UpScaled Furnishings Design Document

Business Purpose	This course is designed to train UpScaled Furnishings current and new employees on furniture refinishing materials and processes so that they can effectively guide guests through the refinishing process during weekly furniture painting classes. 20% of clients surveyed stated they left a painting class feeling that they did not clearly understand the painting process, materials needed, and/or all the steps involved in the refinishing process. This course aims to increase instructor effectiveness and consistency during painting classes.
Target Audience *Training Time*	Target audience is new hire painting class instructors at UpScaled Furnishings Approximately 30 minutes
Training Recommendation	● eLearning course. Providing this training in an eLearning format allows for longevity of the training, ease of repetitious delivery to current employees and future new employees, consistent delivery, and ease of editing/updating of course ● Course inform learner of best practices regarding information to provide clients during a painting class ● Course walk learner through the steps of the furniture refinishing process including what materials to use during each step and why ● One knowledge check regarding materials ● Final evaluation with 5 questions
Deliverables	● One storyboard with script outlining the materials, steps and processes of the furniture refinishing process ● One eLearning course developed in Articulate Storyline Including voiceover narration ● Includes animated content slides and interactions presenting information on refinishing process and materials ● Includes knowledge check and final evaluation
Learning Objectives	By the end of this course, the learners will be able to… ● Identify the materials needed for refinishing furniture ● Identify which materials to use for different steps of the refinishing process ● Order the steps of the furniture refinishing process
Training Outline	● Welcome with option to begin course or view navigation tutorial ● Navigation tutorial with callouts to important navigation features ● Learning Objectives state learner objectives for the course. ● Introduction ▪ Why clients choose to refinish furniture ▪ Two types of refinishing clients ● Gathering supplies – ▪ what supplies will be necessary ▪ when to use various refinishing supplies

	▪ 3 Types of refinishing supply ▪ Personal supply ▪ Prep supplies ▪ Painting supplies ● Knowledge check of prep supplies and when learner would use them. ● Painting process ▪ Prep ▪ Paint ▪ Finish
Assessment Plan	● Final assessment is graded quiz with 4 questions covering 3 learning objectives ▪ 2 questions cover painting process ▪ 2 questions cover materials of the refinishing process ▪ Learner must score 80% to pass quiz ▪ If learner passes, they have option to review quiz or exit course ▪ If learner fails they have options to review and retake quiz until they pass