

Design Document

<i>Business Purpose</i>	ClimbVista Gym aims to establish itself as a premier destination for indoor bouldering and rock climbing experiences. ClimbVista's mission is not only to provide a state-of-the-art facility for climbing enthusiasts but also to introduce newcomers to the thrill and benefits of indoor bouldering. As a newer business, it's important ClimbVista Gym increases membership levels, while maintaining safety as a priority. The goal of this training would be: ☐ Achieve a 20% increase in the conversion rate of course participants to full-fledged gym members within three months of completing the course. ☐ Ensure a 95% or higher compliance with safety protocols among all course participants, as measured through post-course assessments and observations. By focusing on achieving these goals, ClimbVista Gym is laying the foundation for sustained business growth.
<i>Target Audience</i>	The target audience for this training at ClimbVista Gym includes individuals with little to no prior experience in indoor bouldering. The course is designed to cater to a diverse group of participants who are interested in exploring the sport, improving their fitness, and gaining foundational knowledge and skills in indoor bouldering. This may include, but is not limited to: Novice Climbers, Fitness Enthusiasts, Team-Building Groups, Community Builders, or Potential Gym Members.
<i>Training Time</i>	15 - 20 minute eLearning course
<i>Training Recommendation</i>	☐ 1 e-learning course "Introduction to Indoor Bouldering" ☐ safety protocols ☐ bouldering gym etiquette ☐ how to climb a boulder problem ☐ how to fall safely ☐ basic hold types ☐ essential gear ☐ Scenario/Situation ☐ Knowledge Checks
<i>Deliverables</i>	• 1 eLearning course, developed in Articulate RISE

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<i>Learning Objectives</i>	By the end of the training, the learners will be able to... • Identify Safety Rules and Gym Etiquette for Indoor Bouldering • Order the Steps to Completing a Boulder Problem • Apply Guidelines to Fall Safely • Recall Basic Hold Types and Climbing Gear
<i>Training Outline</i>	Introduction to Indoor Bouldering • Learning Objectives • Disclaimer • What is Indoor Bouldering? • Who is Indoor Bouldering for? Lesson 1: Safety and Etiquette • ClimbVisa Safety Rules • Climbing Gym Etiquette • Knowledge Check Lesson 2: How to Climb a Boulder Problem • What is a Boulder Problem? • Steps to Climbing a Boulder Problem • Tips for Success Lesson 3: How to Fall Safely • Why is falling important in climbing? • Steps to Fall Safely • Knowledge Check Lesson 4: Hold Types and Essential Gear • Hold Types • Essential Gear • Sorting Activity • Scenario Conclusion • Summary • Final Quiz • Conclusion
<i>Assessment Plan</i>	Assessment • Two Knowledge Checks • Knowledge Check: Importance of Email Communication 80% passing on e-learning module assessment via 5 multiple-choice questions with unlimited attempts

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<i>Evaluation of Success</i>	• Pre-/post-training surveys of employees rating internal email communication within the company • Feedback surveys of clients rating customer service and email communication • Compare post-training metrics with baseline metrics established in the pre-training assessment to quantify improvements.
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