



Interoperable Europe Academy

Course Creation Process

interoperable
europe

Course creation process

The Course Creation Process



Course creation process

00

01

02

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Before you start

OBJECTIVES

The objective of this phase is for the Service Partner to ensure that the courses requested correspond with the requirements for the Interoperable Europe Academy, whether it be for publishing the course in the platform or creating the course from scratch

DETAILS

- Consider your projects/ request's technical information and goals
- Verify the course creation checklist (template here) to ensure the requirements for the Interoperable Academy are met by your courses
 - If criteria is met: Request a meeting with the Academy (with the filled in checklist attached) in order to prepare the timetable and needs for the next course creation phases. If you're able, try to conclude phase 01 to prepare for this meeting
 - If criteria are not met: Look for other ways to communicate your needs via different channel

GOOD PRACTICES

- ✓ Analyse your needs to develop a course and verify that your objectives match the learning outcomes expected
- ✓ Present your ideas as clearly as possible
- ✓ Check if there are any similar topics already in the Academy curricula. These might need an update instead of a new course being created
- ✓ Ask yourself: what do learners gain by doing this course?

DEVELOPMENT RESPONSIBILITY*

Service Partner

Academy

* The two roles are responsible for each other's sign-off validation

OUTPUTS

- Interaction via mailbox/meeting with the IOPEU Academy team to begin the course creation process: IOP-ACADEMY@ec.europa.eu



DURATION

1 Week

ILLUSTRATIVE

TO BE
UPDATED

RELEVANT DOCUMENTATION

TO BE
UPDATED

- Course creation checklist



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Course creation process

OBJECTIVES

During this phase the Service Partner should complete the Essential Course Information template and provide relevant details for the course development to the Academy (during a previously scheduled meeting) so next steps for storyboard development can be aligned. If you’re only requiring the academy’s help for the course’s publication, after phase 00 and 01, skip to phase 05

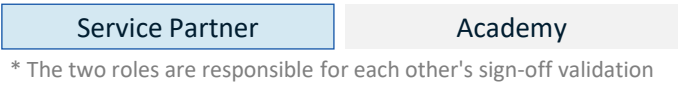
DETAILS

- Fill out the Essential Course Information: course title, course topic areas, course provider, course type, course tags, partner service, program, related EU policies, course description, target audience, course start and end dates, course duration (max. 30min) and dependencies – if the course requires completion of another
- Identify key concepts
- Identify key contacts for support
- Define and/or create technical support materials

GOOD PRACTICES

- ✓ Conduct internal surveys to gather valuable feedback from potential learners
- ✓ Analyse the internal documentation available to develop learning materials
- ✓ Research market trends and competitor offerings to stay updated and in the forefront of your course's topics/ technical information
- ✓ Create a clear and attractive course title
- ✓ Ensure details in Essential Course Information template are as clear as possible so it can be understood by different expertise levels

DEVELOPMENT RESPONSIBILITY*

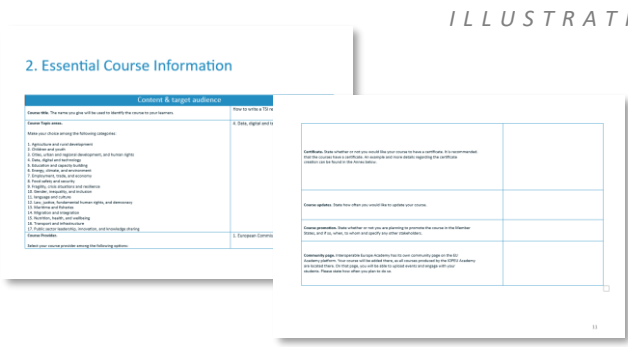


OUTPUTS

- Essential course information completed
- Technical support materials (if applicable)



DURATION
1 Week



RELEVANT DOCUMENTATION

- [Essential course information template](#)

Course creation process

OBJECTIVES

The objective of this phase is to develop the course's Storyboard, a visual representation of a course's structure, designed to map out and organize content before development begins. This can be developed independently by the Service Provider or in co-creation with the Academy

DETAILS

- Share with the Academy all support materials
- Specify the course structure including the number of modules
- Outline the flow of content by identifying the order in which the course's information is presented (e.g. theory a, exercises, theory b, case study, assessments)
- Detail course content including titles, subtitles, graphics and relevant messages
- Choose the type and key moments to complete activities and assessment
- Provide practical examples, if applicable
- Provide questions for the final quiz
- Fill out the Storyboard template, including basic visual contents (e.g., images, icons) and if there is a need for characters and/or voiceover (The final content will only be closed in the next phase)

GOOD PRACTICES

- ✓ Define clear objectives
- ✓ Understand the audience and learning needs in order to use expressions and examples that are understood by everyone
- ✓ Use interactive elements to keep learners engaged and motivated throughout the course: discussions (online forums), group projects (collaborative assignments), simulations, gamified elements (challenges)
- ✓ Create Learning Nuggets: Short and Focused Videos ("how to..."), engaging content

DEVELOPMENT RESPONSIBILITY*

Service Partner

Academy

* The two roles are responsible for each other's sign-off validation

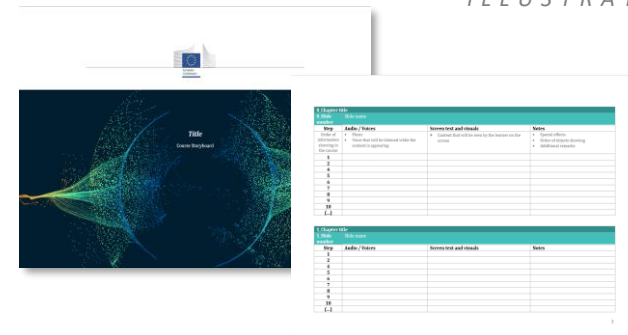
OUTPUTS

- Storyboard word document with basic visual elements ([template here](#))



DURATION
1 Month

ILLUSTRATIVE



RELEVANT DOCUMENTATION

- Academy visual guidelines ([guidelines here](#))
- [How to write clearly](#)



Course mock-ups

Course creation process

OBJECTIVES

In this phase both the Service Partner and the Academy will align the preliminary and more complex visual representations of the course's structure and layout, created to help visualize the design and flow of content before full development

DETAILS

- Define what type of animations can be used during the course
- If applicable, define the character's main characteristics – for instance if it's animated or real
- Define how should be the voice tone and accents be
- Determine if it is going to be used any background
- Create a presentation with all the complex visual elements defined previously and, update the Storyboard to ensure agreement the two documents

GOOD PRACTICES

- ✓ Use EU Academy visuals
- ✓ Incorporate multimedia elements strategically to support learning objectives and maintain interest
- ✓ Use realistic content: whenever possible use real information to get an accurate representation of the final product
- ✓ Prioritise user experience: ensure that the interface is intuitive and easy to navigate

DEVELOPMENT RESPONSIBILITY*



* The two roles are responsible for each other's sign-off validation

OUTPUTS

- PowerPoint document to support the storyboard's complex visuals development, including backgrounds, characters and complex graphics
- Storyboard final version with complex visual elements (if applicable)



DURATION
1 Month



RELEVANT DOCUMENTATION

TO BE
UPDATED

- Academy visual guidelines (guidelines here)
- [How to write clearly](#)
- eLearning's visual repository

Course creation process

OBJECTIVES

The objective of this phase is to create a preliminary version of the course to be released to a select group of users in the next phase, for testing and collecting feedback before the final launch

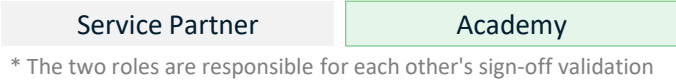
DETAILS

- Produce initial versions of all course modules based on the Storyboard structure and mock-up designs
- Verify that the content is accurate, comprehensive, and aligned with the defined learning objectives and scope
- Ensure interactive elements, quizzes, and multimedia components function correctly and enhance the learning experience
- Share the beta course with internal stakeholders and team members involved in course development for review
- Set up the Interoperable Europe Academy course certificate

GOOD PRACTICES

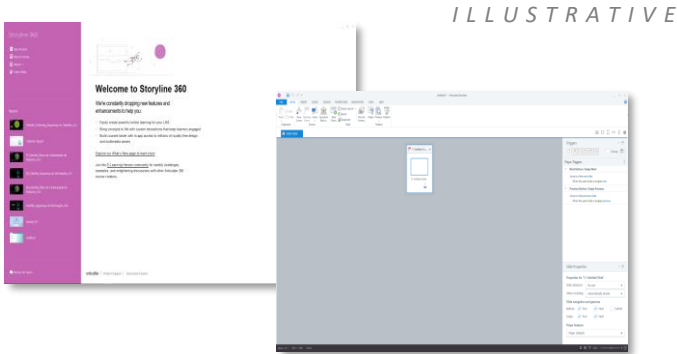
- ✓ Treat the review phase as an iterative process where feedback drives ongoing improvements to the course
- ✓ Systematically document all feedback received during the review phase to prioritize and implement improvements effectively

DEVELOPMENT RESPONSIBILITY*



OUTPUTS

- Refined draft version of the course that integrates inputs from previous phases

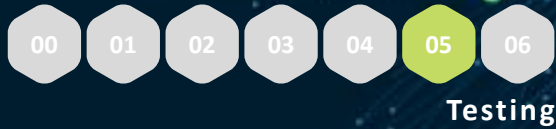


RELEVANT DOCUMENTATION

- [EU Academy certificate development guidelines](#)

DURATION

1 Month



Course creation process

OBJECTIVES

The objective of this phase is to review and evaluate course functionality, accuracy, and usability. This phase involves checking for technical issues, ensuring that all interactive elements work correctly, and verifying that the content is clear and effective. If you're only requiring the academy's help for your course's publication, this is your third stage, having to complete stages 0 and 1 previously

DETAILS

- Verify the accuracy, relevance, and completeness of all course content and flow
- Test interactive elements, quizzes, and multimedia components for functionality
- Ensure compliance with accessibility standards
- Test navigation, responsiveness, and overall user experience
- Develop course image that will appear in the platform
- In this phase, the course will be tested by the academy and the service partner to ensure an accurate verification of all content and interactions

GOOD PRACTICES

- ✓ Use detailed testing checklist to cover all aspects of the course content and functionality
- ✓ Perform cross-browser and cross-device testing to ensure compatibility and consistency
- ✓ Document and prioritize any bugs, errors, or issues identified during testing for resolution

DEVELOPMENT RESPONSIBILITY*

Service Partner

Academy

* The two roles are responsible for each other's sign-off validation

OUTPUTS

- Finalised course that meets quality standards and is ready for launch



DURATION
1 Week

RELEVANT DOCUMENTATION

- [Course testing and Deployment checklist](#)

Course creation process

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Final version

OBJECTIVES

The objective of this phase is to create a final version the course, ready for full deployment after rigorous testing and refinement based on feedback from earlier phases

DETAILS

- Set a course launch date
- Define course communication strategy and timelines
- Upload finalised content to the EU Academy and Joinup platforms

GOOD PRACTICES

- ✓ Monitor initial feedback and engagement post-launch to identify areas for further improvement
- ✓ Analyse metrics as completion rates and time spent on each module to track learners' engagement and progress
- ✓ Offer continuous support (contacts for support) to learners ask questions

DEVELOPMENT RESPONSIBILITY*

Service Partner

Academy

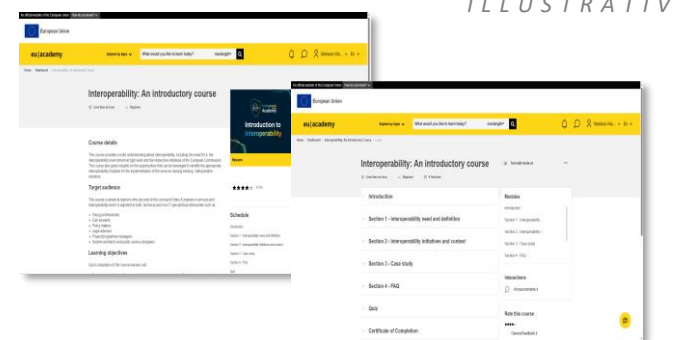
* The two roles are responsible for each other's sign-off validation

OUTPUTS

- Live course available to learners with support materials
- Communication materials



DURATION
1 Week



RELEVANT DOCUMENTATION

- N/A



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