Design Document: Harassment and Violence Prevention

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A 30-minute, scenario-based Storyline module that meets the training requirements of the Work Place Harassment and Violence Prevention Regulations (SOR/2020-130) for all employees of a federally regulated air transportation employer. Cedarline Air and every person in the module are fictional.

Project overview

The module trains every employee to recognize, respond to and report workplace harassment and violence, as section 12 of the Regulations requires.

Item	Decision
Audience	All employees of a federally regulated employer, any role, no prior training assumed
Sector	Air transportation: ground crew and customer service at a fictional airport
Why this sector	In 2024, air transportation employers reported 1,159 occurrences: 15.4 % of all occurrences for 9.5 % of the federal workforce, with the fastest growth since 2021
Regulatory basis	Training within 3 months of hire, then every 3 years; must cover the policy elements, the link with the prohibited grounds of discrimination, and how to recognize, minimize, prevent and respond (SOR/2020-130, s. 12)
Format	Self-paced Articulate Storyline 360 module, 57 screens, text-to-speech narration (English, Canada), 1280 × 720
Duration	About 30 minutes, including activities
Language	English; a French version can follow from the same source files
Assessment	4 ungraded warm-up questions, 9 practice activities, 10-question knowledge check, passing score 80 %
Deliverables	PowerPoint for import, build sheet (step-by-step Storyline commands), knowledge check import file, image prompt sheet, this design document
Designer	Aziz Lfakir, SynapticLab

Learning objectives and alignment

Each of the 7 objectives is practised at least once and measured by at least one knowledge check question.

#	By the end of the module, learners will be able to	Practice (screen, format)	Knowledge check
1	Distinguish harassment and violence from normal workplace conflict	14, drag and drop (classification)	Q1, Q2
2	Recognize when harassment is linked to a prohibited ground of discrimination	19, multiple response	Q3
3	Choose an appropriate response when they witness harassment	24 to 28, branching decision with 4 feedback screens	Q4, Q5
4	Apply safe responses when a member of the public becomes aggressive	31, single choice in a scenario	Q6
5	Write a factual notice of an occurrence	36 and 37, free text entry, then comparison with a model	Q7
6	Describe the steps of the resolution process	40, sequencing	Q8
7	Identify the roles, support measures and privacy protections	44 to 48, exploration menu; 52, single choice in a scenario	Q9, Q10

Warm-up questions (screens 5 to 8, ungraded) return in a different form as Q2, Q3, Q4 and Q8, so the gain can be measured.

Instructional strategy

The module teaches through decisions in realistic airport situations, so learners rehearse what to do, not just what the law says.

- **Narrative thread.** One fictional ground crew at Granite Bay Airport carries the whole module: Megan Clarke (witness), Chloé Bouchard (targeted colleague), Ryan Thompson (responding party), Sarah Gagnon (gate agent), Daniel Lavoie (supervisor) and Jasmine Tremblay (designated recipient). The Regulations require training specific to the culture, conditions and activities of the workplace (s. 12(2)).
- **Formats chosen from each objective.** Classifying situations uses drag and drop; spotting several correct answers uses multiple response; deciding as a witness uses a branching scenario with consequences; ordering the process uses sequencing; writing a notice uses free text entry. No two consecutive activities share a format, and no format exceeds 40 % of the activities.

- **Rhythm.** No more than 6 content screens without an interaction. Each part closes with a "What to remember" summary.
- **Feedback.** Every activity explains the correct answer. Wrong answers start with "Not quite. Here is what to remember", then explain. The branching decision offers "Review my choice".
- **Pre-assessment and assessment.** Four ungraded warm-up questions at the start; a 10-question knowledge check of application questions, never recall of scenario details.
- **Trauma-informed choices.** A content warning on screen 2, no graphic images or descriptions, support resources (911, 9-8-8, Employee Assistance Program) in Part 5, and free-text answers that are neither graded nor sent.
- **Sourcing.** Every rule, number and recommendation is taken from an official source and cited on screen.

Course map

The module runs in seven sections, from a warm-up to the knowledge check, with one branching point in Part 3.

Section	Screens	Content	Interactions
Introduction	1 to 9	Welcome, how the module works, objectives, why the training is mandatory, the crew	4 warm-up questions (ungraded)
Part 1: Recognize	10 to 15	Legal definition, examples, normal conflict vs harassment	Drag and drop
Part 2: Discrimination	16 to 20	13 prohibited grounds, 2024 data	Multiple response
Part 3: Respond	21 to 33	Witness options, aggressive passenger, third-party rule	Branching decision (4 outcomes), single choice
Part 4: Report and resolve	34 to 42	Notice of an occurrence, resolution steps, principal party's choices, investigation	Text entry and model comparison, sequencing
Part 5: Support and privacy	43 to 54	Roles, support measures, domestic violence at work, privacy	Exploration menu (4 cards), single choice
Wrap-up	55 to 57	References, knowledge check gateway, completion	10-question knowledge check (separate scene)

Storyboard

All 57 screens, in Storyline order. The full narration of each screen is in the Narration script tab. ESDC = Employment and Social Development Canada; CCOHS = Canadian Centre for Occupational Health and Safety.

#	Screen	Type	Key content	Interaction	Source
1	Harassment and Violence Prevention	Cover	Recognize, respond, report	Start	
2	Before you start	Cards	A fictional workplace; Go at your own pace; Practice, then check; Take care of yourself (content warning)	Previous / Next	
3	By the end of this module, you will be able to	Steps	The 7 learning objectives	Previous / Next	
4	Why this training?	Text + statistic	Mandatory training: within 3 months, every 3 years; 1,159 occurrences in air transportation in 2024	Previous / Next	SOR/2020-130, s. 12; 2024 annual report
5	Where do you stand?	Question	Legal definition of harassment and violence	Ungraded warm-up, Pick One	
6	Where do you stand?	Question	Which is a prohibited ground? Correct: family status	Ungraded warm-up, Pick One	
7	Where do you stand?	Question	Who can give notice? Correct: the person harassed, or a witness	Ungraded warm-up, Pick One	
8	Where do you stand?	Question	Investigation on request of the principal party	Ungraded warm-up, Pick One	
9	Meet the Granite Bay ground crew	Text + image	The six fictional characters and their roles	Previous / Next; image img_equipe	
10	Recognize harassment and violence	Part divider	What the law covers, and what it does not	Previous / Next	

#	Screen	Type	Key content	Interaction	Source
11	What the law says	Text + aside	Definition of harassment and violence; includes sexual and domestic violence; any source	Previous / Next	Canada Labour Code, s. 122(1); ESDC
12	What it can look like	Cards	Threats, physical violence, social harm, abuse of authority, online, sexual harassment	Previous / Next	ESDC
13	Not every conflict is harassment	Two columns	Management in good faith vs harassment and violence	Previous / Next	ESDC
14	Conflict or harassment?	Drag and drop	Classify 6 situations into 2 categories	Drag and Drop, Submit	
15	What to remember	Summary	Part 1 key points	Previous / Next	
16	Harassment and discrimination	Part divider	When harassment targets who someone is	Previous / Next	
17	The prohibited grounds of discrimination	Text + aside	The 13 grounds; harassment on a ground is a discriminatory practice	Previous / Next	Canadian Human Rights Act, s. 3(1) and 14(1); SOR/2020-130, s. 12(2)
18	What the numbers show	Text + statistic	1,453 occurrences linked to a ground in 2024; 52 % of people never filed a complaint	Previous / Next	2024 annual report
19	Linked to a prohibited ground?	Question	3 of 5 situations linked to sex, age, religion	Pick Many, Submit	
20	What to remember	Summary	Part 2 key points	Previous / Next	

#	Screen	Type	Key content	Interaction	Source
21	Respond as a witness, and in the moment	Part divider	What you can do, and how to stay safe	Previous / Next	
22	On the ramp, every morning	Text + image	Ryan targets Chloé at every briefing; Megan witnesses it	Previous / Next; image img_rampe	
23	What a witness can do	Text + aside	Witness definition; notice orally, in writing or anonymously; deemed resolved without a name; s. 147 protection	Previous / Next	SOR/2020-130, s. 1, 15, 19; Canada Labour Code, s. 147
24	What should Megan do?	Branching decision	4 options: stay out, laugh along, check in and give notice, confront publicly	Each option to its feedback screen	
25	Silence lets it continue	Feedback	Not the best response	Review my choice / Continue	
26	Laughing along makes it worse	Feedback	Not the best response	Review my choice / Continue	
27	The right response	Feedback	Check in privately, share options and support, give notice as a witness	Continue	
28	Right intention, risky method	Feedback	Public confrontation can escalate	Review my choice / Continue	
29	At gate 12, a flight is cancelled	Text + image	An aggressive passenger at Sarah's counter	Previous (to 24) / Next; image img_comptoir	
30	Staying safe with an aggressive person	Two columns	Calming techniques; protecting yourself; emergency procedures	Previous / Next	CCOHS; SOR/2020-130, s. 11
31	What should Sarah do first?	Question	Distance, calm, call for support	Pick One, Submit	

#	Screen	Type	Key content	Interaction	Source
32	When the person responsible is a passenger	Text + aside	Third-party exception (3 conditions); review of the work place assessment; always report	Previous / Next	SOR/2020-130, s. 6(1) and 15(2)
33	What to remember	Summary	Part 3 key points	Previous / Next	
34	Report and resolve	Part divider	The notice of an occurrence, and the steps that follow	Previous / Next	
35	Giving notice of an occurrence	Text + aside	Who, how, to whom; required content of a notice	Previous / Next	SOR/2020-130, s. 1, 14, 15, 16
36	Write Megan's notice	Text entry	Learner writes the notice Megan could give	Text stored in var_avis	
37	Compare your notice	Comparison	Learner's notice beside a model; checklist of the required elements	Previous / Next	
38	After the notice: the resolution process	Steps	7 steps from initial review to completion within one year	Previous / Next	SOR/2020-130, s. 19 to 34
39	If you are the principal party	Cards	Representation, monthly updates, investigation on request, ending the process	Previous / Next	SOR/2020-130, s. 18, 20, 25, 34
40	Put the process in order	Sequencing	Order 6 steps of the process	Drag and Drop, Submit	
41	The investigation	Text + aside	Investigator qualifications, report content, identities protected, who receives the report	Previous / Next	SOR/2020-130, s. 27 to 31
42	What to remember	Summary	Part 4 key points	Previous / Next	
43	Support and privacy	Part divider	Who does what, support, privacy	Previous / Next	

#	Screen	Type	Key content	Interaction	Source
44	Who does what?	Exploration menu	4 cards: employer, designated recipient, employees, work place committee	Cards to detail screens; Continue	
45	The employer	Detail card	Policy, training, support information, responses, records	Back to overview	SOR/2020-130
46	The designated recipient	Detail card	Receives notices, initial review, contacts, monthly updates	Back to overview	SOR/2020-130
47	Employees	Detail card	Training, notice, emergency procedures, privacy	Back to overview	SOR/2020-130
48	The work place committee	Detail card	Policy and training, assessment review, recommendations	Back to overview	SOR/2020-130
49	Support is available	Text + aside	Support services; Employee Assistance Program; 911 and 9-8-8	Previous / Next	SOR/2020-130, s. 10(2)(j) and 13
50	When domestic violence comes to work	Text + aside	A workplace hazard; how it shows up; how to respond to a colleague	Previous / Next	ESDC; SOR/2020-130, s. 8(b)
51	At the operations desk	Text + image	Sarah's former partner calls and waits for her	Previous / Next; image img_appel	
52	How can Megan help Sarah?	Question	Listen, share support, encourage telling the employer, 911 if danger	Pick One, Submit	
53	Protecting privacy	Text + aside	Policy, investigator's report, the learner's own part	Previous / Next	SOR/2020-130, s. 10(2)(h) and 30(2); ESDC
54	What to remember	Summary	Part 5 key points	Previous / Next	
55	References	References	6 official sources; content	Previous /	

#	Screen	Type	Key content	Interaction	Source
			up to date as of October 2026	Next	
56	Knowledge check	Gateway	10 questions, 80 %, no time limit	Start the knowledge check	
57	Well done!	Completion	Completion message; feedback survey link	Back to start	

Knowledge check

10 questions of 10 points each, one attempt per question, answers shuffled, passing score 80 %. Every question asks learners to apply a rule to a new situation.

Q	Format	Objective	Situation	Correct answer
1	Single choice	1	Private feedback and an improvement plan upset an agent	Normal management, done respectfully and in good faith
2	Single choice	1	A single shove during an argument	Can be harassment and violence: one action is enough
3	Multiple response	2	Five situations	Religion, family status and disability are prohibited grounds
4	Single choice	3	Weeks of sexual comments to a new co-worker	Check in privately, share options, give notice as a witness
5	Single choice	3, 5	Anonymous notice with no name	Deemed resolved after the initial review
6	Single choice	4	A customer shouts and steps close	Keep distance, speak calmly, call for support
7	Multiple response	5	Content of a notice	Names if known, date, detailed description
8	Sequence	6	Steps of the process	Notice, initial review, negotiated resolution, investigation if requested, recommendations
9	Matching	7	Roles	Designated recipient, employer, principal party, work place committee
10	Single	7	A colleague confides	Listen, share support, encourage telling

Q	Format	Objective	Situation	Correct answer
	choice		about her former partner	the employer, 911 if danger

Each question carries explanatory feedback for right and wrong answers, written in the import file.

Media, narration and accessibility

Four photorealistic images, one per scenario, plus a drawn cover; every image has alternative text.

Screen	Image	Purpose	Alternative text
1	Cover (drawn, no text)	Sets the airport context	Decorative
9	img_equipe	Introduces the crew and the workplace	A ground crew of five people in high-visibility vests stands near an aircraft at dawn, listening to their shift supervisor.
22	img_rampe	Makes Chloé's situation concrete before the decision	On an airport apron at dawn, a ground crew stands in a loose circle for a briefing. A young woman stands slightly apart, looking down.
29	img_comptoir	Shows a safe posture before the de-escalation activity	At a gate counter, a man leans forward and points at an agent, who stands back calmly with one hand raised, palm open.
51	img_appel	Places domestic violence at work without graphic content	In an operations office, an agent holds a phone away from her ear, looking worried. A colleague stands beside her.

- **Narration.** Text-to-speech from the slide notes, English (Canada), calm and professional voice, 90 % speed; about 3,570 words. Numbers and phone numbers are written out for the voice.
- **Images.** No real people, no airline logos, no violence shown. Prompts are in the image sheet.
- **Accessibility checks.** Closed captions for the narration, colour contrast (primary blue on white about 6.9:1), reading order, keyboard navigation, and the two drag-and-drop activities tested on a phone. To verify in Storyline before release.

Points to validate

These interpretation choices should be confirmed by a labour relations or occupational health and safety specialist before a client release.

1. **Protection from reprisal (screens 23, 26).** Section 147 of the Code is quoted as written; the module does not state that giving notice is expressly covered.

2. **Notice to a supervisor (screen 35).** The Regulations say "employer or designated recipient"; accepting notice through the supervisor depends on each employer's policy.
3. **Third-party exception (screen 32).** Section 15(2) is summarized; the module does not decide whether passenger aggression is a normal condition of the job, and refers learners to their supervisor or the designated recipient.
4. **De-escalation (screens 30, 31, Q6).** Taken from CCOHS guidance; the Regulations do not list techniques.
5. **Figures (screens 4, 18).** From the 2024 annual report; update when the 2025 report is published.
6. **Client-specific content.** The designated recipient, the Employee Assistance Program and the feedback survey link are placeholders for each client.

Sources

All sources consulted on October 29, 2026.

- Canada Labour Code, Part II, s. 122(1) and 147
- Work Place Harassment and Violence Prevention Regulations (SOR/2020-130), s. 1 to 19, current to September 30, 2026
- Work Place Harassment and Violence Prevention Regulations (SOR/2020-130), s. 20 to 37
- Canadian Human Rights Act, s. 3(1) and 14(1)
- Employment and Social Development Canada: Requirements for employers to prevent harassment and violence
- Labour Program: 2024 annual report on harassment and violence in federal workplaces
- CCOHS: Dealing with Negative Interactions