

Rolling out your first digital course

The course is built. These are the steps that decide whether people actually take it, from the pilot to the first results.

FOUR WEEKS BEFORE Pilot

- ☐ Pick 8 to 15 real learners from different shifts and sites, including one sceptic.
- ☐ Watch two of them take it, on their own phones, without helping. Note where they stop.
- ☐ Fix what they tripped on. Unclear questions first, then words, then looks.

TWO WEEKS BEFORE Ready to open

- ☐ Accounts exist for every learner, and each one has been tested with a real login.
- ☐ One link, one QR code that opens the course. Print the QR code for the canteen and the shift board.
- ☐ Brief the supervisors first. They will be asked "do I have to?" and need the answer.
- ☐ Agree when people learn: paid time, which part of which shift, and who covers the work.
- ☐ Name one person for help with logins and phones, and give their number in the invitation.

LAUNCH WEEK Open it

- ☐ Send the invitation in the channel people read: Zalo, WhatsApp, the shift briefing, not only email.
- ☐ Say why in one line, from a manager they know, and how long it takes.
- ☐ Check the report daily: who has started, who is stuck on the login, which question fails most.

WEEKS TWO TO FOUR Follow up

- ☐ Remind the ones who have not started, through their supervisor, not a system email.
- ☐ Read the most-failed question. Either the lesson does not teach it, or the question is unclear. Fix one of them.
- ☐ Ask five learners one question: what will you do differently on Monday?

AFTER ONE MONTH Show results

- ☐ Completion and first-try pass rate, by site and by shift.
- ☐ The number you wrote in the brief (errors, incidents, time to competence) before and after.
- ☐ Decide the next course and the refresher date for this one.

Results after one month

One row per site or shift

Site or shift	Invited	Started	Completed	Passed first try	Brief number

Our rule: if a lesson does not work on a phone in a break, it is not finished. Test every launch on the cheapest phone your people own.