

Design Document

Training Title: Madison Humane Society Volunteer Dog Walker Training

Business Goal and Problem	Problem: - Madison Humane Society is a non-profit rescue shelter run primarily by volunteers. An initiative with local schools has increased the number of volunteers, and the number of dogs has increased due to a recent facility renovation. This training will ensure all new volunteers follow proper protocols to safely remove dogs from kennels and walk them in a way that reinforces leash training to prepare dogs for adoption. Goal: - Volunteer dog walkers will learn to reinforce good behavior and ensure their own safety and that of the dogs when taking a dog for a walk. Reinforcing good behavior for the dogs during each walk will prepare them for adoption, creating a higher adoption rate amongst dogs housed in on-site kennels.
Target Audience	- The target audience will be new volunteers to the Madison Humane Society. - Learners are of various ages but at least 16 years of age. - All dog walkers are physically fit enough to exercise and handle all dog breeds. - Volunteers are familiar with the mission and goals of the Madison Humane Society and the facility spaces.
Learning Objectives	Terminal LOs: After completing this course, learners will be able to: - Safely remove a dog from their kennel for a walk. - Reinforce proper leash behavior during walks around the facility walking path. - Promote calm kennel behavior upon returning a dog to their kennel - Log details of the walk after returning a dog to their kennel.
Training Recommendation	Delivery Method: I recommend using an interactive eLearning course (Articulate Rise) hosted on the Madison Humane Society website. This will allow volunteers to complete the training at any time and from any device prior to their volunteer shift. A job aid poster will be hung around the facility to assist learners after completing the course, visually referencing each learning objective. Approach: Informal, non-graded knowledge checks will appear at the end of each section. A final quiz/assessment will ensure learners can apply the terminal LOs to scenario-based questions.
Training Time	The time needed for the training is approximately 15 minutes, delivered in one session.
Deliverables	Articulate Rise eLearning course

	• Printable Job aid .pdf
Training Outline	Course Introduction Learning Objectives Taking a Dog Out of the Kennel • Be prepared • Approaching and opening the kennel • Removing a dog from the kennel Walking Around the Facility • Walking with a dog outside the kennel • Navigating the facility Returning a Dog to the Kennel • Finishing the walk • Returning to the facility • Selecting an enrichment item • Taking the dog back to their kennel • Logging the walk Knowledge Check Summary
Assessment Plan	Level 2 Assessment: • Knowledge Checks: ◦ Three non-graded informal knowledge check questions will appear after each training section below: ■ Taking a Dog Out of the Kennel: Sorting Activity ■ Walking Around the Facility: Multiple-choice ■ Returning a Dog to the Kennel: Multiple Response • Final Assessment: ◦ Learners take a scenario-based Quiz at the end with five multiple-choice questions. ◦ Learners must earn a score of 80% or higher to pass. ◦ Learners have the opportunity to review the quiz after each attempt. ◦ There are unlimited attempts to pass. Level 3 Assessment: • Comparing prior performance to post-training performance