



E-Learning Services

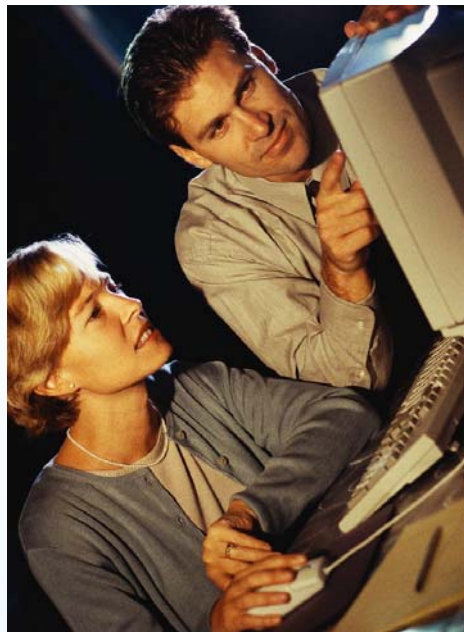
A growing number of organizations face the difficult responsibility of transferring ever-increasing amounts of knowledge to their personnel—as well as to the customers they serve—in a cost-effective, timely, and efficient manner. Learners are often located in many parts of the world, making a centralized classroom approach difficult and expensive. What’s more, it is now recognized that adult learners gain knowledge most effectively in a self-paced environment. E-learning provides a cost-effective solution to providing training that results in human performance improvements. ICF International has a proven track record of successfully communicating highly complex knowledge by using the right blend of instructional design approaches and technologies so that our training solutions are an integral part of an organization’s overall performance improvement system.

Approach

ICF International’s E-Learning services assist organizations in identifying, adopting, implementing, and evaluating practices that improve human performance and increase effectiveness. Because we view training as a part of an overall performance improvement system, we develop training in the context of the overall organization’s mission, culture, processes, and infrastructure, not as a standalone activity. Thus, our training “sticks” and results in performance improvements. We also incorporate sound Instructional Systems Design (ISD) methodologies into our training projects to produce measurable performance improvement through development of behavioral objectives, observable proficiency measures, and accurate analysis of training requirements, training outcomes, and target audience needs. We use the latest cutting-edge multimedia technologies to produce engaging, interactive presentations using digital audio and video, 2-D and 3-D graphics and animations, and professionally designed graphic user interfaces.

E-Learning Services

We provide a full range of E-learning solutions that are SCORM and AICC conformant and Section 508 compliant, including multimedia training, customized learning management systems (LMS) development and integration of E-Learning solutions client’s LMS, on-line certification systems, performance support systems, and other distance learning needs. These services complement each other and are often blended with our instructor-led training, paper-based training, executive leadership, and other human capital strategies and capabilities. Our professional consulting staff includes instructional designers, E-Learning project managers, multimedia developers, test and evaluation personnel, graphic artists, and programmers.

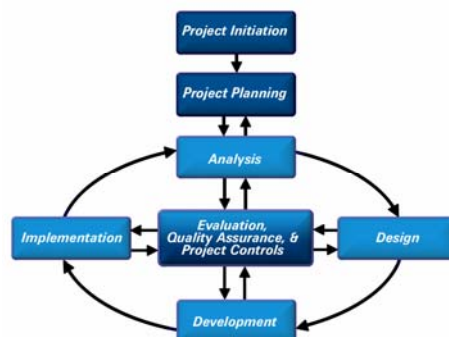


An E-Learning training environment results in up to 30 percent higher learning retention than other training methods and up to 60 percent faster learning curve.

– WR Hambrecht + Co.

- Web-Based Training
- Virtual Classrooms
- E-Toolkits
- Modeling/Simulation
- Mobile Learning
- Online Assessments and Surveys
- Electronic Performance Support Systems
- On-line Communication Tools
- On-line Portals
- Communities of Practice

ICF’s Training Development Project Lifecycle



Featured Solutions

Volunteers of America Virtual Classroom and On-line Training

Volunteers of America (VOA), a national social service agency, employs direct support professionals to provide community-based support for elderly or disabled people who are living in their own homes or residential care facilities. Through a grant from the Centers for Medicare and Medicaid Services (CMS), VOA wanted to provide educational materials to its dispersed audience of direct support staff. To achieve this goal, VOA contracted ICF to convert existing instructor-led materials into 12 on-line modules customized for VOA and distributed via the Web and CD-ROM, based on the needs of the target audience. The on-line format created by ICF includes asynchronous virtual classrooms, activities, assignments, and exercises, affiliate-specific forms, and online module exams (which provide certificates of completion when passed).

The Road Home Program's On-line Training and Learning Management System

The Road Home Program is the single largest housing recovery program in U.S. history, distributing recovery funds to victims of Hurricanes Katrina and Rita. To efficiently and effectively train over 1,600 *Road Home* counselors and advisors as well as thousands of external stakeholders, ICF designed, developed, tested, implemented, evaluated—and is currently maintaining and updating—an on-line training system. ICF developed the instructional content and its supporting custom LMS to support the administration of the training. ICF developed 18 on-line employee training modules, three training modules for external stakeholders, a navigational tutorial to teach users how to interact with the on-line training, and an on-line glossary/acronym tool. Each of the on-line modules features virtual classrooms, resource rooms, and module exams. Users can view and track their progress within their specific on-line training curriculum and update their on-line profiles. In addition, for specified managers, there are training administration features that allow them to view reports of who has and has not successfully passed the module exams based on such criteria as job position, center location, etc.



Environmental Protection Agency Web-Based Training

As a result of budget reductions at the state level, the U.S. Environmental Protection Agency (EPA) recognized the need to train a dispersed audience of underground storage tank (UST) inspectors and leaking underground storage tank (LUST) site managers. To reach these inspectors and managers, the EPA required an easily-accessible learning medium that was available anytime and anywhere. In support of the EPA, ICF developed six instructional hours of Web-based training to address foundational concepts in the inspection and management of UST/LUST sites.

Each module incorporates the following features:

- Use of real-life, interactive, and engaging instruction and activities featuring text, graphics, digitized still images, and animation.
- Learners are required to analyze situations and identify and input information. The training provides immediate feedback upon completion of each activity.
- Students can access related content at appropriate/relevant points of instruction.
- An exam for the Basic UST Inspector Training module where users must score an EPA-specified percentage to receive a certificate of completion.

ICF International's Contract Vehicles

- Office of Personnel Management Training and Management Assistance Services #OPM-020700006
- GSA Management, Organizational, and Business Improvement Services (MOBIS) #GS-23F-8182H
- GSA General Purpose Commercial Information Technology Equipment Services #GS-35F-4121D
- GSA Advertising and Integrated Marketing Solutions (AIMS) #GS-23F-0115K
- GSA Environmental Services #GS-10F-0124J
- GSA Logistics Worldwide (LogWorld) #GS-10F-0578N
- GSA Professional Engineering Services (PES) #GS-23F-0016P
- DHS Program Management Services BPA #GS 10F-06-LP-A-0007

About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is www.icfi.com.

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