Procedure for Designing Phygital Courses

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The Regional Centre for Urban and Environmental Studies, Lucknow aims to provide capacity building, handholding and mentoring support to the municipal officials and urban functionaries. The objective is to enhance knowledge and build the capacities of the officials and functionaries thereby enabling them to effectively deliver their roles and responsibility.

To meet this objective it is essential to combine physical and digital learning methods to enhance the training experience, promote knowledge transfer, and improve job performance.

The Regional Centre for Urban & Environmental Studies Lucknow shall follow well formulated procedure for designing Phygital Courses, which shall be as under:

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to outline the guidelines and procedures for conducting a Phygital Course for trainees. A Phygital Course combines both physical and digital learning methods to enhance the training experience and ensure effective knowledge transfer.

2. Course Planning and Design

2.1. **Needs Assessment**: Conduct a comprehensive needs assessment to identify the specific training requirements of government employees. This assessment should consider the job roles, skill gaps, and desired learning outcomes.

2.2. **Course Objectives**: Clearly define the course objectives, learning outcomes, and key performance indicators (KPIs) that will measure the success of the training program.

2.3. **Curriculum Development**: Design a curriculum that integrates physical and digital learning components. Determine the topics, modules, and sequencing of the course materials.

2.4. **Resource Allocation**: Allocate resources, both human and technological, required for the course, including trainers, training materials, venues, and digital infrastructure.

3. Course Delivery

3.1. **Blended Learning Approach**: Implement a blended learning approach that combines in-person classroom sessions with online learning activities. This may include lectures, workshops, group discussions, case studies, e-learning modules, and interactive simulations.

3.2. **Training Schedule**: Develop a detailed training schedule, including dates, times, and locations for both physical and digital learning activities. Ensure that employees have access to the necessary technology and resources to participate in online components.

3.3. **Classroom Sessions**: Conduct face-to-face classroom sessions, where participants can engage with trainers, ask questions, and participate in interactive exercises. Provide a comfortable learning environment with appropriate facilities and equipment.

3.4. **Online Learning Modules**: Utilize a learning management system (LMS) or a dedicated online platform to deliver digital learning modules. Ensure that the platform is user-friendly, accessible, and compatible with various devices.

3.5. **Assessments and Feedback**: Implement formative and summative assessments to evaluate participants' understanding and progress throughout the course. Provide timely feedback to participants to help them improve their learning outcomes.

4. Participant Support and Engagement

4.1. Participant Communication: Establish effective communication channels to provide participants with course updates, announcements, and clarifications. Utilize emails, discussion forums, or instant messaging platforms to facilitate communication between trainers and participants.

4.2. Technical Support: Offer technical support to participants to address any issues related to accessing or navigating the online learning platform and materials. Provide clear instructions and troubleshooting guidelines.

4.3. Participant Engagement Strategies: Incorporate interactive elements into both physical and digital learning activities to promote participant engagement. Encourage group discussions, case studies, and collaborative projects to enhance knowledge sharing and peer learning.

5. Monitoring and Evaluation

5.1. Progress Tracking: Monitor participants' progress throughout the course using both qualitative and quantitative measures. Track attendance, completion of online modules, and performance in assessments.

5.2. Feedback Collection: Regularly collect feedback from participants to assess their satisfaction with the training program. Use surveys, focus groups, or individual interviews to gather their opinions and suggestions for improvement.

5.3. Evaluation and Analysis: Analyze the collected data to evaluate the effectiveness of the Phygital Course. Identify strengths, weaknesses, and areas for improvement. Use this information to enhance future iterations of the training program.