

TRAINING CONTENT

EDITING & INSTRUCTIONAL USABILITY SAMPLE

Human quality review of workforce training materials

Purpose of this sample

This fictional demonstration shows how a corporate training document can be reviewed and improved for clarity, sequence, actionability, consistency, assessment alignment, and professional presentation. The objective is not simply cleaner wording; it is training content that employees can understand and use.

Sample Review Scenario

Audience: New field-service coordinators **Topic:** Closing completed work orders **Format:** Short job-aid / onboarding lesson

The following fictional excerpt intentionally contains weaknesses common in rushed or AI-assisted training drafts.

ORIGINAL TRAINING EXCERPT

Work orders should be closed when the work is done. Before closing it, make sure everything is there. Put the technician notes in the system and any pictures if needed. If there is a customer issue it should be taken care of first or sent to somebody. Then change the status to completed. Do not leave tickets open too long because it causes problems with billing.

Quick Check

1. When should a work order be closed?
2. What information should be added?
3. Who should receive a customer issue?

Initial QC Finding

The draft communicates the general intent, but it is not ready for release. Key steps are vague, the sequence is incomplete, decision points are undefined, and the knowledge check cannot be scored consistently because the source content does not establish specific answers.

QUALITY REVIEW: ISSUES IDENTIFIED

A training editor should evaluate whether the employee can follow the material correctly and whether the assessment measures what the lesson actually teaches.

Review Area	Finding / Recommended Action
Instructional objective	The draft never states the expected outcome. Add a clear objective: the coordinator should be able to verify documentation, resolve or escalate exceptions, update status, and close a work order correctly.
Sequence & workflow	“Make sure everything is there” is too vague. Replace it with a defined verification sequence before the status is changed.
Actionability	“Any pictures if needed” and “sent to somebody” do not tell a new employee what to do. Define what must be checked and when escalation is required.
Terminology	The draft shifts between “work order,” “ticket,” and “it.” Use one primary term and introduce any approved synonym intentionally.
Business logic	Billing is mentioned, but the connection between complete documentation and closeout is not explained. Add a concise rationale without overloading the job aid.
Assessment alignment	The three questions are broad and partly unanswerable from the draft. Rewrite them so each answer is directly supported by the edited lesson.
Formatting & scanability	Convert the paragraph into numbered steps with a short exception note and a compact knowledge check for faster on-the-job use.

EDITED VERSION

WORK ORDER CLOSEOUT - QUICK TRAINING

Learning objective: After reviewing this job aid, a field-service coordinator should be able to verify a completed work order, identify an exception that requires follow-up, and close the work order in the correct sequence.

1. Verify completion. Confirm that the assigned service is marked complete and that the technician's notes describe the work performed.
2. Verify supporting documentation. Confirm that required photos, forms, or other closeout documentation are attached when the assignment requires them.
3. Resolve exceptions before closeout. If the notes, documentation, or customer status indicate an unresolved issue, keep the work order open and route the exception through the approved escalation process.
4. Update the record. Add any required coordinator notes and confirm that the work-order record is complete.
5. Close the work order. Change the status to Completed only after the preceding checks are finished.

Why this matters: Complete closeout records support accurate customer communication, billing, and follow-up.

ASSESSMENT & FINAL QUALITY-CONTROL CHECK

Revised knowledge check

KNOWLEDGE CHECK

1. What should happen before a work order is changed to Completed?
 - A. Close it as soon as the technician leaves the site.
 - B. Verify the work, required documentation, and any unresolved exceptions.
 - C. Wait until the end of the week.
2. What should the coordinator do if required closeout documentation is missing?
 - A. Keep the work order open and follow the approved exception process.
 - B. Mark it complete and add the documentation later.
 - C. Delete the incomplete record.
3. Why is complete closeout documentation important?
 - A. It reduces the number of work orders created.
 - B. It supports customer communication, billing, and follow-up.
 - C. It eliminates the need for technician notes.

✓ **Instructional objective**

The intended employee performance is explicit and observable.

✓ **Sequence**

Steps appear in a logical closeout order and decision points occur before final completion.

✓ **Clarity & actionability**

Vague language has been replaced with specific employee actions.

✓ **Assessment alignment**

Each knowledge-check item is answerable from the revised lesson and has one defensible best answer.

✓ **Terminology & consistency**

Core terms, capitalization, numbering, and response expectations are standardized.

✓ **End-user usability**

The final version can function as both a short onboarding lesson and a quick-reference job aid.

QUALITY REVIEW OUTCOME

Result: The revised training content is clearer, more actionable, easier to scan, better aligned to the knowledge check, and more useful to a new employee. The transformation demonstrates instructional editing rather than surface-level proofreading.

This is a fictional demonstration sample created solely to illustrate training-content editing and quality-control methodology. It does not reproduce client materials or proprietary procedures.