2. CONTACT INFORMATION

Company:

- Official name : *Televic Education*
- Legal form : *NV*
- Official address : *Leo Bekaertlaan 1, 8870 Izegem (Belgium)*
- VAT Nr : *BE 0405 314 795*
- Website : *www.televic-education.com*

Personal:

- Name + first name : *Vanholme Joris*
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More about the company:

Established in 1956 as part of the Televic Group, Televic Education is a world leader in the development of

- *research-based e-learning, e-practising and e-testing (assessment) solutions*
- *digital multimedia and language labs*
- *interpreter training labs, and*
- *classroom management systems.*

Televic Education's innovative solutions are based on state-of-the-art technologies and combined with training, consultancy and tailor-made services by a highly motivated team of experts.

3. DESCRIPTION

3.1. Description of the QWDT functionality offered

<Please complete this section with a concise but clear description of the tool and its functionality, preferably documented with relevant screenshots of this solution>

With assessmentQ, we bring the knowledge in organisations to a higher level and measure it: easy and fast!

Online, digital and continuous learning is essential for every organisation, especially in Covid-19 times. This is why you (want to) invest in (online and digital) training and development.

Within this context, we see 3 important challenges for organisations (and also for the logistics sector):

- *How to **inform, sensitise and train** our employees, (end) customers, but also **visitors, drivers, subcontractors,**… in an **easy, fast** and **digital** way, **anytime and anyplace**, with **BYOD** and in an **interactive and motivating way**?*
- *How to **measure what people have really learned and understood** in order to measure the return on investment (ROI) (or ROE: return on education) (Today it does not suffice to say: "they followed the training" or "they signed off the safety instructions".)*
- *How to **stimulate** and **(re)build** the knowledge over time? It is scientifically proven* that 81% of knowledge, acquired through any form of learning, is forgotten after 30 days according to the Ebbinghaus forgetting curve. (* Ebbinghaus, the German pioneer of psychological research into learning, discovered that the ability to retain newly learnt information decreases over time. Televic Education uses this and many other scientific insights, to improve the way it transfers, maintains and measures knowledge in organisations.)*

*Televic Education developed **assessmentQ**, an **open and advanced online platform for interactive learning** (by practising: information, questions and instant feedback**) and **testing** (measuring knowledge). It is a **web-based platform** and one of the major advantages is that creating your own customised training with existing or new content is easy. assessmentQ goes beyond the classical e-learning application.*

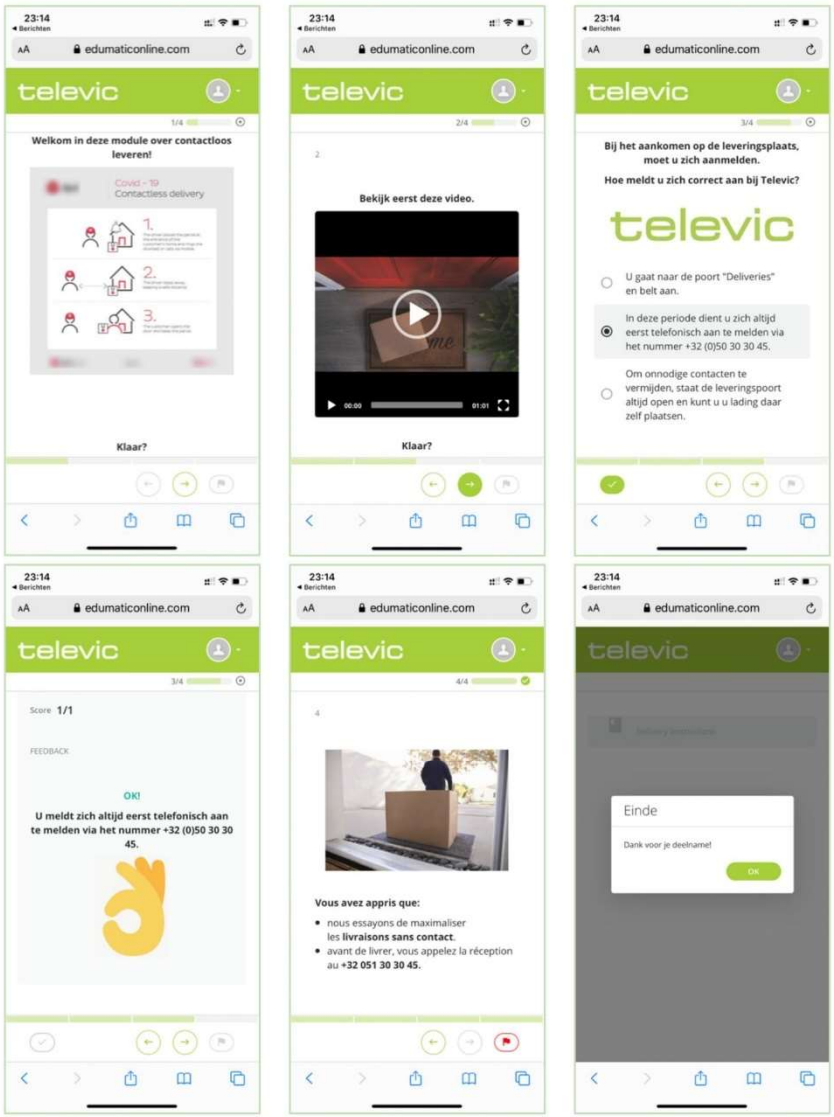
*(** Evaluating = the new learning: it is our belief that evaluating will become the new learning. Many studies into memory have shown that people remember information more effectively if they have to retrieve it from memory during a test (the retrieval effect). In addition, spreading tests over a period of time has a positive effect on memory (the distributed practice effect)).*

With this user-friendly platform you can:

- *Create, manage and change your (own) **customised content modules***
- *Add **motivational feedback** but **also media**: video, audio, attachments, embedded content, …*
- *Make the content available on **PC, tablet or smartphone (web-based), 24/7***
- *Generate **different content** for different target group, languages, …*
- *Grant access by using one of our workflows (**email, QR code, text message**)*
- *Increase, maintain, evaluate and measure knowledge (**for safety, certification, … reasons**)*
- *Give the end users **a certificate after** they passed a test*
- ***Share your content** within your network or sector*
- ***View the results** in a clear report*
- *….*

Some details of the solution:

***These are some screenshots** of a sample module, previewed on a smartphone screen (the sample screen are multilingual, just to show that the modules can be designed in any language):*



Content modules can be designed *and played on pc, tablets and smartphones. While designing, a responsive preview will show the result for each screen type:*

Image 1 While designing, a responsive preview will show the results

Accessing the modules *happens with a one-click link, provided we know the e-mail address or the mobile phone number of the user. To register a driver or subcontractor, several workflows are possible, but all equally easy to set up:*

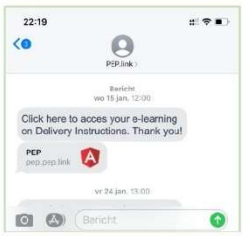
Image 2: Linking a user to a specific module for a specific moment

1. ***Workflow with registration*** *by logistic company*
    a. *A member of the company that* ***invites*** *or receives a driver or subcontractor can create an account beforehand (days or weeks), indicating the exact date of delivery. In that case, the link will be sent on the day of delivery (or day before; this is configurable).*
    b. *If the registration did not happen before, it can still be done* ***at the moment/time of delivery or arrival****: after a last -minute registration, a link to the e-learning will be sent right away.*

2. ***Workflow with self-registration****: if possible and available, and if invited to do so, a driver or subcontractor can also* ***self-register*** *(custom project)* ***at a kiosk****:*
    a. *Driver self-registers at a kiosk (laptop, tablet,…), providing name, company and contact details (choice between e-mail and mobile phone number).*
    b. *The link to the e-learning will be sent right away.*

In all of these cases, the link to start the module can be

- *sent by* ***e-mail***
- *sent by* ***text message***



- *a* ***QR-code*** *on the last screen of the registration procedure:*

Image 3 (This is a valid, working code, showing an example of a module, with a video and an interactive question. The example is multilingual, for demonstration purposes).

***Certification module**: assessmentQ has the option to activate a Certification module. This module sends out a certificate as soon as the user finishes (and passes) the module. A passing score or percentage can be set when publishing the e-learning, e.g. you want the driver to obtain a score of at least 75% for the interactive questions in the module.*

This certificate can be sent, both

- *to the user him/herself*
- *and to the administrator of the system.*

It can serve as a proof of (successful) participation and can, optionally, mention an expiration date, thus preventing a driver to take the same module in a short period of time.

3.2. Description of the setup requirements for this QWDT

<Please complete this section with a concise but clear description>

*Televic Education offers assessmentQ as an online service (SaaS, Software-as-a-Service), so you always have the latest version, **with no additional IT effort required**. Every customer gets its own protected environment, with its own data that is not shared with others. Not only do we take care of the back-up and security, but you can also count on us for **in-depth advice and customized training**. We make sure that you fully utilize everything assessmentQ has to offer and that **you gain the maximum return on your investment**.*

*If you are short on time, budget, resources, … **we have an expert team available to support you** with content creation/review, strategic advice, custom projects, … .*

*assessmentQ works as a stand-alone application, but you can also **link the tool to your own workflow**, SSO, ADFS, learning platform (LMS), HR package or another website, to integrate the system perfectly into your organisation (optional).*

3.3. Your standard market rate and T&C's for this QWDT

<Please complete this section with a clear pricing overview and Terms & Conditions>

assessmentQ is offered as an annual subscription based on a number of users, included modules and features for VIL members

As an end-to-end practise and test platform, assessmentQ supports the entire workflow from content creation to reporting. Based on the assessmentQ reporting, you can then further optimise your content. You can also define specific development paths outside assessmentQ on the basis of this reporting.

*In this proposal, Televic Education offers the **Standard** version of assessmentQ to VIL members with the following modules and functionalities:*

Phase	**Description**
Authoring	*In the **Authoring** module you can create, modify and add metadata to content. You have at your disposal* • *12 item types (Information page, Multiple Choice, Multiple Response, Fill gaps, Drag and Drop in text, Drag and Drop in columns, Dropdown in text, Matching, Multiple Choice Matrix, Case, Order Vertically and Open question)* • *The ability to group items in Publications* • *The ability to automatically generate publications based on scenarios* • *Metadata libraries you can manage yourself*
Scheduling	*In the **Scheduling** module you can offer publications* • *On the portal of assessmentQ* • *With unique access codes per user*
Taking	*The **Player** is the driving force behind assessmentQ: your end users will practise, learn and take exams in the Player.*
Reporting	*In the **Reporting** module you can see all the results of your end users in* • *Comprehensive standard reports per user, group, publication or schedule* • *Customisable advanced reports*
User management	*In the **User management** module you manage users and groups, and determine who has access to which content.*

For the successful rollout of your project with assessmentQ, Televic Education provides a one-off start-up cost and an annual investment.

One-off investment

The following components are mandatory. This start-up cost is one-off.

Component	**Price**
assessmentQ setup for VIL members	*€1,995*

Component	Price
2-day on-site training for maximum 6 authors and/or administrators	€2,995
Total	**€4,990**

*This start-up cost **also includes 2 vouchers for Televic Education Academy**, so you can train new employees after the basic training, or let existing employees follow an in-depth training of assessmentQ-related subjects. Please consult https://www.televic-education.com/en/academy for the full training calendar.*

Notes

- *All prices are (21% VAT exclusive).*
- *The planned on-site training days must be used within 1 year after signing the proposal, or they will expire without any refund or credit.*
- *Other tailor-made projects are not part of this offer but can be requested separately.*

Annual licence

Component	Max. number of active users per year	Annual price
*assessmentQ Standard version including **updates**, **maintenance**, **hosting** and **2 days of support** per year via Customer Services (by phone, by e-mail and through the website according to the standard SLA)*	*See table*	*See table*
Total		

Notes

- *All prices are exclusive of 21% VAT.*
- *This is a fixed annual price for the above-mentioned maximum number of active users or sessions per year at VIL. An active user is a user who has started one or more modules over a period of 1 year.*
- *Per license year, the maximum number of active users or sessions can be redefined at the request of VIL members, based on the actual (of the previous year) and estimated (for the next year) number of active users for that year.*
- *If the maximum number of active users or sessions per year has been exceeded, Televic Education will invoice the surcharge at the end of the license year. This surcharge is then the difference between the current category of VIL members and the higher category in which you end up.*

Category (active users)	Annual license price
0 - 50	€ 7.329

50 - 100	€ 8.898
100 - 250	€ 12.036
250 - 500	€ 16.221
500 - 750	€ 20.405
750 - 1,000	€ 24.590
1,000 - 2,000	€ 28.251
2,000 - 3,000	€ 31.390
3,000 - 4,000	€ 34.528
4,000 - 5,000	€ 37.143
+ 5,000	On demand

3.4. Timeline and Action Plan for this QWDT

<Please complete this section with a graphical timeline and bullet-point Action Plan for this solution>

assessmentQ and its expert team is available to implement the solution for the VIL members. There are 5 important things to mention when it comes to the start of a new file:

1. *The project leader*
2. *Kick-off moment*
3. *Setup configuration of assessmentQ*
4. *Training*
5. *Implementation plan*

The project leader

Each new customer is assigned a project manager, who acts as a contact point for the client, and as a coordinator of the project between the client and Televic Education. Depending on the workload and the complexity of the start-up, the project leader can be assisted by one or more implementers and/or (R&D) consultants. The project leader takes care of the project management and is responsible for the follow-up and monitoring of the scope, budget and timing of your project.

Kick-off moment

After receiving the signed contact, the project manager will schedule a kick-off moment (by telephone or on site). During this moment the project manager will:

- *Sett objectives and timings*
- *Provide the necessary explanations about the setup work*
- *Gather the necessary information to be able to start up*
- *Determine dates for the training*
- *Exchange practical information for training*
- *…*

Setup configuration of assessmentQ

Based on the information received during the kick-off meeting, the project manager will organise the configuration of assessmentQ. The objective is that the environment is set up by the first start-up training at the latest.

Training

The training for assessmentQ is more than just an informatics-based system explanation, it also deals extensively with substantive, didactic and implementation aspects.

The training days start (and are further interspersed) with an alignment between the possibilities of assessmentQ and the expectations of the organisation:

- *Which contents are suitable?*
- *What is a good module? How many items, how long should a module last?*
- *The necessity of using media in the items.*
- *The importance of feedback and the different types of feedback.*
- *How do we deal with scores? Show or not? …*
- *...*

The training consists of 3 parts, in accordance with the 3 important parts of the platform:

- *Creation/author environment*
- *Publication/user management/administration in general (administrators)*
- *Reporting*

The training courses are conceived as interactive workshops: the participants get explanations but then immediately try out the online platform themselves. A workstation with a good Internet connection is therefore needed per participant. The training courses are more interesting when the participants work with 'real content' that can be used within the organisation.

Implementation plan

We can also make an implementation plan with timings and objectives. A normal timeline for standard implementations is ***between 1 week*** *and 2 months, depending on the goals and expectations.*

3.5. Your relevant experience and references to previous projects.

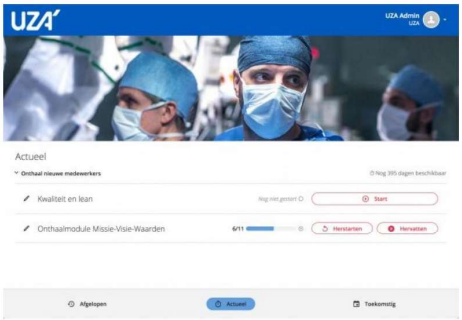
<Please complete this section with a concise but clear description>

Based on the requirements of this RFI: ***(online/mobile) digital training and testing are our core activities and especially in cases where testing, measuring is important.***

Some references:

Reference case: About Antwerp University Hospital

*The **Antwerp University Hospital (UZA)** is an academic centre renowned for leading clinical and customer-friendly patient care, high-quality academic education and ground-breaking scientific research with a major international dimension.*



*With over 570 beds, the hospital offers a wide range of diagnostic and treatment services. Offering comprehensive care for patients with complex disorders, **over 400 physicians** specializing in 38 different fields treat more than **650.000 patients every year**. About 3000 employees work at UZA.*

Project details

*Antwerp University Hospital uses assessmentQ for **several internal trainings such as the yearly fire safety training**. **This way all employees are and remain aware of the safety procedures at UZA**. The hospital intends to convert several existing classroom trainings to e-learning in the future as well.*

Thanks to assessmentQ our staff is aware of the safety procedures at Antwerp University Hospital at all times.

Hildegard Hermans, UZA

HR Director

3.6. GDPR proof

Our solution is GDPR proof. More information about our GDPR (agreement) see: https://www.televic-education.com/en/personal-data-processing-agreement