

**PROJECT NAME**

**Training Plan**

**Prepared by:** Author

**PURPOSE OF DOCUMENT**

The Training Plan outlines the objectives, needs, strategy, and curriculum to be addressed when training users on the new or enhanced information system. The plan presents the activities needed to support the development of training materials, coordination of training schedules, reservation of personnel and facilities, planning for training needs, and other training-related tasks.

# RACI

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*GUIDANCE NOTE: This should show who is responsible, accountable, consulted and informed with regard the document*

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# General Information

## Scope

*Guidance Note: Describe the scope of the Training Plan as it relates to the project.*

## System Overview

*Guidance Note: Provide a brief system overview description as a point of reference for the remainder of the document. In addition, include the following:*

1. *Responsible organization*
2. *Process name or title*
3. *Process code*
4. *Process category*
5. *Operational status*
6. *Operational*
7. *Under development*
8. *Undergoing a major modification*
9. *Process environment and special conditions*

## Project References

*Guidance Note*: *Provide a list of the references that were used in preparation of this document. Examples of references are:*

1. *Training Requirements*
2. *Industry and/or Academia-supplied course material*
3. *Project related documents such as the CM or QA plans*
4. *Previously developed documents relating to the project*
5. *Documentation concerning related projects*
6. *QM standard procedures documents*

## Acronyms and Abbreviations

*Guidance Note: Provide a list of the acronyms and abbreviations used in this document and the meaning of each.*

## Points of Contact

### Information

*Guidance Note: Provide a list of the points of organizational contact (POCs) that may be needed by the document user for informational and troubleshooting purposes. Include type of contact, contact name, department, telephone number, and e-mail address (if applicable). Points of contact may include but are not limited to helpdesk POC, development/maintenance POC, and operations POC.*

### Coordination

*Guidance Note: Provide a list of organizations that require coordination between the project and its specific support function (e.g., installation coordination, security, etc.). Include a schedule for coordination activities.*

## General Training Prerequisites

*Guidance Note: Briefly summarize the general training prerequisites for each type of training mentioned in this plan.*

# Training Approach

## Training Requirements

*Guidance Note: Describe or list the skills required to support project lifecycle activities. Match those requirements to the existing personnel skill sets to determine the training need for the project.*

## Roles and Responsibilities

*Guidance Note: Identify the personnel and their responsibilities for identifying and developing the training materials. Identify the person and organization that will conduct the training.*

## Techniques and Tools

*Guidance Note:* Describe the training techniques to be used. *These techniques may include computer-based instruction, self-paced written manual, peer training, hands-on practical sessions, classroom lectures, or any combination of the above.*

*Guidance Note: Identify the tools needed for the training, such as online terminals or PC workstations, training manuals, classroom facilities, and any IT resources.*

## Training Prerequisites

*Guidance Note: Identify any prerequisites for individuals to receive training, and develop a strategy regarding prerequisite training as necessary.*

## Training for Revised Office Procedures

*Guidance Note: Identify the training needs for the user’s staff if the implementation of the system under development will change the procedures of the user’s office in any way.*

## Schedule

*Guidance Note: Prepare a training schedule to include the following information*:

1. Identification and development of course content and materials
2. Planned training dates
3. Location of sessions
4. Names of instructors
5. Names of students
6. Post training reporting

*The schedule should be as comprehensive as possible; however, the schedule may be revised at later points in the project lifecycle.*

## Curriculum

*Guidance Note: Briefly describe the curriculum for each proposed training class or attach course description.*

# Evaluations (Optional – Depending on scale of training effort)

## Metrics

*Guidance Note: Outline the metrics that will be captured and how they will be captured*.

*Some of the metrics that could be tracked include:*

1. *Total staff*
2. *Duration (estimated versus actual)*
3. *Number of attendees (estimated versus actual)*
4. *Percent of total attended*
5. *Percent of estimated attended*

## Strategy

*Guidance Note: Describe how feedback will be elicited from personnel to ensure that training objectives were met. For example, a feedback form could be given to trainees to complete to capture feedback on the training to help fine-tune subsequent training sessions.*