

# Overview

Process, projects,  
and pricing

July 2025

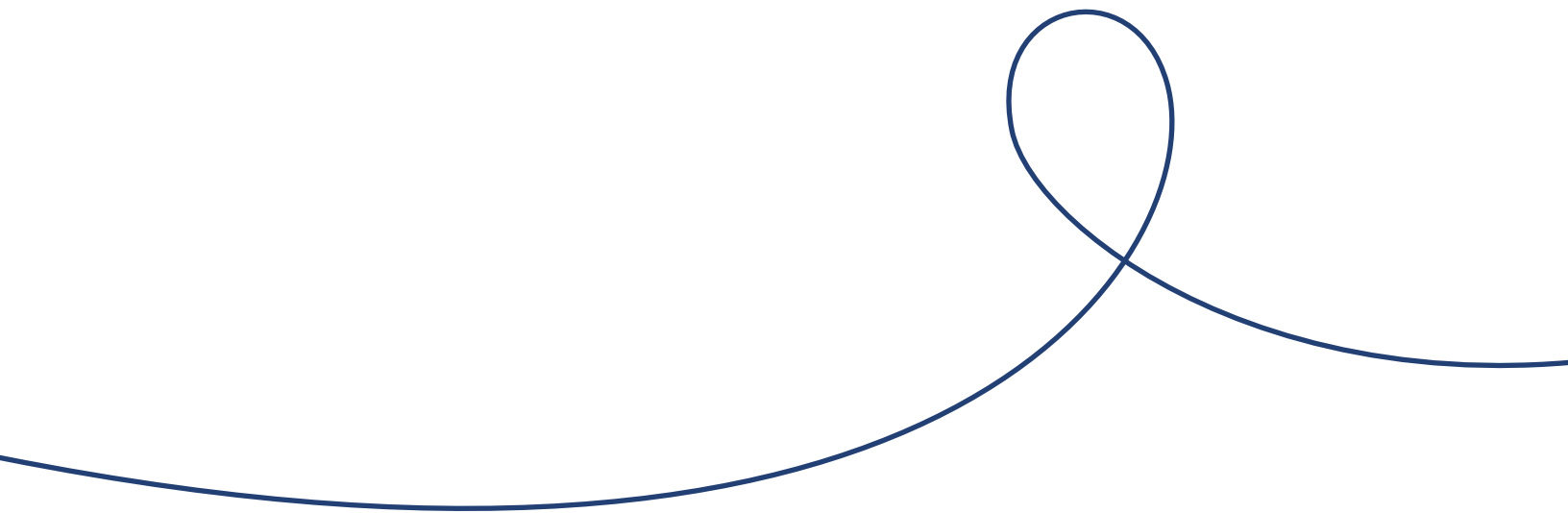


Open School BC

Creating **learning solutions**  
that engage, inform, and inspire.

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# Overview

## Who we are

Open School BC (OSBC) is a cost recovery unit within the Ministry of Education and Child Care. OSBC's team brings a wide range of expertise in educational resource development and delivery. Our collective skills include instructional design, project management, web and media design and development, coding, and educational technology. We also work with a select group of vetted contractors when required.

## What we do

We create and host courses and instructional resources for organisations including ministries, agencies, boards, school districts, and Crown corporations. We've worked with 13 BC ministries covering a wide range of topics (for example, early learning, mines safety, food safety, FOIPPA awareness, invasive species, and climate change).

## Our delivery platforms

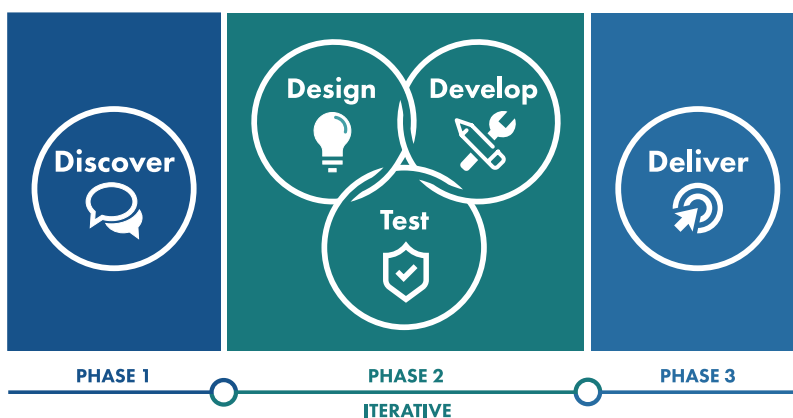
OSBC provides web or LMS hosting through secure, Canadian-based servers. LearnSpace is our LMS solution for course and program hosting and includes enhanced learning management features on a platform designed for work environments.

We adhere to BC's strict privacy rules (FOIPPA) and have robust security settings in place to protect data. OSBC has an approved Privacy Impact Assessment (PIA) and Security Threat and Risk Assessment (STRA) for its servers and LearnSpace.






## Our approach

We work closely with clients to ensure mutual understanding and agreement at every step of our 3-phased approach.

Most projects move through all three phases, but some use only a part. For example, we can host your existing content (Deliver) or just provide instructional design for a project (Discover).



A summary of the steps in our approach follows. Find more details on our [website](#).

Phases	Activities	Client responsibilities
Phase 1	 <p><b>Discover</b></p>	<p>Intake discussions:</p> <ul style="list-style-type: none"> <li>Identify client and end-user needs</li> <li>Discuss output formats and deliverables</li> <li>Identify hosting and maintenance needs</li> <li>Discuss budget</li> <li>Clarify OSBC process</li> <li>Identify existing materials</li> <li>Establish client and OSBC roles and responsibilities</li> <li>Decision by client and OSBC to move ahead with project</li> </ul> <p>Meet to discuss project</p>
	<p>Deliverables:</p> <ul style="list-style-type: none"> <li>Project Proposal</li> <li>Project Memorandum of Understanding/Contract</li> </ul>	Review/sign-off
	<p>Planning sessions to determine:</p> <ul style="list-style-type: none"> <li>Strategies to meet learner needs and objectives</li> <li>Content creation and review</li> <li>Structure and format</li> <li>Components (assessment, art, media, interactivity, etc.)</li> <li>Delivery platform</li> <li>Technical procedures for access, registration, and hosting</li> <li>Schedule and budget</li> </ul>	Ongoing communication and attending planning sessions
	<p>Deliverables:</p> <ul style="list-style-type: none"> <li>Instructional Design Plan</li> <li>Project Charter</li> <li>Amended Project Memorandum of Understanding/Contract</li> <li>Hosting Agreement</li> </ul>	Review/sign-off
Phase 2	 <p><b>Design</b></p>	<ul style="list-style-type: none"> <li>Form project team</li> <li>Write, review and revise content</li> <li>Design, review, and revise presentation and branding</li> <li>Design, review, and revise components</li> <li>Perform quality assurance checks and evaluate throughout</li> </ul> <p>Ongoing communication and review/approval of all components</p>
	 <p><b>Develop</b></p>	<ul style="list-style-type: none"> <li>Develop components (review and revise)</li> <li>Develop prototypes (review and revise)</li> <li>Develop access/registration process</li> <li>Implement sales/specialized processes</li> <li>Perform quality assurance, accessibility, and technical testing</li> </ul> <p>Ongoing communication and reviews/approvals</p>
	 <p><b>Test</b></p>	<ul style="list-style-type: none"> <li>Pilot (review and revise)</li> <li>Perform quality assurance, accessibility, and technical testing</li> <li>Finalize all project components</li> </ul> <p>Communication, review pilot feedback and final review/approval</p>
Phase 3	<p>Deliverable:</p> <ul style="list-style-type: none"> <li>Final Product</li> </ul>	Review/sign-off
	 <p><b>Deliver</b></p>	<ul style="list-style-type: none"> <li>Release access/registration information</li> <li>Make project available to end-users</li> <li>Conduct project debriefs</li> <li>Complete and deliver final evaluation report</li> <li>Discuss maintenance agreement</li> </ul> <p>Attend debrief meeting</p>
	<p>Deliverable:</p> <ul style="list-style-type: none"> <li>Evaluation Report</li> <li>Maintenance Memorandum of Understanding/Contract</li> </ul>	

## What it could cost

Following are some estimated costs for each phase of a project to provide a rough idea for budgeting. We can cost out your specific project at the end of Phase 1 after determining all the details. If you're only interested in our hosting and delivery services, please go to [page 7](#).

### Phase 1: Discover

In this phase we meet with you and your team to determine all the project needs. We facilitate planning sessions and produce an Instructional Design Plan which outlines learning objectives, intended audience, content structure, media formats, delivery platform, and technical considerations. We also create a Project Charter detailing timelines and budget. Depending on the complexity of the project, the cost for this phase is typically \$12,000 to \$20,000.

### Phase 2: Design/Develop/Test

In this phase we use an iterative approach to create all project components using the Instructional Design Plan as our guide. Throughout, we conduct quality assurance checks including accessibility and technical testing. Costs depend on the course design—the level of learner interactivity and the complexity of the components (interactive media, video, images, audio, etc.).

	Interactivity	Component complexity	OSBC examples
<b>Basic</b>	Learners have limited control over their learning experience, progressing through materials on a set linear path.	Basic content is text and images, but may also include test questions, audio, and links to video.	<ul style="list-style-type: none"><li>• <a href="#">Learning to be Anti-Racist</a></li><li>• <a href="#">Introducing the Early Learning Framework</a></li></ul>
<b>Medium</b>	Learners have some control over their learning experience through interaction with materials. For example, reinforcement activities that allow learners to perform virtual “try it” exercises.	Basic level content plus 25% (or more) interactive activities. May also include custom artwork, audio, and basic video.	<ul style="list-style-type: none"><li>• <a href="#">FOIPPA</a></li><li>• <a href="#">Backcountry Camping Group Leader Training</a></li><li>• <a href="#">Introduction to Invasive Species</a></li><li>• <a href="#">Selecting Learning Resources for the Classroom</a></li></ul>
<b>High</b>	Learners have greater control over their learning experience as materials are more customized and sophisticated.	More advanced and custom interactions, that may include complex video, audio, stories, branching scenarios, and multimedia.	<ul style="list-style-type: none"><li>• <a href="#">Caring about Food Safety</a></li><li>• <a href="#">Home Landscape Pesticide Use</a></li></ul>

## Project development pricing

Based on the interactivity/complexity, the following table provides approximate costs for one hour of learning design/development (at time of writing). It does not include the costs for authoring content, administrative services, project planning or hosting.

Description	Level of learner interactivity/component complexity		
	Basic	Medium	High
<b>Project management</b> <ul style="list-style-type: none"><li>• Content management (edits, reviews, instructional design)</li><li>• Budget/timeline management</li><li>• Communication/coordination</li><li>• Evaluation</li></ul>	\$4,000 to \$10,000	\$10,500 to \$20,000	\$20,000 to \$25,000
<b>Learning design/development</b> <ul style="list-style-type: none"><li>• Instructional design</li><li>• Presentation design</li><li>• Component design</li><li>• Media development</li><li>• Production</li><li>• Technical testing</li><li>• IT support</li></ul>	\$8,000 to \$15,000	\$15,500 to \$25,000	\$26,000 to \$45,000
<b>Range of cost</b> Per hour of training	<b>\$12,000 to \$25,000</b>	<b>\$26,000 to \$45,000</b>	<b>\$46,000 to \$70,000</b>

### References

Chapman Alliance. (2010). *How Long Does it Take to Create Learning?* <http://www.chapmanalliance.com/howlong/>

Pappas, Christopher. (2015, April 18). *What Is eLearning Interactivity?* <https://elearningindustry.com/elearning-interactivity-the-ultimate-guide-for-elearning-professionals>

## Content costs

Most projects start with written words. Some use existing resources as a starting point, while others begin with nothing at all. When assessing the amount of work needed, important factors to consider include the content's suitability for instruction, the target audience, plain language, and the chosen delivery medium. With so many variables, it is difficult to provide a typical cost for written content. As a rough guideline, writing and substantive editing costs are approximately \$100 to \$150 per hour.

## Project examples (hosting costs not included):

### Project A: Learning management system course

90-minute self-paced course in LearnSpace.

Basic complexity, including:

- Simple knowledge checks
- Final multiple-choice quiz
- Completion certificate

	Cost
Phase 1: Discover	\$16,500
Writing, indigenous review, editing	\$29,500
Phases 2 and 3: Design, develop, test and deliver	\$28,500
<b>Total project cost:</b>	<b>\$74,500</b>

### Project B: Interactive learning modules

Two hours of self-paced, interactive training across ten micro-learning modules developed in Articulate Storyline.

Medium complexity including:

- Knowledge checks
- Final multiple-choice quiz
- Custom artwork
- Certificate

	Cost
Phase 1: Discover	\$19,500
Writing, editing	\$11,000
Phases 2 and 3: Design, develop, test and deliver	\$70,000
<b>Total project cost:</b>	<b>\$100,500</b>

### Project C: Website course

90-minute open website course.

Medium-high complexity including:

- One 2D motion graphic video
- Interactive knowledge checks
- Six-part interactive scenario with custom artwork

	Cost
Phase 1: Discover	\$19,500
Writing, editing	\$20,500
Phases 2 and 3: Design, develop, test and deliver	\$103,000
<b>Total project cost:</b>	<b>\$143,000</b>

### Project D: PDF layout

Design and layout of two 90-page documents, one in English and the other in French (translation costs not included):

- Page and cover design
- Content layout (English and French versions)
- Print coordination

	Cost
Phase 1: Discover	\$1,250
Writing, editing	\$2,200
Phases 2 and 3: Design, develop, test and deliver	\$12,000
<b>Total project cost:</b>	<b>\$15,450</b>

## Phase 3: Deliver

In the final phase we launch the completed project and facilitate debrief sessions to evaluate how the project went for everyone. Projects differ in how they are delivered to the learner and OSBC can help with a variety of solutions.

We also offer custom solutions; we'd love to chat about what you're looking for!

Delivery requirement	OSBC solution
Easily available to all learners	Website
Reports on the number of learners accessing an open site	Website with analytics
Only available to specific learners, password protected	LearnSpace, Standard
Learners self-register to a password protected course	LearnSpace, Standard with self-registration option
Learner progress tracking, certifications, programs, custom reports, and other management tools	LearnSpace, Standard
Learners pay a fee to access	LearnSpace, E-commerce

In Phase 1, we'll help you determine the best delivery option for your project. We'll implement and test that solution in Phase 2 and launch in Phase 3. In Phase 3 we'll also discuss setting up a content maintenance agreement to keep your project up to date.



Ready to share your project idea or hosting needs?

Please fill in our [intake form](#).



Want to connect with the OSBC team?

Email us at: [OSBC.Online@gov.bc.ca](mailto:OSBC.Online@gov.bc.ca)



# Hosting and delivery services

We can host a simple, open website on our web servers or address more complex needs through LearnSpace, our learning management system (LMS). All our solutions are FOIPPA compliant, Canadian-based, and include support from our technical team.

## Website hosting

Host your training website on our web servers. Websites are open to everyone, no registration or learner tracking. An annual fee of \$1000 covers hosting and access to our technical support team. Site analytics can be added for an additional cost.



LearnSpace is our three-part solution including a learning management system, custom access and integration options, and dedicated technical support.

### Benefits of using LearnSpace include:

- No procurement (you can contract directly with OSBC)
- Compliance with FOIPPA regulations and an approved PIA
- Authentication for both public and BC Government users (IDIR)
- All back-end server administration work is handled by OSBC

### Moodle Workplace is LearnSpace's LMS, designed for work environments. It offers:

- WCAG 2.1 AA accessibility compliance
- Private Tenancy — your organisation's data and users are contained in your own area where you have:
  - Admin access to your tenant
  - Ability to add your organisation's branding
- Built-in tools to manage courses and learners, including:
  - Organisation management
  - Custom report builder
  - Programs/learning paths
  - Certification Management
  - Appointments

### LearnSpace has a few options to meet your needs:

- Standard: Access to a private area (tenant) to manage your users, courses, programs, and certifications. Automated enrolment can be added on.
- E-commerce: Similar features to Standard but with the ability to sell your courses in our shopping cart with the option to collect royalties to help support future development/updates.
- Custom: We'd love to discuss your needs! LearnSpace is a powerful, customisable system so we may be able to create a special hosting solution for you.

## LearnSpace pricing

	Standard	E-commerce
<b>Setup Fee</b> A one-time fee to setup your tenancy, branding, and billing.	\$1000	\$1000
<b>Additional Fees</b> Some options have additional setup fees.	\$250 setup fee per Automated Enrolment link	\$500 setup fee per E commerce offering
<b>Automated Enrolment</b> We create a link for your training. Learners use the link to register and enrol themselves.	Optional \$5 per registration	✓
<b>Shopping Cart</b> Paywall access to your training in our online shopping cart.		✓
<b>Royalties</b> Generate revenue selling access to your training in our shopping cart.		✓
<b>Active User Billing</b> Per logged-in user for each contract year.	Client pays \$15 per active user per year	Learner pays \$25 min per course seat
<b>Storage</b> We include 10 GB of storage with every package.	\$4 per GB above 10 GB	\$4 per GB above 10 GB
<b>Support Desk</b> Our support desk is available Monday to Friday 8:30 am – 4:30 pm.	Client, Admin Support	Client, Admin, and Learner Support
<b>Level 1 Support</b> 40 tickets or 10 hours of support.	✓	✓
<b>Level 2 Added Support</b> Additional 120 tickets or 30 hours of support.	\$3,000	\$3,000
<b>Level 3 Added Support</b> Additional 140 tickets or 55 hours of support.	\$5,500	\$5,500

Here are some pricing examples:

Client A: Standard	
Year 1:	Fees
One time seup fee	\$1,000
300 users per year	$300 \times \$15/\text{user}$
5 GB storage used	included
<b>Total fees:</b>	<b>\$5,500</b>
Year 2:	Fees
300 users per year	$300 \times \$15/\text{user}$
5 GB storage used	included
<b>Total fees:</b>	<b>\$4,500</b>

Client B: E-commerce		
<b>Shopping Cart</b>		
3 courses @ \$35 per course seat	\$25 / seat	+ \$10 royalty
Year 1:	Fees	Royalties
One time setup fee	\$1,000	
3 × E-Comm. course setup	$3 \times \$500$	
400 users	included	$400 \times \$10$
21 GB storage	$11 \times \$4$	
<b>Total:</b>	<b>\$2,544</b>	<b>\$4,000</b>
<b>Balance:</b>		<b>\$1,456</b>
Year 2:	Fees	Royalties
1,500 users	included	$1,500 \times 10$
21 GB storage	$11 \times \$4$	
<b>Total:</b>	<b>\$44</b>	<b>\$15,000</b>
<b>Balance:</b>		<b>\$14,956</b>

## Client C: Standard with automated enrolment

Add-ons:

- Automated Enrolment
- Level 2 Support

Year 1:	Fees
One time setup fee	\$1,000
Automated registration link	\$250
900 users	$900 \times \$15$
300 users with automated enrolment	$300 \times \$5$
8 GB storage used	included
Level 2 support	\$3,000
<b>Total fees:</b>	<b>\$19,250</b>
Year 2:	Fees
900 users	$900 \times \$15$
200 users with automated enrolment	$200 \times \$5$
8 GB storage used	included
Level 2 support	\$3,000
<b>Total fees:</b>	<b>\$17,500</b>

# Appendix A: Awards received

## Project awards

Award	Project	Year
Canadian Network of Innovation in Education		
Award of Excellence and Innovation in the Integration of Technology in Instructional Design/Teaching and Learning	<a href="#">Strong Start BC: Exploring the Reflecting on Quality Tool</a>	2016
Award for Excellence and Innovation in the Integration of Technology in the K-12 Classroom	<a href="#">Bamboo Shoots: Chinese Canadian Legacies in BC</a>	2016
Award of Excellence and Innovation in the Integration of Technology in the K-12 Classroom	<i>Inclusion Outreach e-Mentoring Program</i>	2015
Award of Distinction—Best Overall Production	<a href="#">Will's World</a>	2009
Interactive Award of Excellence	<a href="#">Will's World</a>	2009
Interactive Award of Merit	<i>Being Victoria</i>	2009
Award of Distinction—Best Overall Production	<a href="#">Sound and Light</a>	2008
Interactive Award of Excellence	<a href="#">Sound and Light</a>	2008
Interactive Award of Merit	<a href="#">Treaty Simulation</a>	2008
European Association for the Education of Adults		
Grundtvig Award for an outstanding project in Adult Learning	<i>English as a Second Language Settlement Assistance Program</i>	2011
IFEH 11th World Congress on Environmental Health		
Environmental Health Review Award	<a href="#">Caring About Food Safety</a>	2010
Premier's Innovation and Excellence Awards		
Provincial Finalist, Organizational Excellence, Partnerships	<a href="#">Chinese Historical Wrongs Apology and Legacy Initiatives</a>	2017
Regional Winner, Organizational Excellence	<a href="#">Open School BC: Serving the Public, Serving the Public Service</a>	2016
Regional Finalist, Innovation	<a href="#">Caring About Food Safety</a>	2010

## Work unit awards

- In addition to project awards, OSBC has won the *Top Work Unit Award* every year since 2007
- In 2011 and 2016, OSBC was designated one of the *10 Best Places to Work in the BC Government*

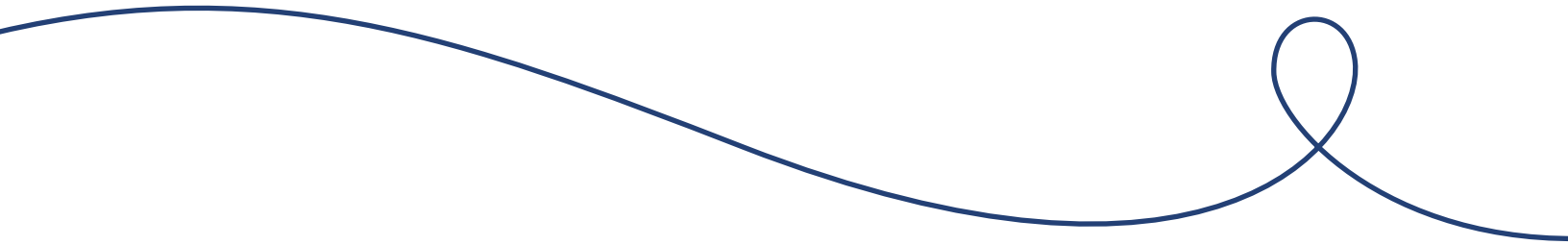
## Appendix B: Client list

### BC Ministries

- Agriculture and Food
- Children and Family Development
- Citizens' Services
- Education and Child Care
- Energy, Mines and Low Carbon Innovation
- Environment and Climate Change Strategy
- Finance
- Forests
- Health
- Post-Secondary Education and Future Skills
- Public Safety and Solicitor General
- Tourism, Arts, Culture and Sport
- Transportation and Infrastructure

### Public Agencies, Boards, and Commissions

- Asia Pacific Foundation of Canada
- BC Assessment
- BC Centre for Palliative Care
- BC Confederation of Parent Advisory Councils
- BC Housing
- BC Public School Employers' Association
- BC School Districts
- BC Water and Waste Association
- Children of the Street
- Community Living BC
- Cowichan Community Land Trust
- Elections BC
- Elizabeth Fry Society
- Focused Education Resources
- FOODSAFE Secretariat
- Government of Canada
- Great Bear Rainforest Education and Awareness Trust
- Homeowner Protection Office
- Inclusion Outreach
- Skilled Trades BC
- Junior Achievement BC
- Ocean Networks Canada
- Office of the Fire Commissioner
- Public Service Agency
- Royal BC Museum
- South Asian Studies Institute, University of the Fraser Valley



Open School BC