

TRAINING PLAN

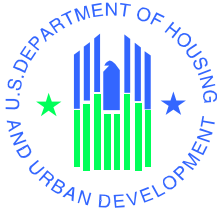
Project or System Name

U.S. Department of Housing and Urban Development

Month, Year

Revision Sheet

Release No.	Date	Revision Description
Rev. 0	5/26/00	Training Plan Template and Checklist
Rev. 1	5/30/00	Text added to Section 2.6
Rev. 2	4/12/02	Conversion to WORD 2000 format



Training Plan Authorization Memorandum

I have carefully assessed the Training Plan for the (System Name). This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

- The document is accepted.

- The document is accepted pending the changes noted.

- The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

<hr/> NAME Project Leader	<hr/> DATE
<hr/> NAME Operations Division Director	<hr/> DATE
<hr/> NAME Program Area/Sponsor Representative	<hr/> DATE
<hr/> NAME Program Area/Sponsor Director	<hr/> DATE

TRAINING PLAN

TABLE OF CONTENTS

	<u>Page #</u>
1.0 GENERAL INFORMATION.....	1
1.1 Purpose.....	1
1.2 Scope.....	1
1.3 System Overview.....	1
1.4 Project References.....	2
1.5 Acronyms and Abbreviations.....	2
1.6 Points of Contact.....	2
1.6.1 Information.....	2
1.6.2 Coordination.....	2
1.7 General Training Prerequisites.....	2
2.0 TRAINING APPROACH.....	2
2.1 Training Requirements.....	2
2.2 Roles and Responsibilities.....	2
2.3 Techniques and Tools.....	2
2.4 Training Prerequisites.....	2
2.5 Training for Revised Office Procedures.....	2
2.6 Schedule.....	3
2.7 Curriculum.....	3
3.0 EVALUATION.....	1
3.1 Metrics.....	1
3.2 Strategy.....	1

1.0 GENERAL INFORMATION

NOTE TO AUTHOR: *Highlighted, italicized text throughout this template is provided solely as background information to assist you in creating this document. Please delete all such text, as well as the instructions in each section, prior to submitting this document. ONLY YOUR PROJECT-SPECIFIC INFORMATION SHOULD APPEAR IN THE FINAL VERSION OF THIS DOCUMENT.*

The Training Plan defines the support activities, schedules, curriculum, methods and tools, and equipment required for system training. The Training Plan is prepared either as a separate document or as part of the Project Plan.

1.0 GENERAL INFORMATION

1.1 Purpose

Describe the purpose of the Training Plan.

1.2 Scope

Describe the scope of the Training Plan as it relates to the project.

1.3 System Overview

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

- Responsible organization
- System name or title
- System code
- System category
 - *Major application:* performs clearly defined functions for which there is a readily identifiable security consideration and need
 - *General support system:* provides general ADP or network support for a variety of users and applications
- Operational status
 - Operational
 - Under development
 - Undergoing a major modification
- System environment and special conditions

1.4 Project References

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

- *HUD Training Academy course curricula*
- *Industry and/or Academia-supplied course material*
- *Project related documents such as the CM or QA plans*
- *Previously developed documents relating to the project*
- *Documentation concerning related projects*
- *HUD standard procedures documents*

1.5 Acronyms and Abbreviations

Provide a list of the acronyms and abbreviations used in this document and the meaning of each.

1.6 Points of Contact

1.6.1 Information

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.

1.6.2 Coordination

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.

1.7 General Training Prerequisites

Briefly summarize the general training prerequisites for each type of training mentioned in this plan.

2.0 Training Approach

This section includes the techniques and tools, training requirements, schedule, curriculum, and materials and equipment required for the training effort.

2.0 TRAINING APPROACH

2.1 Training Requirements

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.

2.2 Roles and Responsibilities

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

2.3 Techniques and Tools

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.*

Identify the tools needed for the training, such as online terminals or PC workstations, training manuals, classroom facilities, and any computer center resources.

2.4 Training Prerequisites

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

2.5 Training for Revised Office Procedures

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.

2.6 Schedule

Prepare a training schedule to include the following information:

- Identification and development of course content and materials
- Planned training dates
- Post training reporting
- Names of students
- Names of instructor
- Location of session

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

2.7 Curriculum

Briefly describe the curriculum for each proposed training class or attach course description from the vendor.

3.0 EVALUATION

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3.1 Metrics

Outline the metrics that will be captured and how they will be captured.

Some of the metrics that should be tracked include:

- *Total staff*
- *Duration (estimated versus actual)*
- *Number of attendees (estimated versus actual)*
- *Percent of total attended*
- *Percent of estimated attended*

3.2 Strategy

Describe how feedback will be elicited from personnel to ensure that training objectives were met. Describe how the feedback received will be analyzed and what will be done with the analysis results to ensure that training objectives are met.