



**Federal Technical Capability Program
Training Course Evaluation
User's Guide**

May 2009

INTRODUCTION

The Federal Technical Capability Panel (Panel) is committed to the development of Federal technical competency for employees with safety responsibilities at defense nuclear facilities. The Panel established the Technical Qualification Program (TQP) to objectively determine that individuals performing activities related to the technical support, management, oversight, or operation of defense nuclear facilities possess the necessary knowledge, skills, and abilities to perform their assigned duties and responsibilities. As part of the continuing effort to enhance technical competence, the Panel established annual goals for FY09. One of these goals is to identify training needed to facilitate obtaining technical competence.

The development of functional area qualification standards (FAQSs) to designate needed competencies for technical positions is managed by the Panel through sponsor organizations. These sponsor organizations coordinate the development, update, and revision of their respective FAQS. A list of recognized experts, maintained by the executive secretary of the Panel, provides these sponsor organizations with a resource pool to help develop, revise, and/or review FAQSs. This pool of experts will comprise the teams needed to evaluate available courses to help meet the training needs of their FAQS.

As an FAQS sponsor, please have your subject matter experts evaluate the ability of the courses in the attached file to provide the information and level of knowledge identified in the FAQS competency statements. This guide is provided to help complete that evaluation. Courses identified as acceptable through this process will be placed in the FTCP-recommended FAQS training curriculum database. TQP participants throughout DOE will be able to access this database to locate courses that meet competency statements in their FAQS.

EVALUATION TOOLS

COURSE LISTING

The initial Course Listing for this functional area is (located at <http://energy.gov/hss/functional-area-qualification-standards>). It includes course descriptions, objectives, and other information to assist in the evaluation process. Each of the courses in this list has been tentatively identified as relating to qualification requirements in this standard. DOE employees have attended many of these courses, but some courses are new and included here for the first time. However, inclusion on this list in no way implies that these are the only courses available. If you know of any other courses that meet the competencies identified in the FAQS, please include them in your evaluation process. The objective of this evaluation is to identify and correlate as many courses as possible to each competency in the FAQS.

Evaluate each listed course to determine its (and the vendor's) ability to deliver high-quality training targeted at meeting the qualification competencies in this FAQS.

EVALUATION AIDS

This guide includes three aids to assist in the evaluation process.

1. Suggested Questions (attachment 1) that may be used as criteria for evaluation.
2. A Course Evaluation Chart (attachment 2) that may be used for tracking course evaluations.
3. A Competency Statement Coverage Chart (attachment 3) that must be used to correlate the FAQS competency statement with a specific course.

The evaluation process consists of any combination of the following steps:

1. Review the Course Listing to determine if you have personal knowledge of the course either through attendance or the attendance of a colleague. If so, use the questions to evaluate the course and record responses on the Course Evaluation Chart.
2. Review the course descriptions and objectives provided. Each course entry also contains a link to the vendor's website if more information is needed. If the course descriptions provide sufficient information to complete the evaluation, use the questions to evaluate the course and record responses on the Course Evaluation Chart.
3. Contact the vendor (as needed) and use the questions to evaluate the vendor and course. You may also ask for references from other organizations served by the vendor. If possible, ask to review course materials that will be provided to trainees. Record responses in the Course Evaluation Chart.
4. Use the Competency Statement Coverage Chart to record the competency statements covered by each of the courses evaluated.

USING THE EVALUATION AIDS

SUGGESTED QUESTIONS

The questions provided are suggested criteria to guide you through the evaluation process. However, you may use any criteria you feel appropriate to evaluate course applicability. Completing the Course Evaluation Chart is also voluntary; it is a tool to be used to assist in and document your evaluation.

COURSE EVALUATION CHART

The Course Evaluation Chart is used to record the information gathered from personal knowledge or the vendor's responses to the suggested questions. This chart is used to record information for each of the courses evaluated. Weighting vendor responses is based solely on the judgment of the evaluator. However, the ability of a course to satisfactorily address FAQS competency areas with quality course instruction must be the primary factor.

If using the suggested questions, proceed in the following manner:

1. Put the name of each course in the blank box across the top of the Course Evaluation Chart. Use as many copies of the Course Evaluation Chart as required to evaluate all of the vendors/courses in the Course Listing for your functional area.
2. Use the information gathered to place a check mark in the boxes.
3. After review of the responses, check the Accept or Reject box at the bottom of the chart.

COMPETENCY STATEMENT COVERAGE CHART

Based on the information gathered, complete the Competency Statement Coverage Chart.

1. Enter the competency numbers from the functional area qualification standard in the left column. All of the competency numbers should be entered in the chart. Use additional copies of the chart, if required.
2. Enter the course ID number and title that addresses each competency statement in the right two columns. The course ID number is located in the top right corner of the initial Course Listing. Multiple courses are encouraged for each competency. If there are no courses for a competency, enter "N/A" in the right column.
3. If there are courses that have been identified that are not on the initial Course Listing, please add them to this chart. Include the course title, vendor contact information, a web link, if possible, in the Course Title column. Any additional documentation used to evaluate the course should be enclosed with the final evaluation results package.
4. Submit the complete Competency Statement Coverage Chart with all completed Course Evaluation Charts to the NNSA TQP Manager (malsdorf@doeal.gov).

The NNSA TQP Manager will enter all accepted courses into the FTCP-recommended FAQS training curriculum database. This database will enable all DOE TQP participants to search for acceptable courses to meet a specific competency statement within their assigned functional area.

SUGGESTED QUESTIONS

1. **Qualification Requirements:** How is the training program tied to DOE's objectives

Secondary Questions:

- How is the training program tied to the qualification requirements in the _____ functional area qualification standard?
- How is training success linked to learning objectives and the knowledge and skills requirements?
- How do you develop training activities that integrate technology and material like those used on the job?
- Can you provide instruction at multiple sites?

2. **Trainee Needs:** How is the training program tailored to our employee's needs?

Secondary Questions:

- How do you tailor training to different levels of knowledge and skill?
- How do you promote continuous learning?
- What type of credentials will you provide to trainees upon course completion?

3. **Trainee Assessments:** How do you ensure that the trainee assessments you use will be high quality?

Secondary Questions:

- Do you employ trainee assessments to evaluate the level of knowledge of the trainees before and/or after the training program?
 - a. If so, how do you ensure that your assessment tools are reliable indicators of performance?
 - b. If so, how do you tailor the training to meet the results from the assessments?
- How do you assess trainees at program completion to measure program success?

4. **Qualified Staff:** How do you ensure that the staff members involved in the delivery of the training programs are highly qualified?

Secondary Questions:

- How do instructors know about qualification requirements and what is your government-related experience?
- How do you apply the systematic approach to training to instructional design and delivery?

5. **Evaluation:** How will you use evaluations to ensure training quality?

Secondary Questions:

- How do you develop measures to assess the quality and effectiveness of the training?
- How do you incorporate feedback from evaluations into training?

COURSE EVALUATION CHART

FOR THE _____ FUNCTIONAL AREA

Instructions: Put the name of each course in the blank boxes across the top of the chart. Use the course description or the notes from your interviews with the vendors to place a check mark in the boxes corresponding to the responses. Include an evaluation of the vendors' corporate resumes, staff resumes, and references to demonstrate quality and experience.				
QUESTIONS/COURSE				
1. Qualification Requirements				
Training is aligned to the competency statements				
Links training success to knowledge and skill requirements				
Training activities integrate technology and material that are job-like				
Provides instruction at multiple sites				
2. Trainee Needs				
Tailors training to different levels of knowledge and skill				
Promotes continuous learning				
Provides credentials				
3. Trainee Assessments				
Develops reliable indicators of performance				
Assesses trainees at program completion				
4. Qualified Staff				
Instructors are familiar with qualification requirements				
Has government experience				
Uses a systematic approach to training				
5. Evaluation				
Develops measures to assess the quality and effectiveness of the training				
Incorporates feedback from evaluation into training				
MATERIALS DEMONSTRATE EXPERIENCE AND QUALITY				
Staff resumes				
Course materials				
Reference checks				
Cost				
TOTAL POINTS				
RECOMMENDATION	<input type="checkbox"/> Accept <input type="checkbox"/> Reject			

