

17. MODERATING ONLINE (E-MODERATION)



What is it?

E-moderation involves managing learning for a course hosted on a digital platform. This course could be completely online or in a blended format which combines face-to-face lessons with other modes of learning.

A moderated online course is different from e-learning. There are no instructors in e-learning courses and learners go through materials and exercises on their own (i.e. self-access). In a moderated online course, the teacher or e-moderator guides and supports learners in their learning.

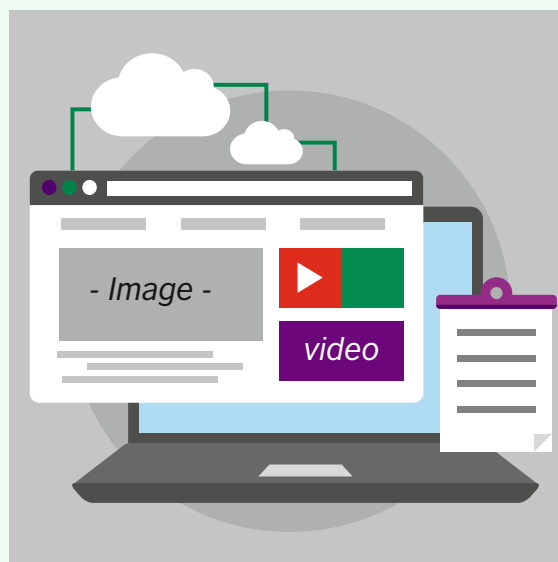
Why develop e-moderation skills?

In an increasingly digital world, teachers with e-moderation skills help learners of today learn in the way they are comfortable – through technology. Additional learning online along with classroom sessions not only makes learning more effective for learners but can also be very motivating for teachers.

Are you ready to become an e-moderator? Follow these four simple steps!

Step 1: Learn how the platform works

You first need to learn about the platform you are using. Also called a 'course site' this is the place that hosts all your course materials, resources and links. The quicker you learn how it works, the easier it will be for you to moderate the course effectively. Most course sites have video tutorials for moderators. So do remember to set aside time for this. Learners using the site for the first time will also ask you how to navigate the site, so you should know the answers – or at least know where they can find the answers!



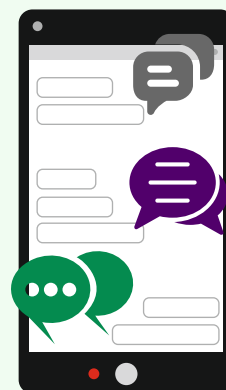
This guide uses Quick Response (QR) codes. To scan these codes, look for the app in Google Play or App Store and download it for free. To access resources, open the app and hold it above a QR code.

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Step 2: Keep the discussion going

Encourage the exchange of ideas and experiences by facilitating discussions. Here are some ideas to get shy learners to participate more:

- Thank the learner for participating. Very often, the site has a 'like' button you can use.
- Give some time to learners to reply to each other before you comment.
- Ask open-ended questions in a comment. Try and ask one that others could also answer – not just the one learner you are asking for example, What does everyone think about this?
- Refer to previous comments / discussions by linking back to them at a later date.



Step 3: Implement a code of conduct

Every course needs to have a set of rules that ensure that all learners are respected and involved. These need to be agreed at the beginning of the course and, as a moderator, you need to implement it. Some guidelines can be:

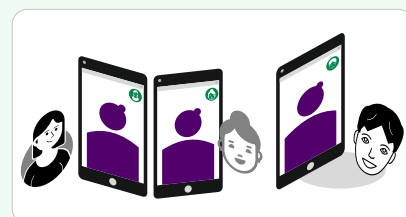
- Respecting other learners' views
- No plagiarising (copying comments and submitting them as your own)
- No religious or racist comments



Many platforms (e.g. FutureLearn) have administrators who you can report comments to and will delete comments or ban learners who are repeatedly offensive.

Step 4: Share your own experiences

Authenticity (being yourself) is a quality you must have as an e-moderator. This is because learners may not ever meet you face-to-face and need to have that personal connection to be able to learn effectively. One way to be authentic and genuine is to share your own experiences – good and bad. But remember, don't be harsh or negative – always say what you learnt through the experience.



Scan this QR code to know more about e-moderation.



This guide is linked to the British Council CPD Framework for Teachers.

It develops the professional practice:

Integrating ICT:

- Using technology in the production of teaching and learning materials.
- Promoting collaborative and participatory learning by exploiting online communities, tools and platforms.

Stage: Engagement