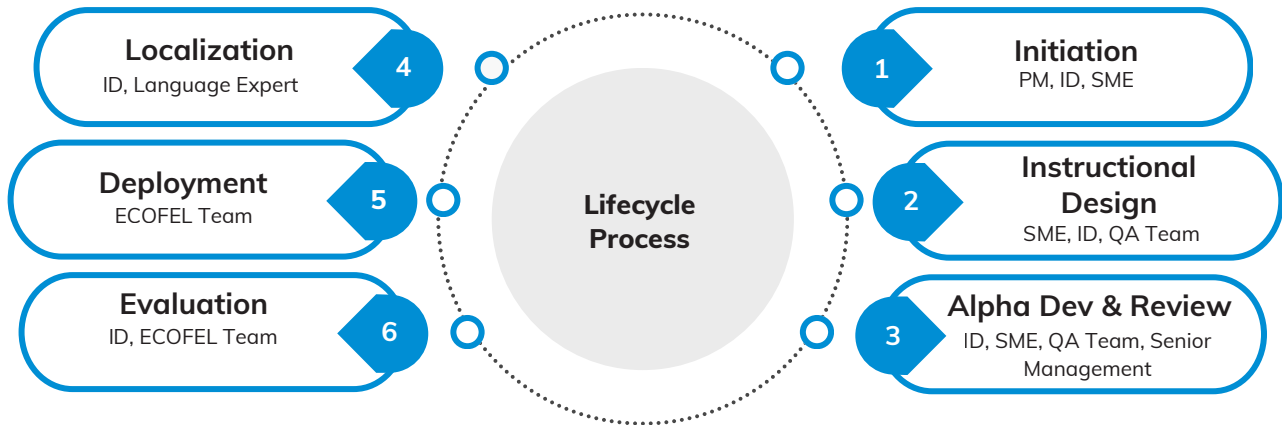
Review course deliverables and provide feedback on content, instructional quality, and overall learner experience.



Language Expert

Review localized content and provide final language sign-off.

Lifecycle Process



01

Initiation

- ID, PM and SME conduct the project kickoff and confirm course requirements.
- SME provides the source content and identifies must-know vs. good-to-know content, where applicable.
- ID reviews the source content and identifies gaps or clarifications required.

02

Instructional Design & Storyboarding

- ID creates a course outline, if required, and shares it with the SME for review.
- ID creates the storyboard and shares it with the SME.
- SME reviews the storyboard and provides feedback.
- ID incorporates the feedback and shares the storyboard with the QA Team.
- QA Team reviews and provides feedback.
- ID and SME address the feedback.
- SME reviews the final storyboard and provides sign-off.

03

Alpha Development & Review

- ID develops the Alpha course based on the signed-off storyboard and shares it with the SME.
- SME reviews the Alpha and provides feedback.
- ID incorporates the SME feedback and shares the updated Alpha with the QA team for review.
- QA Team and Senior Management review and provide feedback.
- ID and SME address the feedback.
- SME reviews the final Alpha and provides sign-off for localization.

04

Localization & Language Review

- ID translates the approved course and adjusts the layout and alignment as required.
- ID shares the localized course with the Language Expert.
- Language Expert reviews the course and provides feedback.
- ID incorporates the feedback, records and integrates the audio, and shares the final localized course with the Language Expert.
- Language Expert reviews the final course and provides sign-off.

05

Deployment

- ECOFEL Team uploads the finalized course to the LMS and communicates its availability to learners.

06

Post-Deployment Evaluation

- ID and ECOFEL Team collect learner and stakeholder feedback, review course performance, and identify improvements as needed.

Guidelines for SMEs

Content Submission

- SME provides accurate, current, and relevant source content in editable formats, where possible.
- SME identifies must-know vs. good-to-know content, where applicable.
- SME provides assessment content/questions, where applicable.
- SME ensures the content aligns with relevant industry standards, legal requirements, and best practices.

Review & Collaboration

- SME reviews the storyboard and Alpha course and provides clear and timely feedback.
- SME and ID work together to address feedback from the QA Team and Senior Management.
- SME provides sign-off on the final storyboard before course development.
- SME provides sign-off on the final Alpha course before localization.

Quality Assurance

- Quality assurance activities are conducted at defined stages of the course development lifecycle to ensure content accuracy, instructional quality, consistency, functionality, accessibility, and localization quality.
- Detailed QA requirements and procedures are defined in the ECOFEL eLearning Quality Assurance SOP.

Records Management

- Store all project documentation, including storyboards, design files, and SME feedback, in a centralized, accessible location.
- Maintain a version history of all drafts and revisions.

Note:

The SOPs for SMEs are mandatory. Adherence to these guidelines is essential.