



NATIONAL TRAINING CENTER

Training Operations

Standard Operating Procedure

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CONTENTS

1.0	PURPOSE AND OBJECTIVE	1
2.0	SCOPE.....	1
3.0	CANCELLATION	1
4.0	REFERENCES.....	1
5.0	DEFINITIONS.....	1
6.0	POLICY.....	3
7.0	RESPONSIBILITIES	3
7.1	NTC Director.....	3
7.2	NTC General Manager / Deputy General Manager	3
7.3	Special Projects and Training Evaluation Department Manager.....	4
7.4	NTC Instructor and Course Developer Certification Program Coordinator.....	4
7.5	NTC Program Training Manager	4
8.0	OPERATIONS.....	5
8.1	Application	5
8.2	Certification.....	5
8.2.1	Certification Levels	5
8.2.2	Certification Process	6
8.2.3	Recertification	6
8.2.4	Revocation of Certification.....	7
8.3	Records Management.....	7
8.4	Shared Responsibilities.....	8

REVISION HISTORY

Rev.	Date	Description of Revision
0	12/XX/12	Original procedure approved

1.0 PURPOSE AND OBJECTIVE

This standard operating procedure (SOP) outlines the actions that shall be completed by U.S. Department of Energy (DOE) instructors and developers and by the DOE National Training Center (NTC) for the purpose of obtaining and maintaining NTC instructor and course developer certification to instruct or develop courses for the NTC.

2.0 SCOPE

This procedure applies to both Federal and contractor personnel.

3.0 CANCELLATION

This is an original procedure.

4.0 REFERENCES

- 4.1 DOE HDBK-1001, Guide to Good Practices for Training and Qualifications of Instructors
- 4.2 DOE HDBK-1078, A Systematic Approach to Training
- 4.3 NTC-SOP-311, Instructor Certification
- 4.4 NTC-SOP-321A, NTC Instructor and Course Developer Certification Program Administration Guide

5.0 DEFINITIONS

- 5.1 **ADVANCED-LEVEL INSTRUCTOR.** An individual who may conduct the specified course, or lessons in the specified course, at sites or facilities and as a participant in a rapid development team. Advanced instructor qualifications are detailed in the NTC Instructor and Course Developer Certification Program Administration Guide (NTC-SOP-321A).
- 5.2 **CERTIFICATE.** NTC acknowledgement that a student has successfully completed a course, seminar, or other training package.
- 5.3 **CERTIFICATION.** NTC verification that a standard of knowledge or skill level pertaining to a discipline has been demonstrated by an individual through a combination of training, testing, and performance.
- 5.4 **COURSE DEVELOPER.** An individual meeting the requirements of the NTC Instructor and Course Developer Certification Program who is authorized to assist the NTC in the revision and development of courses (See LEVEL I COURSE DEVELOPER; LEVEL II COURSE DEVELOPER)
- 5.5 **COURSE DEVELOPER CERTIFICATION.** The NTC certification that authorizes developers to assist in creating course materials and training for the NTC.

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This procedure was prepared by the SPTe Department and is scheduled for review in November 2015.

- 5.6 EQUIVALENCY. A similar course taken and successfully completed outside the NTC, where the curriculum, upon review by the NTC, is determined to be equivalent to the standards, requirements, goals, and objectives of a comparable course at the NTC.
- 5.7 EXCEPTION. An approved deviation from the NTC Instructor and Course Developer Certification Program. All exceptions, waivers, and deviations must be defined in the NTC instructor or developer certification application for the proposed program.
- 5.8 INSTRUCTOR. An individual meeting the requirements of the NTC Instructor and Course Developer Certification Program who is authorized to instruct NTC courses.
- 5.9 INSTRUCTOR CERTIFICATION. The NTC certification that authorizes instructors to conduct training for the NTC (See INSTRUCTOR (CERTIFIED); ADVANCED-LEVEL INSTRUCTOR; MASTER-LEVEL INSTRUCTOR).
- 5.10 INSTRUCTOR (CERTIFIED). An individual who may conduct the specified course, or lessons in the specified course, at sites or facilities. Instructor qualifications are detailed in the NTC Instructor and Course Developer Certification Program Administration Guide (NTC-SOP-321A).
- 5.11 LEVEL I COURSE DEVELOPER. An individual who may assist in developing course materials or lessons plans for the NTC as a participant in a rapid development team. Developer qualifications are detailed in the NTC Instructor and Course Developer Certification Program Administration Guide (NTC-SOP-321A).
- 5.12 LEVEL II COURSE DEVELOPER. An individual who may assist in developing course materials or lessons plans for the NTC as a participant in a rapid development team or under the guidance of an Instructional Systems Designer. Developer qualifications are detailed in the NTC Instructor and Course Developer Certification Program Administration Guide (NTC-SOP-321A).
- 5.13 MASTER-LEVEL INSTRUCTOR. An individual who may lead or conduct a specified course, or lessons in a specified course, at sites or facilities and may participate in course development and revision as a participant in a rapid development team or under the guidance of an Instructional Systems Designer. Master Instructor qualifications are detailed in the NTC Instructor and Course Developer Certification Program Administration Guide (NTC-SOP-321A).
- 5.14 NTC INSTRUCTOR AND COURSE DEVELOPER CERTIFICATION PROGRAM COORDINATOR. An NTC staff member responsible for the oversight and coordination of the NTC Instructor and Course Developer Certification Program.
- 5.15 NTC INSTRUCTOR AND COURSE DEVELOPER CERTIFICATION PROGRAM APPLICATION. Form used to gather applicant information and qualifications.
- 5.16 NTC INSTRUCTOR AND COURSE DEVELOPER CERTIFICATION PROCESS. The process an applicant must complete to obtain NTC authorization to instruct or develop training for the NTC.

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- 5.17 NTC INSTRUCTOR AND COURSE DEVELOPER CERTIFICATION PROGRAM. The program that manages the NTC certification of instructors and course developers.
- 5.18 NTC INSTRUCTOR AND COURSE DEVELOPER REQUIREMENTS. The requirements that an applicant must meet and follow to be authorized to instruct or develop NTC courses.
- 5.19 NTC PORTAL. The area on the NTC website used to disseminate materials and information on NTC instructor and course developer certification to authorized users.
- 5.20 NTC PROGRAM TRAINING MANAGER (PTM). An NTC staff member who is responsible for the overall administration, development, coordination, conduct, and maintenance of one or more NTC instructors and course developers.
- 5.21 SUBJECT MATTER EXPERT (SME). An individual who is qualified (or previously qualified) and experienced in performing a particular task. A SME may also be an individual who, by education, training, and/or experience, is a recognized expert on a particular subject, topic, or system.

6.0 POLICY

NTC-approved courses must be taught and developed by individuals who are formally qualified to teach or develop the specified course content. NTC policy requires that instructors and developers complete the actions described in this procedure before the NTC Director can grant authorization to the instructor or developer under the NTC Instructor and Course Developer Certification Program.

7.0 RESPONSIBILITIES

Although each individual is responsible for their duties listed in this section, these duties may be delegated to another individual who is equally qualified to perform the same function.

7.1 NTC Director

- 7.1.1 Provides Federal-level oversight of the NTC Instructor and Course Developer Certification Program.
- 7.1.2 Ensures that NTC Federal employees adhere to the requirements in this procedure.
- 7.1.3 Reviews and authorizes certifications for applicants who have applied to participate in the program.

7.2 NTC General Manager / Deputy General Manager

- 7.2.1 Provides contractor-level oversight of the NTC Instructor and Course Developer Certification Program.
- 7.2.2 Ensures that NTC contractor employees adhere to the requirements in this procedure.

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This procedure was prepared by the SPTe Department and is scheduled for review in November 2015.

7.3 Special Projects and Training Evaluation Department Manager

As the proponent for this procedure, the SPTED Manager ensures that it is reviewed every 3 years and that changes are coordinated with the NTC Deputy General Manager, NTC General Manager, and relevant NTC Federal oversight staff.

7.4 NTC Instructor and Course Developer Certification Program Coordinator

- 7.4.1 Reports to the NTC SPTED Manager regarding program oversight and coordination.
- 7.4.2 Maintains the defined list of NTC instructors and course developers for the Safety Training Department and the Safeguards and Security Training Department on the NTC portal.
- 7.4.3 Posts and maintains current NTC Instructor and Course Developer Certification Program documentation (i.e., all applicable SOPs, general procedures, administration guides, and application forms) on the NTC portal.
- 7.4.4 Maintains the NTC Instructor and Course Developer Certification Program files, including applications, instructor and course developer certification levels, dates of certification(s), courses and dates taught, hours of instruction, and Instructor and Course Developer Certification checklists (instructor evaluations).

7.5 NTC Program Training Manager

The NTC Program Training Manager is responsible for the overall administration, development, coordination, conduct, and maintenance of assigned NTC instructors and course developers. Responsibilities include the following:

- 7.5.1 Notifies the NTC Instructor and Course Developer Certification Program Coordinator when current instructor and course developer certification documents are ready for posting on the NTC portal.
- 7.5.2 Reviews proposed exceptions to NTC instructor and course developer certification requirements, determines whether the changes are significant enough to refuse NTC certification, and communicates that decision to both the NTC Instructor and Course Developer Certification Program Coordinator and NTC Director.
- 7.5.3 Documents approved exceptions, waivers, and deviations to the program and provides the documentation to both the NTC Instructor and Course Developer Certification Program Coordinator and NTC Director.
- 7.5.4 Provides the completed NTC Instructor and Course Developer Certification checklists (developer and instructor evaluations), including a list of approved exceptions, waivers, and deviations, to both the NTC Instructor and Course Developer Certification Program Coordinator and NTC Director.

NON-PROPRIETARY INFORMATION

This procedure was prepared by the SPTED Department and is scheduled for review in November 2015.

8.0 OPERATIONS

8.1 Application

Applicants are responsible for initiating the process.

1. The applicant will contact the appropriate NTC Program Training Manager.
2. The applicant will contact the NTC Instructor and Course Developer Certification Program Coordinator (“the Coordinator”).
3. The applicant will complete the NTC Instructor and Course Developer Certification Program application form.
4. The Coordinator will obtain the approval of the applicant’s supervisor (if applicable).
5. The Program Training Manager will validate the applicant’s technical qualifications.
6. The Program Training Manager will approve the application.
7. The Coordinator will enter the applicant in the program.

8.2 Certification

8.2.1 Certification Levels

The requirements for each certification level are described in further detail in the NTC Instructor and Course Developer Certification Program Administrative Guide (NTC-SOP-321A).

8.2.1.1 Instructor Certification Levels

The NTC offers the following levels of instructor certification:

- Instructor Certification – This individual is responsible for conducting training activities for the NTC using approved NTC course materials.
- Advanced-Level Instructor Certification – This individual is responsible for conducting training activities for the NTC using approved NTC course materials, is able to instruct in two different courses, and may participate in course revision and development as a member of a rapid development team.
- Master-Level Instructor Certification – This individual is responsible for conducting training activities using NTC course materials, may instruct in three or more different courses, and may participate in course development and revision as part of a rapid development team or under the guidance of an instructional systems designer.

NON-PROPRIETARY INFORMATION

This procedure was prepared by the SPTE Department and is scheduled for review in November 2015.

8.2.1.2 Developer Certification Levels

The NTC offers the following levels of developer certification:

- Developer Level I Certification – This individual is responsible for participating as an advisor and providing subject matter expertise as a participant in a rapid development team.
- Developer Level II Certification – This individual is responsible for participating as a SME (i.e., providing context for goals and objectives as well as in-depth subject matter expertise, course organization, and suggested methods of instruction), and may participate in course development and revision as part of a rapid development team or under the guidance of an instructional systems designer.

8.2.2 Certification Process

The appropriate NTC Program Training Manager will monitor the applicant through the instructor and/or developer certification process.

1. The appropriate NTC Program Training Manager and the Coordinator will ensure the following activities occur prior to certification:
 - The applicant successfully completes instructor and/or developer certification course requirements within 180 days of acceptance into the program.
 - The applicant successfully completes the hours of instruction required for the relevant level of certification within 365 days of acceptance into the program.
 - The applicant successfully passes instructor and/or developer evaluation.
2. Upon successful completion of all requirements, the Coordinator will report the completion to the appropriate NTC Program Training Manager.
3. The NTC Program Training Manager will review the report and submit it to the NTC Director through contractor management.
4. The NTC Director will review the report and approve or disapprove the request for instructor and/or developer certification.

Instructor and developer certifications are valid for 3 years after the date of certification approval.

8.2.3 Recertification

NOTE: It is the instructor's or developer's responsibility to request recertification prior to expiration.

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8.2.3.1 The instructor and/or developer shall contact the NTC Program Training Manager in writing to request recertification for a specified program. The request for recertification must be made 6 months prior to expiration of the certification to allow ample time for planning and coordination of the recertification. The request shall include the following information:

- Evaluation by a member (Advanced-Level or Master-Level) of the NTC instructional staff
- Letter of approval for recertification from the NTC Director or designee

If the instructor has not actively taught courses for the NTC for two calendar years, the affected Program Training Manager may approve the recertification upon review and ensure that required refresher training is documented, scheduled, and successfully completed.

8.2.3.2 The NTC Director may approve an instructor's or developer's request for recertification or certification level upgrade if the instructor and/or developer has completed the following:

- Initiated the recertification process
- Maintained all requirements for the initial certification, as accepted in the original instructor and/or developer certification
- Met all additional requirements necessary to upgrade the certification level

8.2.4 Revocation of Certification

8.2.4.1 The status of individual instructor and/or developer certifications will be monitored and tracked by the Coordinator, with input from the appropriate NTC Program Training Managers.

8.2.4.2 The NTC Director may revoke an instructor's or developer's certification for failing to comply with any of the provisions of this procedure.

8.3 Records Management

8.3.1 Instructor and/or developer certification records shall be maintained in an auditable manner by both the NTC and the requesting party, and shall contain the following required fields:

- Instructor/course developer identification
- Instructor/course developer field of instruction (Safety, S&S, or MIT)
- Instructor/course developer geographical location
- Instructor/course developer evaluations (date; pass/fail)
- Instructor/course developer certification level
- Instructor/course developer certification date

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- Instructor/course developer recertification date
- Instructor/course developer decertification date
- Other annotations as needed to explain the instructor's or course developer's status

8.3.2 The instructor record with the information described above shall be forwarded through the NTC Program Training Manager to the Coordinator immediately upon completion of certification requirements. The Coordinator will update the database with instructor completion and certification data.

8.4 Shared Responsibilities

Sites are encouraged to suggest ideas for improving the program, including course materials, as well as feedback on how approved changes to the program have added value to instructor and/or course developer performance.

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