

Design Document - Carbofuse CO₂ Injection System Training

<p><i>Business Purpose</i></p>	<p>The Carbofuse CO₂ Injection System is one of the only comprehensive and all-inclusive aquarium CO₂ injection systems available on the market. Since its release to big box pet stores and specialty aquarium shops throughout the USA and Canada, the system has been a popular choice for aquarium enthusiasts. However, Carbofuse has received an increased number of calls to customer support regarding the installation and operation of the system. As part of the company's customer service protocols, customers are asked if they were able to receive product support in the store before or after purchase. Data indicates that only 45% of customers were satisfied with the store employees' knowledge of the system components, their operation and installation of the system. In many cases, the customers were referred to the user manual. Despite having a user manual, customers still indicated a desire to have a conversation about the system. The goal would be for 100% of employees to be able to explain the system and how it functions.</p>
<p><i>Target Audience</i></p>	<p>The primary target audience is employees in pet and aquarium stores across the USA and Canada. Specifically, this training is intended for employees who work in the aquatic department of a pet store or in a store that specializes in aquariums with live plants and fish.</p>
<p><i>Training Time</i></p>	<p>20-30 minute eLearning course</p>
<p><i>Training Recommendation</i></p>	<p>Because pet store and aquarium store employees are distributed throughout the USA and Canada and number well over 20,000, and because this training should be rolled out nationwide at the same time, an e-learning course is recommended. The employees should receive e-learning training on the job using a desktop or laptop computer. This can be done when it is convenient for the employer and employee.</p>
<p><i>Deliverables</i></p>	<ul style="list-style-type: none"> ● 1 storyboard and script outlining the Carbofuse CO₂ Injection System training course ● 1 eLearning course, developed in Articulate Storyline with voiceover narration
<p><i>Learning Objectives</i></p>	<p>By the end of this course, participants will be able to:</p> <ul style="list-style-type: none"> ● Describe how CO₂ injection affects the planted aquatic environment. ● Identify the functions of the Carbofuse CO₂ Injection System components. ● List the installation steps of the Carbofuse CO₂ Injection System. ● Explain the operation of the Carbofuse CO₂ Injection System.
<p><i>Training Outline</i></p>	<p>Introduction</p> <ul style="list-style-type: none"> ● Welcome ● Navigation ● Learning Objectives <ul style="list-style-type: none"> ○ Describe how CO₂ injection affects the planted aquatic environment. ○ Identify the functions of the Carbofuse CO₂ Injection System components. ○ List the installation steps of the Carbofuse CO₂ Injection System. ○ Explain the operation of the Carbofuse CO₂ Injection System. ● When is CO₂ Injection Needed?

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	<p>Topic: Effects of CO₂ Injection</p> <ul style="list-style-type: none"> ● Interaction between CO₂, pH, plants and animals ● Effects of having lights on in the aquarium ● Effects of having lights off in the aquarium ● Knowledge Check: Effects of CO₂ Injection <p>Topic: Carbofuse System Components</p> <ul style="list-style-type: none"> ● List of 7 included components <ul style="list-style-type: none"> ○ CO₂ Cylinder ○ Regulator ○ Bubble Counter ○ Tubing ○ Timer ○ Check Valve ○ Diffuser ● Description of components and their functions ● Knowledge Check: Components and Functions <p>Topic: Installation of the Carbofuse CO₂ Injection System</p> <ul style="list-style-type: none"> ● 5 Steps of installation <ul style="list-style-type: none"> ○ Connect regulator to CO₂ Cylinder ○ Connect bubble counter to regulator ○ Connect tubing to bubble counter ○ Connect check valve to tubing ○ Connect tubing to diffuser ● Installation simulation <p>Topic: Operation of the Carbofuse CO₂ Injection System</p> <ul style="list-style-type: none"> ● Five steps of operation <ul style="list-style-type: none"> ○ Plug in timer and regulator ○ Turn on CO₂ ○ Adjust the regulator ○ Adjust the timer ○ Wait for 24 hours ● Operation simulation ● Checking CO₂ levels <p>Assessment Summary Congratulations</p>
<p><i>Assessment Plan</i></p>	<p>This assessment will evaluate participants' ability to describe the effects of CO₂ injection, identify the functions of the Carbofuse CO₂ Injection System components, list the steps of system installation and explain the operation of the system.</p> <ul style="list-style-type: none"> ● 5 Graded Questions of variable types ● 80% correct to pass ● Unlimited attempts to pass