

EOTA – Business Process



Document Title:

Course Maintenance Process

Document Number:

QAMP-002 Rev. 11_0708

Document Owner:

Elizabeth Sousa

Backup Owner:

Melissa Otero

Approver(s):

Melissa Otero

Parent Document:

Q-001 Quality Manual

Notify of Changes:

QAM, MGT, ISD

Referenced Document(s):

QAMF-002 Course Registry/Review Schedule, QAMF-003 EOTA Course Review Recommendation Template, QAMF-004 SME Course Review Instruction Template, ISDF-016 Course Maintenance Review Checklist, ISDF-017, Track Change Sheet

Revision History:

Rev.	Description of Change
A	Initial Release
B	Removed the word “Project” from title, Added activities related to ISDP-004, Course Change Process.
11_0329	Changed revision date format for consistency, updated references and completely reworked process flow.
11_0708	Modified verbiage for clarification.

I. Purpose

The purpose of this process is to ensure the timely review/update of training courses, to monitor and measure the characteristics of the product, to verify that the product requirements continue to be met, and to ensure that the acceptance criterion is maintained.

II. Scope

To effectively plan and control the course maintenance processes for EOTA Training Courses, ensuring all active courses are functional and contain current, valid, and pertinent information. This process applies to the QAM and EOTA employees responsible for reviewing courses.

III. Responsibility

Project Manager/Designee (PM2) – Responsible for initiating, coordinating, and overseeing the execution of the Course Maintenance Process.

Project Lead (PL) – Responsible for review of courses, associated course modification and/or programming coordination, as assigned by PM2 and managing course maintenance activities including ongoing documentation and maintenance.

Quality Assurance Manager (QAM) – Maintains QAMF-002, Course Registry/Review Schedule, identifies courses due for review and provides quality control over course review activities.

Subject Matter Expert/Point of Contact (SME/ POC) – 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.

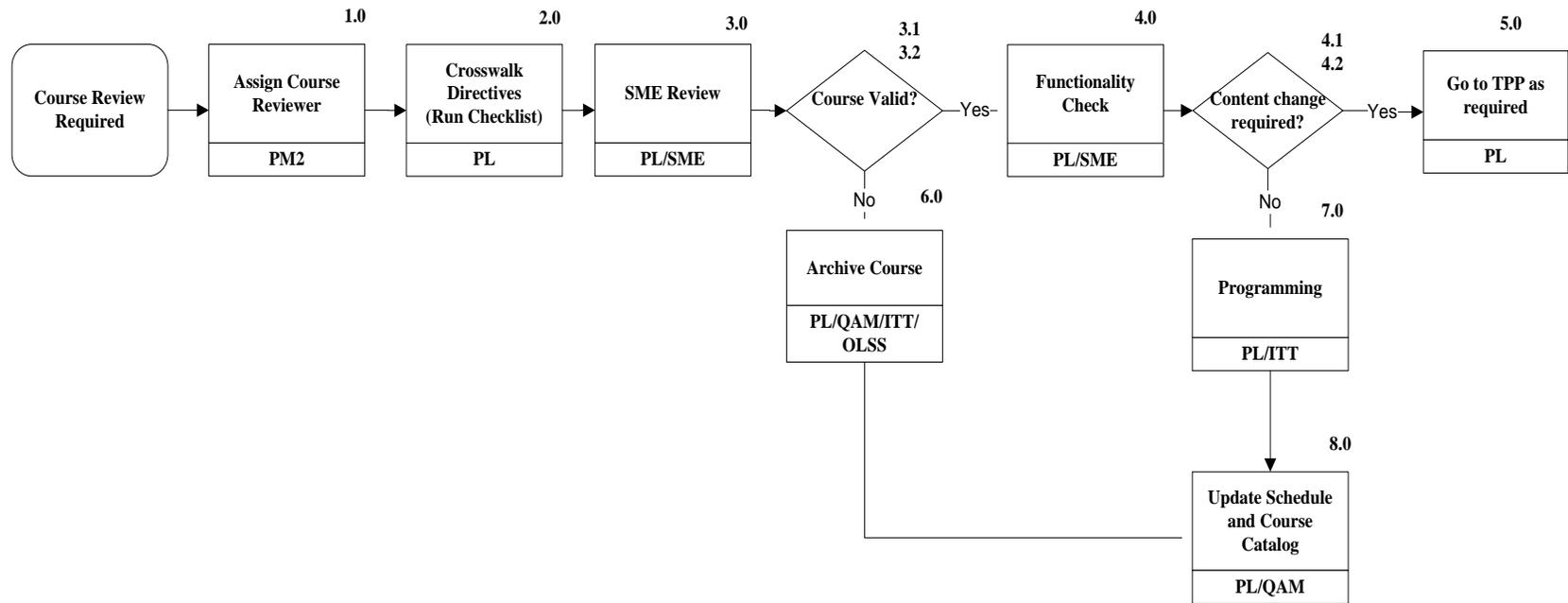
Information Technology Team (ITT) – Responsible for modifying course programming as requested by PL and maintaining availability of previous programmed course versions.

Online Learning Support Specialist (OLSS) – Responsible for notifying students of course changes.

IV. Definitions

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

V. Process





1.0 Assign Course Reviewer

All courses will be reviewed every two years, with the release of major changes to related guidance, or when directed by FMT. The PM2 will assign the identified course to an Instructional Designer for review. The selected PL will conduct the course review.

2.0 Crosswalk Directives (Run Checklist)

The PL will conduct a review of all materials associated with the course and crosswalk any applicable material to identify variance from current guidance. The PL will also complete the “Crosswalk” section of ISDF-016, Course Maintenance Review Checklist. Next, the PL will utilize QAMF-003, EOTA Course Review Recommendation Template and QAMF-004, SME Course Review Instruction Template and forward to FMT.

3.0 Subject Matter Expert Review

The PL will coordinate with PM2 to identify a SME to review the course material. The PL will provide the SME with the necessary supplemental material associated with the course, along with an instruction letter containing the “Validity” section of ISDF-016, Course Maintenance Review Checklist.

3.1 If the SME determines the course content is valid the PL will continue to step 4.0.

3.2 If the SME determines the course is invalid the PL will notify PM2 and QAM and proceed to step 6.0.

4.0 Functionality Check

Upon receiving feedback from the SME, the PL will utilize the “Functionality” section of ISDF-016, Course Maintenance Review Checklist to identify any changes to the functionality of the course.

4.1 If the SME identified content changes are required, the PL will proceed to step 5.0.

4.2 If the SME identified no content changes are required, the PL will proceed to step 7.0.

5.0 Go to TPP as required

Based on the direction from the SME, the PL will proceed to the appropriate stage of the Training Production Process and implement required content changes. All process actions will be addressed at the point of entry for each phase of the TPP.

6.0 Archive Course

The QAM will notify ITT/OLSS to remove the course from the course catalog and website. The PL will complete the archive section of ISDF-016, Course Maintenance Review Checklist.

7.0 Programming

Submit programming changes required to ITT using ISDF-017, Track Change Sheet, complete programming per applicable ITT processes. If no programming is required, go to step 8.0.

8.0 Update Schedule & Course Catalog

The PL will file all associated documentation in the ISD History File and submit the documentation of the course review to the QAM to update QAMF-002 Course Registry/Review Schedule.