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<i>Business Purpose</i>	Dreamwoods Apartments is a luxury apartment complex located in Detroit that provides a boutique quality living experience for its tenants. To maintain compliance, prevent liability and manage financial risk and bodily harm, this training is required as a proactive element in employment at Dreamwoods. This training helps managers and employees of Dreamwoods Apartments to prevent financial loss and injury and respond appropriately in the event risk occurs. The overall goal is to reduce incidences of risk between employees and tenants. This training is revised from a previous training after a compliance audit. Last year, Dreamwoods Apartments incurred 2 million dollars in risk due to negligence. This loss prompted an audit to review compliance and safety measures to train new and current employees.
<i>Target Audience</i>	The primary audience is employees of Dreamwoods Apartment including (but not limited to) managers, leasing agents, custodians and maintenance workers. The ages of employees range from mid-20s to mid-50s. Many employees have basic computer literacy skills. All employees have computer access and employee login credentials.
<i>Training Time</i>	30-minute eLearning course
<i>Training Recommendation</i>	<p>Dreamwoods' employees should receive e-learning training because of their various shifts during the day and roles while onsite. The course is brief enough for employees to use a computer on-site during their shift. Storyline is the best option for this course to include a variety of interactions including dial and click to reveal. This course also includes:</p> <ul style="list-style-type: none">• Scenario-based learning• Interactive Knowledge Checks• Voiceover
<i>Deliverables</i>	<ul style="list-style-type: none">• 1 Storyboard outlining the e-learning course Loss Prevention and Control• 1 eLearning module developed in Articulate Storyline with voiceover narration and final evaluation• 1 job aid checklist for Loss Prevention or Loss Control• Includes virtual human avatar, mature in age
<i>Learning Objectives</i>	<p>By the end of the course, learners will be able to:</p> <ul style="list-style-type: none">• Define liability and its associated risks.• Recognize measures of both loss prevention and loss control to determine risk.• Identify various insurance types to complete an insurance claim.

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Training Outline

- **Introduction**
 - Welcome
 - Navigation
 - Learning Objectives
- **Topic: Liability**
 - Definition of liability
 - Examples of liability
 - Financial liability risk
 - Third party liability
 - Insurance impact
 - Lawsuit damages
 - Negligence
 - Examples
 - Failure to repair
 - Lack of accident prevention
 - Lack of attention
 - Knowledge Check
 - Scenario on the best method of liability risk prevention.
- **Topic: Loss Prevention and Control**
 - Definitions of loss prevention and loss control
 - Loss Prevention
 - Strategies
 - Examples
 - Loss Control
 - Strategies
 - Measures to control loss
 - Knowledge Check
 - Classify examples of loss prevention and loss control.
- **Topic: Insurance Types**
 - Four types of insurance
 - Third party liability
 - Property insurance
 - Workers' Compensation
 - Fidelity insurance
- **Summary**
- **Assessment**

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	<ul style="list-style-type: none">• Congratulations
<i>Assessment Plan</i>	<p>Five assessment questions requiring 80% score to pass. The assessment has unlimited attempts. Questions are derived from the content covered as defined by the learning objectives. The correct answers are highlighted in yellow and the questions are as follows:</p> <ul style="list-style-type: none">• Select the best definition of liability. Then, click submit. (LO1)<ul style="list-style-type: none">○ Being proactive in preventing losses and in compliance with safety regulations.○ Protects against the risk that someone will make a claim against the property for injury or damage.○ The state of being responsible for something, especially by law.○ Provides employee medical and lost wage benefits in the event of a work related injury or illness.• What are associated risks of liability? Select all that apply and click submit. (LO1)<ul style="list-style-type: none">○ Loss prevention○ Financial risk○ Third party liability○ Insurance impact○ Lawsuit damages• What measures are used for loss control? Select all applicable responses and click submit in the player. (LO2)<ul style="list-style-type: none">○ Don't have liability insurance○ Know who to call○ Address situations immediately○ Wait to address any and all situations○ Know your financial responsibilities• True or false: One measure of loss prevention includes practicing preventative maintenance. (LO2)<ul style="list-style-type: none">○ True○ False• Drag and drop the definitions with their respective insurance types then click submit in the player. (LO3 – <i>All definitions below are matched with the correct answer.</i>)

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	<ul style="list-style-type: none">○ Workers' Compensation – Provides employee medical and lost wage benefits in the event of a work related injury or illness.○ Third party liability – Protects against the risk that someone will make a claim against the property for injury or damage.○ Fidelity insurance – Covers losses incurred through dishonesty by employees.○ Property insurance – Covers property loss and/or damage to buildings, their contents and external equipment.
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