



# NATIONAL TRAINING CENTER

## Training Operations

### Administrative Guide

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## REVISION HISTORY

Rev.	Date	Description of Revision
0	01/25/13	Original procedure approved

## 1.0 GUIDE OVERVIEW

### 1.1 Purpose

The Instructor and Course Developer Certification Program at the U.S. Department of Energy (DOE) National Training Center (NTC) creates a pool of qualified, NTC-certified instructors and course developers and enables them to deliver NTC courses and assist in their development and revision. The NTC's certification of an instructor or course developer is based on the completed certification application, the individual's qualifications, and the ability of the individual to deliver or develop the specified course or courses to NTC standards.

This document describes the applicable requirements necessary for Federal and contractor NTC instructors and developers to request and obtain certification under the NTC Instructor and Course Developer Certification Program. This document specifies the

- Application process
- Selection, certification, and recertification criteria for instructors and course developers
- Evaluation activities

### 1.2 Policy

An individual must meet specific requirements and be certified under the NTC Instructor and Course Developer Certification Program to instruct or develop courses for the NTC's Safeguards and Security Training Program, Safety Training Program, and Management and Instructional Training Program. Certification is granted to an instructor or developer who has met the requirements of the Program.

Instructor certification allows an instructor to present NTC-produced training courses and materials. NTC courses must be taught by NTC-certified instructors.

Developer certification allows a developer to participate in an NTC rapid development team or assist in the development or revision of NTC courses under the guidance of an NTC instructional systems designer.

## 2.0 PROGRAM OVERVIEW

An instructor or developer must be accepted as a candidate for certification and meet the stated criteria to be granted certification under the NTC Instructor and Course Developer Certification Program.

### 2.1 Candidacy for Certification

The applicant will qualify as a candidate for certification under the NTC Instructor and Course Developer Certification Program upon receipt of the following:

- Completed application for certification
- Approval from applicant's supervisor

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#### NON-PROPRIETARY INFORMATION

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

- NTC verification of applicant's technical qualifications
- NTC Training Manager approval

After an applicant has successfully qualified as a candidate for certification, the NTC Instructor and Course Developer Certification Program Coordinator (the Coordinator) will enter the applicant into the program portal to begin the certification process. The Training Manager and the Coordinator will monitor the applicant's progress.

### **2.1.1 Application for Certification**

Each applicant must initiate the application process.

- The applicant must contact the appropriate Safeguards and Security, Management and Instructional Training, or Safety Training Program manager, who will direct the applicant to the Coordinator.
- The applicant will receive an informational brief from the Coordinator and be granted access to the application on the NTC portal.
- The applicant will obtain their supervisor's signature on the online application indicating acknowledgement, understanding, and commitment that the applicant will be assisting the NTC to meet instructional and course development demands throughout the DOE community. The applicant must electronically return the completed application, an NTC transcript, and a current resume to the Coordinator.
- The Coordinator will review the application for completeness. If all required information is present, the Coordinator will sign the application, add necessary comments, and forward to the appropriate Training Manager.

### **2.1.2 Supervisor Approval**

- The applicant will obtain the approval of his or her supervisor (if applicable) when applying to the program.
- The Coordinator will contact the applicant's supervisor to verify the applicant's participation in the program (if applicable) and confirm the supervisor's acknowledgement, understanding, and commitment that the applicant will be assisting the NTC to meet instructional and course development demands throughout the DOE community.
- The Coordinator will document the contact with the supervisor on the application.

### **2.1.3 NTC Verification of Applicant's Technical Qualifications**

- The Training Manager will review the application and verify the applicant's technical qualifications.

### **2.1.4 NTC Training Manager Review and Approval**

- The Training Manager will approve or disapprove the application, sign it, add necessary comments, and notify the Coordinator of the approval or disapproval.

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#### **NON-PROPRIETARY INFORMATION**

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

## 2.2 Instructor Certification Levels

The NTC Instructor and Course Developer Certification Program offers three levels of instructor certification: Instructor, Advanced, and Master.

### 2.2.1 Instructor Certification

The following requirements must be met within 180 calendar days of acceptance into the program to receive Instructor Certification:

- Documented attendance and successful completion of an NTC-approved Basic Instructor Training (BIT) course or equivalent
- Documented 16 hours of instruction as an assistant instructor within the designated subject area or training field, monitored by a member of the NTC instructor staff (Training Manager, Advanced, or Master). This must be completed prior to the applicant instructing a course without supervision

The following requirements must be met within 365 calendar days of acceptance into the program to qualify for Instructor Certification:

- Documented 40 hours of instruction within the designated subject area or training field in the classroom and/or a blended learning environment, validated by a member of the NTC instructor staff (Training Manager, Advanced, or Master)
- A minimum of one documented instructor evaluation conducted by a member of the NTC instructor staff (Training Manager, Advanced, or Master)
- Successful completion of Instructor Certification requirements

Upon successful completion of the requirements for Instructor Certification, the instructor will receive a certificate and correspondence from the appropriate Training Manager acknowledging that Instructor Certification has been granted. Correspondence will also be sent to the instructor's supervisor.

**Note:** If the requirements cannot be successfully completed within the specified time, refer to Section 3.3.1, Extensions.

### Instructor Recertification

To maintain Instructor Certification, an instructor must be recertified within 3 years of obtaining certification or recertification. The following requirements must be met to qualify for recertification:

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

If the instructor has not actively taught NTC courses for 2 calendar years, the relevant Training Manager may approve the recertification upon review and require that any necessary refresher training is documented, scheduled, and successfully completed.

## 2.2.2 Advanced Instructor Certification

An instructor who has obtained Advanced Instructor Certification is eligible to evaluate instructors for Instructor Certification or recertification.

The following requirements must be met to qualify for Advanced Instructor Certification:

- Documented attendance and successful completion of an NTC-approved BIT course or equivalent
- Documented attendance and successful completion of an NTC-approved Curriculum Development Training (CDT) course or equivalent
- Successful maintenance of Instructor Certification for 12 months
- An additional documented 80 hours of instruction within the designated subject area or training field in the classroom and/or a blended learning environment validated by a member of the NTC instructional staff (Training Manager or Master)
- A minimum of two documented instructor evaluations conducted by members of the NTC instructional staff (Training Manager or Master)
- Considered a subject matter expert in the field of instruction
- Able to instruct two different NTC courses as lead instructor
- Successful completion of requirements to participate in a rapid development team
- Successful completion of Advanced Instructor requirements

Upon successful completion of the Advanced Instructor Certification requirements, the instructor will receive a certificate and correspondence from the appropriate Training Manager acknowledging that Advanced Instructor Certification has been granted. Correspondence will also be sent to the instructor's supervisor.

**Note:** If the requirements cannot be successfully completed within the specified time, refer to Section 3.3.1, Extensions.

### Advanced Instructor Recertification

To maintain Advanced Instructor Certification, an instructor must be recertified within 3 years of obtaining certification or recertification. The following requirements must be met to qualify for recertification:

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

If the instructor has not actively taught NTC courses for 2 calendar years, the relevant Training Manager may approve the recertification upon review and require that any necessary refresher training is documented, scheduled, and successfully completed.

### 2.2.3 Master Instructor Certification

An instructor who has obtained Master Instructor Certification is eligible to evaluate instructors for Instructor Certification or recertification, Advanced Instructor Certification or recertification, and Master Instructor Certification or recertification. Master instructors may also be called upon to mentor other instructors possessing an Instructor Certification or Advanced Instructor Certification.

The following requirements must be met to qualify for Master Instructor Certification:

- Documented attendance and successful completion of an NTC-approved BIT course or equivalent
- Documented attendance and successful completion of an NTC-approved CDT course or equivalent
- Documented attendance and successful completion of an NTC-approved Job Analysis (JA) course or equivalent
- Written request from the Training Manager recommending instructor be granted Master Certification under the Program
- Approval signatures from the NTC Director and Contractor General Manager
- Successful maintenance of Advanced Instructor Certification for 24 months
- An additional documented 120 hours of instruction within the designated subject area or training field in the classroom and/or a blended learning environment validated by a member of the NTC instructional staff (Training Manager or Master)
- A minimum of four documented instructor evaluations conducted by members of the NTC instructional staff (Training Manager or Master)
- Able to teach a minimum of three different NTC courses as lead instructor, as verified by NTC management
- Participation in NTC course development and revision as requested and available

Upon successful completion of the requirements for Master Instructor Certification, the instructor will receive a certificate and correspondence from the NTC Director acknowledging that Master Instructor Certification has been granted. Correspondence will also be sent to the instructor's supervisor.

**Note:** If the requirements cannot be successfully completed within the specified time, refer to Section 3.3.1, Extensions.

### Master Instructor Recertification

To maintain Master Instructor Certification, an instructor must be recertified within 3 years of obtaining certification or recertification. The following requirements must be met to qualify for recertification:

- Evaluation by a member of the NTC instructional staff (Training Manager or Master)
- Letter of request from Federal Technical Monitor or Training Manager

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#### NON-PROPRIETARY INFORMATION

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- Letter of recertification approval from the NTC Director or designee

If the instructor has not actively taught NTC courses for 2 calendar years, the relevant Training Manager may approve the recertification upon review and require that any necessary refresher training is documented, scheduled, and successfully completed.

## 2.3 Course Developer Certification Levels

The NTC Instructor and Course Developer Certification Program offers two levels of course developer certification: Level I Course Developer and Level II Course Developer.

### 2.3.1 Level I Course Developer Certification

A Level I Course Developer may participate in an NTC rapid development team.

A Level I Course Developer must be a subject matter expert. The following requirements must be met within 180 calendar days of acceptance into the program to qualify for Level I Developer Certification:

- Documented attendance and successful completion of an NTC-approved CDT course or equivalent
- Documented attendance and successful completion of an NTC-approved JA course or equivalent

Upon successful completion of the requirements for Level I Course Developer Certification, the developer will receive a certificate and correspondence from the appropriate Training Manager acknowledging that Level I Course Developer Certification has been granted.

**Note:** If the requirements cannot be completed successfully within the specified time, refer to Section 3.3.1, Extensions.

### Level I Course Developer Recertification

To maintain Level I Course Developer Certification, a developer must be recertified within 3 years of obtaining certification or recertification. The following requirements must be met for recertification:

- Evaluation by a member of the NTC course development staff (Training Manager or Level II Course Developer)
- Letter of approval for recertification from the NTC Director or designee

If the developer has not actively assisted in NTC course development or revision for 2 calendar years, the relevant Training Manager may approve the recertification upon review and require that any necessary refresher training is documented, scheduled, and successfully completed.

### 2.3.2 Level II Course Developer Certification

A Level II Course Developer may develop courses for the NTC under the guidance of an instructional systems designer and participate in an NTC rapid development team.

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#### NON-PROPRIETARY INFORMATION

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

A Level II Course Developer must be a subject matter expert. The following requirements must be met within 180 calendar days of acceptance into the program to qualify for Level II Course Developer Certification:

- Documented attendance and successful completion of an NTC-approved BIT course or equivalent
- Documented attendance and successful completion of an NTC-approved CDT course or equivalent
- Documented attendance and successful completion of an NTC-approved JA course or equivalent

Upon successful completion of the requirements for Level II Course Developer Certification, the developer will receive a certificate and correspondence from the NTC Director documenting the developer's accomplishments and acknowledging that Level II Course Developer Certification has been granted.

**Note:** If the requirements cannot be completed successfully within the specified time, refer to Section 3.3.1, Extensions.

### **Level II Course Developer Recertification**

To maintain Level II Course Developer Certification, a developer must be recertified within 3 years of obtaining certification or recertification. The following requirements must be met for recertification:

- Evaluation by a member of the NTC course development staff (Training Manager or Level II Course Developer)
- Letter of approval for recertification from the NTC Director or designee

If the developer has not actively assisted in NTC course development or revision for 2 calendar years, the relevant Training Manager may approve the recertification upon review and require that any necessary refresher training is documented, scheduled, and successfully completed.

## **2.3 Instructor and Course Developer Evaluations**

Written and performance evaluation measures are administered as follows:

- Evaluations will be conducted every 3 years from the date of certification.
- Evaluations will serve as part of the certification and recertification process.

## **3.0 CERTIFICATION LIFECYCLE**

The Instructor and Course Developer Certification is valid for 3 years from date of certification.

### **3.1 Certification Maintenance**

After obtaining certification, instructors and course developers must continue in accordance with the procedures and standards prescribed by the NTC and must use the

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

current approved version of all course lesson plans and course development support materials. It is recommended that Training Managers or their designees provide periodic oversight to ensure that all applicable requirements are being met.

### **3.2 Certification Expiration**

The instructor or developer must be recertified before the previous certification expires (3 years from the date of certification).

### **3.3 Recertification**

The instructor or developer will contact the appropriate Training Manager in writing to request renewal of the instructor or course developer certification. Recertification is subject to the following requirements:

- The recertification request must be received 6 months prior to certification expiration.
- The recertification evaluation visit must take place within the 3-year certification period.
- The NTC, in coordination with the instructor or course developer, will identify the course to be evaluated to ensure that there is no lapse in instructor or developer certification.
- In the future, evaluations may be remotely conducted as technology becomes available at the NTC and can be supported by the sites.

#### **3.3.1 Extensions**

In certain circumstances, an extension may be granted during the certification or recertification period. If a requested certification or recertification cannot be completed during the period allowed, a 90-day extension may be granted.

- The instructor or course developer requesting the extension will contact the Training Manager in writing to request the extension as soon as the need for the extension is recognized.
- The request must state the reason for the extension.
- The Training Manager will notify the requesting party in writing of the decision.

### **3.4 Decertification**

The instructor or course developer will be ineligible to instruct or develop NTC courses if the requirements identified in this document are not fulfilled or maintained during the certification or recertification period, or if the NTC Federal or Training Manager has just cause to revoke the instructor or course developer certification.

## **4.0 INITIAL APPLICATION**

Initial application for instructor or developer certification will follow the general procedures provided in the checklist below. Coordination between the NTC and the instructor or developer is required for this process to be completed. Please allow

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30 days when requesting acceptance to the NTC Instructor and Course Developer Certification Program.

- Applicant initiates the certification process.
- Applicant contacts the appropriate Training Manager.
- The Training Manager directs the applicant to the Coordinator.
- The Coordinator provides an informational brief.
- The Coordinator grants the applicant access to the application located on the portal.
- Applicant obtains approval from his or her supervisor (if applicable)
- The Coordinator contacts the applicant's supervisor for verification.
- Applicant completes and submits the application.
- The Coordinator reviews the application for completeness.
- The Coordinator notifies the Training Manager of the application for review.
- The Training Manager approves or disapproves the applicant.
- The Training Manager notifies the Coordinator of their decision.
- The Coordinator notifies the applicant and supervisor of the application status.
- The Coordinator enters the applicant into the program.
- The Training Manager, in cooperation with the applicant and Coordinator, monitors applicant to ensure applicant meets all requirements.

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