

COVID Marshal

Development of a COVID Marshal training package

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1 Executive Summary

The COVID-19 pandemic has created significant issues for the Australian meat processing industry with governments implementing policy and systems to protect the community. There was a need for the Australian meat processing industry to take control of its own destiny. An important requirement was the development of material specific to the meat processing industry and the COVID Marshal course was identified for development. The project developed course material from various state and federal government websites. The project team included researchers and developers from both the Response Group and Respond Global. Important to the development of the project was the strong consultation process between AMPC, AMIC and a number of meat processing professionals (as part of a stakeholder representative group) to ensure course material conformed to government requirements and the needs of industry.

The project team developed the course materials to firstly conform to the Victorian requirements, but also were able to include other states to ensure the course can be offered nationally. The development of additional material was required as the current courses have not been developed for the meat processing industry. Respond Global's consultation work between Victorian processing plants and the Victorian government will be an essential resource in the development of the COVID Marshal training.

Essential to the delivery of the project was the development of material from the meat processing perspective. Instructional Design using accepted best practice was used to ensure alignment with adult and industry specific learning needs. The overall delivery design ensured participants could access the relevant State Government requirements for their state. For example, the industry classification on risk varies from government to government. The project team designed and built interactions, course pages and quizzes in the LMS to ensure ease of access for all COVID-19 Marshals within plants in Victoria and the other Australian states. The interactions also catered for multi-lingual requirements.

A landing page was developed to ensure course participants could be registered on Canvas (the LMS) and receive a log-on. The project team will also provide ongoing support to participants and monitor the learning platform for issues encountered by participants. An online payment framework was also developed to enable AMPC to recoup a nominal charge from non-AMPC members.

2 Introduction

State Governments Australia-wide have mandated policy frameworks for the control of COVID-19 within the workplace. Meat processing plants in Victoria have been significantly affected with these policy frameworks having been identified as a High-Risk Industry. The Victorian government has mandated that all meat processing facilities in that state must have staff trained as COVID-19 Marshals in order to operate at full capacity. The current course has been developed by the Victorian Department of Health Services, and it is mainly tailored to the healthcare professions (i.e., Aged Care, Hospitals, etc). The course designed by the government was also difficult to navigate and the assessments were difficult for our potential COVID Marshals to complete.

AMIC asked AMPC to engage an RTO to develop a short course that satisfies the Victorian Department of Health Services as an equivalent to their course, with the exception being that the course is tailored to the meat industry. The finished product was to be designed for the meat industry in Victoria, but generic enough to be able to be used across state COVID-19 frameworks in Australia.

Significant resources have been developed for the industry by Respond Global, Federal government, State government and numerous universities to manage human transmissible diseases at a plant and national level. To support plants implementing COVID-19 management systems, COVID Marshals were needed to implement and collect data for the management of COVID-19 to meet state requirements. COVID Marshals needed to be trained as the COVID-19 management systems contain a level of complexity due to the individual state requirements in relation to compliance.

The project required that the course be designed in such a way as to match the requirements for the Victorian Government but also be applicable to other states. The project achieved this through a clever use of an interactive map design which allows the course participant to select their state of interest. States included are as follows - New South Wales, Queensland, South Australia, Tasmania and Western Australia. Given the complexity of this undertaking there is also significant time pressures associated with the project. Important to the project is the support for COVID-19 Marshals to undertake the course and reporting of the completion to the individual companies.

The online environment will allow individuals nominated by their employer to be the company's Covid Marshal to undertake a course online at a time and place convenient to them, rather than being dependent on a workshop schedule. The cost to send one or two plant staff to regional courses would have been both time and cost prohibitive. The learning management system (LMS) provided a flexible framework that did not require plant staff to travel for training. Rather, it provided a flexible way for COVID Marshals to be trained. The design also ensures that the learning can be done in the event of any future lock-downs without impacting access in any way.

3 Project Objectives

3.1 Project objectives

- Develop course materials based on the Victorian requirements but also take into account the COVID-19 Marshal requirements in other states;
- Ensure instructional design and scaffolding of the course meet the needs of the participants and the requirements of the various state governments with a focus on Victoria;
- Deliver design and build interactions including courses and quizzes from a multilingual perspective. At a minimum, the design should suit the inclusion of other languages or translation at a later date;
- Setup the course on the Learning Management System (LMS) with the correct structure to allow defined cohorts to go through the course online;
- Ongoing support for the participants throughout the program, anticipating 12 months duration including phone and email support; and
- LMS access and licensing fee for up to 150 users for 12 months.

3.2 Project outputs

- A COVID-19 Marshal training course that is suitable for the Meat Industry.
- The course should be accessible online to replicate the current delivery method of the Victorian COVID-19 Marshal course.
- The course should be auto marked.
- The course should be easily navigable with information provided in an engaging way to ensure the participant is able to interact and absorb the key concepts.
- The course should produce a Certificate of Completion upon successfully passing a quiz-based assessment.

4 Methodology

The initial project methodology included:

1. Design, development, testing and delivery of a program that is an online eLearning Course that adheres to Industry Standards (e.g. Common Cartridge).
2. All modules and the Course will be hosted in Response's online Learning Management System (LMS) 'Canvas'.
3. Multi language support is not listed as a requirement and is out of scope. However, where possible and where multi language materials are available from Government and World Health websites, these will be used.
4. This is one course with one quiz that will address all of the key content headings listed in the Victorian COVID Marshal course.
5. 3 revisions on created learning objects. Once feedback has passed this point it is out of scope to create new iterations.
6. Usage of client deemed "must use", marketing collateral, course imagery or videos. These are to be supplied by client, Response can make small changes and adjustments in house if needed.
7. Licensing and access for up to 150 participants in a given 12 month period. Over 150 participants the cost is \$35 per person, per annum.

Out of Scope work included Branding & Theming but this was completed by the research team. The course branding included AMPC or AMIC including logos. Support and Administration of online modules/course is included but this is limited to \$1,500 per month. Any support calls or requests for change that go over an allotted 10 hours per month will be charged at \$150 per hour in 30 minute increments.

The final report for the project has been developed as a graphic representation of the course including its development and the final product. This report serves as a backup in case of future loss of the electronic version of the program.

4.1 Scope

The issue with numerous courses and particularly the national program for COVID Marshals centred on the lack of applicability to the meat processing industry and the delivery of the content to the participant. The project team saw the need to develop a storyboard with significant input from an instructional designer content will work within a blended learning framework.

4.1.1 Module Overview


Module	Title Text & Coding	Module Prerequisites	Module Progression Requirements
0	Home Page (including Objectives)		
1	Introduction		
2	What is COVID-19?	Introduction	View all pages
3	COVID Safe Plan	What is COVID-19?	View all pages
4	COVID Marshal	COVID Safe Plan	View all pages
5	Completion and Feedback		
Additional pages not attached to modules (navigation via buttons/tiles)			
Navigation Help	Navigation help	Hard code buttons on the bottom of the page to include Navigation help and Resources [all pages]. Build this into a page template to be easily replicated.	Help on using Canvas
Resources	State-based Resources <ul style="list-style-type: none"> • Regulations • Rules • Staying informed and current 		Present either as Tabs on a Canvas Page (one tab per state) or a Genially that has separate pages per state. If Genially, this could be presented as a map with states in different colours and a hot spot on the state to go to that page to find the relevant state information.

4.1.2 Content Breakdown

4.1.2.1 Module 0 – Home Page

Page	Page Title (must be unique)	Page Type	Description	Description of Images and Multimedia
1	Home Page	Page	Objectives of the course Time frames Assessment Certification Other?	This could be presented in Genially instead of text (need to be careful of accessibility) 1 minute
				1 minute

4.1.2.2 Module 1 – Introduction to Course

Page	Page Title	Page Type	Description	Description of Images and Multimedia
1	Introduction	External Tool	<p>Introduction</p> <p>Intro text to the topic of the course Lead to Genially below where learners will be prompted to click on each graphic to reveal more introductory information about each (basic info that will be expanded on throughout the course)</p> 	<p>Create a Genially to introduce the concepts of:</p> <ul style="list-style-type: none"> • COVID-19 • COVID Safe Plan • COVID Marshal <p>This needs to provide enough context about the COVID Marshal being instrumental in high-risk workplaces in protecting against the spread of COVID-19. It needs to give them their 'WHY' without providing all the content.</p> <p>Provide context of industries this applies to</p> <p>3 minutes</p>
				3 minutes

4.1.2.3 Module 2 – About COVID-19

Page	Page Title	Page Type	Description	Images and Multimedia
1	What is COVID-19?	Page	Brief textual introduction on the page – source from WHO [Reasoning for doing this first – learner needs to understand what it is they are trying to protect against before they can understand the ‘how’ to protect against it – content of Marshal provided in intro]	https://youtu.be/i0ZabxXmH4Y - WHO Video 5 minutes
2	Known Symptoms	Page	Textual introduction and then interactive Genially	Create a Genially infographic with the key symptoms (a person with hotspots - click on their head which is sweaty or red to indicate fever, click on the throat to indicate sore throat – each hot spot to have a description on the symptoms) 2 minutes
3	Risk Factors	Page	Use a quiz to generate knowledge through discovery of whether someone is at a higher risk of contracting COVID	Genially quiz – present a number of case studies, e.g. “this is Bob. He is 68 and nearing retirement. Bob was off work with pneumonia last year. Is he at increased risk?” 3 minutes

Page	Page Title	Page Type	Description	Images and Multimedia
4	Transmission & Prevention	Page	<p>Information about:</p> <p>Transmission - [Video – How the virus spreads 30 seconds] https://responseaust.instructuremedia.com/embed/b144eef8-7293-4602-8874-bfea6f158603</p> <p>Social distancing (rules for each state may vary) [video 31 seconds] https://responseaust.instructuremedia.com/embed/44576cf0-1d08-4d57-bf5a-221414c3efc6</p> <p>Hygiene Introduction [Good hygiene starts here video 30 seconds]</p> <ul style="list-style-type: none"> • Avoid touching face • Respiratory hygiene (masks, elbow coughs, etc) • Hand washing [find infographic] <p>https://responseaust.instructuremedia.com/embed/39814628-7a37-4ffc-be75-b228943675e8</p> <p>Contact tracing [COVID App Video – 2 min 30 secs] https://responseaust.instructuremedia.com/embed/808d6e8d-432f-4ab1-88c8-17269734886e</p> <p>Isolation [video – 30 seconds]</p>	<p>Genially to have these as a 'presentation' that goes through each one from a 'home page'. Sufficient detail on each can then be provided (may include embedding short videos, i.e. on hand washing processes).</p> <p>There is a graphic floating around showing 3 or 4 scenarios with and without masks to show the spread. This would be good to find to include</p> <p>Distancing Video from govt - https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/physical-distancing-for-coronavirus-covid-19</p> <p>Hand wash Infograph from WHO https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1</p> <p>5 minutes</p>

Page	Page Title	Page Type	Description	Images and Multimedia
			https://responseaust.instructuremedia.com/embed/b144eef8-7293-4602-8874-bfea6f158603	
5	Impact on Plant Processes	Page	<p>Cross contamination</p> <p>Cleaning processes</p> <p>Refer to COVID Plan to link to the next section</p> <ul style="list-style-type: none"> • Close confines • Temperature of the room (cold temps) <p>Refer to the Department of Health for Australian resources, guidance and numbers, and further reference the page with State Based information.</p>	<p>H5P interactive image? 360 if possible</p> <p>Walk through plant and click on areas to bring up info that is relevant [look at stock images to see what can be found]</p> <p>https://www.nsw.gov.au/covid-19/covid-safe/abattoirs-and-meat-processing-industry/managing-risk-of-covid-19-exposure - further information</p> <p>3 minutes</p>
6	COVID Knowledge Check	New Quiz	A set of simple questions related to the above content	3 minutes
				21 minutes

4.1.2.4 Module 3 – COVID SAFE PLAN

Page	Page Title	Page Type	Description	Images and Multimedia
1	What is a COVID-Safe Plan?	Page	<p>Text to describe what the plan is</p> <p>Link to page with state-based resources</p> <p>The Incident Action Plan is a requirement of all states</p> <ul style="list-style-type: none"> • Response to situation • Prevent from entering plant • If it is in the plant, minimize exposure • Respond to reduce risk of epicenter of outbreak 	<p>Create a short video based on this one: https://www.youtube.com/watch?v=PoPNuDGOy7c</p> <p>Go through a brief example of a COVID Safe Plan Template referring to this page instead: https://www.nsw.gov.au/covid-19/covid-safe/abattoirs-and-meat-processing-industry</p> <p>2 minutes</p>
2	COVID Safe Plan Information	Page	<p>Genially</p> <p>Point out that this will be put into the context of a COVID Marshal in the next section of the course</p>	<p>Create an interactive Genially document to highlight the key areas of the plan that would need to be included</p> <p>3 minutes</p>
7	Safety Plan Knowledge Check	New Quiz	A set of simple questions related to the above content	2 minutes
				7 minutes

4.1.2.5 Module 4 – COVID Marshal Steps and Controls

Page	Page Title	Page Type	Description	Images and Multimedia
1	The COVID Marshal	Page	<p>What is a marshal?</p> <p>Why is this important?</p> <p>What are the core roles and responsibilities?</p> <p>How to identify the COVID Marshal?</p> <p>Who can be a COVID Marshal?</p> <ul style="list-style-type: none"> • Training • Quality • Compliance 	<p>https://www.facebook.com/StevenMarshalMP/videos/4491327024225583</p> <p>3 minutes</p>
2	COVID Marshals in the Meat Industry	Page	<p>Outline key requirements in each state</p>	<p>Use Tabs on the page to separate each state, or use a Genially</p> <p>2 minutes</p>
3	COVID Marshal Response	Page	<p>Scenarios to be developed with options to choose about what to do to learn through discovery. Scenarios to include:</p> <ul style="list-style-type: none"> • Worker is unwell • Worker tests positive • High risk groups on site • Self-isolation situations • Other examples based on the plan <p>What they have to do:</p> <ul style="list-style-type: none"> • Mitigation 	<p>Genially quiz using scenarios</p> <p>Note – may swap order of this with the next item (swap 3 and 4 potentially) depending on content discovery</p> <p>5 minutes</p>

Page	Page Title	Page Type	Description	Images and Multimedia
			<ul style="list-style-type: none"> • Response 	
4	Steps to a COVID safe workplace	Page	<p>COVID safe plans should be addressing set areas. In Victoria, this is based on 6 key steps. Present an overview of those steps (Roadmap to safety).</p> <p>The COVID Marshal will be implementing and offering ongoing monitoring and improvement suggestions to the business.</p>	<p>Roadmap to safety in Genially - show as an interactive infographic</p> <p>https://www.coronavirus.vic.gov.au/six-principles-covidsafe-workplaces</p> <p>3 minutes</p>
5	Implementing the COVID Safe Plan	Page	<p>Provide examples of what each of these should include using NSW examples from the sample plan:</p> <ul style="list-style-type: none"> • Site prevention • Education • Change to processes and tasks • Change to workplace layout & environment • Changes to hygiene and cleaning • Record keeping <p>Resource page to have an example of the Victorian plan filled in [or from this page as well]</p>	<p>Cleaning principles from Govt</p> <p>https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf</p> <p>Example of Signage from govt</p> <p>https://www.nsw.gov.au/covid-19/covid-safe/toolkit</p> <p>12 minutes (2 mins on each section on the left)</p> <p>Video Interview - What is the insight that can be provided on how to implement the plan in the workplace.</p> <p>Video to be about how to implement, providing input and feedback. Interview person to be briefing the marshals about how</p>

Page	Page Title	Page Type	Description	Images and Multimedia
				<p>to go and do it and what are the critical issues [toolbox talk].</p> <p>Discussion with trainer [Terry?] – how would you brief people on using this plant on their sites? Critical points and issues. Bottlenecks, high risk areas, people behaviour</p>
6	Marshal Knowledge Check	New Quiz	A set of simple questions related to the above content	2 minutes
				27 minutes

4.1.2.6 Module 5 – Learner Feedback

Page	Page Title (must be unique)	Page Type	Description	Images and Multimedia
1	Congratulations	Page	Congratulations page on completing the course (possibly link to LTI to generate certificate) If no LTI – then completion of the Survey will provide a trigger for our certification generation – must do the survey	
2	Completion	External Tool	<Survey Monkey Link> May include a combination of information to issue certificate (name and email) and feedback on the course	

5 Project outcomes

The key outcomes identified by the steering committee was the development of material specific to the meat processing industry while still meeting the requirements of the individual state governments. The key messages associated with the project were to create an understanding of COVID-19 and human transmissible diseases, to understand what a COVID Management plan is and a brief understanding of the development and implementation of the plan. The course was not meant to be a comprehensive program to develop a COVID Management plan but an awareness for individuals within a plant identified to be COVID Marshals.

5.1 Course Enrolment Application

The Course Enrolment Application page serves as an application process for participants to nominate to have themselves and/or their employees enrolled in the course.

AMPC
AUSTRALIAN MEAT PROCESSORS ASSOCIATION

AMPC COVID Marshal - AMPC Participant Enrolment Details

COVID-19 Marshals at red meat processing plants have an important role to play in keeping their essential workforces safe and ensuring compliance with their COVID-Safe Plans.

Delivered in collaboration with Respond Global and Response Learning, the training includes specific examples of operational procedures as they relate to red meat processing plants, assisting in better learning outcomes for participants.

The course is free for AMPC members. Plants may nominate up to 3 employees per plant to complete the training.

Please complete the form below to register your interest.

* Required

1. Please enter your full name: *
2. Please enter your business name: *
3. Please enter your email address: *
The email address you enter will be used to create your sign in details for the course.
4. Please enter your contact number: *
5. Are you currently an AMPC member? *
 Yes
 No

5.2 Home

The screenshot shows the 'Home' page for the 'COVID Marshal 2021 Intake' course. On the left is a vertical navigation menu with icons for Account, Dashboard, Courses, Calendar, Inbox, History, Studio, and Support & Help. The main content area features a large banner with the text 'Welcome to the COVID Marshal Course' and an illustration of four professionals in lab coats and hard hats. Below the banner, a text block explains the course's purpose: 'This course is designed to teach you everything you need to know in order to become a certified COVID Marshal. We will also specifically be learning about the application of the knowledge and the role of the COVID Marshal in the Food Processing and Meat Processing plant environments. The course will be made of up 4 key modules'. A list of modules is provided: Introduction (What is COVID-19?, COVID Safe Plans, COVID Marshal Steps and Controls). On the right side, there are three buttons: 'View Course Stream', 'View Course Calendar', and 'View Course Notifications'. Below these is a 'To Do' section with the text 'Nothing for now'. The AMPC AMIC logo is at the bottom right.

5.3 Modules

The screenshot shows the 'Modules' page for the 'AMPC-CM21' course. The navigation menu on the left is the same as in the previous screenshot. The main content area has a breadcrumb 'AMPC-CM21 > Modules' and two buttons: 'Collapse All' and 'Export Course Content'. The modules are listed in a vertical stack:

- Introduction to Course**
 - Course Overview
- Module 1 | About COVID-19**
 - Prerequisites: Introduction to Course [Complete All Items](#)
- Module 2 | COVID Safe Plan**
 - Prerequisites: Module 1 | About COVID-19 [Complete All Items](#)
- Module 3 | COVID Marshal Steps & Controls**
 - Prerequisites: Module 2 | COVID Safe Plan [Complete All Items](#)
- Completion & Feedback**
 - Prerequisites: Module 3 | COVID Marshal Steps & Controls

5.3.1 Course Overview

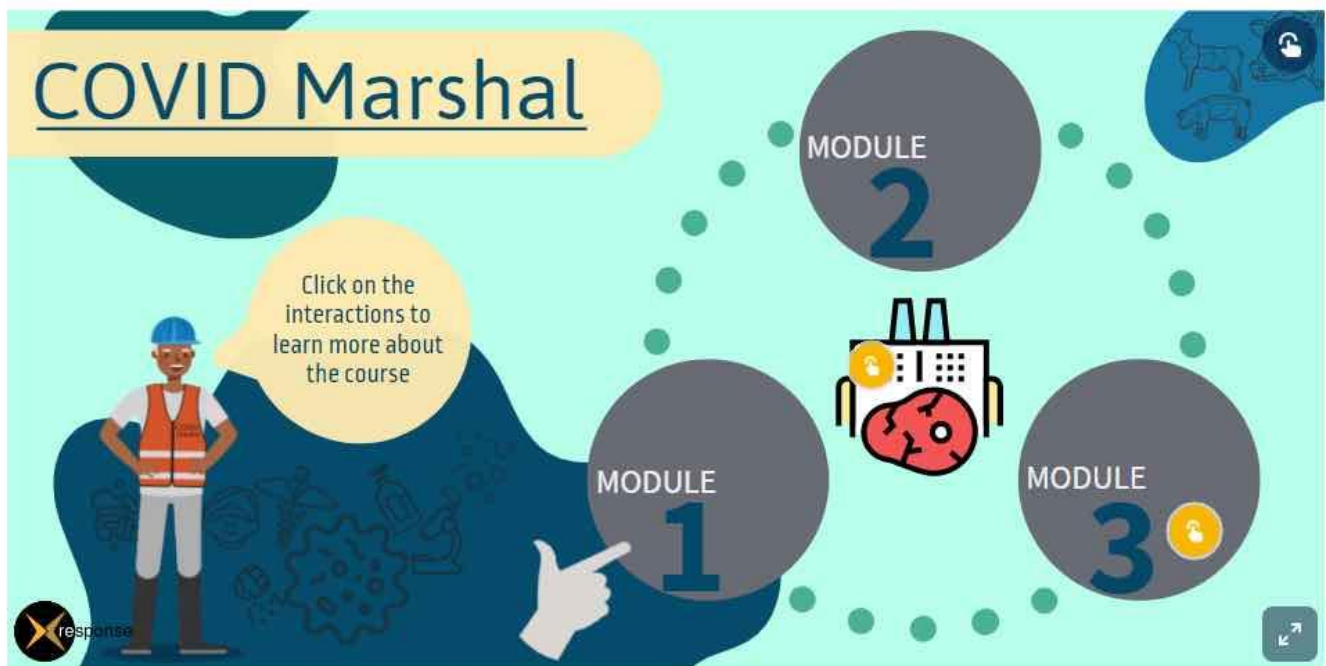
AMPC Home Modules Collapse All Export Course Content

- Introduction to Course
 - Course Overview

Course Overview

> Your COVID Marshal Journey....

Welcome to the course introduction! Here we will be looking at the **overview** for our Marshal course according to the **modules** you will be learning.



This course is brought to you by AMPC & AMIC

5.3.2 Module 1 – About COVID-19

There is a need for greater understanding about human transmissible diseases and in particular COVID-19. As such this module was identified as being important to creating understanding for the participants. This includes detailed information about the disease, its epidemiology, and a final check on the knowledge of the participant at the end of the module.

The screenshot shows a course interface with a sidebar on the left and a main content area. The sidebar contains icons for Courses, Calendar, Inbox, History, Studio, and Support & Help. The main content area displays the course title 'Module 1 | About COVID-19' with a prerequisite of 'Introduction to Course' and a 'Complete All Items' button. Below this is a list of items:

Item Name	Status
What is COVID-19? <small>Viewed</small>	✓
Known Symptoms <small>Viewed</small>	✓
Risk Factors <small>Viewed</small>	✓
Risk Factors Continued <small>Viewed</small>	✓
Transmission & Prevention <small>Viewed</small>	✓
Impact on Plant Processes <small>Viewed</small>	✓
COVID Knowledge Check <small>8 pts Score at least 6.0</small>	○

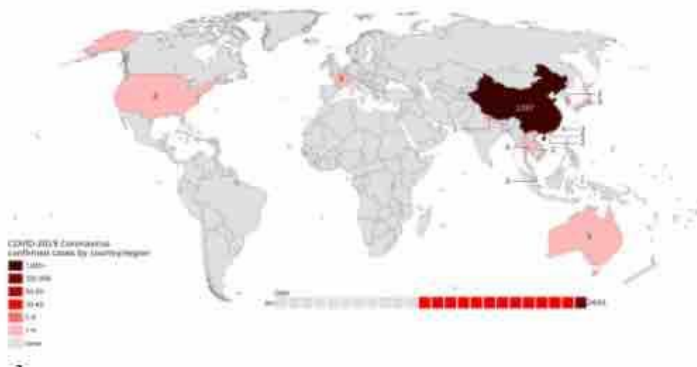
5.3.2.1 What is COVID-19?

What is COVID-19?



➤ Let's Begin...

In December 2019, there was a cluster of pneumonia cases in Wuhan, China. Some of the cases had reported working in a seafood and live animal market in Wuhan. Investigations found the disease to be caused by a newly discovered coronavirus, subsequently named COVID-19. This new coronavirus had not been previously identified in humans. When a virus that is circulating in an animal species is found to have been transmitted to humans, this is known as a 'spillover event'.



Coronaviruses are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

COVID-19 spread quickly throughout China and to the rest of the world. By the 30th January 2020, the World Health Organisation

5.3.2.2 Known Symptoms

Known Symptoms

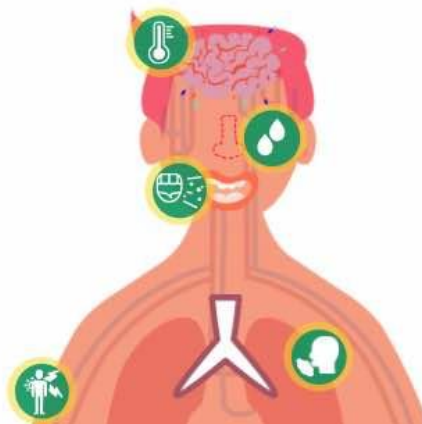
> What to look out for...

The most common symptoms of COVID-19 are fever, sinus pain and dry cough. Less common symptoms can include altered sense of smell, expectoration (*coughing or spitting out from the throat or lungs*), stuffy nose, chills, fatigue, sore throat, headache, difficulty breathing or shortness of breath, joint or muscle pain, diarrhoea or vomiting.

People can become infected but only exhibit very mild symptoms. Around 80% of those with symptoms recover from the disease without requiring hospital treatment, however 20% develop difficulty in breathing and require hospital care.

Check out the warning signs.

 More info



5.3.2.3 Risk Factors

Risk Factors

➤ Severity of Disease

Every person is at equal risk of catching the virus, however, it is the **severity** of the **symptoms** and **impact** that is affected by personal risk factors. Older people and those with underlying medical problems such as high blood pressure, heart and lung problems, diabetes or cancer are at a **higher risk** of developing **serious illness**.

Watch the video below to learn more about these factors that put some people at higher risk of serious illness.



5.3.2.4 Risk Factors Continued

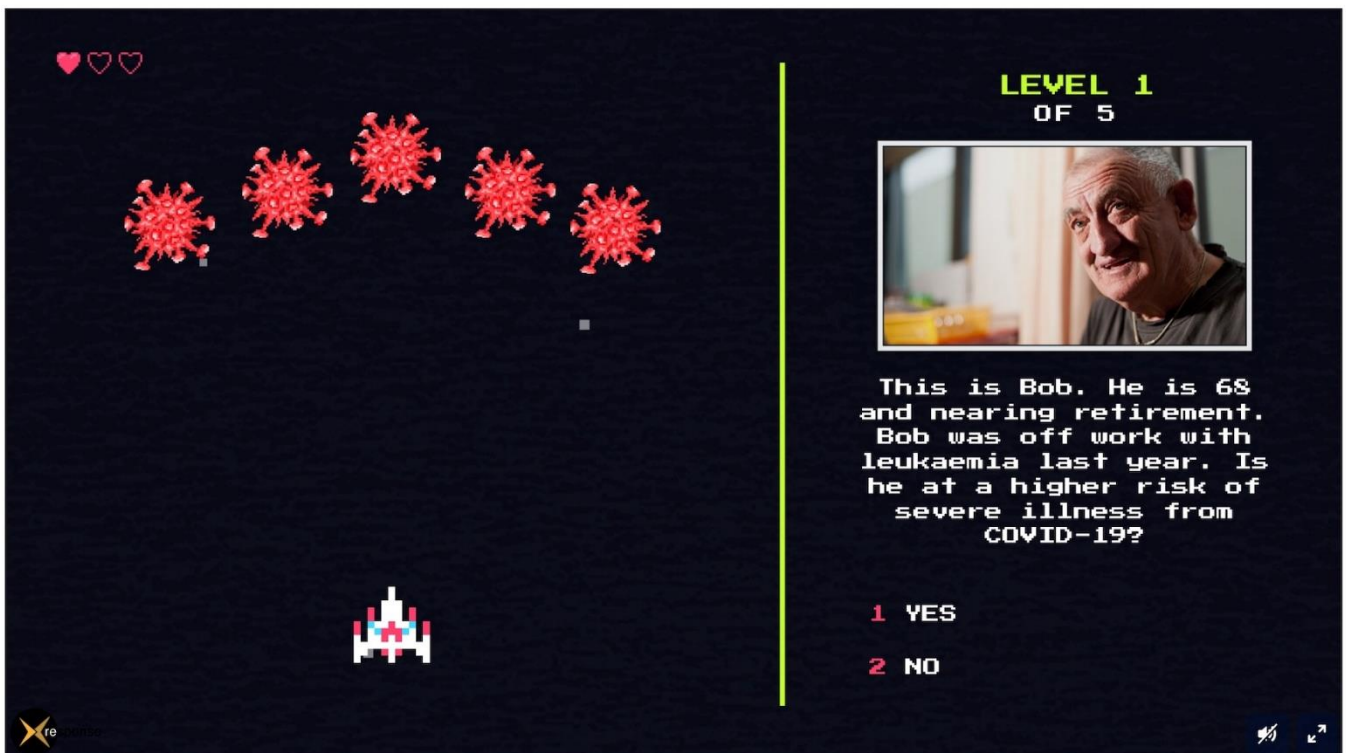
Risk Factors Continued

➤ Differing levels of risk...

The following **game** outlines those individuals who are both at a **high and moderate risk** of developing **severe illness** from contracting COVID-19. **Familiarise yourself** with the **differences** between those in each category and answer the **scenario questions** that follow.



The design of this interaction makes use of adult learning principles where learning is designed to be fun and engaging. In this example, the course participant learns about risk factors for Covid 19 but instead of reading pages of text, the participant learns through a mini retro arcade style game.



5.3.2.5 Transmission & Prevention

Below are 5 key steps that you and your co-workers can take, in the workplace and out in the community.

CLICK on the + for each step to learn more...

- 1 Transmission** +
- 2 Social Distancing** +
- 3 Hygiene** +
- 4 Contact tracing** +
- 5 Isolation** +

The infographic features a central horizontal yellow line with five numbered circles (1-5) connected by a thin yellow line. Below each circle is a small image and a dark blue box with the step number, title, and a yellow button with a white cross. Step 1 shows a woman coughing. Step 2 shows two people with a 1.5m distance marker. Step 3 shows hands being washed. Step 4 shows hands being traced. Step 5 shows hands being isolated. The background is dark green with a subtle pattern of small white dots. There are small icons in the top right (a lock) and bottom right (a cursor) of the infographic.

In this interaction, the yellow boxes with white crosses are interactive elements. When the participant clicks on the button, they are taken to a new slide which has an embedded video and some text providing a high level overview.

This design enabled the project team to reduce what was more than 15 pages of words, into a clickable, interactive learning experience with images, small amounts of text and video. Videos with animated industry relevant characters take the learner through the key pieces of information.

5.3.2.6 Impact on Plant Processes

How does COVID-19 affect day-to-day operations?

When looking at the impact on the way activities are performed in processing plants, management is looking to minimise any identified potential risk areas. When we stop to think about how COVID-19 is spread, it is mostly going to be through close contact with an infected person. Therefore, the main risk factor to manage will be proximity of workers.

Work your way through the diagram below to find out what the impact will be on a processing plant's day-to-day operations.

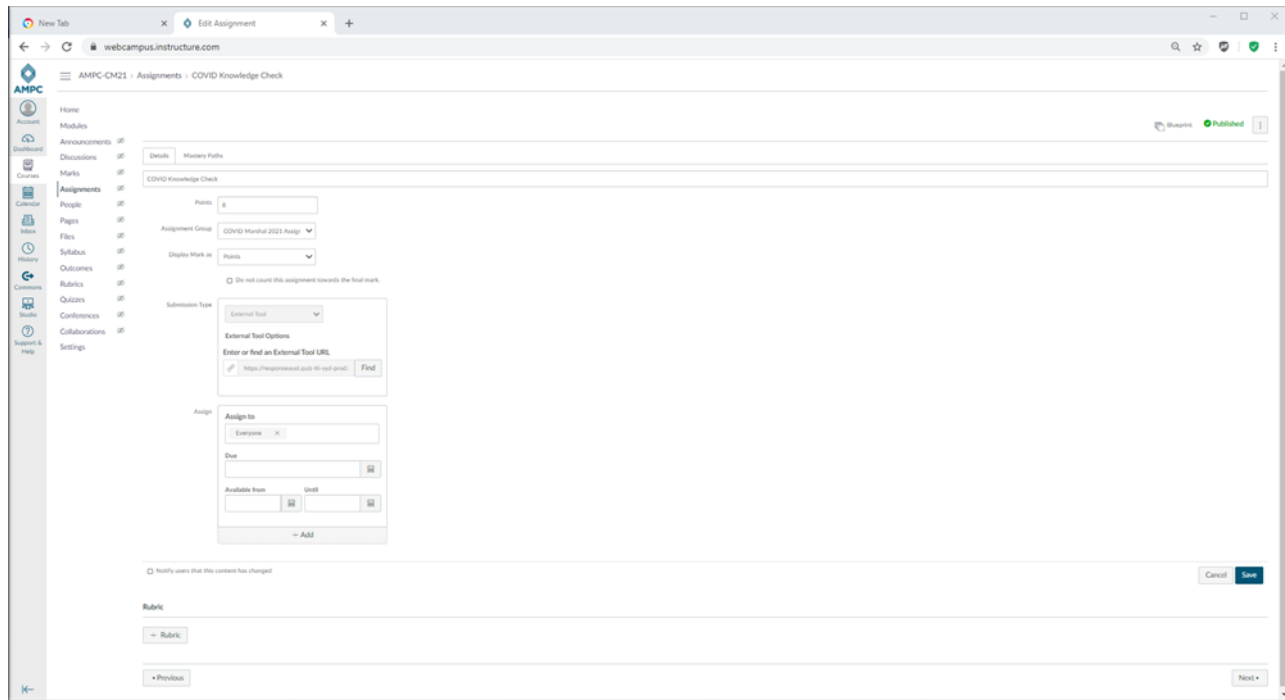
The diagram illustrates the central role of 'The Processing Plant' in day-to-day operations. It is connected to five key areas: a break room with tables and chairs, a processing line with workers, a truck arrival area with a forklift, a storage area with pallets, and a packaging area with workers. Each area is represented by an isometric illustration.

Once you have completed the Module, you can take the quiz to complete it. You must complete all of the Modules in order.

This course is brought to you by AMPC

This is a good example of how the course was developed with relevance for the Meat Processing Industry. Each of these main building blocks is a key part of the process in a Plant and is easily recognisable. Course participants were given access to critical information and suggestions on how Covid Safety measures may impact each major area.

5.3.2.7 COVID-19 Knowledge Check

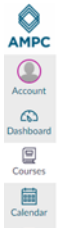


The course was designed as three modules, each building on the prior module with a quiz at the end.

Participants are given three attempts to pass the quiz at the end and are provided feedback on their responses. The aim of the quiz is to provide a record of how well the participant absorbed, understood and retained the knowledge gained.

5.3.3 Module 2 - COVID-Safe Plan

A brief outline on the development of the plan was required to create a clear understanding on why the training is required. This gives context to the learning for the individual participants.



Module 2 COVID Safe Plan		Prerequisites: Module 1 About COVID-19	Complete All Items
📄	What is a COVID-Safe Plan?	View	○
📄	COVID-Safe Plan Information	View	○
📄	Safety Plan Knowledge Check	30 pts Score at least 8.0	○

5.3.3.1 What is a COVID-Safe Plan?

COVID-Safe Plan Information

COVID-SAFE PLAN INFO

- 1 PREVENTION
- 2 MITIGATION
- 3 RESPONSE

WE'RE IN THIS TOGETHER

Click on each of the following measures to learn more about how they impact the work you will do as the COVID Marshal.



"Once you have completed the Module, you can take the quiz to complete it. You must complete all of the Modules in order..."

This is another example of breaking up pages and pages of text into small, bite-size chunks of information. Each of the numbers in this image are clickable and once clicked, take the participant to that section of information. More detailed information is then presented in either diagram, video or image form.

5.3.3.2 COVID-Safe Plan Information

What is a COVID-Safe Plan?

➤ What is the plan?

A COVID-Safe Plan is a document that will be prepared by the management team of your workplace. Sometimes there will be input from health and safety representatives (HSRs) if your organisation has them.

Employers will seek to consult with their workers in identifying and controlling risks related to COVID-19 in the workplace. This includes you as a COVID Marshal; it is important to be part of the solution and work with your employer to make sure your COVID-Safe Plan is effective.

The role of the COVID Marshal is to implement the plan. To be able to implement the plan you need to have an understanding of the information that is presented in the plan and how to respond in the various situations you are presented with on a day-to-day basis to ensure mitigation measures are in place and being followed to minimise the chances of the virus spreading. You need to be observant of what is happening on the production floor as well as other areas of the workplace, ensuring that workers know to speak to you for advice, support and assistance to help them follow the process.

The following video provides you with a preview of what the COVID-Safe Plan might look like in your workplace. This is based on the Victorian Government template and will vary state by state (other templates and state information can be found in the resources section).



"Find a copy of the COVID-Safe Plan for your workplace and become familiar with the different strategies you will need to follow..."

The video here is a good example of the use of industry specific avatars which industry participants will recognise, overlaid on top of real video footage of a processing facility. The avatar here is dressed in the appropriate and correct Personal Protective Equipment PPE. For example, the safety hat is blue, the worker is wearing white and as they are the designated Covid Marshal are wearing the suggested orange vest clearly labelled. This video has sound, audio, images and video which caters for all learning preferences.

5.3.3.3 Safety Plan Knowledge Check

The screenshot shows the configuration page for an assignment titled 'Safety Plan Knowledge Check'. The interface includes a left-hand navigation menu with options like Home, Modules, Announcements, Discussions, Marks, Assignments, People, Pages, Files, Subsites, Outcomes, Rubrics, Quizzes, Conferences, Collaborations, and Settings. The main content area is titled 'Details' and 'History Paths'. It shows the assignment is set to 'Published' status. Key configuration options include:

- Points:** 10
- Assignment Group:** COVID Marshal 2021 Assign
- Display Mark as:** Points
- Submission Type:** External Tool
- External Tool Options:** A field to 'Enter or find an External Tool URL' with a 'Find' button.
- Assign to:** A dropdown menu currently set to 'Everyone'.
- Due:** A date selection field.
- Available from:** A date and time selection field.

 At the bottom, there are 'Cancel' and 'Save' buttons, and a 'Notify users that this content has changed' checkbox.

5.3.4 Module 3 - COVID Marshal Steps & Controls

Module 3 provides a detailed understanding on the roles and responsibilities for the individual COVID Marshals and is an action plan for their role in the COVID Management plan. This course no way seeks to develop a plan for the individual plants but provide training on the roles and responsibilities for the individual COVID Marshals as outlined in the individual state COVID Marshal courses.

The screenshot shows a course completion overview for 'Module 3 | COVID Marshal Steps & Controls'. The interface includes a left-hand navigation menu with options like Account, Dashboard, Courses, Calendar, Inbox, History, and Studio. The main content area shows a list of items with their completion status:

Item	Status
The COVID Marshal	Viewed (Progress indicator)
COVID Marshals in the Meat Industry	Viewed (Green checkmark)
Steps to a COVID-Safe Workplace	Viewed (Green checkmark)
COVID Marshal Response	Viewed (Green checkmark)
Implementing the COVID-Safe Plan	Viewed (Green checkmark)
Marshal Knowledge Check	10 pts Score at least 8.0 (Progress indicator)

 The top right of the course overview shows 'Prerequisites: Module 2 | COVID Safe Plan' and a 'Complete All Items' button.

5.3.4.1 The COVID Marshal

The COVID Marshal

➤ Who is this person?

Appointing a COVID Marshal ensures appropriate measures are taken to ensure workers, the community and our economy stays healthy. As it can be difficult to keep up with all of the rules and regulations in place, the designated workplace COVID Marshal is there to help. The following video will look at the roles and responsibilities of a COVID Marshal.

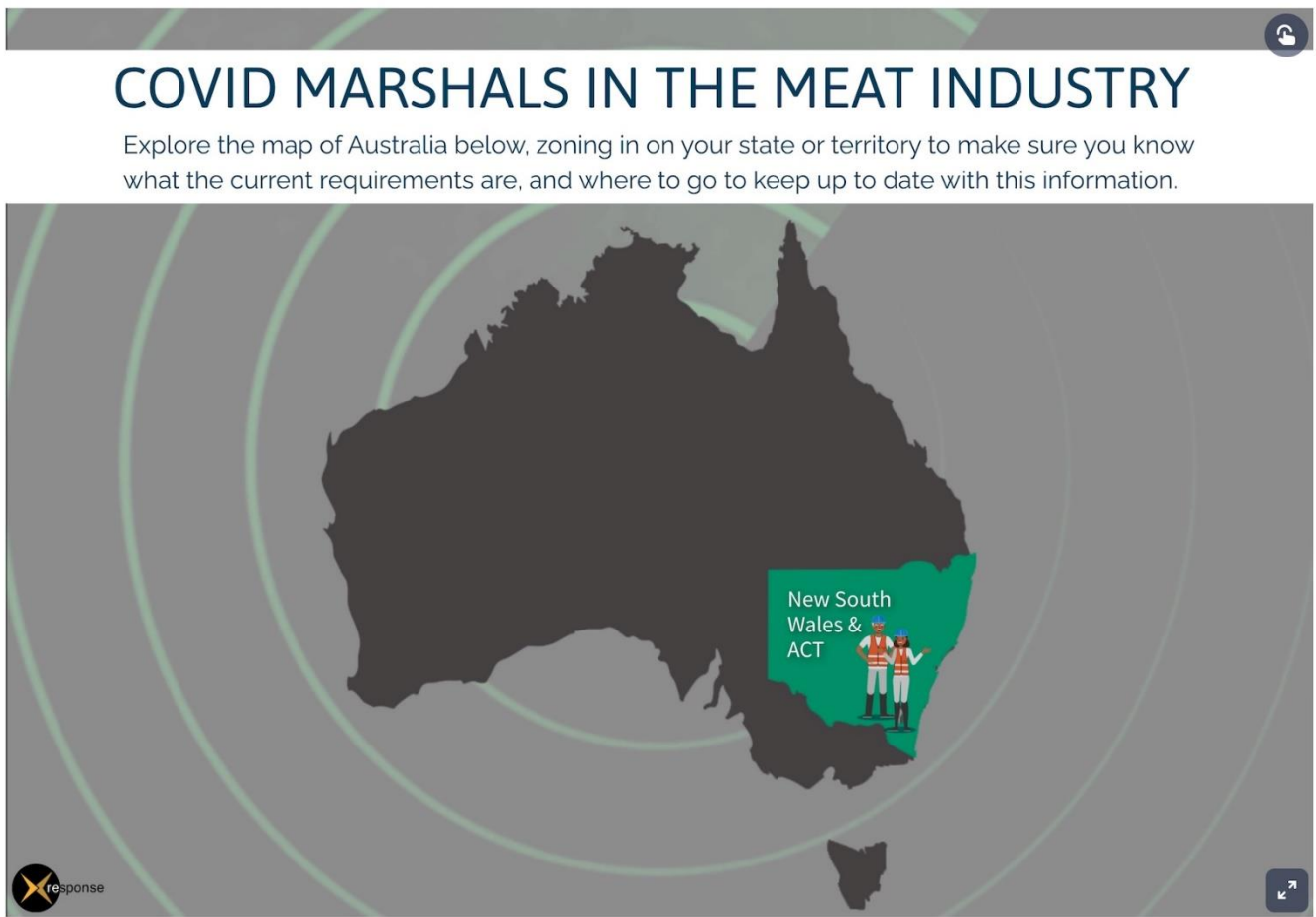


"Take note of the types of documentation the video mentions and make sure you look for this documentation in your workplace..."

This course is brought to you by AMPC

Another example of industry relevant avatars wearing the correct clothing overlaid on top of real industry footage. This video also incorporated the Covid Safe infographics produced by Respond Global and which will be available for plants via another related project. This provides great continuity of the learning message for course participants.

5.3.4.2 COVID Marshals in the Meat Industry



COVID MARSHALS IN THE MEAT INDUSTRY

Explore the map of Australia below, zoning in on your state or territory to make sure you know what the current requirements are, and where to go to keep up to date with this information.



"Make sure you bookmark the important websites for your state or territory so you can refer back to these and keep up-to-date with frequent changes..."

This interaction depicts a stylised map of Australia and contains interactive maps of each State. When a participant hovers over a State, the colour changes from grey to full colour with the State name. The participant can click on the state of choice and they will be taken to a list of all available resources provided for them at the point of publishing.

5.3.4.3 Steps to a COVID-Safe Workplace

The screenshot shows a Moodle course page for 'AMPC-CM21' with the title 'Steps to a COVID-Safe Workplace'. The page content includes:

- A navigation sidebar on the left with options like Home, Modules, Announcements, Discussions, Marks, Assignments, People, Pages, Files, Subsites, Outcomes, Rubrics, Quizzes, Conferences, Collaborations, and Settings.
- A main heading 'Steps to a COVID-Safe Workplace'.
- A sub-heading 'How do we get there?' followed by a paragraph: 'The COVID Marshal will implement a COVID-Safe Plan and offer ongoing monitoring and suggestions for improvement to the processing facility. It is vital for the COVID-Safe Plan to address key areas such as physical distancing, the use of face masks, good hygiene and record keeping practices, avoiding close interactions and creating workforce bubbles. This is by no means an exhaustive list and organisations are encourage to tailor the COVID-Safe Plan to their individual processing facility.'
- A large graphic titled 'THE 6 EASY STEPS TO A COVID-SAFE WORKPLACE' with six numbered steps in green boxes:
 1. Ensure physical distancing (with a '15M AWAY' icon)
 2. Wear a face mask (with a face mask icon)
 3. Practice good hygiene (with a hand-washing icon)
 4. Keep records and act quickly (with a clipboard icon)
 5. Avoid interactions in enclosed spaces (with an icon of people in a room)
 6. Create workforce bubbles (with an icon of people in a circle)
- A note at the bottom: 'Adapted from <https://www.coronavirus.vic.gov.au/six-principles-covidsafe-workplaces>'.
- A footer note: 'Some great resources are available on the Victorian Government's website COVIDSafe Victorian'.
- A small note: '(NOTE: Link opens a new web page)'.
- A footer statement: 'This course is brought to you by AMPC'.
- Navigation buttons for 'Previous' and 'Next'.

Steps to a COVID-Safe Workplace

➤ How do we get there?

The COVID Marshal will implement a COVID-Safe Plan and offer ongoing monitoring and suggestions for improvement to the processing facility. It is vital for the COVID-Safe Plan to address key areas such as **physical distancing**, the use of **face masks**, good **hygiene** and **record keeping practices**, **avoiding close interactions** and creating **workforce bubbles**.

This is by no means an exhaustive list and organisations are encouraged to tailor the COVID-Safe Plan to their individual processing facility.



In the above image, this is an example of what happens when a participant clicks on one of the underlying green buttons (steps) in the graphic. The participant is presented with a pop up window which provides more details on the step. In some cases, they are provided an image or series of images and in others, they are provided a video.

5.3.4.4 COVID Marshal Response



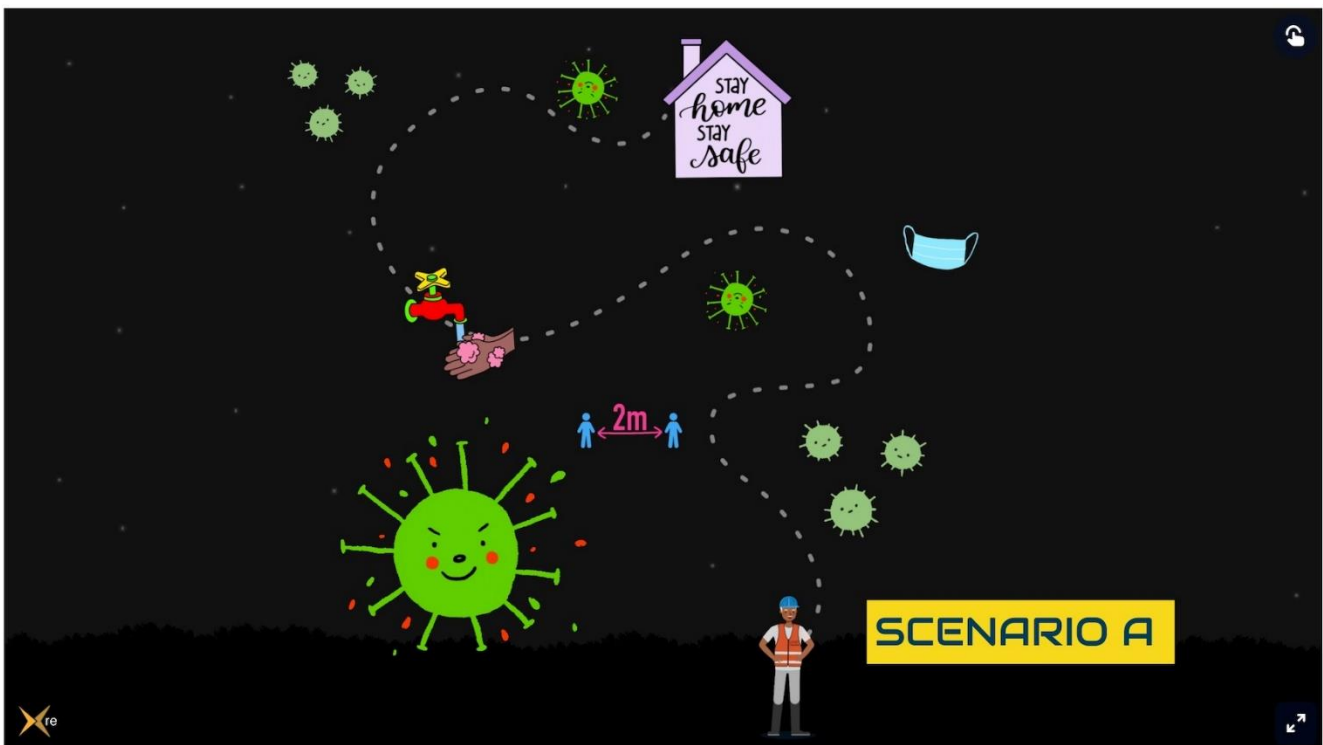
This slide and the one on the next show another example of 'gamification' of the learning experience. Instead of presenting the learner with pages of text, the participant is taken on an interactive game where the learning takes place via a fun engaging exercise.

> Your actions...

You are the COVID Marshal in a meat processing facility. The actions in your role relate to the following two areas:

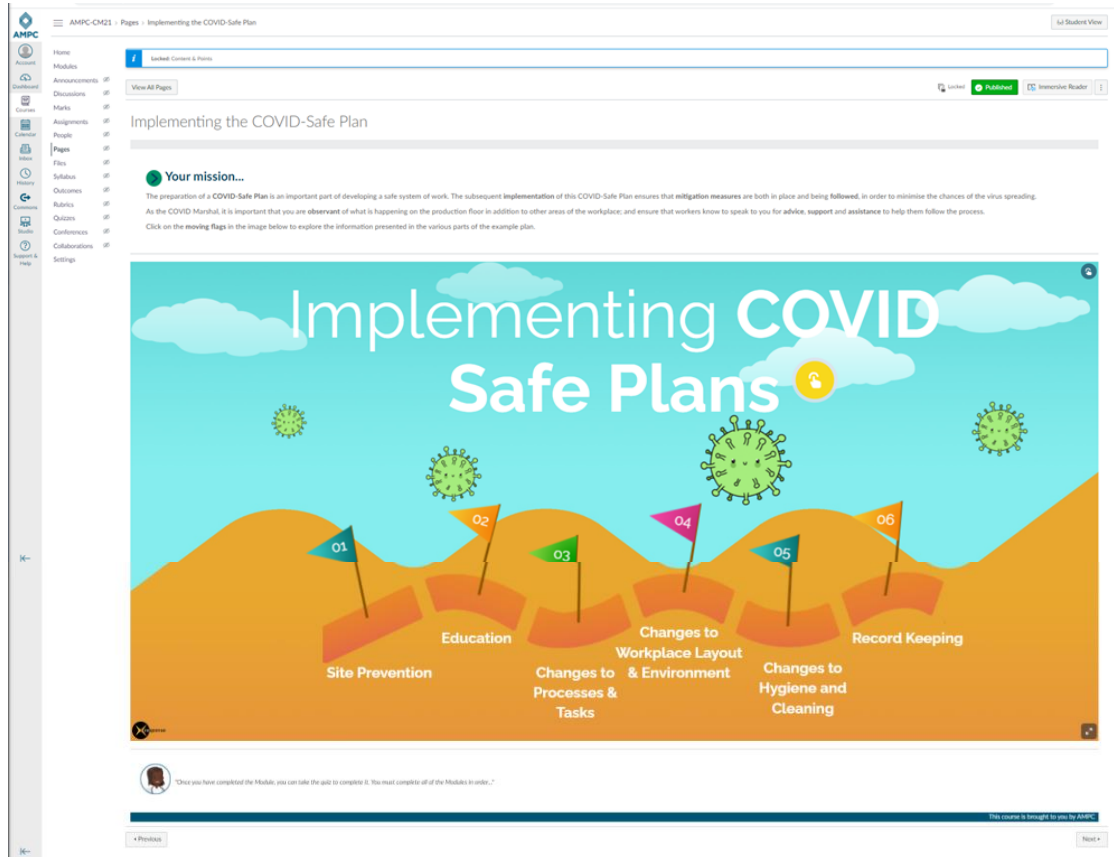
1. **Mitigation of risk** - you need to take actions to reduce the chance of the transmission and spread of the COVID-19 in the meat processing plant
2. **Response to situations** - you need to take appropriate actions when a positive case, or potential positive case, is reported to reduce the risk of further spread.

Considering the actions that you would take to **mitigate** the risk, or **respond** to situations, indicate the best **course of action** to take for each of the following scenarios in the activity below.

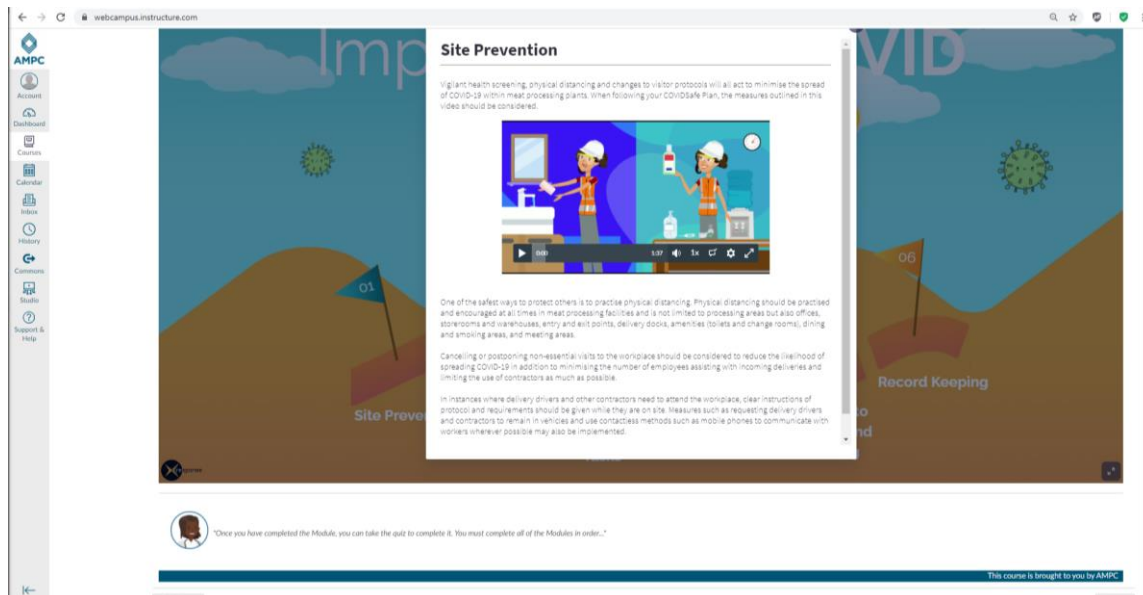


This course is brought to you by AMPC /span>

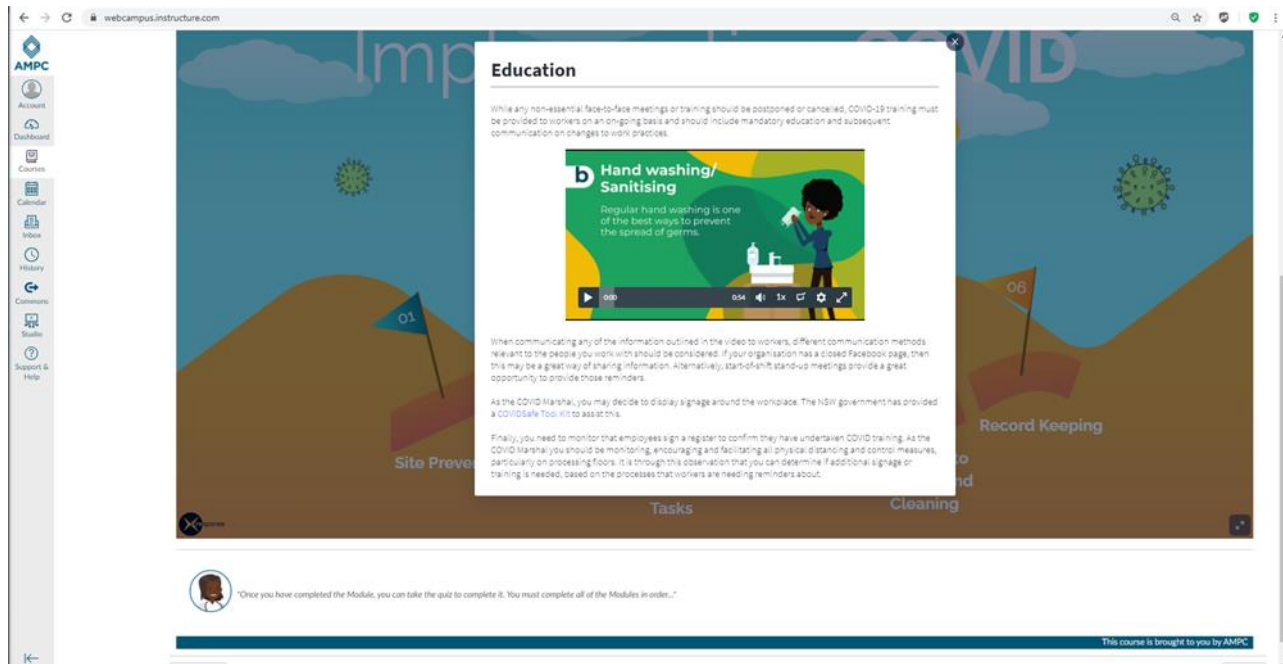
5.3.4.5 Implementing the COVID-Safe Plan



This is a very good example of how the project team overcame the challenge of trying to collate and present a vast amount of information into more condensed, bite size learning chunks. Pages of text were converted into a series of videos and then each video linked to a logical step diagram showing the linear process. For example, when the participant clicks on Site Prevent (step 1) above, the pop up (below image) is presented with some text and a video. The video can be played in a small window or enlarged to full screen depending on the viewers preference.



This is Step 2 in the process.

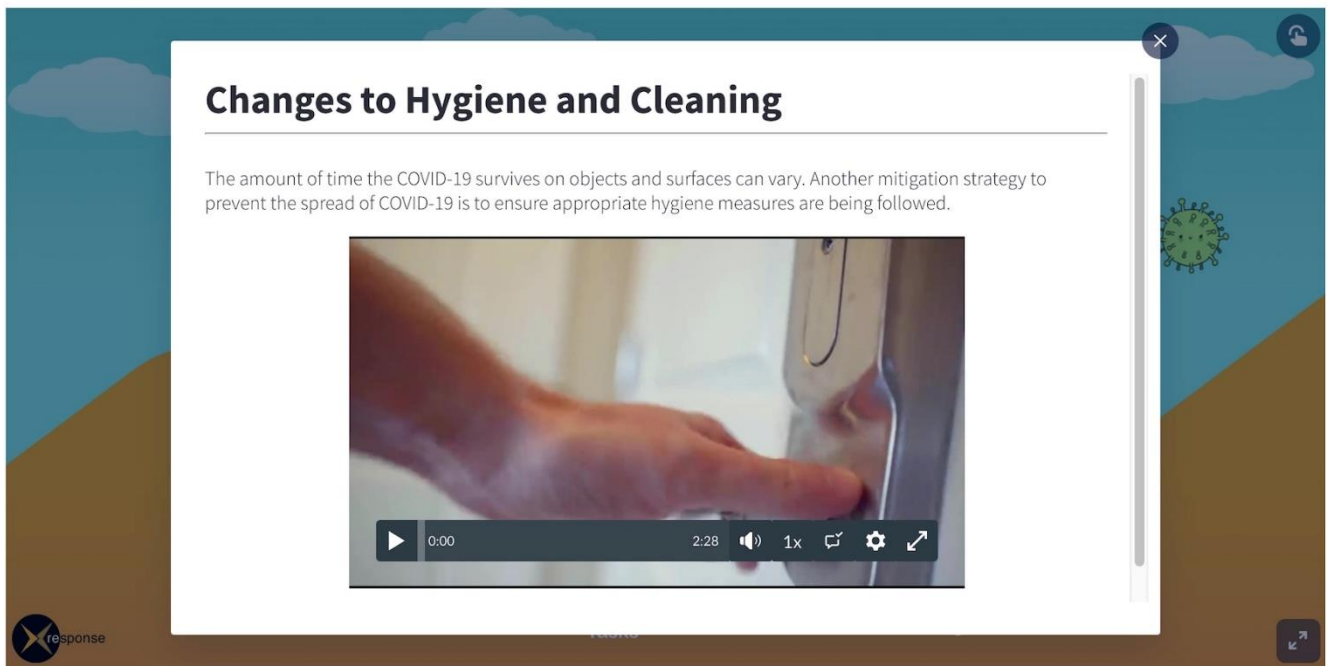


This is Step 3 in the process. Note the worker wearing the correct PPE.

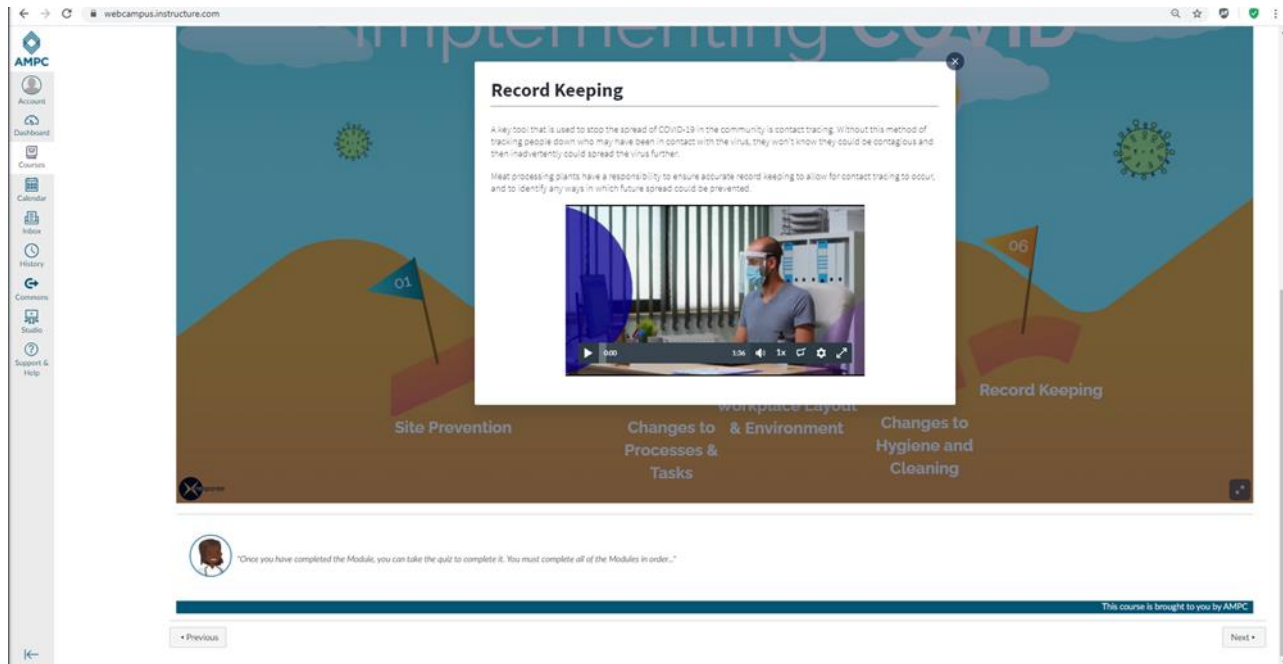




Step 4 in the process has some very helpful advice on how to reconfigure the workplace provided by various state governments.

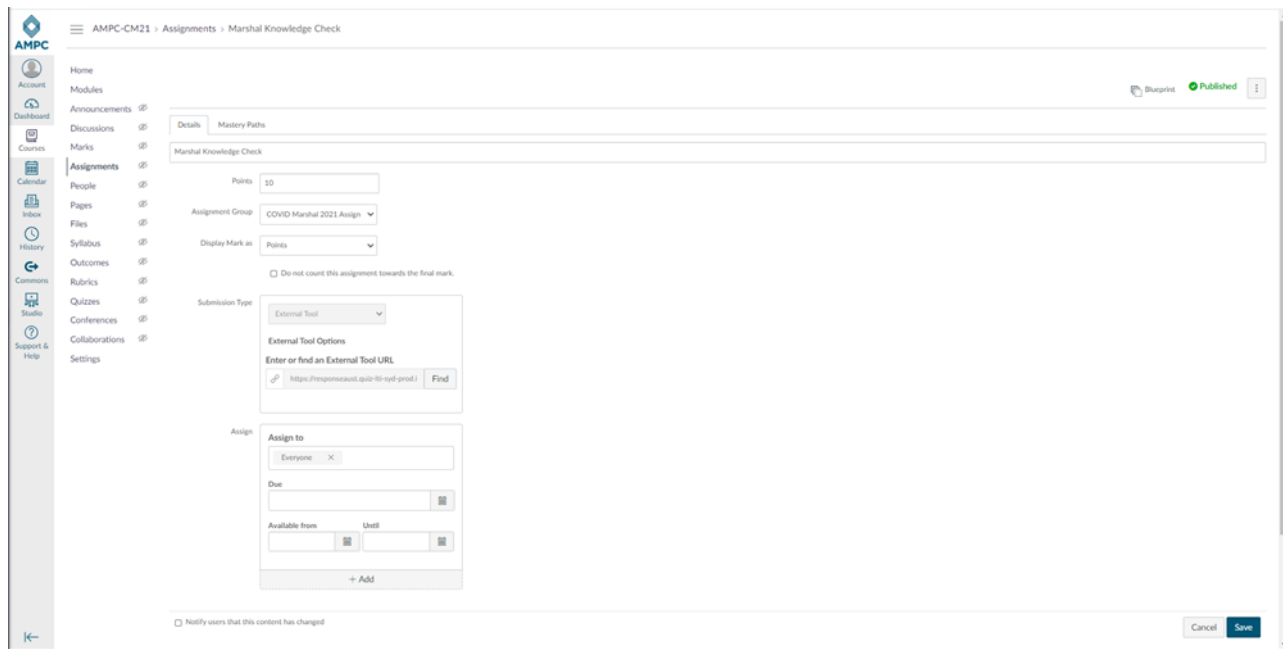


Step 5 provides a very helpful and precise video on what needs to happen in the workplace for hygiene and cleaning all relevant and contextualised for the meat industry.



Step 6 in the process shows the requirements for Record Keeping in a concise and easy to understand video.

5.3.4.6 Marshal Knowledge Check



5.3.5 Completion & Feedback

Support & Help

• Completion & Feedback Prerequisites: Module 3 | COVID Marshal Steps & Controls

📄 Congratulations!

🔗 Completion & Survey

5.3.5.1 Congratulations!

AMPC

AMPC-CM21 > Pages > Congratulations!

6d Student View

Home

Account

Modules

Dashboard

Announcements

Discussions

Courses

Marks

Assignments

Calendar

People

Inbox

Pages

Files

History

Syllabus

Outcomes

Comments

Rubrics

Quizzes

Settings

Statistics

Conferences

Collaborations

Support & Help

View All Pages

Locked Published Immersive Reader

Congratulations!

'You have finished!'

Congratulations on completing your COVID Marshal training course.

You have learnt about:

- What COVID-19 is
 - Symptoms
 - Risk factors
 - Transmission & prevention
 - Impact on plant processes
- The COVID-Safe Plan
 - What the plan is
 - Plan information
- COVID Marshal Steps and Controls
 - The COVID Marshal role
 - COVID Marshals in the meat industry
 - COVID Marshal response
 - Steps to a COVID-Safe workplace
 - Implementing the COVID-Safe Plan

AMPC

5.3.5.2 Completion & Survey

The COVID Marshal course feedback is a short survey to assist the course builders to understand the individual strengths and weaknesses of the program and was designed to be undertaken in three (3) minutes with ten (10) questions. The individual questions included:

1. Did you use the mobile app or a laptop/desktop computer to access online materials?
 - Mobile App
 - Laptop
 - Desktop

2. Have you completed prior COVID prevention online training?
 - Yes
 - No

3. How comfortable were you in navigating the course?

- Very comfortable
- Okay
- Not comfortable at all

4. How would you rate the information provided in this course in relation to its relevance to your role as a COVID Marshal?

- Excellent
- Good
- Average
- Poor
- Terrible

5. How would you rate the relevance of the examples used in scenarios?

- Excellent
- Good
- Average
- Poor
- Terrible

6. How would you rate the types of activities you took part in, such as learning quizzes and games?

- Excellent
- Good
- Average
- Poor
- Terrible

7. How would you rate the quality of visuals, including videos?

- Excellent
- Good
- Average
- Poor
- Terrible

8. How would you rate the online course in terms of being logical and easy to follow?

- Excellent
- Good
- Average
- Poor
- Terrible

9. What is one thing that you enjoyed the most about the course?

10. If you could change one specific thing with the course, what would that be?

6 Conclusions and recommendations

Important to the development of the course was the engagement between the project team, AMPC, AMIC and selected representatives of the industry to provide a sounding board on the development of the course content in the final product. The project team were appreciative of all involvement from these members and organisations as it provided an essential sounding board for the project team and our developers.

As per the wishes of the National reference committee, the project team also constructed the landing page and e-commerce gateway for non-AMPC members.

The project team was required to not only build the online learning environment but to also source and vet all of the content in a very short time frame. The project team only had approximately 8 weeks to collate, curate, vet, design, build, test, upload and configure the course and the course hosting environment. This would not have been possible without the collaborative efforts of all involved. The Response team in particular worked through the Christmas break period in order to meet the delivery requirements of this project.

The website was launched on 18 March 2021. As of 23 March 2021 the program recorded 15 industry participants with two observers from AMPC, one observer from AMIC and one observer from DHHS Vic.