# Quality Assurance Process Guidelines for ILMS Online Course

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| **The Quality Assurance Process Has Two Steps** |

1. Functional Quality Assurance (FQA), which is performed by the Learning Technologies and Services (LTS) Group; and
2. Integration Quality Assurance (IQA), which is done by the ILMS Service Operations – Service des opérations SHGA.

## Elements Tested Under the Quality Assurance Process

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| **Functional Quality Assurance** | **Integration Quality Assurance** |
| Multimedia elements | Ability to launch course through ILMS |
| Hypertext links | Multimedia elements |
| Window sizing and screen resolution | Load testing |
| Language | ILMS tracking |
| Index page (Table of Contents) | Only for SCORM course:   * Objectives and Interactions * External link * Quit course button |
| Menu links |  |
| Navigation buttons |  |
| Bookmark functionality |  |
| Save button |  |
| Help |  |
| Course progression |  |
| WCAG 2.0-accessible version:   * Guideline 1.1 to 1.4 * Guideline 2.1 to 2.4 * Guideline 3.1 to 3.3 * Guideline 4.1 |  |

For new e‑learning courses, all of the above will be tested. Updated versions will be tested based on what has been modified. Test plans are produced on an individual basis.

## FQA‑applicable Systems

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| **Virtual Systems** | **1** | **2** | **3** | **4** | **5** | **6** |
| **Operating**  **System Version** | Windows XP | Windows XP | Windows Vista Business | Windows 7 Professional | Windows 7 Professional | Windows 7 Professional |
| **Operating**  **System Language** | EN | FR | EN | English (US) | English (US) | English (US) |
| **Internet Explorer version** | 6 | 7 | 9 | 8 | 9 | 10 |
| **Media Player version** | 10 | 11 | 11 | 12 | 12 | 12 |
| **Adobe Flash Player** |  |  |  | 11 ActiveX | 11 ActiveX | 11 ActiveX |
| **Adobe Flash Player** |  |  |  | 11 Plug‑in | 11 Plug‑in | 11 ActiveX |
| **Firefox and Chrome** | Recent version | Recent version | Recent version | Recent version | Recent version | Recent version |
| **Java 7 Update** |  |  |  | Java 7 Update 13 | Java 7 Update 13 | Java 7 Update 21 |
| **Adobe Reader** |  |  |  | XI (11.0.01) | XI (11.0.01) | XI (11.0.02) |

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| **Submitting Your e‑Learning Course to the Quality Assurance Process** |

1. Fill out the Functional & Integration Quality Assurance Required Testing Form and send it to: [CSPS.FQA-AQF.EFPC](mailto:CSPS.FQA-AQF.EFPC@csps-efpc.gc.ca?subject=FQA%20request);
2. Meet with a member of the FQA team, who will propose a test plan; and
3. Once the test plan is approved, testing and debugging will begin.

**Please note:** Your product should go through editing before entering the Quality Assurance Process. Please contact [CSPS.LearningServiceRequest-DemandeServiceApprentissage.EFPC](mailto:CSPS.LearningServiceRequest-DemandeServiceApprentissage.EFPC@csps-efpc.gc.ca?subject=LS%20request) to have your storyboard edited prior to submitting to FQA.

