SD&T Training Request Process

1. Complete Specialized Consulting Form

- This form will inform the course topic, length of training, target audience, training goals, learning objectives, prerequisite knowledge, necessary resources, instructional methods, performance measurements, and target dates. The Specialized Consulting Request Form can be found at: http://www.djj.state.fl.us/services/support/office-of-staff-development-training/training-requests

2. Identify Sources of Content and SME

- Prior to attending the kick-off meeting, it is prudent to identify all of the sources of instructional material and course content. This step also includes the selection of a subject-matter expert (SME). This person will be the authority on the particular course topic. Informing SD&T of the content sources and SME selection prior to the kick-off meeting will ensure that the initial consultation will be efficient and effective.

3. Review Kick-Off Meeting Agenda

- SD&T will circulate a kick-off meeting agenda prior to the meeting. This is an opportunity to review the agenda and offer input for modifications.

4. Participate in Kick-Off Meeting

- This meeting will primarily focus on the learning needs, the overall focus of instruction, and the overarching training plan. The proposed structural flow will be reviewed and discussed. SD&T will work with the SME in order to pin point exactly what the learners will need to know after completing the training. This meeting will also give all parties the opportunity to seek clarity on any obscure areas of the project plan. Expectations, assumptions, and risks will be discussed and a communication plan will be formalized.

5. Sign Off On the Change Control Board

- The Change Control Board will determine who needs to notified when changes are made. At this point, all parties will agree on the feedback loop processes and the structure of the revision cycles.

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6. Determine the Types of Media

- All parties will work together to determine the types of media to be used. Media can include videos, audio files, presentation software, games, webinar technology, etc. Existing media will be identified and utilized whenever possible.

7. Sign Off On the Project Timeline

- SD&T will work closely with the SME and course requestors to determine due dates for all deliverables and project milestones.

8. Review Initial Prototype

- The initial prototype is a sample of the working model that represents a scaled-down version of the course. This will provide a general understanding of how the course will look and feel. This early feedback cycle will ensure that all parties are holding the same basic vision. This step is designed to confirm expectations and eliminate time-consuming revisions later in the process.

9. Participate in Revision Cycles

- SD&T will design and develop the first draft of the instruction. The course requestor(s) and the SME will be responsible for reviewing the initial drafts of instructional materials and providing timely feedback. After requested revisions are completed, the course requestor(s) and SME will review the instructional materials again, suggest final changes, and confirm that the instruction is ready for the pilot.

10. Assist with Pilot Coordination

- The course requestor(s), the SME, and SD&T staff will determine the selected audience for the pilot. All parties will agree on a location, time frames, dates, trainers/facilitators, and the allocation of resources.

11. Course Pilot

- This will be a dry run of the course. The facilitators will garner feedback from the participants through observations, interview questions, and surveys. This step will help the course designers pinpoint areas for improvement and fix any existing issues before the live roll out. The pilot will also give the instructional designers a better idea of timing requirements and the flow of instructional activities. The pilot evaluation data will be compiled into a report, analyzed by SD&T, and shared with all stakeholders.

12. Attend Debriefing/Final Revision Meeting

- This meeting will give everyone an opportunity to come together, discuss the pilot, discuss the evaluation data, and agree on final modifications to the training.

13. Assist with Final Roll Out

- The course requestors, the SME, and SD&T staff will work together to manage and coordinate the final roll out of the training.

14. Assist with Ongoing Changes/Updates

- The revision process is never 'finished'. The course requestors, the SME, and SD&T staff will coordinate and continue making changes to the training based on evaluation data gathered from the course particpants. The course requestors and the SME will also notify SD&T staff whenever there are changes or updates to the course content.