

eLearning course design template

Course name: Mastering RBC Standard Operating Procedures (SOPs)

Short name/code: RBC SOPs

Description of Course: This course is a platform for disseminating RBC's SOPs for corporate services and for monitoring compliance with requirements for staff to regularly review and understand the SOPs.

Course objectives:

By the end of the course, participants will be able to:

1. Describe the importance of SOPs for RBC's central services
2. Describe the components of an SOP document
3. Describe key functions, actors and tools related to services that they support.

Target participants & prerequisites:

RBC central services staff and new employees

There are no specific pre-requisites for the course, although users who are new to eLearning are encouraged to take the course on 'Navigating the MOH eLearning Platform'

Format:

The is a Topic course (Learning outcomes, Content, Learning resources, Learning activities)

Topics in this course will have the following learning activities:

- A session about SOPs – objectives, structure, content
- Chapters to read describing each of the different SOPs
- Quizzes to confirm mastery of key components of each chapter
- Electronic resources with copies of the latest versions of each SOP and templates of forms, policies or tools used as part of the procedures
- A platform for virtual discussions and Q&A among participants.
- A multiple choice quiz as a final assignment to earn a certificate

Learning activity (eg. Survey, Quiz, Forum, Multiple Choice, Assignment, etc):

1. *Presentation on the general purpose and format of SOPs*
2. *Reading materials about each SOP*
3. *Individual Quizzes following each SOP*
4. *A forum for discussions/Q&A between participants*
5. *Final quiz to earn a certificate*

6. *Certificate for successful completion of the course*
7. *Course evaluation*

Learning Resources (eg. Labels, File, Page, Links/URLs, etc):

1. PDF copies of all SOPs
2. Links to MINECOFIN, MIFOTRA and other GOR Web-sites

Assessment of learning:

1. Quizzes that need to be completed successfully at the end of each chapter
2. Final quiz to earn a certificate