

CASE STUDY – Transport Canada – Rental Boat Safety Checklist Re-launch

CUSTOMER'S CHALLENGE

Transport Canada identified a need to update and re-launch the Rental Boat Safety Standard to facilitate and maximize its use by rental boat/outfitter service providers and their clients. The goal of the project was to develop user friendly tools and materials aimed at purposely engaging stakeholders in the boat rental industry.



Transport Canada

THE *emerit* SOLUTION

The *emerit* Training Solutions team started by conducting a gap analysis of the current Rental Boat Safety Checklist Standard against existing US Coast Guard checklists and the Boating Safety Course and Test Syllabus. This exercise informed the development of new Rental Boat Safety Checklists for five motorized pleasure boats along with some supporting materials.

The deliverables of this project were:

- Five professionally designed rental boat safety checklists that were:
 - » Delivered in English and in French
 - » Maximum of two pages
 - » User friendly
 - » Plain language
 - » Mix of text and icons
 - » Delivered in multiple format
- An online tutorial that rental agents can use to learn about the checklist and learn them with the information that they must know and pass on to their customers (30 minutes in length)
- Four consultations on the content of the checklists

All project activities were overseen by the *emerit* Quality Assurance & Assessment Advisor and Senior VP both whom have significant

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experience in the development of National Standards, assessment tools and facilitation. Regular consultation and communications with the Transport Canada team ensured that all critical timelines and deliverables were met.

MEASURING THE RESULTS

The purpose of this project was to modernize the information and tools necessary to re-launch the Rental Boat Safety Standard and checklist and in turn, engage the stakeholders for whom these tools were designed to help. The tools will be available online for any agency to use on a National basis.

ABOUT *emerit* CONSULTING SOLUTIONS

emerit offers consulting solutions that facilitate the development and delivery of training, certification, administration, competency-based assessment, human resource and HR planning strategies, research, and instructional design for a broad range of businesses and institutions across multiple sectors of the Canadian economy. With experience in virtually every type of training and assessment program across many different industries, from job shadowing to online and mobile learning, *emerit* will work with you to review your existing needs, analyzing the best solutions for advancing your programs and creating an organization-wide standard that can be implemented across your business, corporation or institution.

In addition to this development work, *emerit* also operates a robust, best-in-class Learning Management System (LMS) that has been configured to allow the hosting of third-party content including online courses, exams, certification programs and detailed candidate tracking, scheduling and reporting functions.

For more information, visit www.emerit.ca or call us @ 1-800-486-9158.



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