

## WORK AREA PROTECTION: CUSTOM eLEARNING CASE STUDY

### In Brief

- Course to be developed for employees and contractors of the energy company to teach them the concept and principle of Work Area Protection
- The learning had to be engaging and use close to real-life scenarios

### Challenges

- Technical content
- All the content had to be covered within an hour

### Overview

Temporary traffic control devices and work area protection are critical elements of the repair, maintenance, and construction work done by this energy company's employees and its contractors. They are also necessary for the protection of the public. There have been incidents where improper Work Area Protection has led to serious incidents. Therefore, the energy company wanted to train its employees on how to safely set up a work area in compliance with OSHA regulations and the MUTCD (Manual on Uniformed Traffic Control Devices) to eliminate serious incidents.

We developed an audio-based eLearning course which explained everything to do with Work Area Protection. The course followed an overall strategy of moving from generic ideas to specifics. Therefore, the course began with a generic idea of what constitutes a work zone, what Work Area Protection actually entails, and who needs to know about this. Next, the learner gets familiar with the main stages in making Work Area Protection arrangements. Finally, the learner learns about specific devices and equipment that are used to make Work Area Protection arrangements effective.

Scenarios and interactivities were used to replicate real-life situations so that learners could apply the learning to their actual work. This helped the learners to see exactly how a particular concept or guideline could be applied in real life. Scenarios also provided the learners with opportunities to evaluate/analyze why certain Work Area Protection arrangements worked and others didn't.

### Elements of the Indecomm Solution

- Real-life scenarios
- Animations showing how the work areas are set up

- Interactivities/Learning checks that helped the learners to apply their understanding of the concepts taught
  - o Learners were asked to properly set up TTC (Temporary Traffic Control) devices
  - o Learners were presented with a work area setup and asked to identify what was incorrect in the setup. Based on their response, the learners were presented with the appropriate content.

