

# **SUMMARY OF ROLES AND TASKS FOR ENTERPRISE TRAINING SERVICES (ETS)**

The following is a four page summary of a 30 page Performance Work Statement (PWS). It is meant to illustrate the tasks and roles of ETS and does not include instructions regarding equipment, security, workload tables, DOE policy, quality control guidelines, and the phase-in period. It should serve as a quick guide to the types of services that ETS will provide. It is best used with its companion summary documents on Quality Assurance Activities and Residual Activities for Elements.

## **Specific Tasks and Responsibilities**

### **General Requirements**

- € Serve as a liaison for DOE Federal Training Function with DOE specified locations.
- € Provide policy recommendations on development, coordination, implementation, and evaluation of DOE-wide training Contracting Officer Representative (COR) when requested.
- € Assist DOE Managers with interagency liaison and provide input and recommendations for interagency agreements in respect to DOE-wide training, when requested by the COR.
- € Administer and ensure multi-element DOE training in accordance with DOE regulations
- € Provide an annual training plan. The training plan shall include recommended objectives and priorities for the DOE Federal Training Function, identifying the estimated number of employees to be trained, types and sources of training, resource requirements, and evaluation processes. The training plan shall be provided to the COR for review and approval by September 30 of each year. The COR will approve any changes to this plan.
- € Provide support to each DOE element in preparation of its annual training plan by July 31 of each year. Support shall include recommendations for objectives and priorities for the DOE element, identifying the estimated number of employees to be trained, types and sources of training, resource requirements, and evaluation processes.
- € DOE Federal officials will approve and authorize training and certify that appropriate funds are available. Final policy decisions on recommendations remain with the Federal Government.

### **Needs Assessment**

- € Annually assist each DOE element in identifying its critical training needs through organizational, occupational, and individual assessment using information such as revised or updated IDPs by June 30.
- € Coordinate and evaluate multi-element training needs assessments that are designed to meet DOE-wide training program objectives.
- € Assist in developing of new needs assessments whenever new training requirements are issued, when job performance is identified as below standard, and when requests for changes to current training or for new training are received.

### **Training Evaluation**

Note that all course evaluation criteria were required by the PWS for any service provider. Course offerings may be reviewed in one or more of the following ways.

- € Initiate, evaluate, and track improvements to training curricula, including engaging in discussions with customers on ways to improve curricula for its participants
- € Ensure training materials are current through communication with students, managers, and senior DOE leadership and evaluate training facilities for suitability to the training objective, when required.

- € Review course offerings to determine if they:
  - § Are based on needs assessment data and reflects job performance requirements.
  - § Contain consistent, observable, and measurable learning objectives.
  - § Contain training evaluation standards, such as specific task elements to be tested; clearly defined knowledge, skills, and abilities requirements, doable objectives, suitable test administration guidelines, and equitable scoring methods, etc.
  - § Use established course testing requirements.
  - § Are tied to the Element's or organizations annual training plan.
  - § Contain curriculum outlines for submission and review by ETS.
  - § Contain lesson plans in accordance with DOE-HDBK-1078-94, Section 4.2
  - § Contain printed material that meets the needs of the participants.
  - § Are conducted in accordance with DOE Order 360.1B and DOE Manual 360.1-1B.
- € Perform in-training evaluations including collecting evaluation information from test performance data, as well as instructor and trainee critiques is in accordance with DOE regulations.
- € Collect employee and supervisor feedback on training adequacy and the training system's ability to meet training goals and objectives.
- € Assist the COR in obtaining market surveys, drafting work statements, developing evaluation criteria, maintaining documentation, evaluating proposals for training and recommending new training providers.
- € Perform a market analysis, if requested by the COR.
- € Analyze information collected to include but not limited to frequency distributions, exception analysis, content analysis, and root cause identification. Provide a report on this analysis to the COR.
- € Collect data on behavior changes of students or perform cost-benefit analyses, if requested by the COR.

### **Customer Service**

Available during business hours of 8:00 a.m. to 8:00 p.m. Eastern Standard Time excluding weekends and Federal holidays.

- € Provide a customer service to students, attendees, and supervisors regarding classes, seminars, workshops, and special programs offered, class schedules, class cancellations and rescheduling, enrollment procedures, course prerequisites, course waivers, classroom assignments and course locations.
- € Answer incoming calls by phone, email or facsimile; identify/clarify requests, inquiries, needs, and concerns of callers. Provide information on training opportunities, products and services
- € Register or enroll students and attendees in classes, seminars, workshops, and other training, including entering requisite registration/enrollment information into CHRIS
- € Confirm student authorization for training
- € Maintain and update class and classroom schedules and rosters by obtaining and verifying class information; verifying clearance requirements for secured classes; and verifying students meet course prerequisites.
- € Complete registration/enrollment of students and then maintain student enrollment/registration information using the CHRIS.
- € Notify students of completed registration, class date, place and time and confirm student registration.
- € Correct student/attendee enrollment, withdrawal, and course completion information; distribute class

rosters following distribution procedures; and maintain class rosters in class folders.

- € Recommend optimum student enrollment/attendance levels for training courses and programs to the COR by monitoring DOE student/attendee request lists and contacting supervisors to determine student/attendee availability, status, or continued interest in DOE programs.
- € Communicate with POCs regarding student/attendee changes in registration status (i.e., enrolled, request/wait list, canceled, replacement).
- € Receive requests for and distribute/transmit letters/memos waivers, certifications, instructor certifications, and site training records; assist in distributing/ mailing brochures, flyers, and training materials; follow up to ensure mail outs, faxes, and emails are received.
- € Facilitate resolution of complaints/problems. Provide an initial response to incoming calls within one hour and final response to incoming calls within one working day.
- € Refer non-DOE training requests to the COR for review and approval by the COR. Coordinate training agreements and cost and payment information; register approved non-DOE students/attendees.

### **Advertising and Communicating Training Opportunities**

- € Advertise course catalogs with course descriptions, dates, costs, registration information, facilities, amenities, and research resources.
- € Ensure current information on training-related issues to include but not limited to classes, seminars, workshops, and other training-related programs are communicated through email and web sites to the customer
- € Establish and maintain communication with DOE, DOE Contractor, training managers, designated POCs from each DOE element, and outside agency POCs. Establish and maintain a current list of names and contact information.

### **Training Reports and Record Keeping**

- € Establish and maintain class folders
- € Prepare/produce final class rosters, certificate lists and certificates of completion
- € Provide training and qualification records/files for historical reference, and when requested prepare records and files for archiving.
- € Produce various reports regarding courses, classes, students/attendees, customers and POCs, as well as other training and registration-related information using CHRIS and DOEInfo.
- € Produce monthly, year-to-date, and on-demand reports on student information.

### **Web-Related**

- € Administer, and maintain subscriptions for web-based training systems, when requested by the COR.
- € Receive applications for web-based access, process those applications, and inform employees of the status of their applications. Following application approval, provide employees with user identifications (user IDs) and instructions on how to access the system.
- € Assist with analyzing the benefits of web-based training systems collaboration tools and evaluating their ability to meet training goals and objectives, when requested by the COR.
- € Attend quarterly DOE Training Working Capital Fund meetings and prepare and analyze draft reports as requested by the COR.

### **Subject Matter Expertise**

- € Provide Subject Matter Expertise (SME) to include but not limited to participation in and review of

Management and Operating (M&O) and Management and Integration (M&I) training products and the training process, when requested by the COR.

- € Provide SME on Management and Operating (M&O) and Management and Integration (M&I) contractor-related training to include establishing performance measures, performing independent evaluations, collecting and analyzing data on execution of training programs, etc., when requested by the COR. Provide a report to the COR on evaluations within three working days of request.
- € Provide SME on training related systems and issues to include but not limited to CHRIS, Knowledge Management, Succession Planning, and DOE Corporate Business Plan.
- € Assist with the CHRIS Modification Process to include but not limited to making recommendations for CHRIS/training modification, when requested by the COR.

### **Employee Development**

- € Manage, administer, and maintain existing Career and Developmental programs to include to recommendations for improvements to all programs. Submit recommendations for improvements at least annually to the COR.
- € Ensure development of new Career Programs, as requested by the COR, to include but not limited to providing recommendations on development, coordination, planning, resource management, needs assessment, design, delivery, and assignment of responsibilities.
- € Recommend new Career Programs based upon needs assessments

### **Technical Qualification Program Support**

- € Provide support to the Federal Technical Capability Panel (FTCP) in managing and administering the existing Technical Qualification Program (TQP):
  - § Maintenance of standards
  - § Quarterly reporting of qualification status
  - § Annual documentation of critical skills inventory
  - § Identification and documentation of facility specific requirements as related to functional areas.
- € Ensure development of new qualification standards, as requested by the COR. Recommendations may be in the areas of development, coordination, planning, and assignment of responsibilities.
- € Develop and deliver to the employee TQP qualification cards that reflect competencies stated in general technical, assigned functional area, and assigned facility specific qualification standard(s) TQP qualification card validation of completeness and issuance of TQP certificate cards shall be completed within ten working days of official receipt of completion.