Business Purpose	Give Kids the World (GKTW) is converting their current training from completely ILT to blended learning. Analysis of the current training shows inconsistencies in training due to limited time and staff. Blended learning solutions will allow portions of the training to be completed at various times, improve completion rates, improve consistency of training content, and decrease the strain on supervising staff. The Guest Services Team are some of the first people to welcome families at theGKTW resort. They start the "perfect experience" in line with the business mission of "happiness inspires hope." As part of their job, Guest Service employees use golf carts to transport family members to their villas and must adhere to the golf cart safety procedures and guidelines. Employees report golf carts not being charged at the beginning of their shifts. The company had more accident reports in the last quarter compared to the previous year. The goal of this training is to improve golf cart maintenance and reduce accident reports by increasing driver safety.
Target Audience	**Guest Services Team** Drivers must be 18+ and have a valid state-issued Driver's License
Training Time	35 minutes – Training time is based on completing an eLearning course and an in-person performance assessment with a supervisor.
Training Recommendation	- One 20-minute eLearning course in Articulate Storyline. - Course will present care and safe operation of the golf cart through scaffolded interactivity with knowledge checks. - One 15-minute performance-based assessment to be completed using a golf cart and verified by a supervisor.
Deliverables	- Storyboard including script. - eLearning course developed in Articulate Storyline with voiceover narration and following WCAG-AA guidelines. - Job aids: - Checklist with supervisor instructions and signature lines for verified performance assessment. - Golf cart guidelines (weather-protected), to be attached to the golf cart dash/glove area. A downloadable version will be available in the eLearning course.
Learning Objectives	At the end of the eLearning course, the learner will be able to… - Identify the 5 checks to complete before driving a golf cart. - Explain the 9 guidelines for driving a golf cart safely around the resort. - Describe the process to follow to safely park a golf cart.

	Performance-based objective: ● Demonstrate how to safely use a golf cart in 3 stages: before operation, driving, and parking.
Training Outline	**Introduction** ● Title ● Navigation ● Basic qualifications: 18+, valid state-issued driver's license ● Learning Objectives with Avatar Introduction **Pre-Operation Checks** ● Visual Inspection - what damage to look for, how to check tires, how to check headlights and brake lights, how to report maintenance needs, do not drive if doesn't pass inspection. ● Clear trash and debris - broom, trash cans, wiping down. ● Battery charge - how to check the battery, unplugging from the charging station. ● Company policies - no headphones, no cell phones, no open-toed shoes. ● Parking brake - location by brake (not a hand lever), how to release. ● Knowledge Check - Use a pick many freeform question. The question will show a photograph of a golf cart. Learner will click on items that need to be checked. Feedback will be provided to learner's submitted answers. **Safe Driving** ● Reiterate company policies and how they contribute to safe driving - no headphones (hearing), no cell phones (sight/hearing), no open-toed shoes (pedal operation). ● All passengers must be seated with feet flat on the floor. ● Use headlights at night - if resort streetlights are on, so are the headlights. Headlights should also be used in times of rain or fog. ● Watch for pedestrians - drive only on resort roads, not on sidewalks, slow down at crosswalks, stop to allow pedestrians to cross, pay attention. ● Limit speed - 10 mph across the whole resort, how to use gas and brake. ● Keep to the right side of the road to allow safe flow of 2-way traffic. ● Do not pass other vehicles. Stopped or slow vehicles often need assistance. Keep a safe distance and follow to the nearest checkpoint. Safety of all passengers in both vehicles must be maintained. ● Knowledge Check - Sorting activity. Pictures of various safe practices and safety violations will be categorized by the learner as safe or not safe. Ex. speedometer at 15 mph, driver wearing boots, stopping at pedestrian crosswalk, driver wearing headphones, etc.

	Parking Procedure - Apply the parking brake - reminder that it is by brake pedal, how to engage. - Turn off headlights. - Remove the key. - Plug charger - how to connect the golf cart to a charging station. - Remove trash - wipe down if needed, report any incidents if needed. - Knowledge Check - **Summary** - Review course objectives and provide downloadable Guidelines Job Aid in the Resources tab. **Quiz** **Congratulations** - Certificate - Next Steps - contact Guest Services Manager; schedule performance assessment - Exit Course
Evaluation Plan	5 assessment questions at the end of the eLearning course. Learners must score 80% to pass. Questions will include: - Pick many freeform hotspots - golf cart image with at least two things that won't pass required pre-operation inspection. - Multiple Response - Company policies concerning headphones, cell phones, and correct shoes. - 2 Multiple Choice - Driving safety - Sequence the steps of the parking procedure. Performance Assessment will be completed after passing eLearning. Learners will demonstrate pre-operation check, driving safety, and parking procedure.