

# Design Document

<i>Business Purpose</i>	<p>Due to high seasonal demands for bagged ice, several seasonal employees must be hired in order to meet customer demand. Previous data showed an increase in employee productivity and more consistent attendance when a training occurred prior to their start date. The training will enhance performance of employees by informing them of their basic duties allowing for a shortened length of time learning the job on site. Health and Safety information is supplied in order to remain compliant with state-wide standards.</p> <ul style="list-style-type: none"><li>• Provide seasonal employees with pertinent information that will allow them to be fully prepared on their first day</li><li>• Seasonal employees will be better able to perform their basic duties and responsibilities, increasing productivity</li></ul>
<i>Target Audience</i>	<ul style="list-style-type: none"><li>• All seasonal hires at Cascade Ice, LLC</li></ul>
<i>Training Time</i>	<p>30 minutes</p> <ul style="list-style-type: none"><li>• This course acts as an introduction to the critical information and basic duties and responsibilities necessary to start employment efficiently – additional on the job training occurring at a later time. This course can be completed in 30 or less minutes due to the introductory nature of the course with a lower level of complexity in the content</li></ul>
<i>Training Recommendation</i>	<p>1 e-learning course. Having not yet formally begun their work, asynchronous learning will provide the greatest opportunity for new employees to independently and successfully complete required course. Employees will have access to information in the resource section and the ability to revisit the course as needed to reference key information.</p> <ul style="list-style-type: none"><li>• Course will express management excitement at new employee hire and share the mission statement and values of the company to establish employee sense of belonging and buy-in</li><li>• After an initial overview of the company, key systems will be shared that will allow the employee to prepare to complete necessary paperwork to certify their employment and establish direct deposits for their bi-monthly pay checks</li><li>• Learners will be directed to learn about their basic duties and responsibilities – a comprehensive overview of their daily job and what will be expected from them</li><li>• Course includes important health and safety guideline information to ensure Cascade Ice LLC. remains Occupational Safety and Health Administration (OSHA) compliant</li><li>• Final evaluation</li></ul>
<i>Deliverables</i>	<ul style="list-style-type: none"><li>• 1 e-Learning course<ul style="list-style-type: none"><li>○ Developed in Articulate Storyline</li></ul></li></ul>

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	<ul style="list-style-type: none"> <li>○ Includes voice -over narration</li> <li>○ Includes frequent scaffolded knowledge checks</li> <li>○ Storyboard included with script</li> </ul>
<i>Learning Objectives</i>	<ul style="list-style-type: none"> <li>● Recognize the core values and mission statement of Cascade Ice LLC. (1.1)</li> <li>● Recall important human resource policies pertaining to payroll, scheduling, and sick leave (1.2)</li> <li>● Identify your basic duties and responsibilities (1.3)</li> </ul>
<i>Training Outline</i>	<ul style="list-style-type: none"> <li>● Welcome           <ul style="list-style-type: none"> <li>○ Message of excitement for new hire to be joining the Cascade Ice team</li> <li>○ Navigation explained to support learner in easy navigation of the course</li> <li>○ Learning objectives are introduced</li> </ul> </li> <li>● Core values and Mission Statement           <ul style="list-style-type: none"> <li>○ Three icons appear on the screen that represent three core values of Cascade Ice (integrity, trustworthiness, and teamwork) learner is instructed to select each icon to learn more about each value</li> <li>○ Integrity – celebrate employees who are honest and responsible</li> <li>○ Trustworthiness – reward employees who can be consistently counted on and trusted. Attendance bonus is mentioned at this time with the note that it will be explained in greater depth at a later point in the course</li> <li>○ Teamwork – value positivity and employees who are willing to work together</li> <li>○ Knowledge Check (1.1)</li> </ul> </li> <li>● Key Systems [Payroll, Schedule, Leave Policy]           <ul style="list-style-type: none"> <li>○ Key systems and action items are introduced so employee is made aware of what must take place in order to begin employment and have a successful experience</li> <li>○ Payroll               <ul style="list-style-type: none"> <li>▪ New employees are informed they will be contacted by Human Resources and must provide the following documentation: I-9, W-4, and completed Direct Deposit form</li> <li>▪ Employees must arrive their first day on the job with a photo ID</li> <li>▪ Bi-monthly paychecks appears at the bottom of the screen</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Schedule<ul style="list-style-type: none"><li>▪ Employee availability on weekends is clearly conveyed. Typical schedule is Wednesday - Saturday</li><li>▪ Early start time is conveyed</li></ul></li><li>○ Leave Policy<ul style="list-style-type: none"><li>▪ Due to shortened employment time, seasonal hires do not receive any paid time off</li><li>▪ Attendance bonus content: if employees miss less 2 or fewer days, they qualify for a \$500 bonus on their last paycheck</li></ul></li><li>○ Knowledge Check (1.2)</li><li>• Basic Duties and Responsibilities Introduction<ul style="list-style-type: none"><li>○ Employees has specific duties before, during, and after their routes every day</li><li>○ Before: clock-in and secure route sheet from the manager, alongside seasoned employees who have had proper safety training – support the loading of ice pallets onto trucks, and collect personal items before leaving the plant</li><li>○ During: use cell phone to navigate for the driver to the stops on the route sheet, assist in unloading ice into the store merchandiser, secure payment from business before continuing to next stop</li><li>○ After: assist in unloading any unused ice from trucks back into freezers, clean out and collect all personal items from truck, and check-in with manager to offer additional help before leaving</li><li>○ Knowledge Check (1.3)</li></ul></li><li>• Health and Safety Practices/Contacts<ul style="list-style-type: none"><li>○ All new employees must review OSHA guidelines and sign-off on their first day. Learner is directed to access information in the resources tab in the top right corner</li><li>○ Important contact information is presented to learner in order to ensure any questions and concerns can be handled in a timely manner. Contact page is located in the resources tab of the course player</li></ul></li><li>• Summary</li><li>• Final Assessment</li></ul>
<i>Assessment Plan</i>	<ul style="list-style-type: none"><li>• 5 assessment questions</li><li>• Assessment question 1 tied to learning objective 1.1. Questions 2 tied to learning objective 1.2. The remainder of the questions address learning objective 1.3</li></ul>

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|  | <ul style="list-style-type: none"><li>• Learner must score an 80% (4 out of 5 questions) in order to pass course</li><li>• Questions are all multiple choice-single answer questions</li></ul> |
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