

JOB DESCRIPTION

TITLE OF POSITION: Instructional Designer (1-Year Temporary)

POSITION #: TR-050

GROUP/UNIT: Education Services

REPORTS TO: Manager, Education Services

PRIMARY PURPOSE

Through its services and products, CCOHS advances health and safety in Canadian workplaces and the physical and mental well-being of Canadians.

The Education Services Unit provides a high quality and dependable service to fulfill the health and safety related education needs of Canadian workplace participants through education via online courses (e-Learning).

The Instructional Designer contributes to the work of the Service Unit by:

- Planning (end-to-end), designing, developing, and evaluating training deliverables in a hybrid training environment leveraging a variety of tools and methodologies.
- Building, editing and quality assuring assigned CCOHS e-Learning courses.
- Participating in project teams as assigned.

	DUTIES	% OF TIME
1.	<p><u>e-Course Building</u></p> <p>Builds interactive and engaging e-courses of varying lengths ranging from micro-learning to multi-module courses using e-course building software (e.g. Articulate 360). Lays out pages to incorporate features such as interactivity, graphics, audio, narration, animations, assessments, and video. Develops high quality deliverables and learning solutions within the agreed timelines. Provides updates of own progress and status.</p> <p>Liaises with Graphics staff and subject matter experts (SMEs) to ensure that e-course images are appropriate. Incorporates voiceover files for e-courses generated from applicable technology.</p>	50%

2.	<p><u>Instructional Design</u></p> <p>In collaboration with the Bilingual e-Learning Quality Assurance and Production Coordinators:</p> <ul style="list-style-type: none"> • Collaborates on course designs and performs end-to-end planning, design, development, and evaluation of training deliverables in a hybrid training environment leveraging a variety of tools and methodologies. • Works collaboratively with SMEs to assess stakeholder learning needs and develop appropriate curriculum to meet learning requirements. Sets instructional end goals that align with the content and creates modes of assessment, such as tests or quizzes, to measure the effectiveness of the courses. Creates engaging learning activities and compelling course curriculum (interpreting and summarizing content provided by SMEs) that enhances retention and transfer of learning. • Collaborates proactively with project team members and other internal/ external stakeholders to design and implement effective learning solutions. • Creates storyboards for assigned courses and develops scripts for video editors. <p>Assesses, evaluates, and proposes solutions to upgrade and transition older e-Learning courses.</p> <p>Participates in post-launch course reviews with the objective of continually enhancing course content, reinforcing and sustaining learned and desired behaviours.</p> <p>Presents completed courses for sign-off and work closely with stakeholders to make required changes and respond to feedback.</p>	30%
3.	<p><u>Quality Assurance</u></p> <p>Performs quality assurance activities at various stages of course development to ensure that the e-course meets CCOHS' standards – includes reviewing courses built by peers, reviewing audio files, checking links to legislation in e-course Resources pages, etc.</p>	10%
4.	<p><u>Other</u></p> <p>Other duties as assigned.</p>	10%

SCOPE OF POSITION

The position reports to the Manager, Education Services Unit. The position will also work closely with the Managers of the Public Health Partnership and the Inquiries Service Units whose teams will be providing the content to be developed into e-courses.

The Instructional Designer works closely with the Bilingual e-Learning Quality Assurance and Production Coordinators, other members of the Education Services Service Unit; members of the Communications Department and the Public Health Partnership, Client Services, and Inquiries Service Units; as well as having occasional contact with the external e-Learning delivery partner.

The incumbent is expected to participate in the planning of the Service Unit or Team activities, to ensure that they play an active part in achieving the goals without causing work overload or imposing conflicting demands, including deadlines. They must adjust to frequently changing priorities and deadlines and notify their Service Unit Manager and team lead(s) should time constraints or other challenges arise that require resolution.

KNOW-HOW

The incumbent is required to have strong knowledge of instructional design best practices to develop courses, ensuring the creation of engaging and creative courses. In collaboration with the Bilingual E-Learning Quality Assurance and Production Coordinator, the incumbent must analyze, interpret, and condense course content developed by SMEs; set instructional end goals that align with the content; and create modes of assessment, such as tests or quizzes, to measure the effectiveness of the courses. The position is required to create engaging learning activities and compelling course curriculum that enhances retention and transfer of learning, adapted for different audiences and mediums as required.

The position requires thorough knowledge of e-course building software systems (e.g. Articulate 360 – both Storyline and Rise 360) and voiceover generating technology, including their capabilities and limitations, formatting options and techniques for displaying content to develop interactive, engaging and accessible e-courses of varying lengths. Knowledge of e-course building software includes development of layers, triggers, scripting, variables, basic animations, and the integration of external components including videos, audio, graphics, and animations.

The incumbent is required to have good knowledge of web, word processing and other software programs used in the creation, editing and quality assurance of e-courses, such as Microsoft Word and Excel.

The position requires sound knowledge of WCAG 2.0 accessibility standards that must be followed. The incumbent is required to thoroughly learn and apply the standard operating procedures and style guide for e-course building used by the Service Unit, including how to implement accessibility requirements into e-courses being built. Knowledge of these standard procedures will also be applied when the incumbent quality assures course builds developed by other team members.

The position requires strong project management skills as the incumbent will be assigned multiple e-courses varying in size and complexity and adhere to agreed-upon timelines. The

incumbent is expected to regularly communicate project updates and status to identified stakeholders and the Manager, and to accurately estimate the time required for deliverables.

The position requires strong technical writing skills and overall writing abilities to create storyboards for courses and/or scripts for included videos. The position is also expected to simplify course language when required.

The incumbent has a great deal of interaction with a variety of internal clients and must have very strong interpersonal skills. The position requires excellent verbal and written communication skills with the ability to work effectively with cross-functional teams who have varying levels of involvement with the assigned e-courses. Excellent written and verbal communication skills in both official languages is strongly preferred. The ability to work with text in both official languages (English and French) is essential.

PROBLEM-SOLVING

The incumbent is responsible for analyzing, interpreting, and summarizing assigned course content that is developed by SMEs and translating it into measurable learning objectives and compelling interactive content, including relevant modes of assessment (tests or quizzes). The courses must be adapted for different audiences and mediums as required. Assistance is received from, and review of the plans/work is performed by, the Bilingual E-Learning Quality Assurance and Production Coordinator.

When building e-courses, the incumbent must work with the assigned e-course authoring software and/or make judgment calls when there is too much information for a screen layout to determine the best layout for the learner. This often involves selecting or changing the layout of the text and graphics on a screen layout, or splitting material logically over multiple screens, which the incumbent usually does without consulting others in advance.

The incumbent must be able to work on multiple projects at the same time and demonstrate an ability to work independently and make sound decisions in an environment with multiple deadlines and changing priorities.

The incumbent is expected to notice and fix typographical errors, as well as inconsistencies and awkward wording. They consult with the Bilingual e-Learning Quality Assurance and Production Coordinator or e-course author before changing inconsistent content or awkward wording. The built course is reviewed by others.

The incumbent is required to identify when the standard operating procedures to build a course have not been followed and identify them to the original course builder to fix. There is some judgment in deciding what type of variation from the standard procedures is acceptable or not. The incumbent is also required to work with the audio generating software – fixing the wording in the text script to ensure that the software generates the correct enunciation of words.

The position is expected to assess, evaluate, and propose solutions to improve older e-Learning courses, as well as to participate in post-launch course reviews with the objective of continually enhancing course delivery, reinforcing and sustaining learned and desired behaviors.

ACCOUNTABILITY

The incumbent is responsible for analyzing, interpreting, and condensing assigned course content developed by SMEs; setting the instructional end goals that align with the content; and creating modes of assessment, such as tests or quizzes, to measure the effectiveness of the courses. The position is required to create engaging learning activities and compelling course curriculum that enhances retention and transfer of learning, adapted for different audiences and mediums as required. Assistance is received from and review of the plans/work is performed by the Bilingual E-Learning Quality Assurance and Production Coordinator.

The incumbent is responsible for building, editing and quality assuring CCOHS e-Learning courses (including the audio component) in both English and/or French as assigned following the e-Course building standard operating procedures for CCOHS. The incumbent is expected to design and integrate interactive components into the course including the development of layers, triggers, scripting, variables, basic animations, and the integration of external components including videos, audio, graphics, and animations, etc. within assigned software (e.g. Storyline).

The incumbent participates in the activities of relevant Service Units and Project Teams by providing input and new suggestions on processes, procedures, and product development, as well as client feedback on CCOHS products and services.

WORKING CONDITIONS

Physical Effort:	The employee works at a computer (keyboarding and mousing to read and reply to e-mail, prepare reports, review information, etc.) for the majority of the workday. The work is interspersed with non-computer-based activity, such as reading, thinking, proof-reading, filing. The employee has some control over the workload and can get up, stretch, and walk on a regular basis. Some stooping and lifting (or handling of light material) may be required.
Physical Environment:	The employee works at a desk and/or a computer workstation with a keyboard and a mouse for the majority of the workday. The workstation and desk are ergonomically set up with a wrist rest, mouse rest, document holder, task lamp, as required. The lighting meets standards and there are adjustable blinds on the windows as required. The building environmental controls meet general office requirements. A high volume of production work and precision is required in this position. There is a potential for RMI during heavy production times on tight deadlines unless safe work procedures outlined are followed.
Sensory Attention:	The position requires concentration to compose, enter data, proof-read, quality assure, read routine information, communicate with others via e-mail, search for information and listen to others carefully. High concentration is required to build, edit and quality assure e-courses and the various components that make up the e-course. High concentration is also required for developing the course design (captured in the storyboard) and programming the

course in the assigned software (e.g. Storyline). Requires a high amount of attention to detail, including working with content in both official languages (English, French). The incumbent must listen carefully to understand the intent and desired objectives of the course under development.

Mental Stress:

There are priorities and deadlines which need to be met on a regular basis. There are interruptions from colleagues, supervisor or telephone calls. The employee has some control over the pace of work. Work may be repetitious. There are multiple production schedules to be met on a regular basis. There are numerous shifting and competing priorities as priorities and deadlines change frequently.

SPECIFICATIONS

- Post-secondary Degree/Diploma in Instructional Design or at least 5 years' relevant work experience in Instructional Design or developing/building adult learning.
- A minimum of 3 years' recent progressive experience in training and development or instructional design.
- Demonstrated ability in applying adult learning practices in needs assessments, design, development, and evaluative methods.
- Proven working experience in e-Learning instructional design, development and associated technologies (e.g. Articulate 360), including experience developing scripts or storyboards for e-Learning and course assets (e.g. video). Demonstrated proficiency in designing interactive e-Learning modules including various formats.
- Completion of CTDP designation (Certified Training and Development Professional) is an asset.
- Completion of Adult Learning Certificate is desirable.
- Experience in application of WCAG 2.0 accessibility standards (or comparable standards).
- Knowledge of adult learning principles, training methodologies, and best practices required.
- Thorough knowledge of e-course development software (e.g. Articulate 360), audio editing software, as well as word processing and spreadsheet and software (e.g. Word, Excel) is required.
- Excellent accuracy and attention to detail.
- Strong project management skills to work on multiple projects at the same time and deliver on multiple deadlines and changing priorities.
- Excellent verbal and written communication skills.
- Ability to work in a team atmosphere.
- The ability to work with content in official languages (English, French) is required.
- The ability to communicate in both official languages is strongly preferred.