



# EDA Product Knowledge Modules

## Learner Feedback



### What you said...

### Did you know...

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| Provide a PDF version of the book for easier access and convenience.                                                                                                     | Every digital module course on the EDA Academy has a PDF version of the textbook for you to download.                                                                                                                                               |
| Offer a hybrid format, allowing both electronic and physical copies.                                                                                                     | If you choose the digital course, you can add a textbook copy of the module for an additional £30, giving you access to both formats. Alternatively, you can print the included PDF at no extra cost.                                               |
| Some learners prefer hard copies for ease of reference during study.                                                                                                     | You can order a textbook to go with your digital course for a cost of £30.                                                                                                                                                                          |
| Reading lengthy material on a screen can be uncomfortable for some users.                                                                                                | You can print the downloaded PDF or order a book so that you don't need to read from screen.                                                                                                                                                        |
| Using two devices is necessary for some, as switching between course content and questions can be cumbersome on a single screen.                                         | You can print a screenshot of the questions if you don't want to work from multiple devices.                                                                                                                                                        |
| Providing an audio version of the book would be helpful for learners and could benefit others in the future.                                                             | If you prefer to learn by listening, choose the e-learning option which offers both audio and video. The £99+VAT e-learning package unlocks the option to buy the printed textbook too for only £30.                                                |
| Even when using a physical book, having access to an online version would be advantageous.                                                                               | Here's how to access to both the printed textbook and online/e-learning version. The £99+VAT e-learning package unlocks the option to buy the printed textbook too for only £30. Compare this to choosing only the printed textbook option at £130. |
| The course interface could be clearer, especially in confirming when questions have been 100% completed and successfully uploaded.                                       | Support guides are available to assist with uploading documents. If the documents aren't uploaded correctly by following the on-screen instructions, the course may not display as 100% complete.                                                   |
| Switching between the textbook, answer sheet, and question page was time-consuming; it would be more efficient if questions were included directly on the answer sheets. | Due to our dynamic system that allocates questions individually to learners, it's not possible to include them on the answer sheet. Using static questions increases the risk of academic dishonesty.                                               |
| Lack of feedback on assessment answers or explanation for lost marks.                                                                                                    | We're unable to provide feedback on individual questions, as they remain in use for future assessments. Offering detailed guidance on specific answers would compromise the integrity and reliability of the assessment process.                    |
| Some assessment questions were not covered in the course book content.                                                                                                   | As outlined in the assessment guidance, long answer questions may require independent research, as not all answers are found in the module. Marks are awarded for demonstrating research skills.                                                    |
| Difficulty locating answers to end-of-module questions in the book.                                                                                                      | Each module book includes a detailed index at the end to assist you in finding information. In the PDF version, you can utilise the search function to quickly locate specific content.                                                             |

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| Some questions were ambiguously or confusingly worded.                                                                                                                                                                 | The question banks were created by experienced question writers. If you do not understand the question, please seek support by emailing <a href="mailto:training@eda.org.uk">training@eda.org.uk</a> .                                                                                                                                                                                                                     |
| Limited access to a computer outside of work hours presents challenges in completing the course.                                                                                                                       | The EDA Academy is accessible anytime, anywhere on both mobile devices and computers - just remember your username and password to log in.                                                                                                                                                                                                                                                                                 |
| The wording of some questions can be confusing, particularly for individuals with dyslexia, making it difficult to understand what is being asked.                                                                     | You can request the questions as an audio or video file, whichever you find easiest to access.                                                                                                                                                                                                                                                                                                                             |
| There can be a lack of clarity on how to structure answers to achieve full marks, especially in long-answer sections, which may benefit from clearer guidance.                                                         | You can find guides on the EDA website to help you prepare for the assessments, including mark allocation and answer structure tips.                                                                                                                                                                                                                                                                                       |
| A detailed breakdown of the marking system would be beneficial to show where marks were lost, rather than providing only an overall score per section.                                                                 | As all questions are live from our question bank, we can't provide detailed feedback on lost marks without compromising the integrity of the assessment.                                                                                                                                                                                                                                                                   |
| A visual countdown or progress tracker on the website would help users manage their time more effectively when completing the module.                                                                                  | The LMS includes a progress tracker and sends email reminders if the course hasn't been started. As the programme is optional, we anticipate that participants are self-motivated to complete it.                                                                                                                                                                                                                          |
| The content of the book and test is overly broad and does not provide sufficient depth for thorough understanding.                                                                                                     | The courses are designed to give trade counter staff general product knowledge. Going into more depth could discourage some learners, so advanced content, such as for the Renewables course, is being developed separately.                                                                                                                                                                                               |
| Some of the information appears to be outdated and would benefit from being updated.                                                                                                                                   | Courses are reviewed and updated on a rolling basis by specialist working groups. The last full review was in 2021; since then, Renewables and Lighting Introduction have been updated. Lighting Systems and Controls will be updated by the end of July 2026, with Heating and Ventilation scheduled for update by the end of 2026. If you spot any outdated content, please let us know so we can prioritise the review. |
| While the videos are efficient and packed with valuable information, incorporating more interactive activities or breaks between longer sections could help reduce the feeling of being overwhelmed and improve focus. | Most video sections are under five minutes. Occasionally, longer videos are used when breaking the content further would reduce clarity. Videos can be rewatched as needed, and the accompanying course PDF supports understanding.                                                                                                                                                                                        |

