

CASE STUDY

JACOBS TRADING COMPANY

OPPORTUNITY OVERVIEW

Train prison inmate employees in multiple locations to “deface” consumer goods. The product goes through seven basic stages at Prison Industries locations.

CLIENT OBJECTIVE

Create a custom training program that teaches inmate employees about company policies, procedures, safety issues, and the “client” defacing process for merchandise.

TARGET AUDIENCE

- Inmate Employees

RUSSELL ASSOCIATES’ SOLUTION

Russell Associates proposed and developed a CBIT program. The program incorporates audio, text, graphics and animation, photos, and video to present job orientation and teach product defacing and safety issues. The training modules contain the following types of information:

SAFETY

This module trains on safety issues, general safety rules, procedures, and regulations for jobs performed at Prison Industries locations. Subjects include:

- Personal Protective Equipment
- Emergency Evacuation
- Fire Extinguishers
- First Aid
- Material Safety Data Sheets

POSITION OVERVIEW

This module reviews company benefits, employee rules, and employment expectations.

PRODUCT DEFACING

This module presents training on procedures for defacing general merchandise and clothing. It trains the following steps in the defacing process:

- Receiving and Unloading Product
- Staging of Product in the Staging Area
- Distribution of Product to Work Stations
- Defacing Process/Procedures
- Correct Procedures for Stacking Product on Pallets and Stretch Wrapping
- Staging Wrapped Pallets in the Warehouse
- Loading/Shipping

TRAINING METHOD

- Computer-Based Interactive Training (CBIT)

PROGRAM LENGTH

- Training Time – Four Hours

ADMINISTRATION

Students are tracked throughout the training using a unique tracking number. Exercises at the end of each chapter cover the material represented in the chapter. Questions are randomized to minimize sharing of answers. Audio feedback indicates whether the response was correct or incorrect, and text provides reinforcement and elaborates on the correct answer. Management has the ability to access student scores for viewing or printing, using a unique password.

AWARDS

- Certificate of Completion

MEASUREMENT CRITERIA

- Eligibility for hire consideration.

PROGRAM RESULTS

- Screening prior to hire results in better prepared, and increased success of, employee inmates.