

Air-Conditioning Maintenance
Design Document

Subject	Topics to Include
Business Purpose	<p>TA Services, a leading HVAC company committed to delivering optimal comfort and efficiency, recognizes a need for enhanced training in air conditioning maintenance. The primary goal of TA Services is to cultivate a skilled and knowledgeable workforce capable of delivering top-tier air conditioning services. Over the past year, an internal analysis revealed a concerning trend: the turnout rate of proficient apprentices has decreased by 15%. This trend highlights a critical gap in the foundational knowledge of air conditioning maintenance in the newly hired apprentices.</p> <p>To reverse this trend and uphold their commitment to excellence, TA Services is investing in the development of a training course that will ensure new apprentices acquire the fundamental skills needed to excel in the HVAC industry.</p> <p>Upon completion of the training, TA Services aims to achieve a significant improvement in the proficiency levels of apprentices. The targeted goal is to reverse the observed decline by enhancing the apprentices' foundational knowledge and practical skills, contributing to a 10% increase in overall proficiency within the first six months of course implementation. This improvement aligns with the company's broader objective of maintaining high service standards and client satisfaction.</p>
Target Audience	<p>The target audience for this eLearning course includes newly hired apprentices in the HVAC field. These individuals may have limited experience in air conditioning maintenance, making it crucial to provide them with a comprehensive foundation that aligns with the industry's best practices.</p>
Training Time	30 mins
Training Recommendation	<p>An eLearning course prior to field experience is the best fit for this training due to its flexibility and accessibility. As apprentices may have varying schedules and learning preferences, an eLearning platform allows them to engage with the material at their own pace and convenience. Additionally, an eLearning course provides the scalability needed for a growing workforce, allowing new apprentices to access consistent, high-quality training regardless of their location or time constraints.</p>
Deliverables	<p>1 e-Learning course</p> <ul style="list-style-type: none"> ● Developed in Articulate Rise ● Includes three main topics with scaffolded learning ● Includes a maintenance scenario ● Includes knowledge checks ● Final graded evaluation
Learning Objectives	<p>After this course, the learner will be able to:</p> <ul style="list-style-type: none"> ● Identify the key components of an air conditioning system that need to be inspected ● Match the function to the correct key component ● Recognize signs of wear, damage, and corrosion in the key components ● Distinguish the proper procedures of maintenance of the key components

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Training Outline	<p>Introduction</p> <ul style="list-style-type: none">• Welcome message from TA SERVICES• Learning objectives <p>Key Components</p> <ul style="list-style-type: none">• condenser, compressor, evaporator, evaporator fan, condenser fan• Knowledge Check <p>Recognizing a Problem</p> <ul style="list-style-type: none">• Wear, damage, and corrosion• Knowledge Check <p>Maintenance</p> <ul style="list-style-type: none">• Condenser maintenance• Air Handler maintenance• Knowledge Check scenario <p>Final Evaluation</p> <p>Congratulations</p>
Evaluation Plan	<p>Knowledge checks throughout the course in various formats</p> <ul style="list-style-type: none">• Ungraded• 2 attempts per Knowledge Check <p>Final Evaluation</p> <ul style="list-style-type: none">• 5 graded assessment questions in various formats• 80% passing or better required• Unlimited times allowed to earn passing score