

## Clarity Helps Nation's Largest Travel Agency Significantly Reduce Training Travel Costs

### Challenge

AAA, the world's largest emergency road service provider and the nation's largest travel agency, wanted to reduce travel costs by converting its five-day instructor-led training for Department of Motor Vehicles (DMV) agents to a blended learning format.

### Opportunity

The existing training was held at a single location because access to a simulated DMV database was required for practice. This situation created high travel costs and required agents to be away from their home offices for extended periods.



In addition, AAA wanted to avoid not being able to offer training if a DMV-approved facilitator was not available. It was critical that training be completed promptly because low error rates were tied to the ability to perform DMV transactions. Clarity provided a

senior instructional designer with experience in needs assessment and blended learning design.

### Results

The consultant analyzed the existing training and the target audience's needs and recommended a multi-module solution that would lend itself to a blended learning approach.

The new design consisted of three eLearning modules followed by a synchronous training session on Live Meeting and a half-day instructor-led session with an assessment. The consultant used Captivate®, an eLearning software application, to simulate the DMV database system so that participants could practice using the system at their home offices.

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### Clarity enabled the client to:

- Reduce a five-day training course to two days.
- Reduce the travel costs associated with onsite training.
- Provide the critical course on-demand.

