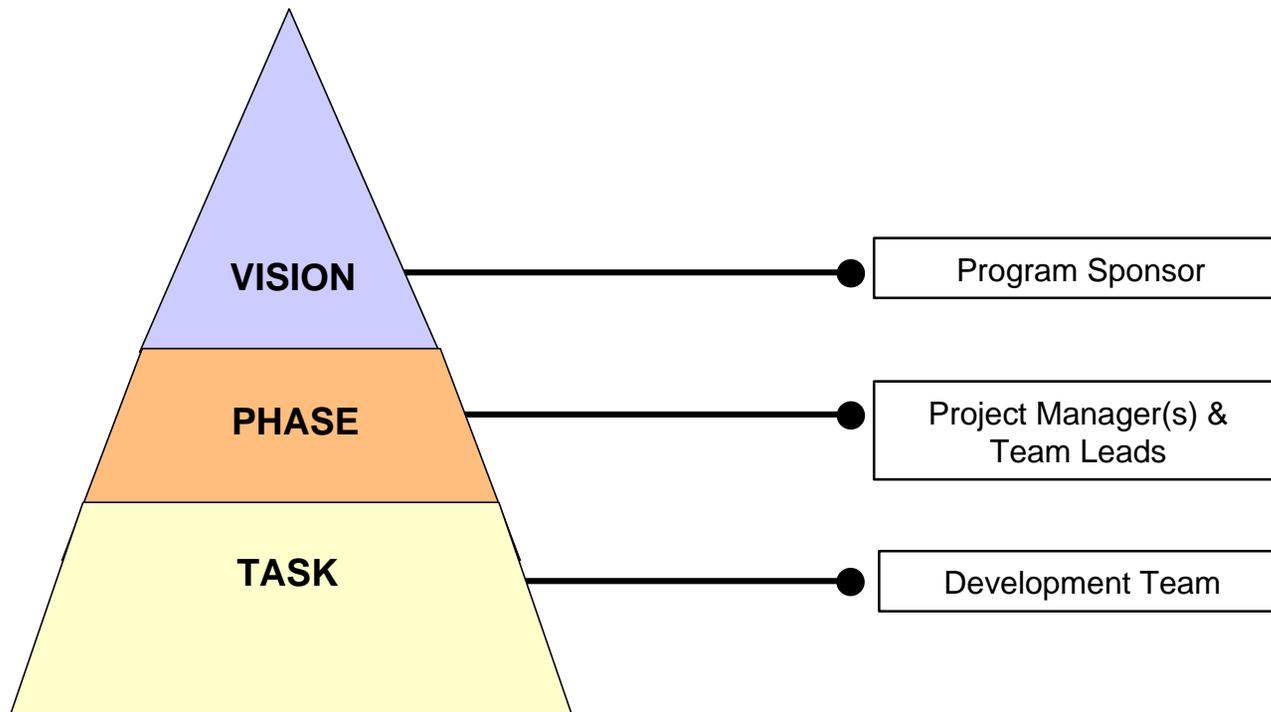
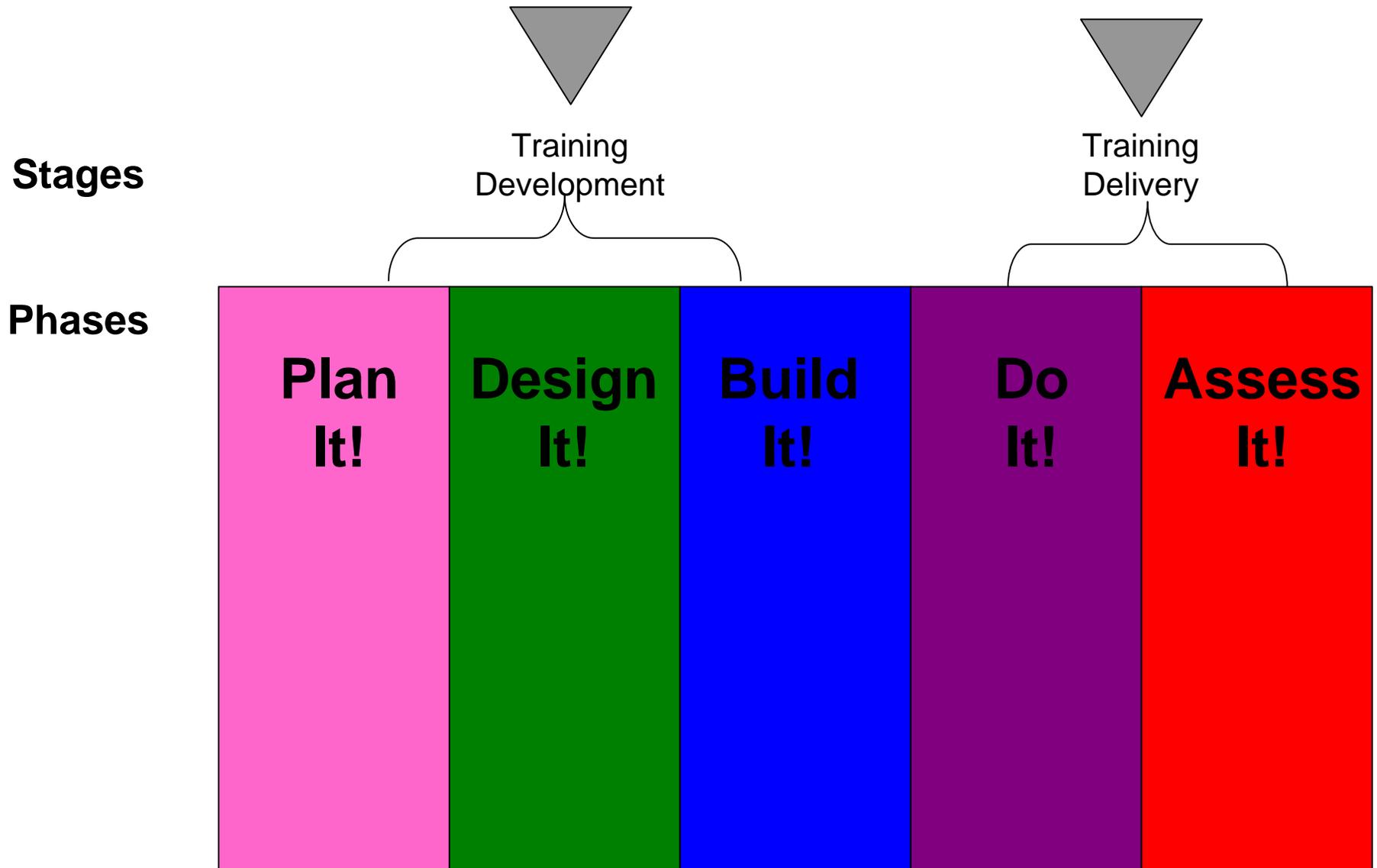


Training Development & Delivery Process

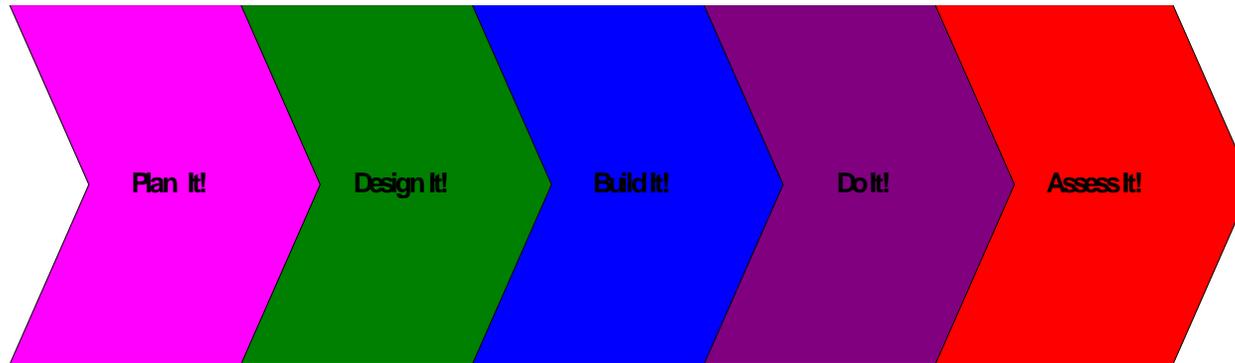
There are varying levels of understanding needed by each of the key stakeholders who will be working within this model. These understandings are needed in order to achieve success at the Managerial levels down through the carrying out of each step in the process.





There are really two main functions to developing training: Develop & Deliver. The Plan It, Design It and Build It phases actually come together to form the Development stage, while the Do It and Assess It phases work to create the Delivery stage.

Training Development & Delivery Process



Purpose

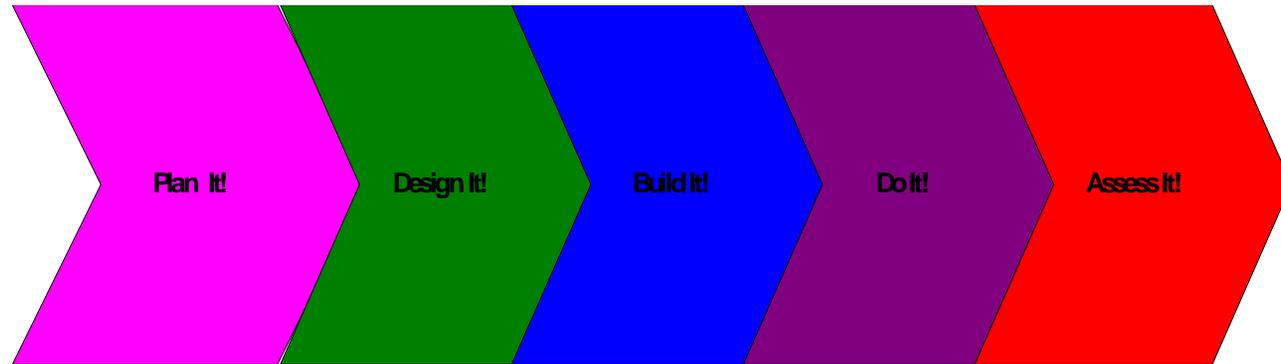
To create a framework and flexible process for developing training within SFA and SFA University. This methodology places rigor around tasks within each phase and provides a consistent framework to follow when developing training. This methodology will help to add value through the reduction of time, effort and money.

5 Phases

1. Plan It! – In order to determine a training need, this phase identifies and contrasts the actual performance “as is” and the desired performance “to be” of specific functions within an organization
2. Design It! - Addresses high-priority performance gaps by drafting development plans in both a Conceptual and Detailed framework to prepare for the development and testing of training
3. Build It! - Produces course material for training that has been reviewed by SMEs and tested with a Pilot group of users. In this phase, it is critical to ensure that the material WORKS
4. Do It! – Involves the conducting and the delivery of training to end users
5. Assess It! – Determines if a course is “effective” to the degree it accomplishes what it sets out to accomplish, and if it is “efficient” to the degree it accomplishes its purpose with the least motion (time, effort, money)

Training Development & Delivery Process

Phases



Major Deliverables

- | | | | | |
|---|---|---|---|---|
| <ul style="list-style-type: none"> - Training Needs Analysis - Instructional Design Plan - Project Plan - Task Order - Project Mgmt. | <ul style="list-style-type: none"> - Instructional Strategy/Storyboard - Content Outline - Alpha Usability Test - Evaluation Instrument - Deliverable Schedule - Support Processes - Project Mgmt. | <ul style="list-style-type: none"> - Trainer & Training Materials - Participant Materials - Testing - Support Processes - Evaluation/Measurement - Training Logistics - Training Schedule - Project Mgmt. | <ul style="list-style-type: none"> - Train the Trainer - Logistics Support - Ongoing Training - Project Mgmt. | <ul style="list-style-type: none"> - Conduct Evaluation - Analysis - Project Mgmt. |
|---|---|---|---|---|



Plan It!

Purpose:

To provide the training development team with an understanding of the user groups, the number of users, and user training requirements. Training developers will use this information to target the training materials to meet the specific needs of the training audience. In addition, this knowledge provides the training team with the information needed to manage the scope of the training effort.

Major Deliverables/Tasks:

Training Needs Analysis

- Conduct Audience Analysis
- Conduct Performance Analysis

Instructional Design Plan

- Identify Learning Objectives
- Identify Content Scope (Content Inventory)
- Determine Delivery Strategy/Instructional Strategy
- Identify Logistics Strategy

Project Plan

- Identify Roles (Role Map)
- Identify Stakeholders
- Create Workplan (Tasks, Deliverable Schedule, Check-in Points)
- Develop Budget

Task Order

- Create, Review & Award Task Order

Project Management

- Kick off Meeting & Control project work throughout each Phase



Deliverables:

- Training Needs Analysis
 - Audience Analysis
 - Performance Analysis
- Instructional Design Plan
 - Learning Objectives
 - Content Scope
 - Training Delivery Strategy/Instructional Strategy
 - Logistics Strategy
- Project Workplan
 - Role Map
 - Stakeholders Analysis
 - Create Workplan (Tasks, Deliverable Schedule, Check-in Points)
 - Budget
- Awarded Task Order
- Kick off Meeting

Roles:

- Program Sponsor
- Program Project Manager
- SFAU Project Sponsor
- SFAU Project Manager
- Team Lead
- SMEs
- Instructional Designer
- COR (Contracting Officer Representative)
- Logistics Coordinator
- Users
- Production people



Design It!

Purpose:

The primary focus of the Design It! phase is to provide detailed structure for the training course to be developed; specifically all the necessary information is identified, gathered and structured to allow for the creation of materials during the Build It phase.

Major Deliverables/Tasks:

Instructional Strategy/Storyboard

- Create Macro Storyboard
- Review and Adopt Training Material Standards
- Create Engagement, Interactive and Learning Relevance Activities
 - Identify Activity Type (information delivery, creating deliverable, test, etc)*
 - Map Objectives and Content to Activity*
 - Identify Artifacts/Tools, Examples & Feedback Strategy*
- Develop Scripts, Blocking and Schedule Production
- Design Instructional Platform

Content Outline

- Create Macro Content Outline
- Gather Detailed Information

Alpha Usability Test

- Plan Alpha Usability Test
- Conduct Alpha Usability Test

Evaluation Instrument

- Plan Evaluation/Measurement Tools & Methods

Deliverable Schedule

- Create Micro Implementation Timeline
- Create Logistics Timeline

Support Processes

- Identify Help/Support Processes Required

Project Management

- Kick-off Meeting
- Create Communication Plan
- Control project work throughout each Phase



Deliverables:

- Goal Map/Macro Storyboard
- Macro Content Outline
- Activity Summary
 - Activity Name
 - Activity Type
 - Learning Objective for Activity
 - Content Scope
 - Artifacts/Tools
 - Examples Needed
 - Feedback Strategy
- Templates & Standards for Training Materials
- Alpha Usability Test Plan
- Alpha Usability Results & Recommendations
- Micro Implementation Timeline
 - Implementation Schedule
 - Train the Trainer Design Requirements
 - Training Maintenance Plan
- Logistics Timeline
 - Logistics Plan
 - Resource & Site Requirements
- Help/Support Requirements
- Evaluation/Masurement Plan
- Communication Plan

Roles:

- Program Sponsor
 - Program Project Manager
 - SFAU Project Sponsor
 - SFAU Project Manager
 - Team Lead
 - Instructional Designer
 - SMEs
 - Logistics Coordinator
 - Tester
 - Users
- Media Coordinator
 - COR (Contracting Officer Representative)
 - Communications POC
 - Quality Control



Build It! - Classroom

Purpose:

In this phase, the detailed course designs are used as input for the actual development of course materials for classroom-based courses.

Major Deliverables/Tasks:

Trainer & Training Materials

- Create Detailed Course content
- Create Instructor/Facilitator material
- Create Video & Graphics
- Prepare Train the Trainer Course Structure, Content, Material and Logistics
- Select Trainers for TOT

Participant Materials

- Create Detailed Course content (Micro Content Outline)
- Create Participant material
- Develop Performance Support materials

Testing

- Dry Run
- Plan & Conduct Internal/Beta Development Tests
- Plan & Conduct Pilot Development Tests

Support Processes

- Build Help/Support Processes

Evaluation/Measurement

- Develop Evaluation/Measurement Tools & Methods

Training Logistics

- Execute Training Logistics
- Package Materials (Printing & Shipping)

Training Schedule

- Select Trainers & Select Site
- Schedule Programs

Project Management

- Conduct ongoing communications
- Control project work throughout each Phase



Deliverables:

- Trainer & Training Course Material
 - Course content/Micro Content Outline
 - Instructor/Facilitator Material (guides, presentations, training scenarios, learning activities, charts)
 - Videos & Graphics
 - Train the Trainer Course Structure, Content and Materials
- Participant Materials
 - Participant Guide, workbooks, etc
 - Artifacts
 - Performance Support material (Video/Props/Job Aids)
- Internal/Beta Usability Test Plan and Results
- Pilot Test Plan and Results
- Help/Support Processes
- Evaluation Measurement Tools & Methods
- Training Logistics
- Training Schedule
- Communication Messages

Roles:

- Program Sponsor
- Program Project Manager
- SFAU Project Sponsor
- SFAU Project Manager
- Team Lead
- Instructional Designer
- SMEs
- Logistics Coordinator
- Tester
- Users
- Quality Control
- Graphics Designer
- Media Coordinator
- Desktop Publishing
- Communications POC



Build It! - Online

Purpose:

In this phase, the detailed course designs are used as input for the actual development of course materials for online courses.

Major Deliverables/Tasks:

Course Materials

- Create Course Content (varies by solution - CBT, Business Simulation, eLearning)
- Create Activities (Micro Storyboard, Artifacts, Tools & Feedback)
- Identify Examples
- Develop Feedback
- Create Media
- Create Graphics
- Create Training Database
- Develop Performance Support Materials

Testing

- Dry Run
- Plan & Conduct Internal/Beta Development Tests
 - Revise & Confirm Materials based on results from Internal/Beta Usability Test*
- Plan & Conduct Pilot Development Tests
 - Revise & Confirm Materials based on results from Pilot Test*
- Plan & Conduct Component, Assembly & System Development Tests
 - Revise & Confirm Materials based on results from Component, Assembly & System Tests*

Package Materials

- Package Materials (printing & shipping)

Support Processes

- Build Help/Support Processes

Evaluation/Measurement

- Develop Evaluation/Measurement Tools & Methods

Project Management

- Conduct ongoing communications
- Control project work throughout each Phase



Deliverables:

- Completed Course Activities
 - Course Content
 - Artifacts & Tools
 - Examples
 - Feedback
 - Media:
 - Graphics
 - Media/Video
 - Training Database
- Performance Support material (Video/Props/Job Aids)
- Internal Usability/Beta Test Plan and Results
- Pilot Test Plan and Results
- Component, Assembly & System Test Plan and Results
- Help/Support Processes
- Evaluation Measurement Tools & Methods
- Communication Messages

Roles:

- Program Sponsor
- Program Project Manager
- SFAU Project Sponsor
- SFAU Project Manager
- Team Lead
- Instructional Designer
- SMEs
- Logistics Coordinator
- Tester
- Users
- Quality Control
- IT Department
- Graphics Designer
- Media Coordinator
- Desktop Publishing
- Communications POC



Do It!

Purpose:

The focus of the Do It! phase is to prepare for, coordinate and carry out training by ensuring that the location, hardware, instructors, participants, and training materials are available and operational for each training session.

Major Deliverables/Tasks:

Train the Trainer

- Schedule Trainers
- Conduct Train the Trainer (TOT) sessions

Logistics Support

- Execute Logistics Support

Ongoing Training

- Registration
- Deliver Training (classroom, online)
 - Conduct Course Evaluations*
- Implement Ongoing Support
- Implement Training Maintenance Plan

Project Management

- Conduct ongoing communications
- Control project work throughout each Phase



Deliverables:

- Train the Trainer Evaluations/Feedback
- Trainee Evaluations/Feedback
- Communication Messages

Roles:

- Program Sponsor
- Program Project Manager
- SFAU Project Sponsor
- SFAU Project Manager
- Team Lead
- Instructional Designer
- Logistics Coordinator
- Trainers
- Users
- Quality Control
- IT Department
- Communications POC
- Development Team



Assess It!

Purpose:

Perhaps the most critical phase of all. It is here that we want to determine the effectiveness of our training program. Thorough evaluation will not only help to improve the content and delivery of the current training course, but also processes for developing future training courses.

Major Deliverables/Tasks:

Conduct Evaluation

- Design Effectiveness (did the course achieve what it was supposed to achieve?)
- Delivery Effectiveness (instructors, registration process & ongoing support)
- Economical Effectiveness (Budget...today and future)
- Summarize Evaluation/Measurement Results

Analysis

- Analyze Evaluation/Measurement Results
- Create Plan of Action/Make Recommendations
- Celebrate

Project Management

- Conduct ongoing communications
- Control project work throughout each Phase



Deliverables:

- Summary of Evaluation/Measurement Results
- Recommendations/Plan of Action
- Communication Messages (Action plan back to trainees)

Roles:

- Program Sponsor
- Program Project Manager
- SFAU Project Sponsor
- SFAU Project Manager
- Team Lead
- Instructional Designer
- SMEs
- Trainers
- Users
- Quality Control
- Communications POC