



Trends and Transformational Best Practices in Digital Learning Experience & Assessments

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Key Trends & Innovative Practices

Learner-centred Content

The quality of the content will always remain the most important aspect in online training or events.

Content needs to be engaging, conversational, action-oriented, it needs to address real-life applications, different learning styles and the increase in lifelong learning.

Content must flow – The Golden Thread Rule

Leaners must see, hear, think, feel and do.



On-demand & Video-based Learning

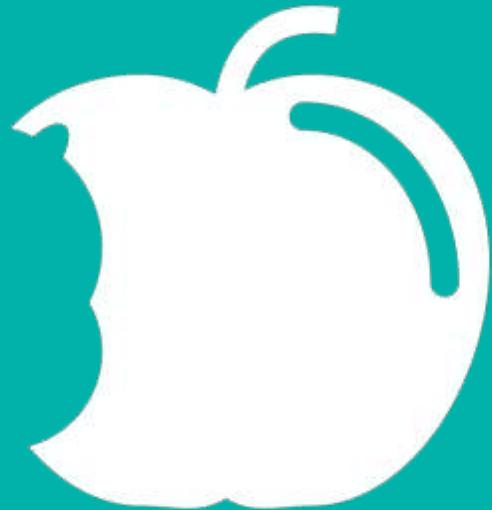
Variety of formats is key as it appeals to all learning styles and boosts engagement for digital learning or virtual events.

A blended approach is also key, but the new trend includes not only self-paced and LIVE events, but also on-demand content and video-based learning.

Microlearning

Microlearning is a trend that is here to stay as our attention span has reduced and distractions increased drastically, especially in the past 10 years.

No matter how long a content or event is, it should always include microlearning techniques.



Open Mobile Learning

One of the most prominent trends in digital learning is the rise of open mobile learning, which offers the students with the ability to access content when it is convenient for them, in an order that suits their needs and in any device they wish to use.

Learning Experience Platforms - LXPs

An LXP is a deep personalised learning experience that allows content discovery and recommendations in a “Netflix-like” highly intuitive interface based on skills, preferences, usage and AI content.

LXPs have extensive integration capabilities with CRMs, Intranet, LMS, ERP, LRS, HCM, AI, Analytics, multiple devices and content.

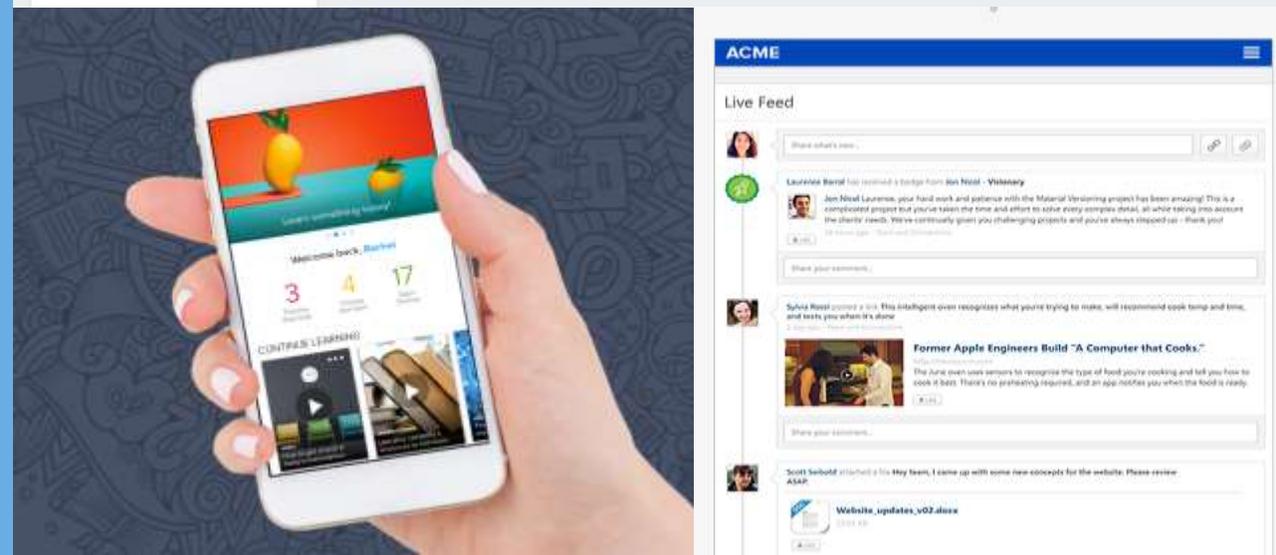
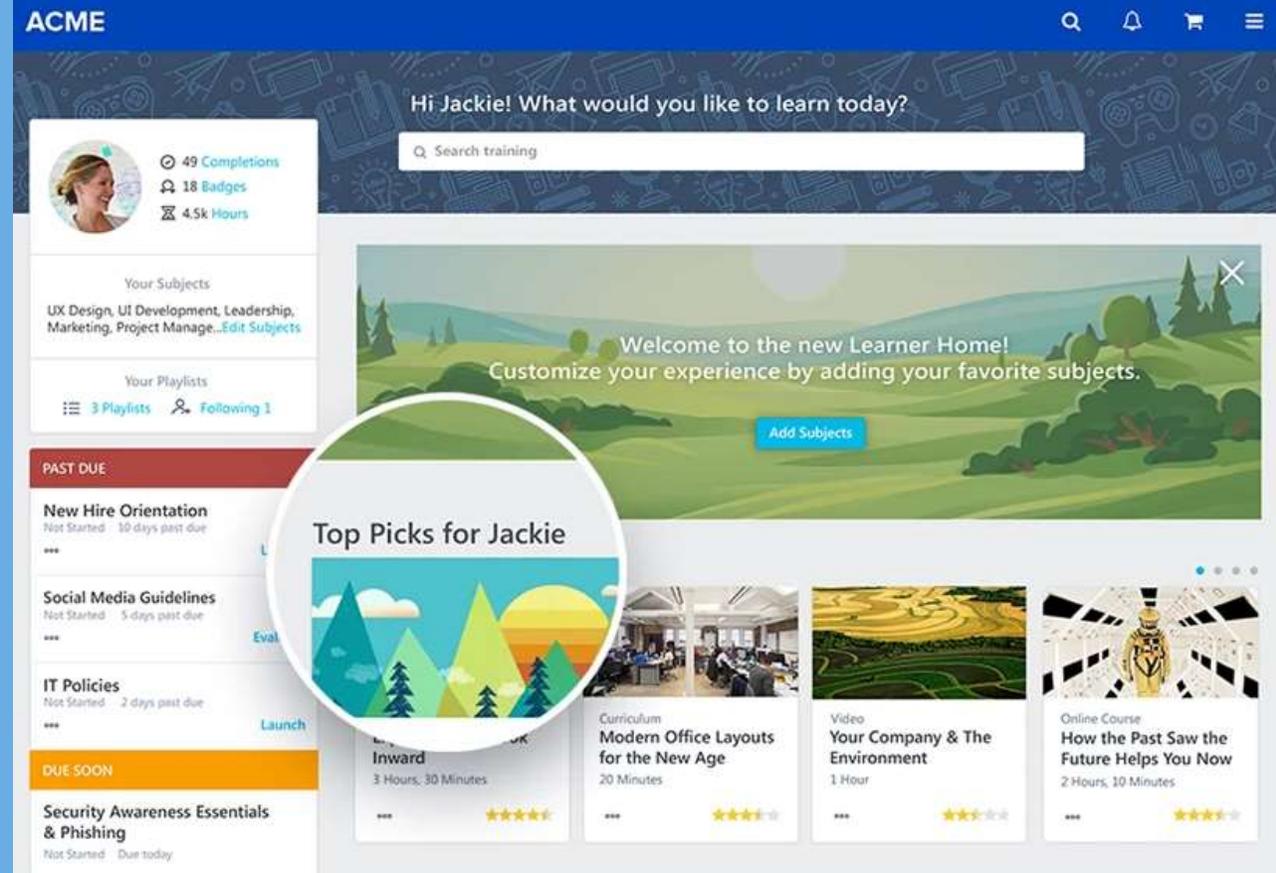
It is highly focused on Artificial Intelligence and Data Analytics for better decision-making and to more effectively manage digital disruptions occurring across the workforce.

Its Experience API (xAPI) technology enables business to connect learning with on-the-job performance.

Ideal platform for creating competency roadmaps and preparing the next generation of our professionals

They are social, and include social profiles which connect content to people to create authority.

It can be used internally to upskill the workforce.



Conversion of F2F to Blended or Fully Online Learning

Designing a virtual workshop is more complex than just taking the F2F slide deck and delivering it online.

Content needs to be carefully sequenced, bite-sized, engaging and presented with a blended approach that include solutions such as:

flipped design, sprint deliveries, nudges, playbooks, recording of activities in LMS/LXP, social learning.

It's vital to invest in training for trainers



VR/AR or Immersive Learning

While there is no debate on the strength of immersive learning strategies, it isn't maximising the market just yet, however, we this year trialed a VR platform to stream our conference portfolio at RICS as our venture into testing the market for VR/AR



What are we doing right?
Where do we want to go?
How do we get there?

VR Library / Knowledge Hub

VR apps can capture real-time experiences for learners & trainers



LXPs can provide a space for user generated content/images/videos





RICS VR Library

Experiences captured
with 360 cameras by
our community of
professionals
can be shared in our
Knowledge Hub



Digital Assessments – Our Success

Assessing digitally

Assessments for Chartered Surveyor (MRICS) professional qualification

- Traditionally a one-hour professional interview with three Chartered Surveyors
- In March 2020 we immediately moved all assessment interviews globally to an online videoconference format using Skype for Business.
- All other assessment requirements remained the same.
- Between March and July over 1,900 candidates assessed.
- A staff member joined each assessment interview to provide technology support. We also organised candidate briefing sessions to test the technology (some had never used Skype for Business) and internet connections (important in some countries) – we also had to do this for assessors!

Assessing digitally

Assessments for Chartered Surveyor professional qualification

- During this period we assessment more candidates and qualified more new members than in 2019.
- Volunteer members contributed, on average, 2.5 days to support this process.
 - This was an increase as the online format meant assessors could be more flexible and did not have to travel to assessment venues (they could assess for a half or full day)
- Assessor engagement scores and candidate feedback scores increased.
- Pass rates are comparable to 2019, and within our consistent margins.
- These positive experiences supported our decision to permanently move our assessment interviews online – although we now use MS Teams.
- We have also made some changes to the process to provide extra support to candidates who are not able to gain the necessary experience in the required timeframe because, for example, a construction site was closed.

The logo for the 2020 Engage Awards Finalist. It features the text "2020" in pink, "ENGAGE AWARDS" in white, and "FINALIST" in pink, all in a bold, sans-serif font. To the right of the text is a stylized star with a gradient from orange to blue.

2020
**ENGAGE
AWARDS**
FINALIST

- Best use of technology in customer engagement – digitisation of our conferencing portfolio with use of Virtual Reality.
- Best use of innovation in customer engagement – transformation of our assessments to digital



Thank you & Questions