

## Course Design Document

### Course Description:

This course is dedicated to the effective utilization of the ABC/Department Tool: XYZ within the Customer Service Team. It delivers critical information regarding the design, development, and evaluation of the tool for Client Name. This course design document delineates the course structure intended for a Computer Based Training (CBT) program, supplemented by a user guide and hands-on navigation exercises.

The course materials and CBT are meticulously crafted to impart and reinforce the essential knowledge required for customer service representatives, particularly in the domain of Member Eligibility. Participants will be afforded opportunities to effectively demonstrate their expertise.

This comprehensive 2-hour course will be conducted following the Core Tools Training and other department-specific training within the core curriculum. It adopts a blended learning approach, enabling all types of adult learners to engage with the concepts in a manner that aligns with their individual learning preferences.

Module	Instructional Description & Key Learning Points	Training Method and Supporting Materials	Time in Minutes	Authoring Tools	Course Designer	SME Review
Lesson 1	Course Introduction: XYZ Overview <ul style="list-style-type: none"><li>Course Objectives</li><li>Introduction Video - What is XYZ</li><li>High-Level Features<ul style="list-style-type: none"><li>Special Tips</li><li>Adding a Menu to Favorites</li><li>Menu Tabs</li></ul></li><li>Interfacing with “ M”Portal</li></ul>	<b>Computer Based Training Course - LMS:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Integrated User Guidebook</li><li><input type="checkbox"/> Quick Reference Guides or Job Aids</li><li><input type="checkbox"/> ABC Tool</li></ul>	120 Minutes	StoryLine/ Rise Vyond	IPeacock	First/Last Name (Peer) First/Last Name (Dept.) First/Last Name (Final)

**Lesson 2**

**XYZ System**

- Accessing / Logging In
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- Menus
  - File Maintenance Menu
  - Participant Maintenance
  - Inquiry Mode
  - Program Tabs
    - Census Tab
    - Membership Info Tab
    - General Tab
    - COB Tab
    - Contact Tab
    - Alt Address Tab
    - Dependent Tab
    - Beneficiary Tab
- Adding a Participant
- Comments Maintenance
- Hire / Term Maintenance
- Dependent Maintenance
  - Census Tab
  - General Tab
  - COB Tab
  - Coverage Tab
  - Alt Address Tab
- Navigation Simulation and Scenario Exercise
- Knowledge Check

- ☐ CBT/ Integrated User Guidebook
- ☐ Quick Reference Guides or Job Aids
- ☐ Other Assessment Tools

<b>Lesson 3</b>	<b>Site Portal Menu</b> <ul style="list-style-type: none"> <li>Website Account Registration</li> <li>Website Activation</li> <li>Website Usage Report</li> <li>Website Forms</li> <li>Website Uploads</li> <li>Activity/Scenario</li> <li>Knowledge Check</li> </ul>	<input type="checkbox"/> CBT/ Integrated User Guidebook <input type="checkbox"/> Site Portal <input type="checkbox"/> Quick Reference Guides or Job Aids				
<b>Lesson 4</b>	<b>Customer Service Manager / Supervisor</b> <ul style="list-style-type: none"> <li>Reports</li> <li>Activity – Navigation Simulation</li> </ul>	<input type="checkbox"/> CBT / Integrated User Guidebook <input type="checkbox"/> ABC Tool <input type="checkbox"/> Quick Reference Guides				
<b>Lesson 5</b>	<b>Course Summary &amp; Course Completion</b> <ul style="list-style-type: none"> <li>Key takeaways</li> <li>Thank you for Completing this Course!</li> </ul>	<input checked="" type="checkbox"/> CBT / Integrated User Guidebook <input type="checkbox"/> Survey Link				