

# Design Document

## Training Title: Service Animals and Businesses

<b>Business Goal and Problem</b>	Guests like to bring their pets with them when they go out shopping. However, this can cause issues with cleanliness, customer complaints, and sometimes even cause arguments. No pet policies often directly clash with the ADA law. No one wants their business to be the scene of the next viral video. Our goal is to continue to provide excellent customer service, build rapport, better handle customer complaints, and avoid arguments due to lack of knowledge on the topic without breaking the law. To eliminate confusion and confrontations, a training course is needed to help retail employees identify a service animal from a pet and determine when it would be appropriate to either modify the store policy or ask to have a service animal removed.
<b>Target Audience</b>	This training is targeted toward all retail <b>employees</b> . <ul style="list-style-type: none"><li>- This will include a range of ages and experience.</li><li>- Many employees will have no idea what the law is regarding service animals.</li><li>- Current employees will need to pass it and it should be part of onboarding for new employees.</li></ul>
<b>Learning Objectives</b>	<b>Terminal LOs:</b> By the end of this course, employees will be able to: <ul style="list-style-type: none"><li>- Identify a service animal</li><li>- Determine when it is okay to exclude a service animal</li><li>- Ask someone to remove their service animal</li></ul> <b>Enabling LOs:</b> <ul style="list-style-type: none"><li>- Understand ADA</li><li>- Define service animal</li></ul>
<b>Training Recommendation</b>	<b>Delivery Method:</b> <ul style="list-style-type: none"><li>- Articulate Storyline e-learning course</li></ul> <b>Approach:</b> <ul style="list-style-type: none"><li>- Continuous &amp; Various workplace scenarios (workplace scenarios throughout)</li></ul>
<b>Training Time</b>	<ul style="list-style-type: none"><li>- 20 minutes seat time</li></ul>
<b>Deliverables</b>	<ul style="list-style-type: none"><li>- Published SCORM zip files</li><li>- eLearning module developed in Storyline 360 with Voiceover Narration</li><li>- Storyline 360 source file (.story file)</li></ul>

	<ul style="list-style-type: none"> <li>- Storyboard, including script</li> </ul>
<b>Training Outline</b>	<ol style="list-style-type: none"> <li>1. Welcome</li> <li>2. Workplace Scenario 1             <ol style="list-style-type: none"> <li>a. Learning Objectives</li> </ol> </li> <li>3. Understanding the Law             <ol style="list-style-type: none"> <li>a. What is ADA</li> <li>b. Who does it apply to</li> </ol> </li> <li>4. Pre-assessment Question</li> <li>5. What is a Service Animal?             <ol style="list-style-type: none"> <li>a. What it is/what it isn't                 <ol style="list-style-type: none"> <li>i. Any breed, any size</li> <li>ii. Not therapy or emotional support</li> <li>iii. No registration or vests, etc.</li> </ol> </li> <li>b. 2 questions to ask</li> <li>c. tasks</li> </ol> </li> <li>6. Knowledge Check</li> <li>7. When can they be excluded             <ol style="list-style-type: none"> <li>a. Alters business products//goods, etc</li> <li>b. Not housebroken, disruptive, not under control</li> </ol> </li> <li>8. Asking a Service animal to leave             <ol style="list-style-type: none"> <li>a. 6 Steps: assess the situation, right time/place, craft request, explain reasoning, offer alternatives</li> </ol> </li> <li>9. Knowledge Check</li> <li>10. Wrap-Up</li> <li>11. Final Graded Quiz</li> <li>12. Congratulations!</li> </ol>
<b>Assessment Plan</b>	<p><b>Level 2 Assessment:</b></p> <ul style="list-style-type: none"> <li>- Knowledge checks throughout             <ul style="list-style-type: none"> <li>- LO1- check understanding of properly identifying a service animal</li> <li>- LO2- check understanding of when it is okay to exclude a service animal</li> </ul> </li> <li>- <b>Performance-based Final graded quiz</b> <ul style="list-style-type: none"> <li>- Workplace scenario based questions</li> <li>- 5 questions</li> <li>- 80% passing</li> </ul> </li> </ul> <p><b>Level 3 Assessment:</b></p> <ul style="list-style-type: none"> <li>- Decrease in customer complaints, issues related to dogs in-store</li> <li>- Employees are more confident in addressing service animal related concerns</li> </ul>