

Case Studies: Government



Department of Labor, Veterans' Employment and Training Service, Transition Assistance Program (TAP)

The Challenge

The Department of Labor's (DOL) Veterans' Employment and Training Service (VETS), Transition Assistance Program (TAP) requested a Web-based "Train the Trainer" video and Web site to support the worldwide training of TAP facilitators. The primary goal of the training is to teach TAP facilitators how to effectively deliver the new resume curriculum designed for the "Creating an Effective Resume" portion of the DOL TAP Manual.

Keymind, in conjunction with Inverness Technologies and Didactics, A Division of Axiom Resource Management, Inc., worked to design, develop and implement the Web-based Adobe/Flash training and accompanying Web site. Keymind provided creative direction, multimedia production and technical development which led to the successful completion of the online training and which will assist in the training of more than 1300 TAP Workshops worldwide at over 100 military installations.

Our Strategy

Keymind designed an overall look for the Web site, keeping in mind the elements of the training piece, to provide a

cohesive, professional experience for the users. Through the incorporation of text, custom video and audio elements, and PowerPoint content, Keymind conceived and created an engaging and interesting Flash training video. To provide users worldwide, secure access to the training, the Web site was designed and developed with unique login functionality. The site tracks user's progress and information which can be consolidated into status reports from the administration portal that accompanies the Web site.

The Impact

Within a few weeks of the launch of the site, over 300 users had already accessed the online training. This will allow TAP Facilitators worldwide to deliver the most effective and current training material for military personnel transitioning to the private sector. Due to the flexibility of the current system, DOL VETS will have the option to further expand the TAP training site to include additional training modules as needed in the future.

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