



for
effective learning



Product Training for Operators

Energy and Utility Industry

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Background

CommLab India developed a product-training course for a leading corporation that develops explosives trace detection systems in the United States. The training program was intended to train operators on how to handle the trace detection system for detecting explosives and help them meet safety and security standards worldwide. The corporation identified eLearning as the best solution for introducing the product to operators and approached us for the development of an eLearning solution.

Client Requirement

The client wanted the course to be deployed on their intranet and also required CD versions of it. The CD versions were for learners who didn't have access to the intranet. The course needed to be tracked and scored for the exam provided at the end. The passing criteria desired for certification was 90%.

The client was also keen on developing the look and feel as per their branding guidelines.

A few videos were provided along with the Instructor Led Training material, which could be used if needed.

Challenge

The content was highly technical and needed to be thoroughly understood by instructional designers to devise a sound instructional strategy. The course needed to be tracked and the status displayed as Complete, Incomplete, or Inprogress even though it was deployed on their intranet. Learners needed to retain the complex information so that they could operate the equipment efficiently on the field.

Solution

To get a thorough understanding and grip on the content we involved the Subject Matter Experts (SMEs) in the kick-off meeting. Once we were clear on the content, we started working on the instructional strategy.

We discussed the approach with the SMEs and got an approval in the initial phase itself. Our approach was to start the course with an animation showing how there are many tragic events taking place at airports and other places of public transportation. The course goes on to explain the operators' role i.e. how they can contribute to safety and security by using the system efficiently. The introduction was then followed by various sections including the following:

- System Overview
- Explosive Trace Detection Basics
- System Operation
- Sampling Methods
- Best Practices for System Maintenance
- Conclusion
- Quiz

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The technical team met the challenge of tracking the course on the intranet and the CD version of the course after a few trials.

Videos were used to demonstrate how to operate the system. And key things to remember for operating the system were provided as a printable job aid. A virtual replication of the system was created for the learners to practice and appropriate feedback was given to retain the learning.

Result

The course was a huge success in terms of design and the time it took for development because it had no iterations after the alpha version and was converted directly into the gold version and launched on their intranet.

The feedback for the alpha version of the course was:

“Thank you for making the development process so easy! Your creativity has created a very interactive course that I think the operators will enjoy and learn from.”

-Technical Services & Training Manager

About CommLab India

CommLab India (www.commlabindia.com) is a Custom eLearning Solutions Company based in India. Since 2000, it has been providing state-of-the-art eLearning services to organizations across the world in the areas of Learning Consultancy, Custom Courseware, and Learning Technology. Some of our reputed clients are **BC Hydro**, **George Washington University**, **Kawasaki** and **Deloitte**. We are preferred vendors to some of the Fortune 500 companies like **Alcoa**, **Unilever** and **Pepco Holdings Inc.**

Sample Screenshots:

