Digital Learning Support Training Course

Professional Development Training Course Outline

Category	Library Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Digital Learning Support is a critical component of modern education and workforce development, enabling organizations to deliver engaging, accessible, and technology-driven learning experiences. Digital Learning Support Training Course equips participants with practical knowledge of Learning Management Systems (LMS), e-learning technologies, digital collaboration platforms, learner engagement strategies, virtual classrooms, AI-powered learning tools, cybersecurity awareness, digital accessibility, learning analytics, and online assessment techniques. Participants will gain practical skills to improve digital learning delivery while enhancing learner satisfaction and organizational performance.

Organizations worldwide are embracing digital transformation, blended learning, remote education, and intelligent learning ecosystems to increase productivity and knowledge retention. This training emphasizes best practices in instructional technology, learner support services, digital content management, cloud-based learning, educational innovation, and continuous improvement. Through practical exercises and global case studies, participants will strengthen their ability to support learners, educators, and institutions in achieving sustainable digital learning excellence.

Programme Curriculum

Digital Learning Support Training Course

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Course Objectives

By the end of this course, participants will be able to:

1. Understand digital learning ecosystems and technologies.
2. Apply modern Learning Management Systems effectively.
3. Enhance learner engagement using digital tools.
4. Support virtual classrooms and online collaboration.
5. Develop digital learning support strategies.
6. Improve online learner communication and assistance.
7. Utilize AI-powered educational technologies.
8. Strengthen cybersecurity awareness in digital learning.
9. Monitor learner performance through analytics.
10. Promote digital accessibility and inclusive education.
11. Manage online assessments efficiently.
12. Implement digital learning quality assurance practices.
13. Support continuous innovation in digital education.

Organizational Benefits

- Improved learner engagement and completion rates.
- Enhanced digital education quality.
- Increased staff digital competency.
- Better learner support services.
- Stronger cybersecurity awareness.
- Improved online collaboration.
- Efficient learning management processes.
- Better learning analytics and reporting.
- Greater accessibility and inclusivity.
- Increased organizational competitiveness.

Target Audiences

- Learning and Development Professionals
- Teachers and Lecturers
- Training Coordinators
- HR Professionals
- ICT Officers

- Instructional Designers
- Education Administrators
- Digital Learning Support Staff

Course Duration: 5 days

Course Modules

Module 1: Digital Learning Foundations

- Digital learning principles.
- Learning ecosystem overview.
- Digital transformation strategies.
- Learning technologies.
- Digital learner experience.
- Case Study: Singapore Smart Nation Education Initiative.

Module 2: Learning Management Systems

- LMS administration.
- User management.
- Course creation.
- Content organization.
- Progress tracking.
- Case Study: Moodle implementation in global universities.

Module 3: Virtual Learning Support

- Virtual classroom management.
- Online communication.
- Technical troubleshooting.
- Learner engagement.
- Collaboration platforms.
- Case Study: Microsoft Teams for Education deployment.

Module 4: Digital Content and Accessibility

- Digital content standards.
- Multimedia learning resources.
- Accessibility compliance.
- Inclusive learning practices.
- Content optimization.
- Case Study: Universal Design for Learning implementation.

Module 5: AI and Learning Analytics

- AI learning assistants.
- Predictive analytics.
- Learner performance dashboards.
- Personalized learning.
- Data interpretation.
- Case Study: AI-supported adaptive learning in higher education.

Module 6: Online Assessment and Quality

- Digital examinations.
- Academic integrity.
- Assessment tools.
- Quality assurance.
- Feedback mechanisms.
- Case Study: Online assessment practices at The Open University.

Module 7: Cybersecurity and Digital Support

- Cybersecurity awareness.
- Data privacy.
- Secure learning platforms.
- Incident response.
- User support services.
- Case Study: Cybersecurity awareness programs in educational institutions.

Module 8: Digital Learning Innovation

- Emerging technologies.
- Mobile learning.
- Continuous improvement.
- Change management.
- Future learning trends.
- Case Study: Estonia's nationwide digital education strategy.

Training Methodology

- Interactive lectures.
- Facilitated group discussions.
- Practical LMS demonstrations.

- Hands-on digital learning exercises.
- Group assignments.
- Role-playing activities.
- Technology simulations.
- Case study analysis.
- Knowledge assessments.
- Action planning sessions.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com