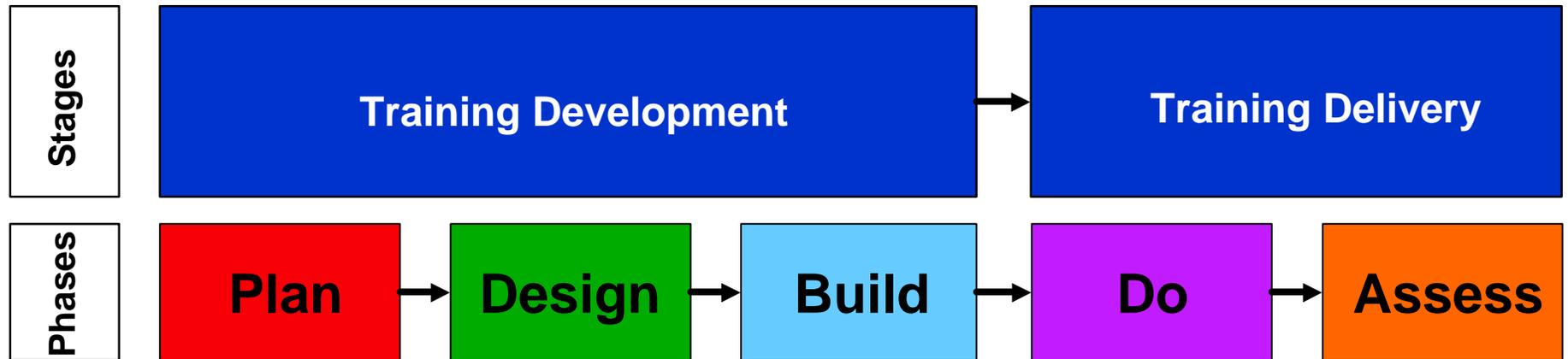


SFA University

Training Development & Delivery Process



The Stages of the Training Development & Delivery Process

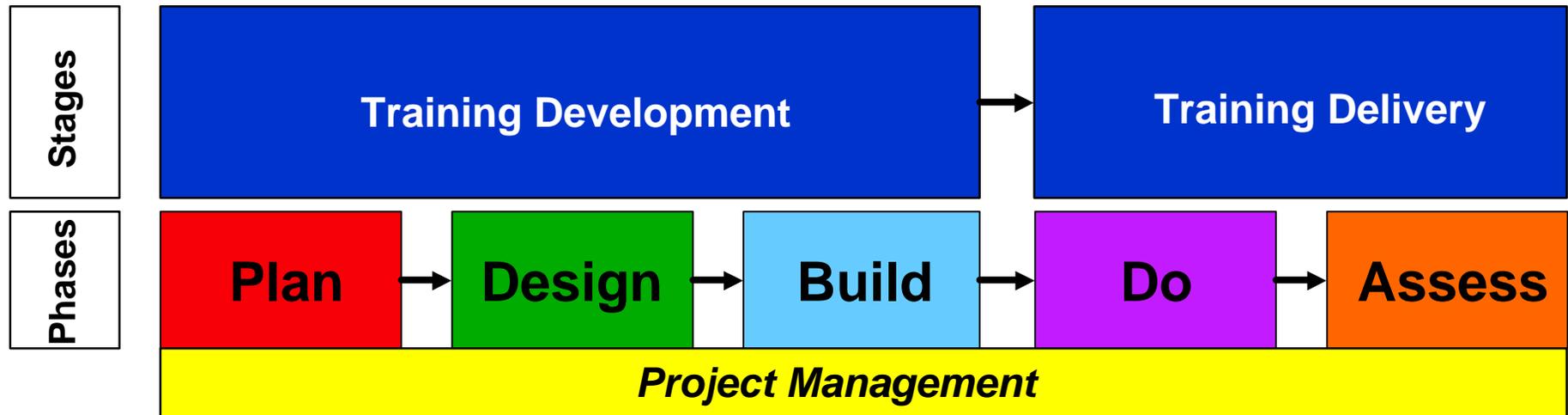


The training development and delivery process provides a flexible framework for creating training programs within SFA. It establishes a standard method to assist teams involved in this effort.

The training development and delivery process is comprised of stages, phases, and major deliverables. The two main stages are development and delivery.

Training development is comprised of the plan, design, and build phases. Training delivery is comprised of the do and assess phases. Often, there are different teams for these two stages, one that develops the training and one that delivers it.

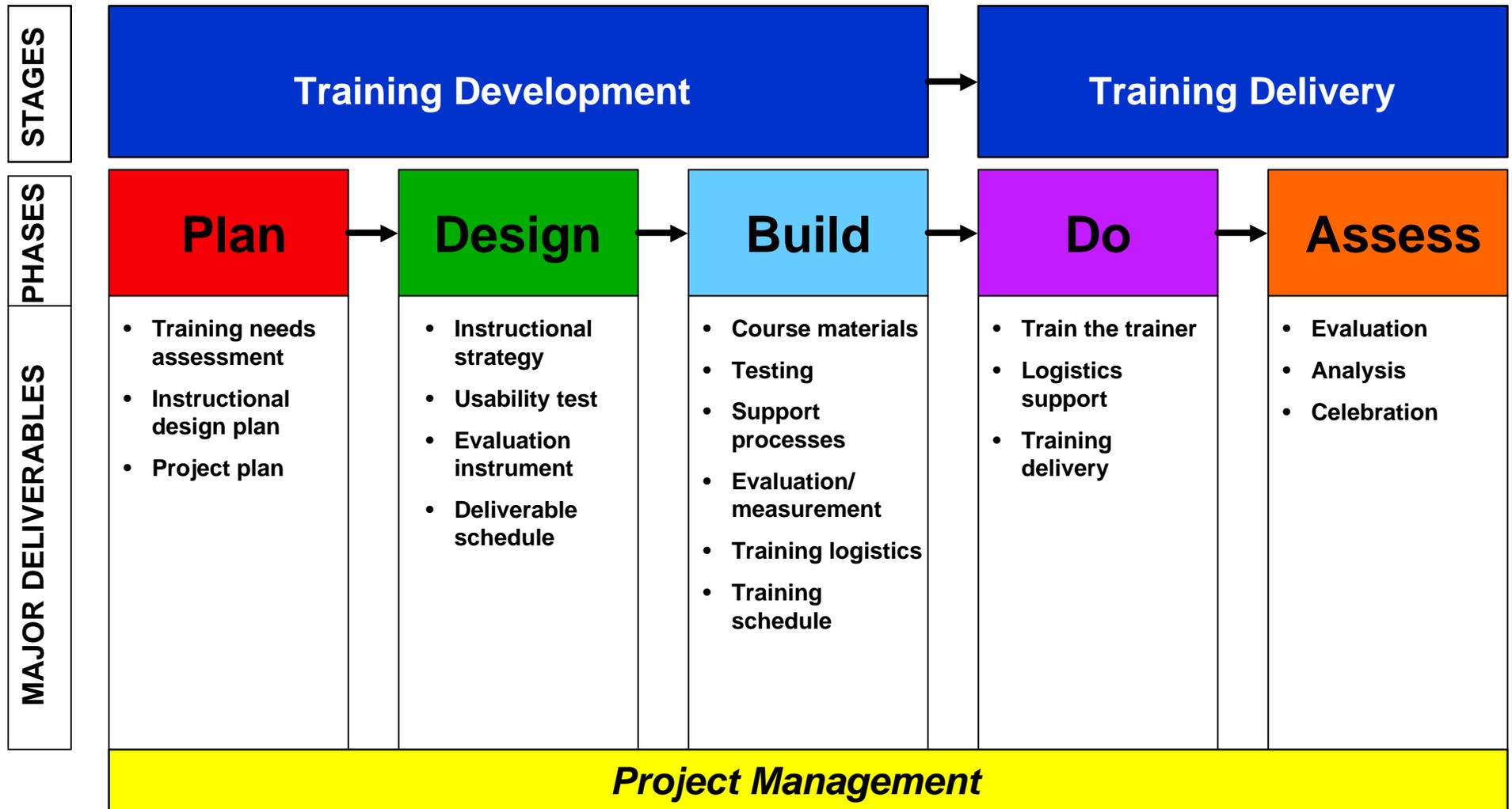
The Phases of the Training Development & Delivery Process



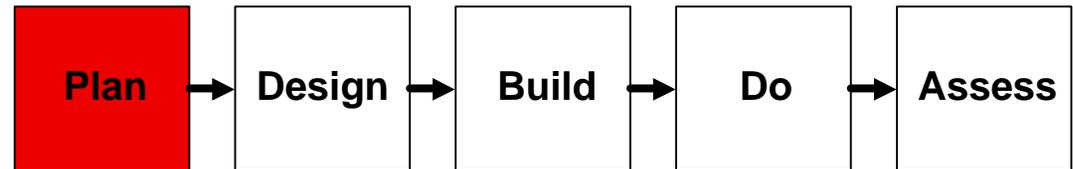
1. **Plan:** Identify training needs and create high-level plans for the project
2. **Design:** Draft plans to prepare for the development and testing of training materials
3. **Build:** Produce, review, and test training materials
4. **Do:** Deliver training
5. **Assess:** Determine if the course is effective and efficient

Project Management: *Oversee project communication, tasks, and deliverables*

The Training Development & Delivery Process



The Plan Phase



Purpose: Collect information about the audience and determine training requirements. In Design and Build, this information helps developers meet the specific needs of the training audience and manage the scope of the training effort.

Major deliverables:

Training needs assessment

- Audience analysis

Instructional design plan

- Learning objectives
- Content scope
- Delivery strategy
- Logistics strategy

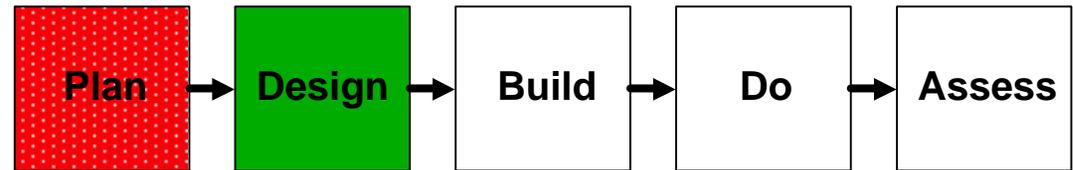
Project plan

- Role map
- Stakeholder analysis
- Workplan
- Task order

Project Management

- Kick off meeting
- Oversee project

The Design Phase



Purpose: Create a detailed structure for the training course. Identify, gather, and structure all necessary information to develop materials during the Build phase.

Major deliverables:

Instructional strategy

- Course map
- Content outline
- Activities
- Media requirements
- Training materials standards

Usability test

- Plan usability test
- Conduct usability test

Evaluation instrument

- Plan evaluation/measurement tools & methods

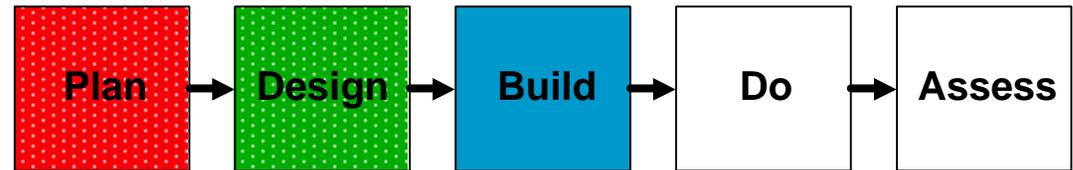
Deliverable schedule

- Implementation timeline
- Logistics timeline

Project management

- Kick-off Meeting
- Create communication plan
- Oversee project

The Build Phase



Purpose: Create course materials for training program (classroom or online).

Major deliverables:

Course materials

- Create activities & identify examples
- Develop feedback
- Create media/graphics
- Train the trainer course, content, materials and logistics

Testing

- Plan & conduct dry run
- Plan & conduct internal development tests
- Plan & conduct pilot development tests

Support processes

- Build help/support processes

Evaluation/Measurement

- Develop evaluation/measurement tools & methods

Training logistics

- Provide training logistics
- Package materials (Printing & shipping)

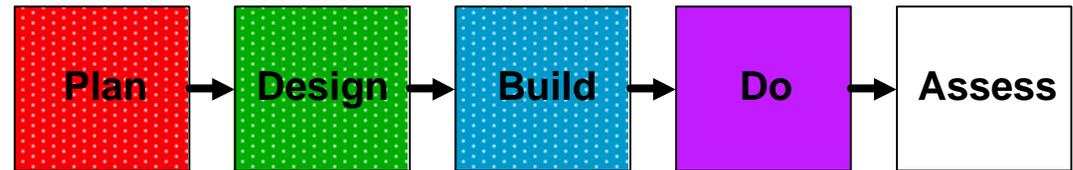
Training schedule

- Select trainers & sites
- Schedule training dates

Project management

- Conduct ongoing communications
- Oversee project

The Do Phase



Purpose: Prepare for, coordinate, and conduct training.

Major deliverables:

Train the trainer

- Schedule trainers
- Conduct train the trainers (TOT) sessions

Logistics support

- Provide logistics support

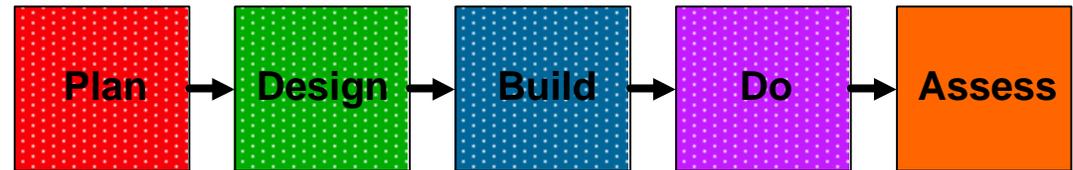
Training delivery

- Registration
- Deliver training (Classroom, online)
- Conduct course evaluations
- Provide ongoing feedback to/from trainers and logistics coordinators
- Implement training maintenance plan

Project management

- Conduct ongoing communications
- Oversee project

The Assess Phase



Purpose: Evaluate the effectiveness of the training program. This helps improve the content and delivery of the current training course and enhances future training programs.

Major deliverables:

Conduct evaluation

- Design effectiveness
- Delivery effectiveness
- Economical efficiency
- Summarize evaluation/measurement results

Analysis

- Analyze evaluation/measurement results
- Create plan of action/make recommendations
- Celebrate

Project management

- Conduct ongoing communications
- Monitor project