

Design Document

<i>Business Purpose</i>	Fox Creek is a residential rental company offering multi-unit apartment style buildings in several different locations. Each location has a property manager who is responsible for making sure the property is maintained and preserved through proper inspection and maintenance procedures. Currently there are some differences in approach to inspections and repairs among the different locations. The goal is to make sure all inspections are performed thoroughly and maintenance plans are created to protect the value of the assets and increase revenues through customer satisfaction and high occupancy rates uniformly among all locations.
<i>Target Audience</i>	Property managers in each location are the key audience.
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	The property managers should receive eLearning training because of their wide geographical locations and time constraints. The property managers should also have a reference tool in the form of a checklist for inspections.
<i>Deliverables</i>	<ul style="list-style-type: none"> • 1 storyboard outlining the Property Management Inspections eLearning course • 1 eLearning module developed in Storyline including voice over narration • 4 inspection check list pdf job aids for each inspection type
<i>Learning Objectives</i>	<ul style="list-style-type: none"> • Describe the 4 key types of property inspections • Identify the purpose of property inspections • Explain the preventive maintenance process and benefits
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none"> • Welcome • Navigation • Objectives <p>Topic: What are property inspections?</p> <ul style="list-style-type: none"> • Definition and tips • Four types of property inspections <ul style="list-style-type: none"> ○ Examples in each category • Knowledge check – categorizing types of inspections <p>Topic: Purpose of property inspections</p> <ul style="list-style-type: none"> • Protecting the asset • Limit deferred maintenance • Budget <p>Topic: Preventive Maintenance</p> <ul style="list-style-type: none"> • Pests <ul style="list-style-type: none"> ○ Common pests

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	<ul style="list-style-type: none">○ Ways to prevent pests● Water damage<ul style="list-style-type: none">○ Common types○ Ways to prevent water damage● Structural damage<ul style="list-style-type: none">○ Common types○ Inspection areas● Assigning preventive maintenance tasks<ul style="list-style-type: none">○ Onsite staff, vendor, licensed expert● Knowledge check – select appropriate solution for maintenance
<i>Assessment Plan</i>	<p>There will be five questions. An 80% pass rate on e-Learning module assessment of matching and multiple choice questions will be required to complete the course. Learners will have unlimited attempts to pass the assessment.</p>