

eviQ Education Development Guidelines

Incorporating

1. Criteria for hosting
2. Content development
3. Stratified review process

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Introduction

About eviQ Education

eviQ Education provides medical, nursing, allied health and general ward staff with education resources, for example blended learning or educational videos, which standardise and promote evidence based care for patients with a cancer diagnosis.

To support future sustainability of the program, the professional education team work collaboratively with health professionals from across Australia to develop and review all resources ensuring they are applicable and relevant to meet the different models of care across the country.

Purpose

The purpose of the eviQ Education program of work is to:

- Foster dissemination of evidence based education resources
- Enable or facilitate uptake of evidence into practice
- Facilitate uptake of nationally or state recognised programs e.g. models of care, and resources
- Promote collaboration and foster partnerships for the development, implementation and review of education resources across the country

Audience

All material available on eviQ Education is developed for use by either:

- health care professionals caring for patients with cancer
- patients, family and carers affected by cancer
- health care professionals caring for patients receiving antineoplastic therapy for a diagnosis other than cancer

Access

Our aim is to make all education resources freely available nationally and internationally to support clinician's in providing evidence based care for patients with a cancer diagnosis.

There are three levels of access allowing different levels of security and control for resources - open, secure and restricted. The access levels applied to an education resource hosted on the eviQ Education website is determined by individual circumstances. eviQ Education encourages open access wherever possible. However level of access will be agreed upon at the commencement of any project or partnership and reviewed regularly. Access is discussed further in the next section [Criteria for hosting](#).

eviQ Education Development Guidelines

The following information outlines the key criteria and business rules for hosting education resources developed by or in collaboration with external stakeholders / partners on the eviQ Education website.

Hosting education resources on the eviQ Education website

The following options are available to external stakeholders / partners wishing to host resources on the website:

1. Hosting and collaboration between eviQ or eviQ Education and external stakeholders / partners to develop education resources
 - a. Collaboration can be categorised as working together to:
 - i. develop the content of the education resource *and / or*
 - ii. develop the education resource in appropriate software
 - b. Level of collaboration will be agreed upon by both Party's at the commencement of any project or partnerships
2. Hosting only
 - a. The external stakeholder / partner develops the education resource in its entirety and requests the Professional Education team to host the completed education resource on the eviQ Education website

The above options are discussed and details agreed upon by both Party's before approval is given to host education resources on the eviQ Education website. This decision is documented in *Part A: Project Concept Sheet* within the respective Project Management Plan (PMP).

Criteria for hosting

The following criteria must be met before approval is given to host education resources on the eviQ Education website.

Intellectual Property

Ownership of Intellectual Property (IP) is determined by the relationship and must be agreed by both Party's:

1. Existing materials
 - a. The IP of all content developed within the eviQ and eviQ Education program prior to any agreement will continue to reside with the Cancer Institute NSW
2. Collaboration with development
 - a. The IP of all content developed collaboratively between both Party's is shared equally between the Party's with principles that govern the branding of the shared resources agreed by both Party's and adhering to each's respective brand guidelines

- b. The IP of content developed external to CINSW resides with the Party who developed the content. This IP shall remain with and branded as per that Party's branding until such time as collaborative efforts to review and update content by all Party's require mutual recognition of all Party's IP. In this instance it is important to note when moving towards mutual recognition of all Party's IP, recognition of the original developer(s) will be maintained throughout the life of the resource
3. Hosted material not developed in partnership with the Professional Education team
 - a. The IP of all content developed wholly by one party remains the property of that party. This IP shall remain with and branded as per that party's branding until such time as collaborative efforts to review and update content by all Party's require mutual recognition of all Party's IP.
 - b. In this instance it is important to note when moving towards mutual recognition of all Party's IP, recognition of the original developer(s) will be maintained throughout the life of the resource

Instructional Design Principles

All education resources hosted on the eviQ Education website must be developed:

- To address an identified gap
 - › When there is insufficient evidence, requests for development or collaboration will be considered where a clinical need has been identified
- And include a comprehensive literature review ensuring all content is evidence based and quality information
- Ensuring all content is within the scope of cancer care and topics are relevant to clinical practice
- For health care professionals or patients, family members or carers
 - › When developed for patients, family members or carers the resource must promote self care and management
- As self-directed, point of care learning promoting
 - › inter-professional learning
 - › critical reflection
 - › critical thinking skills
- For use as a national resource
- With engagement and buy in from all States and Territories
 - › National engagement may be in either content development and / or review of content
- Have permission to use the content / resource in other areas and across different programs of work within The Cancer Institute NSW
- In a format suitable for web viewing or print media

- To meet Intellectual Property requirements - see [Intellectual Property](#)
- So as not to infringe Copyright Law
- To include use of, where appropriate:
 - › National Guidelines and Frameworks
 - › [NHMRC Levels of evidence and grades for recommendations for developers of guidelines](#)
 - › [Hierarchy of evidence: a framework for ranking evidence evaluating healthcare interventions](#)
 - › Professional Body Standards

Branding Principles

1. Content developed wholly by the Cancer Institute NSW will be designed and presented in strict accordance to the rules outlined in the Cancer Institute NSW eviQ Brand Guidelines
2. Content developed wholly by an external stakeholder / partner prior to any agreement will be designed and presented in strict accordance to rules outlined in the respective Brand Guidelines or Standards
3. All content developed jointly under any agreement will be co-branded with the Institute's eviQ Education and external stakeholder / partner primary logo. If there is more than one organisation involved other logos will, with the consent of other Party's, be included.
 - a. Placement of all logos must adhere to the rules outlines within each party's respective brand guidelines
 - b. Subsequent brand style and layout should default to the brand guidelines of the organisation responsible for the primary channel / website within which the content will appear
4. Where visual branding (logos) are not possible a written credit should appear:
Developed collaboratively by the Cancer Institute NSW and...
5. Copyright notice may appear on original content developed jointly. For example (with appropriate year of publication): *©2014 Cancer Institute NSW and*

Levels of security and control of access

There are three levels of security allowing control of access for all education resources. eviQ Education encourages open access where possible however the level of security for is discussed and agreed upon at commencement of the project. Once agreed, the decision to assign secure or restricted access will be reviewed periodically by both Party's.

1. Open access
 - › Publicly available
 - › No registration required
 - › Allows capturing of limited completion data

2. Secure access
 - › This is controlled access and registration is required
 - › Registration may be required for individuals or health care facilities
 - › In specific circumstances, agreed to by both Party's, content may remain partially secured for the life of the education resource
 - › Secure access may be linked to a specific research study
 - › On completion of the study access will change and the education resource will be publically available with no registration required
 - › Blended learning and / or includes competency based assessment
 - › Secure access may be used to manage blended learning education resources with / without the inclusion of competency based assessment tools
 - › Access to online content can be made available to *individuals* however, it is important to note *individuals* are not able to complete the education resource in its entirety as local assessment using a standardised competency based assessment tool may be required
3. Restricted access
 - › This is controlled access and registration is required
 - › Restricted access supports research studies
 - › Restricted access may be maintained through:
 - › Generation of one unique URL to be distributed by the external stakeholder / partner responsible for the research study to recruited *registered* participants
 - › Generation of a set number of unique URL's to be distributed by the external stakeholder / partner responsible for the research study to *anonymous* recruited participants

Support of research studies

Education resources hosted on the eviQ Education website can be used to support research studies in different ways including recruitment of study participants, dissemination strategies, controlled access and completion data.

Controlling access to education resources is managed through the different levels of security. [See Levels of security and control of access](#)

Review of education resources

1. Every education resource must be reviewed within a period of two years (or sooner). Out of date resources may be removed from the site.
2. Responsibility for review is agreed upon commencement of the project and in principle includes:
 - a. Responsibility of review
 - b. Process of review (online, collaborative)
 - c. Agreed time for review (see [Stratified Review Process](#) for review periods)
 - d. Updates vs new versions
 - i. Where appropriate new resources will be developed rather than update a current resource

3. Review of content developed externally remains the responsibility of the external stakeholder / partner which originally developed the content until such time as collaborative efforts to review and update content is initiated.

Business Rules

- Any financial costs associated with collaborative agreements are discussed and all details agreed upon by both Party's prior to the commencement of the project.
- Memorandum of Understanding (MOU) may be considered, where appropriate, with:
 1. Professional Bodies
 2. Professional Groups
 3. Tertiary Education Institutions
 - › Where an MOU exists both Party's must abide by the terms of the MOU.
- The education resource and all associated content must be developed in such a way as to discourage [spam](#)
- Continuation / discontinuation of hosting / collaborative partnerships
 - › Continuation of hosting / collaborative partnerships will be reviewed at agreed time points
 - › At any time discontinuation of hosting may be initiated by:
 - › Cancer Institute NSW (eviQ & eviQ Education)
 - › External stakeholder part of the collaborative partnership
- Professional Education reserves the right to remove or request the removal of any content that is deemed unsuitable
- Collaborative development of content must adhere to the rules set out in the Content Development Guidelines
- Endorsement of education resources
 - › The need for endorsement of material by a relevant state-wide body or group will be negotiated between eviQ, eviQ Education and external stakeholder / partner at commencement of project
 - › Any costs associated with endorsement are covered by the Party requesting endorsement
 - › Endorsement may be sought from:
 - › Professional Bodies
 - › Tertiary Education Institutions
 - › States and Territories
 - › Union for International Cancer Control
- Communication with external stakeholders / partners is outlined in the internal PMP and Project Controls Register documents

Technical requirements

All education resources hosted on eviQ Education must meet the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

Hosting education resources on the eviQ Education website requires input from the external stakeholder / partner to discuss and agree on the following aspects:

- Set up of landing page including
 - › Content of page
 - › Access for participants (public, secure, restricted)
 - › Forms (i.e. feedback, registration)
- Responsibility for maintenance of page including all content
 - › External stakeholder / partner *or*
 - › eviQ Education team
- Timeline to go 'live' with education resource
 - › If the education resource is aligned with a research study and requires an embargo, the duration of embargo must be discussed and agreed upon at the commencement of the project
- Branding Principles - see [Branding Principles](#)
- Appropriate output of files for uploading onto FTP server
- Communication / feedback received about the education resource
 - › Responsibility to manage feedback and comments to be discussed and agreed on at commencement of project
- Key words tagged in system to assist with [Stratified review process](#)
 - › To be developed at time of uploading onto server
- Source files made available for edits / updates as required

Submission of concept

- External stakeholders / partners considering hosting education resources on the eviQ Education website are required to complete an online request form providing the following information:
 - › Relationship with CINSW i.e. collaborative development, hosting only
 - › Name of proposed project
 - › Target audience
 - › Purpose of the project
 - › The need / problem / issue the project will address
 - › What is in scope of this project
 - › What is out of scope of this project
 - › Outputs and Outcomes
 - › Project timeframe
 - › Is this project associated with a grant or funding
 - › What involvement will be required from CINSW
- Once submitted, the request form is reviewed by the Professional Education team and a decision will be made and forwarded on within 2 weeks.
- Decisions are based on:
 - › applicability of the proposed project
 - › alignment with the priorities of eviQ Education

- › current workload
- Once a decision to proceed is agreed further information is provided to the external stakeholder / partner and meetings to discuss details are convened.

Content Development Guidelines

Education resources must meet the criteria previously outlined in the [Instructional Design Principles](#)

Collaborative development of education resource

When a collaborative partnership with an external organisation / partner involves the development of an education resource in appropriate software, the following criteria must be discussed and agreed upon prior to the commencement of any project.

- Responsibility for the development of the storyboard including:
 - › Developing the concept
 - › Learning outcomes
 - › Content
 - › Activities within the education resource
 - › Look and feel of education resource
 - › Use of multimedia including video, audio, images
 - › Links to external resources
 - › Referencing
 - › Assessment strategies including quiz questions and feedback
- Design of template and associated content including:
 - › Responsive template (desktop, tablet and mobile)
 - › Colours of different elements – see [Branding Principles](#)
 - › Icons
 - › Buttons
 - › Text style and size
 - › Navigation
 - › Page numbering
 - › How the information is to be provided i.e. body text, pop ups, links to other pages, optional side modules/information
 - › Use of different slides for example key points, reflection, clinical note, note
 - › Graphics to be used for i.e. tables, pop ups, activities

File formats

Video and audio

- Video files must be compressed and encoded to support cross browser and multiscreen compatibility, for example H.264
- Video and audio files must meet [Web Content Accessibility Guidelines \(WCAG\) 2.0 Guideline 1.2 Time based Media](#) ensuring captions / transcript are provided
 - › The transcript will appear on the web page as a separate RTF document or within the video as closed captions
- Supported files include
 - › WebM files – Vp8 video codec, Vorbis Audio codecs
 - › .MPEG4, 3GPP and .MOV files – typically supporting H.264, mpeg4 video codecs, and AAC audio codec

- › .AVI – many cameras output this format – typically the video codec is MJPEG and audio is PCM
- › .FLV – Adobe-FLV1 video codec, MP3 audio
- Privacy
 - › In submitting a video you must ensure that permission was obtained and talent releases were signed by all identifiable people in the video
 - › It is not necessary to obtain permission of people that were filmed in a public space (for example, outside)
- In addition, videos must comply with the following policies and guidelines:
 - › Social Media
 - › Intellectual Property
 - › Copyright
 - › [Broadcasting Services Act 1992 – prohibited content](#)

Stratified Review Process

All education resources available on the eviQ Education website are based on the best and most comprehensive evidence available at the time they are developed, and make use of the NHMRC hierarchy of levels of evidence. To ensure the content remains up to date, all education resources require regular review.

A stratified review process is employed and reviews may be scheduled or impromptu to allow for a more streamlined and efficient review process. Details of the processes are provided below.

Scheduled reviews occur either yearly or second yearly. Impromptu review may occur at any time and be initiated for a number of reasons – *see below for more information*. At the time of *initial* publishing the scheduled review date will be set. The review will be initiated 3-6 months prior to the scheduled date to ensure the review is completed *within* the designated review period.

Every education resource published on the eviQ Education website will display two review dates – date of last review and date of next review.

At the time of review it will be decided if the education resource is to be:

1. Updated
2. Redeveloped
3. Removed from the website

Review committees

Review committees may include but are not limited to:

- CINSW staff, i.e. eviQ, Professional Education and Products and Resources team members
- Project team members involved in the initial development of the resource, i.e. researchers, clinicians
- Other external stakeholders i.e. clinicians

It is expected that reviewers use their knowledge and clinical skill when providing comments and feedback. Reviewers may be contacted externally to the project team when specialist clinical expertise in niche areas is required. Reviewers are contacted as individuals and not as representatives of their organisation or affiliations.

Review categories

A review can be either:

- Comprehensive
 - › Significant changes or updates in the literature and / or in clinical practice
- Standard
 - › No changes or minimal changes / updates in the literature and / or in clinical practice

Scheduled reviews

Review is scheduled:

- Yearly if a resource includes:
 - › specific drug information
- Two yearly if a resource includes:
 - › No specific drug information
 - › National or State Guidelines or Frameworks
 - › Reference to Professional Standards
 - › Evidence which is currently supported by systematic reviews
- The type of review undertaken, i.e. comprehensive or standard, depends on the changes which have occurred since the previous review

Impromptu reviews

- These are undertaken, as required in response to:
 - › Changes in clinical practice
 - › Availability of a new education resource
 - › Safety alerts
 - › Initiation of new research projects
 - › Changes to eviQ protocol linked to education resources