

# Higg Facility Environmental Module (FEM) Training Protocol - Provision of eLearning

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## Acknowledgments

This document is prepared by the Training Program Manager, Sumerra for the Sustainable Apparel Coalition (SAC).

## TABLE OF CONTENTS

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<b>1</b>	<b>Provision of FEM eLearning .....</b>	<b>3</b>
1.1	Definitions.....	3
1.2	General.....	3
<b>2</b>	<b>eLearning requirements.....</b>	<b>3</b>
2.1	eLearning Scope .....	3
2.2	eLearning Course Content .....	4
2.3	FEM eLearning Course Approval .....	5
2.4	Delivery of FEM eLearning .....	6
2.5	eLearning Enrollment & User requirements .....	7
2.6	eLearning Support (Trainer Body Staff).....	7
2.7	Certificates.....	8
2.8	eLearning Quality Assurance .....	8
2.9	Fees.....	9
<b>3</b>	<b>Document Change Log .....</b>	<b>9</b>

# 1 PROVISION OF FEM eLEARNING

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## 1.1 DEFINITIONS

- 1.1.1 “eLearning” - A structured learning course delivered electronically through an online learning management system (LMS).
- 1.1.2 “Approved FEM eLearning Course” – An eLearning course inclusive of all course content (e.g. activities, knowledge checks, quizzes, voice-over scripts, etc.) that has been evaluated and approved for use by the SAC.
- 1.1.3 Use of ‘shall’ or ‘should’ – The word ‘shall’ indicates a requirement and the word ‘should’ indicates a recommendation

## 1.2 GENERAL

- 1.2.1 The SAC permits the use of eLearning created by Trainer Bodies (TBs) to offer Higg FEM Training.
- 1.2.2 TBs shall host the eLearning course(s) on an established online Learning Management Systems (LMS) capable of administering eLearning and monitoring course metrics (e.g. individual user enrollment and completion information).
- 1.2.3 TBs may display the Higg FEM Trainer Body Logo in their LMS platform and in approved Higg FEM eLearning courses.
  - 1.2.3.1 *The Higg FEM Trainer Body Logo shall be used in accordance with the terms of use in the Higg FEM Trainer Body Agreement.*
- 1.2.4 TBs shall not make any representations, describe or imply that their LMS platform is in any way approved or endorsed by the SAC.
- 1.2.5 LMS platforms used shall follow all applicable laws with respect to data privacy and protection of personal information.

# 2 eLEARNING REQUIREMENTS

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## 2.1 eLEARNING SCOPE

- 2.1.1 The scope of FEM eLearning provided by TBs is limited to content focused on introducing and providing an understanding of the Higg FEM's intent, structure (e.g. sections/questions, levels, scoring, FEM cycle, etc.), and resources (e.g. How to Higg Guidance, Verification Protocols, etc.)

- 2.1.2 The scope of FEM eLearning courses provided by TBs shall not include focused learning or capacity building on technical environmental sustainability subject matter related to the FEM (e.g. dedicated courses on the technical aspects of the FEM wastewater or air emission sections are not permitted)

## 2.2 eLEARNING COURSE CONTENT

- 2.2.1 eLearning courses should provide an interactive learning experience which includes the use of learning activities to reinforce the course objectives.
- 2.2.2 All information and content of the FEM eLearning course shall align with the following resources available on <https://howtohigg.org/> or through the Higg FEM Trainer Program:
- 2.2.2.1 *The content of the “SAC Materials” made available to Higg FEM Trainers (i.e. the file titled: SAC-FEM3.0- Introduction Base Material)*
- 2.2.2.2 *Higg FEM related webinar content found here: <https://howtohigg.org/events-resources/events-resources-higg-facility-tools/>.*
- 2.2.2.3 *The most recent versions of Higg FEM program Documentation (e.g. How to Higg Guidance, Verification Protocols, etc.)*
- 2.2.3 Information from the above resources can be adapted for eLearning course to add supplementary information and/or remix the information to best suit the course’s learning activities and objectives.
- 2.2.4 Proper attribution shall be included to Higg FEM program documentation and SAC provided training materials used in the course.
- 2.2.5 TBs shall be responsible for ensuring that all weblinks in provided in the course are up-to-date and direct users to the appropriate program information.
- 2.2.6 eLearning can be provided in local language(s) provided that the content aligns the requirements set forth in this Protocol and any translations of content from available resources on <https://howtohigg.org/> or “SAC Materials” is contextually equal to the original text.
- 2.2.6.1 *All terms of the Trainer Body Agreement including those regarding copyright and attribution shall still be complied with in course developed in local languages.*
- 2.2.7 Traditional Auditing terminology shall not be used. Terminology used in eLearning course(s) must align with the Higg FEM Terminology outlined below:

Table 1 - eLearning Terminology

Audit Terminology (not to be used)	Higg FEM Terminology
Audit	Verification
Interview	Dialogue
Audit Standard or requirement	Higg FEM Criteria
Non-compliance or non-conformance	Missing Criteria
Corrective Action Plan (CAP)	Performance Improvement Plan (PIP)

2.2.8 There is no limit on the minimum or maximum duration of a FEM eLearning course.

## 2.3 FEM eLEARNING COURSE APPROVAL

2.3.1 FEM eLearning courses shall be approved by the SAC prior to being offered by TBs.

2.3.1.1 TBs shall submit FEM eLearning courses to the TPM for evaluation and approval.

2.3.1.2 The TPM shall work with the TB to coordinate appropriate access to the eLearning for evaluation.

2.3.2 The TPM shall complete the course evaluation and provide feedback on any required revisions within 14 business days of gaining access to the course.

2.3.2.1 Required revisions indicated by the TPM shall be sufficiently addressed prior to the course being approved.

2.3.3 Once a course is approved, the course content or structure shall not be materially modified without prior approval (e.g. addition of new content)

2.3.3.1 Modification requests summarizing the changes to the course shall be submitted to the TPM at [SAC@Sumerra.com](mailto:SAC@Sumerra.com) for review and may be subject to additional review fees if they are outside the scope of SAC required updates.

2.3.3.2 Immaterial modifications (e.g. to spelling, grammar, course functionality, etc.) do not require prior approval and can be implemented on an as needed basis.

2.3.4 FEM eLearning course approvals shall be granted for a maximum of one (1) FEM Cycle (from January 1<sup>st</sup> to December 31<sup>st</sup>)

2.3.4.1 At the end of an FEM cycle, the SAC shall either:

2.3.4.1.1 Extend the course approval for another FEM Cycle; or

2.3.4.1.2 Provide TBs with a list of required updates that shall be incorporated into the eLearning course based on updates to the FEM Program.

*2.3.4.1.2.1 The list of required updates shall be provided no later than December 31<sup>st</sup> of each calendar year.*

2.3.5 If updates to eLearning content are required, TBs shall incorporate the required changes into the eLearning course and provide access to the TPM for evaluation and approval.

*2.3.5.1 TBs shall complete the revisions and provide course access to the TPM within 14 business days of the TB being notified of the required updates.*

*2.3.5.2 If revisions are not addressed within 14 days, the course approval shall be revoked.*

*2.3.5.3 Based on the extent of the content updates required, the SAC may choose to allow TBs to update the course and not require re-submission and approval. TBs will be notified accordingly of this.*

2.3.6 SAC reserves the right to review and revoke approval of FEM eLearning courses at any time.

*2.3.6.1 Course approvals may be revoked for, but not limited to, the following reasons:*

*2.3.6.1.1 Significant or repeated violations of the FEM Training Protocol or other FEM program protocols or agreements.*

*2.3.6.1.2 Offering unapproved FEM related eLearning courses.*

*2.3.6.1.3 Any unethical acts or acts deemed detrimental to the Higg FEM program carried out by TBs or Trainers.*

2.3.7 If course approval has been revoked, the TB must remove access to the course from their LMS, and unenroll and notify users who have not completed the course within five (5) days.

## **2.4 DELIVERY OF FEM eLEARNING**

2.4.1 TBs are not restricted on how the FEM eLearning course is offered on their LMS platform (e.g. the course can be available publicly or to registered learners only)

2.4.2 Fees for FEM eLearning courses shall be set by the TB.

*2.4.2.1 Course fees shall be inclusive of the fee for course completion certificates.*

2.4.3 Trainer Bodies may offer the FEM eLearning course(s) as individual standalone courses, or they may be packaged into a learning plan with other eLearning content.

*2.4.3.1 If FEM eLearning courses are packaged into a learning plan with unapproved courses, the following conditions shall be met:*

*2.4.3.1.1 The TPM shall be granted access to the full learning plan for evaluation and approval.*

- 2.4.3.1.2 The FEM eLearning course shall be able to be purchased and completed separately (i.e. Users shall not be required to purchase the full learning plan to access the FEM course)
- 2.4.3.1.3 Completion of the FEM eLearning course shall not be required to complete the learning plan (i.e. It shall not be mandatory to complete the FEM course in order to complete the learning plan)
- 2.4.3.1.4 The issuance of FEM eLearning course completion certificates shall not be dependent on completion of the unapproved courses
- 2.4.3.1.5 The learning plan and course descriptions shall clearly identify which courses are approved FEM courses and those that are not approved.

## **2.5 ELEARNING ENROLLMENT & USER REQUIREMENTS**

- 2.5.1 User accounts and enrollment in approved FEM eLearning courses shall be restricted to individual users.
  - 2.5.1.1 *TBs shall have a monitoring process in place to ensure if course is being completed by users.*
- 2.5.2 The maximum time allowed to complete FEM eLearning courses shall not exceed 90 days from the date of enrolment.
  - 2.5.2.1 *TBs may require and enforce a shorter completion deadline (e.g. 30 or 60 days)*
- 2.5.3 TBs shall have a monitoring process and/or LMS technology solution in place to monitor and enforce course completion deadlines.
  - 2.5.3.1 *If the course is not completed by the course completion deadline, the user shall be unenrolled from the course.*
  - 2.5.3.2 *Users who do not complete the course within the established timeframe, may re-enroll in the course. Full course fees shall apply for re-enrollment.*

## **2.6 ELEARNING SUPPORT (TRAINER BODY STAFF)**

- 2.6.1 TBs shall employ a minimum one (1) active FEM trainer.
- 2.6.2 FEM eLearning courses shall be created by, or in consultation with the TB's active FEM Trainer(s).
  - 2.6.2.1 *The TB administrator(s) and Trainer(s) shall be responsible for ensuring the accuracy and correctness of the course content.*
- 2.6.3 Only active FEM Trainers shall be permitted to provide user support on FEM eLearning course content (e.g. FEM related content questions and clarifications).



- 2.6.4 TB staff that provide administrative support (e.g. technology or course enrollment support) do not need to be active FEM Trainers.

## 2.7 CERTIFICATES

- 2.7.1 Certificates of completion shall be mandatory and shall be included in the fee for the eLearning course.
- 2.7.2 Electronic certificates of completion for FEM eLearning courses shall be provided by the SAC directly to users who successfully complete the FEM course.
- 2.7.2.1 *TBs shall not issue their own company-branded certificates for FEM eLearning courses.*
- 2.7.3 TBs shall notify the TPM upon a user's completion of an approved FEM eLearning course and eligibility for a certificate.
- 2.7.3.1 *The TPM shall work with the TB to automate this notification process where possible via communication integrations with the TB's LMS*
- 2.7.4 TBs shall pre-pay for certificates by purchasing certificate credits.
- 2.7.4.1 *Certificate credits shall be purchased individually or in bulk per the fee schedule below.*
- 2.7.4.2 *Certificate credits shall be transferrable to other approved FEM eLearning courses.*
- 2.7.4.3 *Certificate credit fees are not refundable.*
- 2.7.5 TBs shall purchase and retain a sufficient number of certificate credits for users who enroll in their FEM eLearning courses.
- 2.7.5.1 *TBs shall purchase sufficient certificate credits prior to allowing users to enroll in FEM eLearning courses (i.e. 1 credit is required for each enrollment)*

## 2.8 eLEARNING QUALITY ASSURANCE

- 2.8.1 TBs shall provide open access to the SAC/TPM to each FEM eLearning course
- 2.8.1.1 *The SAC/TPM shall access the course periodically to review content to structure to ensure alignment with FEM eLearning requirements.*
- 2.8.2 TBs shall include the following link to the Higg FEM Training Feedback survey as part of the eLearning course and encourage users to complete the survey after the eLearning course is completed  
<https://fs26.formsite.com/Sumerra/SACPostTrainingSurvey/index.html>
- 2.8.2.1 *The survey link shall be provided directly in the eLearning course content or be included as a separate learning object within the eLearning course structure.*

- 2.8.3 The TB shall maintain all eLearning training records such as user logs, course enrollment and completion statistics and make these available to the SAC/TPM upon request.
- 2.8.4 TBs shall report any unethical acts related to the use of their LMS or the content of FEM eLearning courses to the TPM at [SAC@sumerra.com](mailto:SAC@sumerra.com) (e.g. multiple users a single account, duplication and/or distribution of course content)

## 2.9 FEES

- 2.9.1 The table below lists fees that shall be paid by TBs who wish to offer approved FEM eLearning:

Table 2 - FEM eLearning Fees

Item	Fee (USD)
Initial Course Approval	No Cost
Annual Review of FEM Course updates (if required)	No Cost
Ad-hoc Review of TB initiated modifications to an existing approved FEM Course	Reviewed on a case by case basis. Generally charged at US\$ 250.00 for review of 1 hour of eLearning content for revisions outside the scope of SAC required updates.
Course Completion Certificate	Individual: \$40.00  <ul style="list-style-type: none"> <li>It is recommended that TBs purchase Course Completion Certificates in bulk (e.g. batches of 25 to 100) to ensure a sufficient inventory of certificate credits is maintained.</li> </ul>

## 3 DOCUMENT CHANGE LOG

Date	Section	Summary of Changes
April 13, 2022	n/a	Original Document