

Department of Regional NSW

Making safer travel part of everyday trip planning

The Learning Lens developed interactive safer-driving eLearning for the Department of Regional NSW. The module turns a supplied behavioural-insights approach into guided practice, helping staff prepare for work journeys through a repeatable trip-planning process.

The challenge

The source brief focused on familiar travel pressures: rushing, fatigue and phone distraction. Its central design decision was to organise learning around building a trip plan, connecting safety awareness with actions taken before a journey begins.

The development challenge was to translate a detailed presentation and voiceover script into an intuitive digital experience. Learners needed to practise planning decisions, understand their consequences and see how the process applied to their own work travel.

The solution

A self-paced module built in Articulate Storyline 360 guides learners through six connected planning areas:

- Estimating journey time
- Planning rest stops
- Allowing time for preparation and unexpected delays
- Considering the return journey and fatigue
- Reducing phone distraction
- Preparing for changes and disruptions

A worked travel example connects the activities, so learners build on earlier decisions as they progress. Questions and feedback reinforce key points, while resource links connect the learning to workplace tools and support.

Practise the plan, then use it

Learning through decisions

The learning asks staff to estimate, choose and calculate as they build a trip plan. Guided steps and feedback make the planning process visible, including how preparation, rest and contingency time affect the overall journey.

Interactive reveals break instructions into manageable steps. Device-specific content supports phone setup, and a concluding knowledge quiz revisits the central planning decisions. Audio and transcript layers support the presentation of detailed guidance.

Connecting learning with workplace use

The supplied digital trip planner mirrors the six-step learning sequence. It provides fields for journey details, rest stops and contingency plans, with automatic calculations for timing and prompts for return travel.

This companion resource gives the training a practical destination: a process staff can repeat when preparing for their next journey. The eLearning demonstrates how the planning decisions fit together; the planner supports their use beyond the course.

Design and development

The Learning Lens translated the supplied content into a branded interface, graphics, interactive screens, navigation and questions with feedback. The agreed scope also covered audio generation and synchronisation, functional testing, review changes and final SCORM packaging for LMS delivery.

A prototype and staged reviews were built into the delivery approach to check content, presentation and functionality. Accessibility formed part of the brief, with AA requirements specified for development.

Intended impact

The module was designed to support:

- Earlier and more consistent planning for work travel.
- More realistic journey schedules with time for rest and delays.
- Greater consideration of fatigue across the whole working day.
- Better preparation to reduce distraction and manage disruptions.
- More confident use of trip-planning tools and workplace support.

By making planning a task learners practise, the course supports the intended shift from knowing about travel risks to preparing for them.