

Design Document for The Craft Maker's Store

Business Purpose	The Craft Maker's Store is adding stock for candle making due to the demand for candle making supplies. The Craft Maker's Store prides themselves on their personalized customer service and they maintain their customer loyalty. However, the employees are not familiar with candle making supplies and it is imperative that all employees are trained and knowledgeable in the supplies needed for candle making to serve their customers properly.
Target Audience	This training is for all managers and employees that work at The Craft Maker's Store.
Training Time	20 -25 minutes
Training Recommendation	<ul style="list-style-type: none"> • The managers and employees should receive e-learning training because they are distributed all over the region. • This training can be used for future new hires or as a refresher course. • Interactive lessons will keep learners engaged.
Deliverables	<ul style="list-style-type: none"> • 1 eLearning module, developed in Articulate Rise 360
Learning Objectives	<p>By the end of the training, the learners will be able to...</p> <ol style="list-style-type: none"> 1. Define terminology associated with the materials and equipment used in the candle making process. 2. Compare and contrast materials used in candle making. 3. Recommend the correct candle materials based on the needs of the customer.
Training Outline	<p>Introduction</p> <ul style="list-style-type: none"> • Welcome • Objectives • Take a Guess question on how many scents are available for candle making. <p>Topic 1: Equipment</p> <ul style="list-style-type: none"> • Tools and equipment needed. <ul style="list-style-type: none"> o Interactive picture of equipment with markers that explain the need and usage of each one. o Four column grid with pictures and explanations of additional equipment • Knowledge Check <ul style="list-style-type: none"> o Match each item to its purpose. (L.O. #3) <p>Topic 2: Types of Wax</p> <ul style="list-style-type: none"> • An accordion interaction with a detailed explanation of the 5 types of wax carried by the store. <ul style="list-style-type: none"> o Soy Wax o Paraffin Wax o Coconut Wax o Beeswax o Gel Wax

	<ul style="list-style-type: none"> ● Knowledge Check <ul style="list-style-type: none"> ○ True / False question on the most popular type of wax used. ○ Drag and drop matching each type of wax to its description (L.O. #1) <p>Topic 3: Candle Varieties</p> <ul style="list-style-type: none"> ● Tab interaction to compare the different types of candles. <ul style="list-style-type: none"> ○ Container Vessels ○ Pillars and Molds ○ Tapers ○ Tealights ○ Wickless Tarts ● Knowledge Check <ul style="list-style-type: none"> ○ Drag and drop each candle description to its correct category. (L.O. #2) <p>Topic 4: Wood Wicks vs Cotton Wicks</p> <ul style="list-style-type: none"> ● Information that compares wood wicks and cotton wicks. <ul style="list-style-type: none"> ○ What are Wood Wicks? ○ What are Cotton Wicks? ○ Cotton Wick Varieties ○ How the choice of wick impacts the way a candle burns ● Knowledge Check <ul style="list-style-type: none"> ○ Multiple Choice (L.O. #2) <p>Topic 5: Fragrance</p> <ul style="list-style-type: none"> ● Fragrance Oil vs Essential Oil <ul style="list-style-type: none"> ○ Description of each type of oil ○ Uses for each oil. ○ Pros and cons of each oil ● Knowledge Check <ul style="list-style-type: none"> ○ Drag and drop to match description to either fragrance oil or essential oil. <p>Assessment</p> <ul style="list-style-type: none"> ● Quiz
Assessment Plan	5 graded questions 80% to pass (4 out of 5) Pass / Incomplete (unlimited attempts) Most questions will be multiple choice with a drag and drop or matching for engagement on question 5. LO 1: Question 4 and 5 LO 2: Question 1 LO 3: Question 2 and 3
Evaluation of Success	<ul style="list-style-type: none"> ● 80% or higher score on quiz to pass ● Managers and employees can explain to and advise customers when buying candle making supplies.