



Product Training

Manufacturing Industry

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CommLab India has developed online courses for the world's largest producer and exporter of crude oil and the leading company in exporting natural gas. By taking this course, the learner should be able to operate the machine efficiently in the real time situation.

Project Context

- This course focuses on newly joined junior technicians and its objective is to make the learner familiar with 74 different machines. This course will be used in the classroom as a presentation after which learners will access this course in their labs.

Project Requirement

- PDFs, paper drawings and images will be provided by the client as they are realistic pictures and we don't have the images of their machinery and environment.
- Illustrations should be realistic (real look and feel).
- Use of layman's English as the user has only a basic understanding of English.
- A senior technician will lead the learner through the course. Later, individual access will be provided to all learners.

Learning Requirements

- The technician should be familiar with the functioning of various machines and should be able to name and identify the various parts of the machinery (at least of those related to his stream).

Technology Specifications

- Adobe Illustrator CS3, Adobe Flash CS3, Adobe Photoshop CS3 and light wave.

Key Challenges

- As there are many machines, it would be difficult for the learner to recall all of them.
- Assessing the learners' understanding becomes a problem as they are physical machines.
- Learners cannot understand complex English as they are just high school passes in a non-English speaking country.

Our Approach

A guided learning model was used to assist the learners for better understanding and effective application of the product knowledge. An orientation page was added at the beginning of the training program that showed learners how to select and navigate to different pages as they were new to online training.

The page was in animated form to show learners how to select and navigate to different pages. And it would be helpful for learners when they need to access the course on their own in the labs. Besides, it would also be helpful for learners when they access it by themselves in the lab, as it will be similar to a Help page guiding them to navigate and move along the course.

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Machines were categorized based on their characteristics and functions so that different levels of learners could differentiate among different machines.

Throughout the course, simple English was used because of the low educational background of the learners. More of images were used and minimum interactivities were included as the learners were not computer savvy.

Realistic illustrations were included to give learners a real feel and to make them recognize the parts when they operate them.

Sample Screenshots:

