

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>WBT/ILT/EX Course Design Process</p>
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<p><i>Parent Document:</i> ISDP-002, Training Production Process</p>	<p><i>Notify of Changes:</i> ISD, ITT, MGT</p>
<p><i>Referenced Document(s):</i> ISDF-046 Training Design/Development Summary, ISDF-004 Design Document, ISDF-006A WBT Script Template, ISDF-007 Lesson Plan Template, ISDF-012, ISD History File Checklist</p>	

Revision History:

Rev.	Description of Change
10_0630	Initial Release

I. Purpose

To effectively plan and control the design processes for EOTA Training Courses. To continually improve quality business system effectiveness and enhance customer satisfaction through design of training products in compliance with ISDP-002, Training Product Process.

II. Scope and Applicability

The scope of this document covers the course design process from the end of the Course/Analysis Initiation process to the beginning of the Course Development Process. This process applies to EOTA employees who participate in the course design process.

III. Responsibility

Project Manager/Designee (PM2) – Responsible for initiating, communicating, and managing course design activities and overseeing the execution of the Course Design Process including ongoing documentation and maintenance.

Project Lead (PL) – Responsible for execution of the Course Design Process.

Quality Assurance Manager (QAM) – Responsible for assuring the course design meets all applicable EOTA quality standards. QAM will verify external references in the course content are current using REG-002, External Document Register.

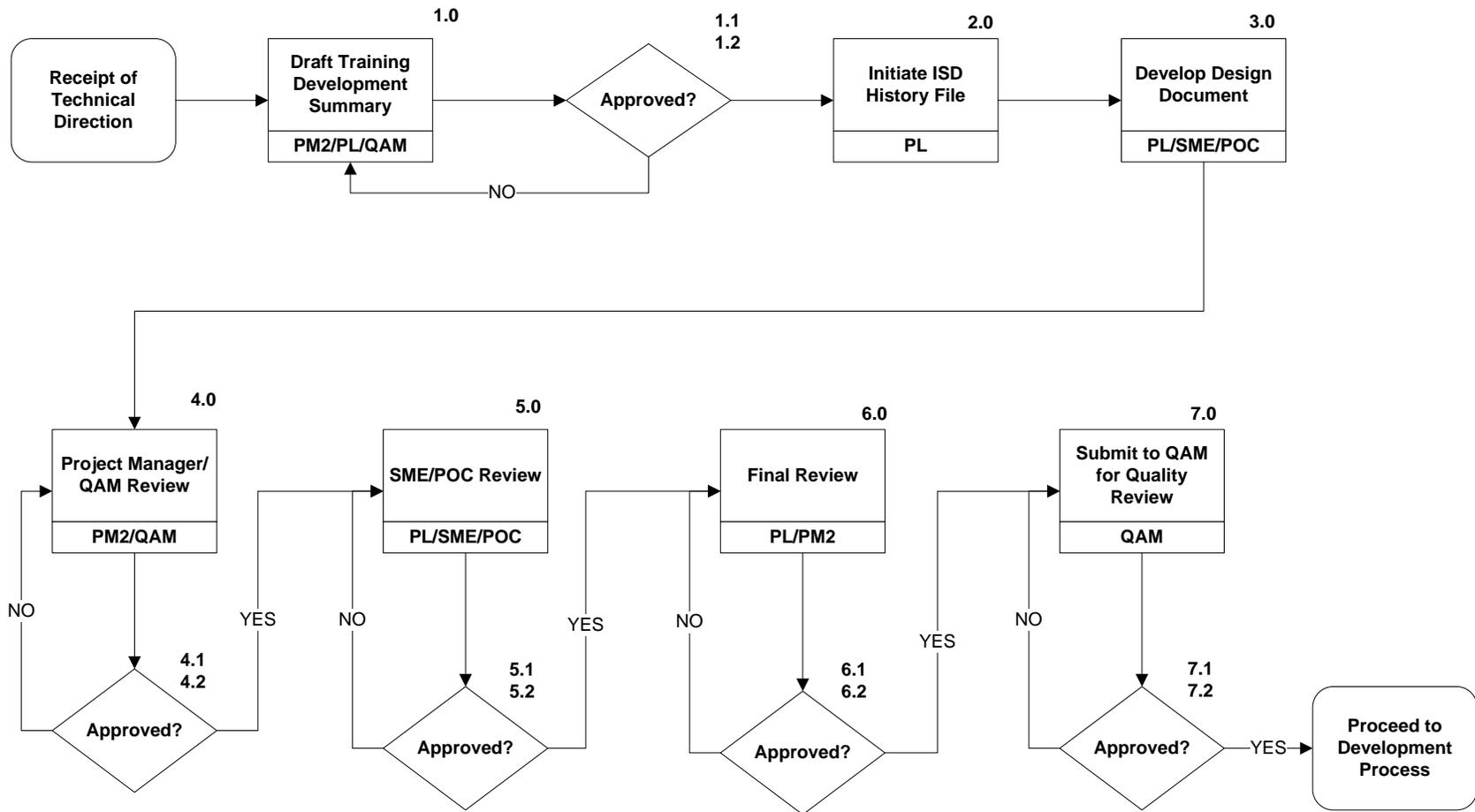
Subject Matter Expert (SME) – Acts as a consultant/technical expert to ensure relevance, technical accuracy, and currency of course content and to ensure the scope of material covered is appropriate for the target audience.

Point of Contact (POC) – Responsible for providing the training requestor's direction/review/approval on course scope, content, and function.

IV. Definitions

Target Audience – The group of potential students who will learn and apply the information gained from taking the course.

V. Process



Training Development Summary

1.0 Upon receipt of the Technical Direction, the PL, in coordination with the PM2, will draft the ISDF-046, Training Design/Development Summary which will then be routed to the QAM for approval/revision as required.

1.1 If the Training Design/Development Summary is approved, go to step 2.0.

1.2 If the Training Design/Development Summary is not approved, the PL, in conjunction with the SME, will revise the Training Design/Development Summary and resubmit to the PM2 and QAM until approvals are obtained.

2.0 Initiate ISD History File

Unless already completed, the PL will initiate the ISD History File (ISDHF) using the ISDF-012, ISD History File Checklist to ensure compliance with EOTA requirements.

3.0 Develop Design Document

Using the ISDF-046, Training Development Summary and materials supplied by the POC and/or the SME, the PL will determine the best instructional method for effective subject matter delivery. The ISDF-004, Design Document contains course configuration and content information as well as course learning objectives and the conceptual development sequence. The PL will keep the PM2 informed of all aspects of the Design Document development process. The PL will submit the draft of the Design Document to the SME and/or POC, if applicable, for review and modification as needed.

4.0 Project Manager/QAM Review

The PL will submit the draft of the Design Document to the PM2 and QAM for review.

4.1 If the draft of the Design Document is approved, proceed to Step 5.0.

4.2 If the draft of the Design Document is not approved, the PL will make changes requested by the PM2 and/or QAM and re-submit until approvals are obtained.

5.0 SME/POC Review

The PL will submit the draft of the Design Document to the SME and/or POC for review and coordinate any requested changes.

5.1 If the draft of the Design Document is approved, proceed to Step 6.0.

5.2 If the draft of the Design Document is not approved, the PL will make requested changes and re-submit until approval is obtained.

6.0 Final Review

The PL will submit the draft of the Design Document to the PM2 for a final review. Note: Changes directed by PM2 which potentially impact content should be resubmitted to the SME and/or POC.

6.1 If the draft of the Design Document is approved, proceed to step 7.0.

6.2 If the draft of the Design Document is not approved, the PL will make changes requested by the PM2, and re-submit until approval is obtained.

7.0 Submit to QAM for Quality Review

The PL will submit the draft of the Design Document to QAM for final review. Note: Changes directed by QAM which potentially impact content should be resubmitted to the SME and/or POC.

7.1 If the Design Document is approved, the PL will use it to begin the Development Process of the training.

7.2 If the draft of the Design Document is not approved, the PL will make changes requested by the QAM and re-submit until approval is obtained.

Proceed to the appropriate Development Process – ISDP-016, ISDP-017, ISDP-018