

Design Document

Painting Pals: Interior Wall/Ceiling Painting

<i>Business Purpose</i>	<p>There has been a discrepancy between project completion time and knowledge of how to fix mistakes for novice and veteran painters documented through customer surveys and complaint calls. There is a high need to develop beginner level painter training to solidify the Painting Pals' process. At Painting Pals, we want to ensure all of our beginner painters have the right tools and knowledge to be successful. Our goal is to provide our clients with high quality service from our exceptional professionals to make their dream home a reality.</p>
<i>Target Audience</i>	<ul style="list-style-type: none">● Newly hired painters
<i>Knowledge Level</i>	<ul style="list-style-type: none">● Knowledge & Understanding
<i>Training Time</i>	<ul style="list-style-type: none">● 30 minute seat time
<i>Training Recommendation</i>	<p>This module is designed for beginner painters to gain the knowledge they need to take an interior painting project from start to finish. The topics include how to prepare a painting site, the tools involved, the painting process, and clean up procedures. This will be an online course for all new hired painters to be completed during the employee onboarding process. An eLearning course would allow new employees to work through the content at their own pace and time before being onsite. When they arrive for their first project, they will have acquired a solid foundation of the Painting Pals' process to apply on the job.</p>
<i>Deliverables</i>	<ul style="list-style-type: none">● 1 eLearning course<ul style="list-style-type: none">○ Developed in Articulate Rise○ Includes 3 learning sections<ul style="list-style-type: none">■ Prep & Safety■ Prime and Paint■ Clean Up & Project Completion○ Quizzes<ul style="list-style-type: none">■ Two Knowledge Checks■ Final Quiz○ Wrap Up Summary● Resource linked on Module<ul style="list-style-type: none">○ Safety Guidelines Job Aid<ul style="list-style-type: none">■ This resource will also be utilized as a job aid included in the standard supply packs on all sites.
<i>Learning Objectives</i>	<p>By the end of this module, the learners will be able to:</p> <ol style="list-style-type: none">1. Identify ways to stay safe and prepped for painting.2. Describe which materials should be used during different parts of the interior wall painting process.3. Organize the steps of the interior wall painting process.4. Identify ways to correct interior painting mistakes.

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Training Outline

- Introduction
- Prep & Safety
 - Preparing for a Project
 - Explanation of how to prepare the space before starting to paint a client's space.
 - Include Protecting the furniture, smoothing walls, cleaning surfaces, and masking edges.
 - Scenario for Prepping a Space
 - Safety Guidelines
 - The Painting Pals safety guidelines that all employees must follow.
 - Include maintaining ventilation, wear protective equipment, use a secure ladder, and show coverings.
 - Include Job Aid for Safety Guidelines
 - Knowledge Check
 - Covers Objective #1
- Paint 101
 - Types of Paint
 - List the different types of paint and what we typically use at Painting Pals.
 - Include: Latex paint, acrylic paint, oil-based paint, primer, and ceiling paint.
 - Paint Finishes
 - Describe how the different finishes look and the best rooms to use them.
 - Include flat, eggshell, satin, semi-gloss, and high-gloss
 - Brushed and Rollers
 - Include roller and brush widths
 - Knowledge Check
 - Covers Objective #2
 - Painting Steps
 - The 3-step process will be explained with additional tips such as cutting, taping, entryway, and cleaning up drips and splatters.
 - Scenario for The Painting Process
- Clean Up & Project Completion
 - Cleaning Up
 - Include how to dispose of paint, trash/materials and how to clean brushes/rollers
 - Finalizing the Project
 - Show the Project Finalization Checklist
 - Scenario for Wrapping up a Project
- Quiz
 - Five questions that match the learning objectives. Includes ordering, multiple choice, and multiple response

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	<ul style="list-style-type: none">○ Covers Objectives 1-4● Wrap Up Summary
<i>Assessment Plan</i>	<p>80% passing of 5 questions on the final quiz</p> <ul style="list-style-type: none">● A mixture of matching, multiple choice, and multiple response questions will be included.● Knowledge Checks not included in quiz score.● There will be unlimited quiz retries.● The answers will be revealed after submitting each question
<i>Evaluation of Success</i>	<ul style="list-style-type: none">● Decreased customer complaints of unresolved mistakes.● Increase of projects completed in allotted time-frame.