NATIONAL TRAINING CENTER

Special Projects & Training Evaluation Department

General Procedure

Title:	Processing Course Material Requests
Number:	TRN-GP-342
Revision:	0

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REVISION HISTORY

Rev.	Date	Description of Revision
0	06/11/13	Original general procedure

1.0   PURPOSE

This procedure describes how employees at the Department of Energy (DOE) National Training Center (NTC) process and obtain approval for requests for the use of NTC training materials both from within the Department and by outside entities.

2.0   SCOPE

This procedure applies to the contractor personnel that are responsible for processing requests for course materials. NTC personnel must use this document to ensure their efforts meet or exceed the requirements in this document.

3.0   CANCELLATION

This is an original procedure.

4.0   REFERENCES

None

5.0   DEFINITIONS

5.1   COURSE MATERIAL. Necessary documentation, such as Word documents, PDFs, videos, audio files, etc., used by instructors, course developers, or students in a training environment.

5.2   COURSE MATERIAL AVAILABILITY PORTAL. Document library comprised of a folder for each course that is available on the SharePoint site for users to download course material.

5.3   SHAREPOINT. Microsoft$^{©}$ application framework that is the foundation for the Course Material Availability Portal.

6.0   POLICY

It is NTC policy to ensure the integrated safety management functions of DOE Policy 450.4A are implemented in all of its work processes.

7.0   RESPONSIBILITIES

Although each individual is responsible for his or her 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 General Manager

The contractor General Manager assures the NTC contractor staff reads and adheres to NTC requirements documents as appropriate to their area(s) of responsibility.

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This document was prepared by the SPTE Department and is scheduled for review in April 2016.

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7.2   NTC Special Projects and Training Evaluation Department Manager

The Special Projects and Training Evaluation Department (SPTED) Manager is the proponent for this procedure. As such, the manager is responsible for ensuring that this GP is reviewed every three years and for coordinating changes with the NTC Deputy General Manager, NTC General Manager, and NTC Federal oversight staff.

7.3   NTC Special Projects and Training Evaluation Department Point of Contact

The NTC SPTED point of contact (POC) reports to the SPTED Manager and provides programmatic oversight to the Course Material Availability Portal. Specific responsibilities include the following:

7.3.1   Provides programmatic oversight of the Course Material Request Process as it pertains to the Course Material Availability Portal.

7.3.2   Receives material requests from external users.

7.3.3   Assesses requests and grants administrative rights to approved material requestors if requestor is a certified NTC instructor or course developer (Instructor and Course Developer Certification Program [ICDC]), or requires access to material due to site certification.

7.3.4   Sends requests not associated with ICDC or site certification to the respective Training Department Manager for review and approval.

7.3.5   Sends notifications of approval status to the material requester via email.

7.4   NTC Training Department Managers

An NTC Training Department Manager is responsible for reviewing and evaluating request justifications of material requesters. Upon review and evaluation, a Training Department Manager is responsible for the following actions:

7.4.1   If the request justification is found to be illegitimate, emails a recommendation to the SPTED POC.

7.4.2   If the request justification is found to be legitimate, forwards the recommendation for approval, accompanied with the material request, to the respective Federal Task Monitor for review, evaluation, and recommendations.

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8.0   OPERATIONS

8.1   Requestor's Actions

When a requestor submits justification for the need for course material to the SPTED POC for review:

Action	To/From
Note: Automatic access will be granted if the requestor is a certified instructor, certified course developer, the site is certified to teach a specific course and the requestor is approved through an NTC Program Coordinator.	
a. If justification is approved, requestor will receive notification of approval status of the request.	Email from the SPTED POC
b. If the justification is not approved, requestor will be notified about the denied request.	Email from the SPTED POC

8.2   SPTED POC's Actions

8.2.1   When a request for course material is received from the requestor:

Action	To/From
Determine: Is this requestor an ICDC certified instructor or certified course developer?	
a. If yes • Grant permissions to course material for which requestor will teach or develop. • Send an email that permissions have been granted.	To the requestor
b. If not, forward the request for evaluation.	To the respective Training Department Manager

8.2.2   When a request for course status is received from the Training Department Manager:

Action	To/From
Determine: Was the request approved?	
a. If yes, grant permissions to course material for which requestor seeks access.	To the requestor
b. If not, send email notification of the denied request.	To the requestor

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8.3   Training Department Manager's Actions

When a request is received from the SPTED POC:

Action	To/From
Determine: Was the request legitimate?	
a. If yes, forward the request accompanied with your recommendation of approval.	To respective Federal Task Monitor
b. If not, send denied request.	To SPTED POC

8.4   SPTED POC's Actions

When a decision is received from the Federal Task Monitor:

Action	To/From
Determine: Was the request approved?	
a. If yes • Grant access to requestor in portal. • Send a notification of approval to requestor.	To requestor
b. If not, send a notification of denial. OR Send an email that permissions have been granted. (see 8.2.1 above)	To requestor

9.0   APPENDICES

A – Course Material Request Work Flow Diagram

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APPENDIX A – COURSE MATERIAL REQUEST WORK FLOW DIAGRAM

Course Material Request Process

Requestor

- Fill out online form requesting access to course material.
- Receive notification of approved permissions.
- Receive notification of disapproved request.
- Receive notification of approved permissions.
- Receive notification of disapproved request.

SPTED POC

- Is requestor in ICDC and/or Site Cert?
  - Yes → Grant access to course material and send email.
  - No → Forward to Training Dept Manager
- Send denial notification to requestor
- Receive approval from Federal Monitor Grant access to requestor in Course Material Portal.
- Send notification of approved permission.
- Receive denial from Federal Task Monitor Send notification of disapproved permission.

Training Department Manager

- Request legitimate?
  - No → Forward decision to SPTED POC
  - Yes → Forward request to appropriate Federal Task Monitor with recommendation

Federal Task Monitor

- Approved or denied?
  - Approved
  - Denied

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