QA CHECKLIST FOR EDUCATIONAL CONTENT DEVELOPMENT

An effective quality assurance (QA) process involves five steps to ensure the best educational content.

1. TEAM

☐ Is the team comprised of qualified professionals?

☐ Have team members been vetted for their experience and expertise?

2. TRAINING

☐ Are team members trained to meet project specifications?

☐ Is additional training and support available during the course of the project?

3. TRACKING

☐ Is there a project manager (PM) assigned to oversee all aspects of the project?

☐ Is there a well-established file management and tracking system for delivery, feedback, and revision of content?

☐ Is there a clear communication protocol in place?

4. WORKFLOW

☐ Are there multiple points of review integrated into the development cycle?

☐ Does the project include a calibration round?

☐ Does workflow include review by a content manager?

☐ Does workflow account for feedback and revisions?

☐ Does workflow include copyediting prior to final delivery?

5. STANDARDS

☐ Is there a documented set of client-specific standards?

☐ Are the following resources available for team members?

    ☐ Exemplars

    ☐ Style guide

    ☐ Brand guide

    ☐ Best practice guidelines

    ☐ Detailed acceptance criteria