



THE CONFLICT DOCS



CUSTOMIZED ONLINE LEARNING & LMS INTEGRATION



Four Step Approach

The Conflict Docs offers effective online learning, customized curriculum, and LMS integration to help address your learning and development needs. Every organization has its own unique set of challenges, culture, and strategic needs. Our philosophy to learning and development is centered around a four step approach.

DEVELOP

Our world-class experts create course content on any topic.

DESIGN

We transform your content and site into a fully custom and interactive course and platform.

HOST

We host your course and content in a white-labeled platform and community. Handling customer service and e-commerce.

ASSESS

We evaluate the delivery, uptake, and effectiveness of your course with custom reporting.

Curriculum Scope and Specifications

The Conflict Docs requires all content and information for the course to be provided before development begins.

Overview

- One online integrated course to be developed for:
 - YOU
- Curricula will be provided to The Conflict Docs in the forms of:
 - PowerPoints, videos, voiceover scripts, short movie clips, case examples, interactive features, knowledge assessment)
 - PowerPoints will be no more than 30 slides of content OR word documents will be no longer than 4 pages. Exceeding this content cap will require an additional course to be built with payment.
 - Brief videos for information, less interaction
- Interactive curriculum integrates with Canvas

Curriculum Scope to Date (10/1):

- YOU
 - 1 interactive course built out in Articulate Rise. Includes interactive gamification, case studies and examples, knowledge assessments, voiceover work, and all courses translated from English to Spanish

The Conflict Docs Production Requirements:

- The list below represents the technical considerations related to this project to make it viable within CME Tracker as well as My Talent.
 - Produced within Articulate Rise
 - Standard SCORM 2004 Second Edition development with appropriate variables (depending on development software)
 - SCORM package sent for testing ASAP
 - SCORM 2004 Second Edition packages need to send a “passed” variable NOT a “completed” variable to indicate a course has been completed. A “passed” variable is required by MyTalent.
 - There are no size limitations. Although, smaller is best considering bandwidth. This may help determine module size and number of modules.

Quote of Service

Outline:

| Scope of Work | <u>Market Price</u> | <u>The Conflict Docs Price</u> |
|--|----------------------------|---------------------------------------|
| Courses: 1 interactive course built out in Articulate Rise. Includes interactive gamification, case studies and examples, knowledge assessments, voiceover work. | \$25,000 | \$10,000 |
| Spanish Translation of English content | \$3,750 | \$1,500 |
| Spanish Development of completed English course | \$8,750 | \$3,500 |
| Total Cost | \$37,500 | \$15,000 |

Customer may choose to add translation and development for additional cost listed above

The Conflict Docs

Standard Operating Procedures

Standard Operating Procedure - Course Development and LMS Integration

The Conflict Docs will not begin development until a contract has been completed and signed by all parties

Course Development

- The Conflict Docs will provide the organization with a link to our Hosting Onboarding course.
 - This course showcases all the gamification options available for course development.
- The organization will deliver all course content to the Conflict Docs Hosting.
 - **Please note that development will not begin any work until all content related to the course is delivered (e.g., voiceovers, images, videos (raw footage or links), PowerPoint presentations, course script, decision trees, course storyboard, color hex codes, etc.).**
 - Our preferred method for receiving content is in the form of a Google doc or PowerPoint with content pertaining to the course (i.e., course objectives, all lessons and their respective titles, etc.) The organization will place the provided content sectioned up and in order of how they want it presented in an online format.
 - *If needed, a Zoom meeting can be held between the development team and the organization to help explain the outline for the information.*
 - **Automated Content Capture**
 - *The organization can provide The Conflict Docs with a recording of their live/online training in MP4 format or grant us access to an external cloud drive. The video can include any activities you wish for the participants to go through. Activities can be showcased through the online course or as part of a whiteboard explainer (extra cost).*
- Once all the course's content has been received, The Conflict Docs will deliver a first draft of the course within previously agreed timelines. Course content consists, but is not limited to:
 - Google Doc or PowerPoint presentation
 - Supplementary materials (in the form of a PDF, Weblink, video, podcast, etc.) that you would like to include in the course
 - References
 - Voiceovers (if not provided by The Conflict Docs)
 - Images (if The Conflict Docs is not given creative freedom on choosing images prior to the first round of edits)
 - Videos
 - Etc.
 - A direct link to the current version of the course will be sent to the organization via email.
- Once the organization receives the link, we ask that they deliver edits to us within the previously agreed-upon timeline.
 - Our preferred method of receiving edits is within the review link provided.
 - The organization will login to the review link and place edit comments directly within the course.

- The Conflict Docs will create a shared Google Drive with the organization (if necessary.)
 - Once the first draft of the course is sent off, the organization will be able to add any specifics that they would like to include in the course. (images, pdfs, updated voiceovers not provided by The Conflict Docs.
 - Please note that The Conflict Docs' development team will ensure the course is ADA-compliant during the first round of edits.
 - Please note that the following additions to the course will only be made if they were previously discussed and paid for:
 - Voiceover provided by The Conflict Docs
 - Custom graphics created by The Conflict Docs
 - Custom videos/ video edits provided by The Conflict Docs
- Upon receiving edits from the organization, The Conflict Docs will complete the first round of edits within the previously agreed-upon timeline.
 - Twill provide the organization with a direct link and review link to the most current version of the course via email.
- Once the organization has received the said link, they will be given their second and final round of edits.
 - During the second round of edits, we ask that the team at the organization take the previously agreed upon time to review the course and compile any final edits they wish to be made to the course.
 - If you wish to have the course peer-reviewed, we highly recommend doing it during the second and final round of edits.
 - **Please note that following the second and final round of edits changes to the course will be made at an additional cost (outlined in our pricing sheet).**
 - Similar to the first round of edits, we ask that these edits be sent in the most up to date review link.
- Once The Conflict Docs receives the organization's final round of edits, they will complete them in the previously agreed upon timeline
 - A final Zoom call will be scheduled between The Conflict Docs' development team and the organization following the completion of said edits.
 - During this Zoom call, any final touches to the course will be made in real-time.
 - At the conclusion of the Zoom call, the organization understands that the course will be final. The only changes made to the course following the final rounds of edits that are free of charge are those regarding ADA compliance, if applicable.

Payment Terms

- The Conflict Docs will invoice the customer directly.
 - The Conflict Docs no longer accepts checks as a form of payment.
 - ACH/Direct Deposit information will be supplied by The Conflict Docs.
 - The Conflict Docs requires payment on zero net 30 terms.
- The Conflict Docs requires half of the total payment up front to begin the development process.
- The Conflict Docs will invoice customer for the remaining balance upon delivery of finalized course.