



REQUIREMENTS FOR GWO TRAINING PROVIDERS AND CERTIFICATION BODIES ON DIGITAL LEARNING

Digital learning technologies may be used by GWO certified training providers.

This document sets forth specific requirements for applying digital learning technologies to deliver GWO training and shall be considered an addendum to the current version of GWO Training Provider Criteria.

This addendum has been fast-tracked for release due the COVID-19 pandemic, however its content has been developed as part of the ongoing review of our governance. It is the intention that these requirements will be an integrated part of the updated Requirements for Training Providers (version 9) and Requirements for Certification Bodies (version 7) to be released May 1, 2020.

If an already certified GWO Training Provider wishes to shift from another already certified method of training delivery to the below mentioned technologies, this shall be audited and assessed by the GWO Certification Body as an extension to the current certificate.

For the Digital Training elements, the Certification Body may choose to conduct the audit remotely by use of online tools. Such an audit shall be subject to GWO's general requirements of for certification bodies and training providers, as a baseline for those specific requirements laid out below.

GWO recommends:

- use of videoconferencing (Microsoft Teams, Zoom and similar) and/or videocalls (Facetime, Duo and similar) for the collection of evidence of the supporting management system, equipment and instructor qualification programme, and
- participation in Digital Training session for verification of quality of training delivery.



1.1 - DEFINITION OF DIGITAL LEARNING

- 1.1.1 GWO defines digital learning as the use of computer and internet technologies to deliver learning.
- 1.1.2 Digital learning technologies include the following.
 - A. Interactive e-lessons which include text, images, video, audio, animations and practice (i.e. questions and feedback).
 - B. Online presentations made by an instructor which are broadcast in real time or recorded i.e. podcasts).
 - C. Webinars and virtual classrooms.
 - D. Virtual and augmented reality.
 - E. Blended learning with a mixture of digital and traditional learning.
 - F. Other technologies that support or enable delivery of training via digital means.

1.2 - GENERAL REQUIREMENTS FOR APPLYING DIGITAL LEARNING

- 1.2.1 Learning objectives within the domain of knowledge may be taught and assessed solely using digital learning methods including those listed above.
- 1.2.2 Learning objectives within the domain of skill and attitude require that the course participants (delegates) be able to demonstrate an ability in a scenario that is similar to a real work situation. In addition to safety aspects, demonstration by course participants involves body motor functions, spatial understanding and tactile elements. Special attention must be given to these aspects when applying digital learning to these domains.
- 1.2.3 Training providers who employ digital learning technologies during GWO training must have specific procedures in place for the use of these technologies including a description of how the applied technology limits and/or enhances opportunities for interaction with the learning material. The procedures must detail how these limitations are to be mitigated during training delivery and how the digital training delivery enhances the learning experience for the course participants.
- 1.2.4 Training providers who employ digital learning technologies must ensure adherence to the GWO training provider criteria and the requirements of the GWO training standard(s) being delivered using those technologies.
- 1.2.5 Training providers who use digital learning technologies must have systems in place to enable the training provider to assess whether the course participant (delegate) has reached the learning objective(s).
- 1.2.6 If the digital solution incorporates elements of recording the course participant (delegate), the course participant must be advised of this.
- 1.2.7 Any system employed for the delivery of digital learning solutions must,



- A. Incorporate a high level of realism and fidelity with a wind turbine environment to enable the course participant (delegate) to use the knowledge and skills in real world work situations in accordance with the GWO training standard being delivered.
 - B. Incorporate a system whereby the training provider can verify the identity of delegates participating in the training and assess the individual course participant (delegate) learning.
- 1.2.8 Where course participants (delegates) participate in digital learning at a location other than the training center, the training provider must ensure the participant receives safety information about using the digital learning technology.
- 1.2.9 Where course participants (delegates) attend a practical training at a later date after completing elements of the training digitally the training provider must verify that the person who attends the practical training elements is the same person who participated in the digital elements, and that the course participant (delegate) completes all elements, including both digital and practical remaining elements within a total period of no more than 4 weeks.



ANNEX 1: GUIDELINES FOR SPECIFIC TECHNOLOGIES

These guidelines may be used by training providers and auditors for determining appropriate uses of digital technologies, the list is not exhaustive and should be applied to other digital learning technologies as may be appropriate.

1.1 - INTERACTIVE E-LESSONS

1.1.1 Training providers must provide joining instructions with enough details to enable the participant to access the interactive e-lessons. The joining instructions must contain as a minimum;

- a. The location (e.g. internet address) of the e-lesson(s)
- b. Login details for the participant to access the lesson(s)
- c. Instructions detailing how the participant is to access the e-lesson(s)

1.1.2 Interactive e-lessons must:

- a. Incorporate an instructional element or elements that teach the participant(s) how to use the system
- b. Incorporate an element or elements which inform the participant(s) of the learning objectives and outcomes of the lesson(s)
- c. Provide opportunities for the participant(s) to interact actively
- d. Be created at the same taxonomy domain and level as the elements in the GWO training standards being taught.

1.2 - WEBINARS AND VIRTUAL CLASSROOMS

1.2.1 Training providers must provide joining instructions with enough details to enable the participant to access a webinar or a virtual classroom. The joining instructions must contain as a minimum;

- A. The location (e.g. internet address) of the webinar or virtual classroom
- B. Login details for the participant to access the webinar or virtual classroom
- C. Instructions detailing how the participant is to access the webinar or virtual classroom
- D. The date, time and time zone of the webinar or virtual classroom



- 1.2.2 During webinars and virtual classroom sessions, the participant(s) must be afforded the opportunity to ask questions. The format for asking questions can be either,
 - a. Using an instant messaging function, or,
 - b. Using real time audio.

1.3 - VIRTUAL AND AUGMENTED REALITY

- 1.3.1 Where virtual or augmented reality systems are used to deliver GWO training the training provider must ensure:
 - a. Fidelity with the wind turbine environment required in the GWO training standard(s) being delivered
 - b. That the use of the system will not present hazards to the participant in the physical environment where the system is being used
 - c. That the scenarios are built so that the participant can achieve the learning objectives of the lesson or elements being taught.