



# DLS

## **ISO DIGITAL LEARNING SOLUTIONS** Toolkit

AN INTRODUCTION

# Acknowledgments

The content of the *ISO digital learning solutions toolkit* was co-developed by David James Clarke IV, Learning Advisor, Praxis AI, LLC and Professor Frank Alex Feltus, Clemson university.

The ISO Central Secretariat (ISO/CS) managed and coordinated the work on this publication, notably Nesreen Al-Khammash with an input and support from Erich Kieck at the Capacity Building unit.

We also extend our appreciation to the Marketing and Communication team at the ISO/CS who provided significant support to the editing and finalization of this publication.

# Introduction

Humans operate in a world where change is constant, and where challenges and disruptions can be global in scale. Technology tools, as we know them today, have proliferated tremendously including those for digital learning and development activities and processes. To be well positioned within this global, challenging and exciting working environment, one must have a clear and agile **digital learning solutions (DLS) strategy** that defines goals and delivers a clear implementation and change management plan, whilst allowing one to anticipate changes and adapt quickly to the world around us.

Any organization's knowledge transfer efforts are enhanced by blending traditional on-site or classroom models with virtual learning. As evidenced by recent events, we must be prepared for rapid shifts to learning and working primarily online. To support the implementation of the *ISO Strategy 2030* and the *ISO Action Plan for developing countries 2021-2025* (APDC), the ISO Central Secretariat (ISO/CS) is dedicated to developing professional competencies within and throughout the ISO community.

ISO members anticipate ISO/CS to **transfer knowledge** around specific International Standards, topics and practices geared towards supporting learning and development activities. Furthermore, knowledge transfer is becoming more reliant on digital learning solutions. In this “new normal”, the primary delivery methodology of ISO/CS's technical assistance and training activities is shifting from a primarily face-to-face (F2F) mode to a digital learning delivery blend of non-digital F2F and digitally enhanced eLearning.

**ISO/CS built the DLS Toolkit to support ISO members in developing and implementing their own specific DLS strategy that should be tailored to meet their specific needs.** The ISO DLS Toolkit can become the starting point for the ISO member's DLS strategy or support implementation of their strategy if one already exists.

The expected **benefits** ISO members can achieve in implementing a digital learning strategy are summarized below:

- **Learning agility**  
to enhance the learning capabilities and improve the achievement of learning outcomes by providing a blend of digitally enhanced delivery formats and time flexibility.
- **Learning proficiency**  
to improve the efficacy and efficiency of knowledge transfer and application through better use of digital technology, microlearning and blended content curation and delivery.
- **Learning experience**  
to deliver learning in a more comfortable manner using modern and familiar user experiences (UX) and user interfaces (UI), such as web-based browsers and mobile phones.
- **Learning accessibility**  
to ensure that all ISO members have access to knowledge acquisition by optimizing the delivery method for the availability of digital technology, level of targeted skills and complexity of content.
- **Learning costs**  
to distribute more effective learning experiences for less cost by leveraging the reach and efficiency of digital formats and platforms.

According to several recent reports, global digital learning will grow by approximately 25% (compounded annual growth rate) from 2022 through 2027. The major factors driving this growth during the next five years are: 1) rising Internet penetration; 2) increased utilization of microlearning technologies; 3) widespread adoption of mobile and connected devices; and 4) technological developments in digital learning platforms.

Furthermore, a 2021 study concluded that countries that invest in the replacement of their traditional teaching and learning processes with digital learning attain a greater vision of national competitiveness. To that end, ISO/CS has built the DLS Toolkit to empower ISO members to achieve more efficient and cost-effective knowledge transfer remotely, in person and with blended modalities.

The ISO Digital Learning Solutions Toolkit complements the ISO DLS Strategy and APDC as described below (see **Figure 1**).

- **ISO Strategy 2030** – identifies capacity building as one of the strategic priorities to support the achievement of the ISO goal related to “all voices heard”.
- **ISO APDC** – supports the ISO Strategy 2030 by strengthening ISO members through capacity building activities for developing countries.
- **ISO DLS Strategy** – supports the implementation of the APDC by guiding ISO/CS in optimizing the use of digital learning solutions for knowledge transfer and application.
- **ISO DLS Toolkit** – provides a detailed roadmap to guide ISO members in implementing their own digital learning solutions. Three versions customized for ISO audiences.



**Figure 1** – Relationship between different ISO strategic documents

The ISO DLS Toolkit includes a unified collection of processes, tools and case studies for developing and implementing digital learning solutions at an organizational level. There are three versions of the ISO DLS Toolkit, customized to meet the different needs of the following audiences:

•••➤ **Level 1: DLS Inquirers**

ISO members who are new to digital learning and require a high-level summary of the implementation of DLS programmes.

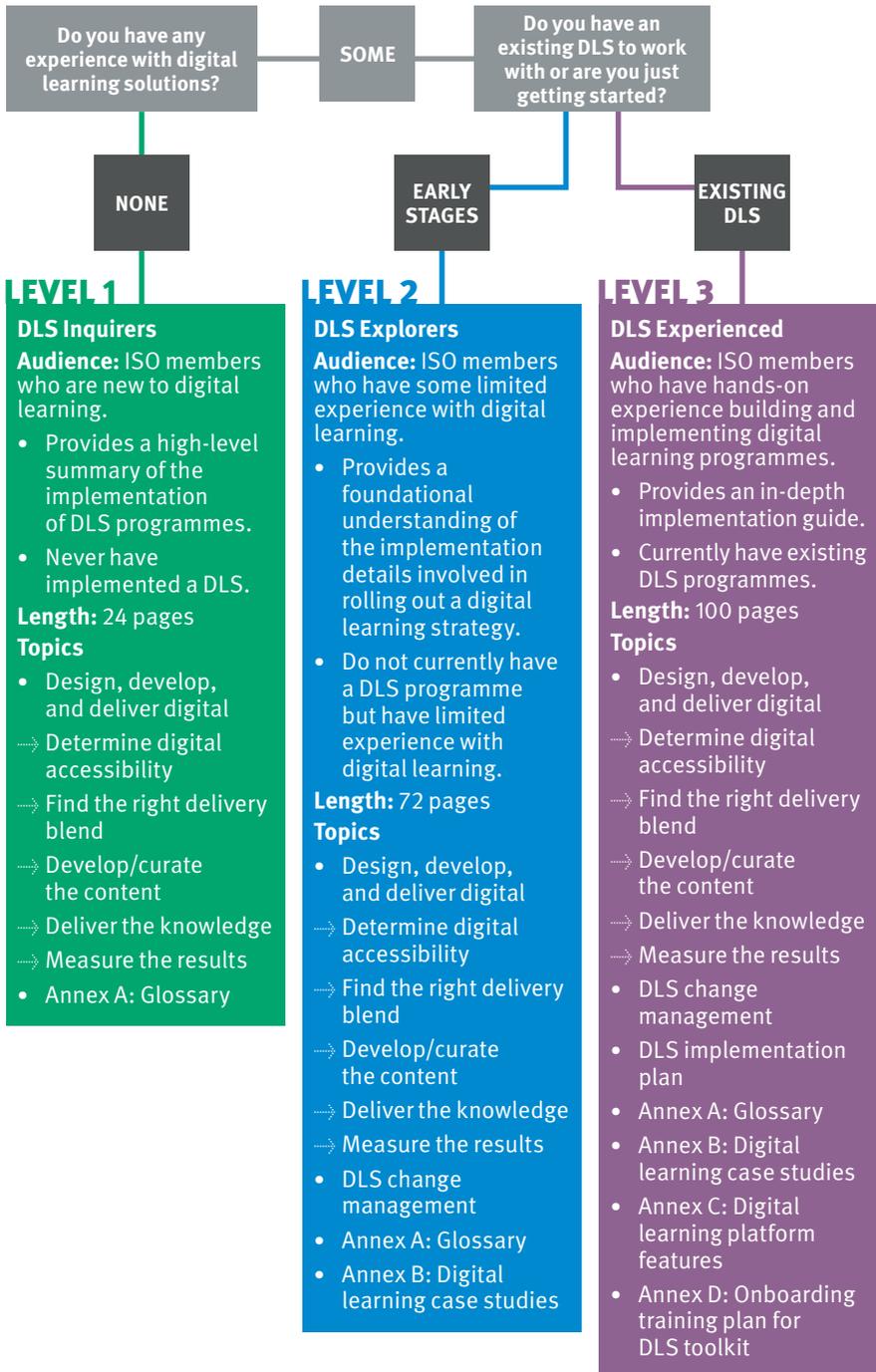
•••➤ **Level 2: DLS Explorers**

ISO members who have limited experience with digital learning and require a foundational understanding of the implementation details involved in rolling out a digital learning strategy. DLS Explorers do not currently have a DLS programme.

•••➤ **Level 3: DLS Experienced**

ISO members who have hands-on experience building and implementing digital learning programmes and require an in-depth implementation guide. These members currently have existing DLS programmes.

Refer to the flow chart in **Figure 2** to determine which version of the ISO DLS Toolkit is best for your organization.



**Figure 2** – Choosing the best ISO DLS Toolkit for your organization

# About **ISO**

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 165\* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

ISO has published more than 24 000\* International Standards and related documents covering almost every industry, from technology to food safety, to agriculture and healthcare.

For more information, please visit [www.iso.org](http://www.iso.org)

\*October 2021

## **International Organization for Standardization**

ISO Central Secretariat  
Ch. de Blandonnet 8  
Case Postale 401  
CH – 1214 Vernier, Geneva  
Switzerland

# **iso.org**

© ISO, 2021  
All rights reserved

ISBN 978-92-67-11242-8

