

Job Aid Guidelines

Job aids are simple, clear instructions on how to do a task. They are work aids, worksheets, checklists, cheat sheets, or memory joggers.

What is a job aid?

“Aid” means assistance. A job aid **makes information accessible for a specific task** and is a reminder of the right way to complete a task.

What are the benefits?

Job aids can help employees:

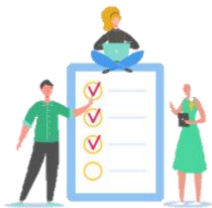
- Learn how to complete tasks.
- Remember how to do something post-training.
- Improve performance.

How to create a job aid.

1

Gather information.

Identify the purpose and audience: The first step in creating an effective job aid is to **determine the purpose of the aid** and **who will be using it**. This will help you to decide what information to include.



2

Pick a job format.

Choose the format: The job aid **format should be based on the purpose and audience**. For example, a flowchart may be more appropriate for a task with multiple steps, while a checklist may be more suitable for a task requiring the user to complete a series of actions.

3

Write a job aid.

Keep it simple: The job aid should be **easy to use and understand**.

Avoid using technical jargon, abbreviations and keep the language simple and concise.

Use visuals.

Use visuals such as diagrams, illustrations, and icons **to make the job aid more engaging and easier to understand**. Refer to the Surge Learning style guide for font type, size, and colour.

Stick to 2 or 3 colours and one page.



4

Job Aid Guidelines

Evaluate your job aid.

Review the job aid to **ensure that it is effective and user-friendly.**

Surge Learning Style Guide

01 Colors

PRIMARY



SECONDARY



HEADERS

Source Sans Pro Bold

H1 - 32PX / 48PX

This is Header 1

H2 - 24PX / 40PX

This is Header 2

H3 - 18PX / 32PX

This is Header 3

H4 - 16PX / 24PX

This is Header 4

02 Typography

Aa

SOURCE SANS PRO

Extra Light

Light

Regular

Semi Bold

Bold

Black

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

a b c d e f g h i j k l m n o p q r s t u v w x y z

1 2 3 4 5 6 7 8 9 0 . , ; ' " % & * ()

Paragraph

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Pointers

- Lorem ipsum dolor sit amet, consectetur adipiscing elit
- Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua
- Ut enim ad minim veniam, quis nostrud exercitation ullamco

BODY

Source Sans Pro Regular

P1 - 16PX / 24PX

This is big body text / paragraph

P2 - 14PX / 24PX

This is small body text / paragraph

Label 1 - 12PX / 20PX

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Label 2 - 10PX / 12PX

This is label text

Examples

Job Aid Guidelines

EVERYDAY HYGIENE

How to Use Hand Sanitizer

DON'T SKIP ANY STEP!

Hand Sanitizer should only be used if no visible dirt is present on the hands.

- 

Remove hand and arm accessories.
Apply enough hand sanitizer to make about the size of a quarter onto your hands, enough when you rub your hands together to cover all areas of your hands, including under your nails (1-2 pumps).
- 

Use a rubbing motion to evenly distribute the hand sanitizer over all surfaces of the hands.
- 

Particularly between fingers, fingertips, back of hands and base of thumbs.
Rub hands until your hands feel dry (minimum 15-30 seconds).

 Apply hand lotion for skin integrity

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Operating a Fire Extinguisher



- 

1
PULL
the pin
- 

2
AIM
at base of fire
- 

3
SWEEP
side to side
- 

4
SQUEEZE
the lever

Remember P.A.S.S.

 104.4 | Use of Fire Extinguisher 2023

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