L2L MicroCred Delivery Pack

Part 1: Before the Course Starts

Welcome & Orientation

How will you introduce the course? How will learners be onboarded?

-Send a welcome announcement one week before launch.
-Provide a short welcome video introducing:
-Course purpose
-Weekly Learn–Discuss–Apply structure
-Assessment overview
-Expected time commitment
-Encourage learners to introduce themselves in a welcome forum.
-Explain that learners can use either their own organisation or an organisation they know well throughout the course.

Expectations

What do learners need to know upfront? (time, tasks, engagement, assessment)

-Learners should understand: Time commitment approximately 2–3 hours per week.
-Weekly engagement: Complete Learn activitie; Contribute to one discussion forum; Complete one Apply activity.
-Assessment: Practical Sustainability & Decision-Making Project; Built progressively through weekly Apply activities.
-Participation: Regular engagement; Workplace examples are encouraged.

Early Support

What supports are needed before course starts and in first sessions to get learners up to speed?

-Quick-start guide for platform navigation.
-Assessment briefing document.
-FAQ discussion forum.
-Facilitator contact details.
-Optional drop-in session during Weeks 1 & 2.
-Examples of successful workplace-based projects.

Access Check

How will you ensure learners can access materials and navigate the platform?

Before Week 1:
Verify learner logins.
Confirm access to videos and downloadable resources.
Test discussion forums.
Provide alternative formats (PDF, transcripts).
Contact learners who have not logged in within first 5 days.

Part 2: During the Course

WEEK/SESSION: 1

Communication & Feedback: What will you send/do this week? (announcement, reminders, feedback)

-Welcome announcement.
-Mid-week reminder about discussion participation.
-End-of-week summary highlighting key themes emerging from forums.
-Acknowledge strong workplace examples.

Learner Support: What specific supports are required?

-Clarify sustainability and ESG terminology.
-Provide additional examples from SMEs.
-Offer support for learners unfamiliar with climate-related topics.

Monitoring & Intervention: What will you track? What triggers action?

Track: Logins; Completion of Learn activities; Forum participation.

Trigger action when: No login within 7 days; No forum contribution; Learner reports difficulty understanding terminology.

Weekly Reflection: What worked well this week? What did learners struggle with? Who may need support next week? What will I adjust for next week?

-Learners could connect concepts to their own organisations.
-Some examples did not feel relevant to diverse sectors of learners.
-Needed encouragement to share in forum

WEEK/SESSION: 2

Communication & Feedback: What will you send/do this week? (announcement, reminders, feedback)

-Announcement linking Week 1 insights to leadership.
-Highlight excellent discussion contributions.
-Encourage application to real leadership decisions.

Learner Support: What specific supports are required?

-Provide simple explanations of strategy concepts.
-Offer additional leadership case examples.
-Support learners without formal management roles.

Monitoring & Intervention: What will you track? What triggers action?

Track: Leadership-focused discussion engagement; Completion of Apply activity; Evidence of workplace reflection.

Trigger action when: Learners remain descriptive rather than reflective; Discussion participation drops.

Weekly Reflection: What worked well this week? What did learners struggle with? Who may need support next week? What will I adjust for next week?

-Some learners struggled to identify leadership influences
-Examples grounded in real organisational contexts were well received

WEEK/SESSION: 3

Communication & Feedback: What will you send/do this week? (announcement, reminders, feedback)

-Announcement introducing organisational tensions
-Share examples of common workplace dilemmas in email.
-Provide feedback on discussion quality to date.

Learner Support: What specific supports are required?

-Examples of competing leadership priorities.
-Provide decision-making templates.
-Clarify the concepts and terminology

Monitoring & Intervention: What will you track? What triggers action?

Track: Quality of analyses; Discussion depth; Completion of Apply activity.

Trigger action when: Learners struggle to identify links; Forum responses become superficial.

Weekly Reflection: What worked well this week? What did learners struggle with? Who may need support next week? What will I adjust for next week?

-Dilemma scenarios resonated with learners
-Some examples more theoretical than they like.
-Additional examples may be required.

WEEK/SESSION: 4

Communication & Feedback: What will you send/do this week? (announcement, reminders, feedback)

-Announcement introducing ethical decision-making.
-Mid-week reminder about discussion participation.
-Feedback emphasising practical application.

Learner Support: What specific supports are required?

-Provide simplified ethical decision framework.
-Offer worked examples.
-Clarify assessment connections.

Monitoring & Intervention: What will you track? What triggers action?

Track: Engagement with ethical case examples; Discussion participation.
Trigger action when: Learners focus only on personal opinion rather than structured decision-making; Participation decreases.

Weekly Reflection: What worked well this week? What did learners struggle with? Who may need support next week? What will I adjust for next week?

-Some learners had trouble applying the framework.
-Additional guidance is needed for identifying issues in organisation

WEEK/SESSION: 5

Communication & Feedback: What will you send/do this week? (announcement, reminders, feedback)

-Detailed assessment guidance announcement.
-Assessment FAQ forum.
-Video walkthrough of assessment expectations.
-Individual feedback where required.

Learner Support: What specific supports are required?

-Assessment checklist.
-Project planning template.
-Examples of strong project structures.
-Optional assessment Q&A session.

Monitoring & Intervention: What will you track? What triggers action?

Track: Assessment planning activity completion; Questions posted in forums; Learners showing uncertainty about project scope.

Trigger action when: Learner has not begun project planning; Learner appears unclear about assessment requirements.

Weekly Reflection: What worked well this week? What did learners struggle with? Who may need support next week? What will I adjust for next week?

-Submission instructions need clarification.
-Most learners ready for final submission week.

***Copy and paste the tables if you require more sessions/weeks**

Part 3: After the Course

Reflection *Focus on what actually happened during delivery — keep responses brief and practical.*	
What worked well overall?	-Strong workplace relevance. -Consistent Learn–Discuss–Apply structure worked. -Progressive development towards assessment. -High practical applicability.
Where did learners struggle most?	-Applying theoretical concepts to organisational contexts. -Assessment scoping. -Ethical and strategic terminology.
Which activities were most engaging?	-Discussion forums. -Workplace analysis tasks. -Organisational dilemma activities.
Did the course fit learners' lives (time, flexibility)?	-Generally manageable due to flexible design. -Workplace-based activities reduced duplication of effort. -Clear weekly structure supported engagement.
What will you change next time?	-Add more worked examples. -Increase assessment scaffolding earlier. -Provide additional SME case studies. -Include more optional live check-in sessions.

Learner Feedback Survey Results *Capture general feedback here. Use a focus group to gather deeper insights where possible*	
How was the course useful?	-Improved understanding of sustainability in organisations. -Increased confidence in decision-making. -Better understanding of workplace sustainability challenges.
How manageable was it?	-Generally manageable within 2–3 hours weekly. -Apply activities required most time.
What worked well?	-Practical workplace focus. -Relevant discussion prompts. -Assessment alignment.
What was difficult?	-Translating concepts into workplace actions. -Assessment planning.
What would you improve?	-More examples. -More assessment guidance. -Additional sector-specific resources.

Improvement Action Plan *Turn insight into clear, actionable changes.*		
Change/Remove/Update	**Why?**	**When?**
Add more SME case studies	Increase relevance	Before next delivery
Create assessment exemplars	Reduce learner uncertainty	Before next delivery
Introduce more optional live drop-in sessions	Increase learner support	Before next delivery
Add more sector-specific examples	Improve applicability	Course revision phase

***Add more rows as required**