

# **ELEARNING QUALITY ASSURANCE CHECKLIST**

A structured, UX-driven checklist to ensure instructional, visual, accessibility, and technical quality in digital learning

---

Designed for Instructional Designers, L&D Teams, and eLearning QA Reviewers

# How to Use This QA Checklist

This checklist is designed to support consistent, objective evaluation of eLearning courses. Review each item carefully and select the response that best reflects the current state of the course.

- Review each checklist item independently.
- Evaluate observable behavior, not intent.
- Complete one section at a time to avoid decision fatigue.
- Record issues immediately during review.

## QA Response Definitions

Yes – The requirement is fully met with no issues.

No – The requirement is not met or requires correction.

N/A – The requirement does not apply to this course.

## Sample Checklist

### Checklist Statement

### Yes   No   N/A   Remarks/Issues Observed

Learning objectives are clearly stated and action-oriented.

Note: Add remarks whenever "No" is selected to support clear communication during revisions.

## 1. Instructional Alignment & Learning Objectives

Verify that learning objectives, content, and assessments are aligned with intended learner performance.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Learning objectives are clearly stated and action-oriented				
Content supports the stated learning objectives				
Assessments measure intended performance outcomes				
Learning activities reflect real-world tasks				

## 2. Content Accuracy & Clarity

Ensure content is accurate, clear, consistent, and free of ambiguity.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Content is factually accurate and up-to-date				
Terminology is used consistently throughout the course				
Instructions are clear and unambiguous				
Examples and scenarios are relevant and realistic				

### 3. UI & VISUAL DESIGN

Review visual hierarchy, layout consistency, readability, and overall interface clarity across the course.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Visual hierarchy clearly guides learner attention				
Layout and spacing are consistent across screens				
Fonts and text sizes are readable on all devices				
Colors are used meaningfully and not decoratively				

### 4. Navigation & Controls

Ensure navigation elements, buttons, and controls are clear, consistent, and function as expected.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Navigation buttons are clearly labeled and easy to identify				
Navigation behavior is consistent across the course				
There are no dead ends or broken navigation paths				
Interactive controls provide clear visual feedback				

## 5. Accessibility & Inclusive Design

Verify that the course meets accessibility standards and supports learners with diverse abilities, assistive technologies, and needs  
Verify that the course meets accessibility standards and supports learners with diverseabilities, assistive technologies, and needs

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Text meets minimum contrast requirements for readability				
All images include appropriate alternative text				
Audio and video content includes captions or transcripts				
Content is fully operable using keyboard navigation				
No information is conveyed by color alone				
Screen reader reading order is logical and correct				
Flashing or animated content does not cause discomfort				
Accessible navigation landmarks are available where required				

**Note:** Accessibility issues must be resolved before course release.  
Refer to WCAG guidelines where applicable.

## 6. Interactivity & Feedback

Review the quality, clarity, and consistency of interactive elements and the feedback provided to learners

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Interactive elements respond correctly to user actions				
Feedback is immediate, clear, and relevant to learner actions				
Feedback supports learning rather than only indicating correctness.				
Interactive elements behave consistently across the course				

## 7. Media Quality

Ensure audio, video, and images are clear, optimized, and support learning without causing distraction or technical issues navigation elements, buttons, and controls are clear, consistent, and function as expected.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Audio quality is clear with consistent volume levels				
Video playback is smooth and free from distortion or lag				
Images are clear, relevant, and not pixelated or stretched				
Media files are optimized and do not negatively impact performance				

## 8. Performance & Stability

Verify that the course loads reliably, performs efficiently, and functions without errors across environments.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
The course loads within an acceptable time on target devices				
No crashes, freezes, or error messages occur during use				
Animations and interactions do not negatively impact performance				
The course functions consistently across supported browsers/devices				

## 9. LMS Tracking & Reporting

Confirm that learner progress, completion, and assessment data are tracked and reported accurately in the LMS.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Course launch and completion status are tracked correctly.				
Assessment scores are recorded accurately in the LMS				
Resume and bookmarking functions work as expected				
Tracking data matches defined reporting requirements (SCORM/xAPI).				

## 10. Assessment & Evaluation Quality

Evaluate whether assessments accurately measure learning objectives, provide meaningful feedback, and function reliably for learners.

Checklist Item	Yes	No	N/A	Remarks/Issues Observed
Assessment questions align with stated learning objectives				
Question difficulty level is appropriate for the target audience				
Questions are clearly worded and free of ambiguity				
Correct answers and scoring logic are accurate				
Distractors (incorrect options) are plausible and relevant				
Feedback provided is meaningful and supports learning				
Assessment attempts and retries behave as intended				
Assessment completion and scoring are tracked correctly				

**Note:** Any assessment-related issues must be resolved before final course approval.

# Final QA Sign-Off

This section records the final quality assurance decision for the eLearning course based on the completed checklist.

Reviewed by:

Role / Designation:

Date of Review:

Final QA Decision:

Approved for Release

Approved with Required Fixes

Not Approved

Summary of Key Issues (if any):

Additional Comments: