

# Training and Education Implementation Plan



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# Training and Education Implementation Plan Template

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## Introduction to the Template

The Training and Education Implementation Plan outlines the details to the educational intervention outlined in the Business Requirements and Instructional Requirements Documents. The consultant, designer, analyst, trainer, or subject-matter expert must design the implementation for the education and training intervention to ensure that, at its end, the goal of the educational program will be met and that participants return to their duties with enhanced knowledge, skills, and/or abilities (KSAs), as necessary. This document will be used by the Implementation teams as output to their activities.

## How to Use this Template

There are five major parts to this template, listed below, plus an Appendix with tools and templates for your use.

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Filling out the template need not be a labor-intensive process. Although there are five major sections, with sub-sections, each one may only require a few sentences to complete. If a section was provided by the another Requirements document, you can merely refer back to it rather than reproduce it here.

Instructions on how to use the template appear in italicized text, with examples in normal text. Simply delete the instructions and replace the examples with your own text. Don't forget to:

- Modify the page header text to reflect the name of your project.
- Delete the paragraphs of instructions on this and the previous page, as well as any italicized instructions
- Delete the Appendix, as required; you may wish to create your own appendix.
- Update the Table of Contents (just right click on it)

## Rationale

*[This section provides the rationale for the need for a training intervention.]*

In July 2011, this office will implement ABCDEFG, a new project management software application for all employees involved in managing projects. The ABCDEFG application is unfamiliar to all but the ABCDEFG project implementation team, and will require that the entire project management workforce be trained to use it. This document outlines the instructional requirements to bring staff up-to-speed with the new software and reduce productivity losses.

## Audience

*[In this section, answer the questions What performance gap was identified? and What population requires this educational intervention?]*

In July 2011, this office will implement ABCDEFG, the new project management software application for all employees involved in managing projects. The ABCDEFG application is unfamiliar to all but the ABCDEFG project team, and will require that the entire project management workforce be trained to use it, a total of 75 project managers and other staff.

The Design team must create educational plans for this audience to develop solutions, including training, job aids, and a web-based reference library, to ensure a smooth transition from the previous project management application to the new one.

## Project and Implementation Timetables

*[Here provide a high-level schedule for the project. Detailed schedules are required for this phase, for the sake of the project team. Example timetables appear below.]*

### Project Overall Timeline

Phase	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011	Q2 2011
Analysis						
Design						
Development						
Implementation						
Evaluation						

### Implementation Detailed Timeline: Training Implementation and Management

Phase Tasks, Milestones and/or Deliverables	Start Date	End Date	Responsible Role
<b>Implement Readiness Activities (as necessary)</b>	08/23/10	08/28/10	Project Manager
<b>Prepare for Roll-Out</b>	09/01/10	09/30/10	Project Manager
<b>Secure Training Facilities</b>	10/01/10	10/31/10	Project Manager
<b>Purchase or Print Session Materials</b>	10/01/10	10/31/10	Project Manager
<b>Contract Trainers</b>	10/01/10	10/31/10	Project Manager

<b>Prepare Trainers (“Train-the-Trainer” Sessions)</b>	11/01/10	11/15/10	Project Manager
<b>Create Training Schedule</b>	11/01/10	11/15/10	Project Manager
<b>Create and Distribute Marketing Materials</b>	11/01/10	11/15/10	Project Manager
<b>Register Participants</b>	11/15/10	12/31/10	Project Manager
<b>Create Rosters, Tent Cards, etc.</b>	12/15/10	12/31/10	Project Manager
<b>Hold Training Sessions</b>	01/02/11	01/31/11	Trainer(s)
<b>Evaluate Training (Levels 1-3) at intervals</b>	02/01/11	03/31/11	Project Manager, Instructional Designer, Trainer(s), Direct Supervisors

## Estimated Resources for Implementation Phase

[In this section list the resources and time estimate (percentage or effort in hours) to be devoted to Design. NOTE: Roles listed and estimates may vary, depending upon the project. The following table is an example only.]

Resources Required			
<b>Human Resources</b>			
Role	<b>Duration</b>	<b>Effort</b>	<b>Estimated Total</b>
Project manager/ Instructional designer	9 months	20 hours per week	720
Administrative	9 months	8 hours per week	288
Content experts	3months	20 hours per week	240
Graphic designer	3 months	40 hours per week	480
Writer/Editor	3 months	16 hours per week	192
Trainers	3 months	16 hours per week	192
<b>Total Human Resources</b>			<b>2112</b>
<b>Tools and Other Resources</b>			
Resource	<b>Number / Amount</b>	<b>Unit Cost</b>	<b>Estimated Total</b>
System Access Permissions	16	0	0
Training Database	1	*	-
<b>Total Resources</b>			

\*IT department estimates of costs for additional database already planned in the IT plan.

All resources requested are on staff and available. Technical requirements for the training database will be provided by the IT department.

## Training Management

[Training Management involves the preparation of trainers, marketing and advance awareness of upcoming opportunities for training to the proposed audience, obtaining facilities and materials for the sessions, scheduling and registration, as well as holding training sessions and evaluating them

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*afterwards for effectiveness. Under the following headings, provide brief information about who will teach the class, whether a Train-the-Trainer session will be held, where training will occur, and so forth. To complete this session, simply delete the example text and type in your own plan.]*

### Instructor Selection and Preparation Plan

Instructors from previous software projects are available, have obtained release time for preparation and training, but are unfamiliar with the new product. A train-the-trainer workshop will be needed, and a course pilot will be required. Instructors will need one-week of individual study and one week of involvement in the pilot and corrections. The Train-the-Trainer session will take two to three days of release time.

### Training Facilities Plan

Training rooms at Illini Hall (UIUC) and the Administrative Office Building (UIC) are available for the proposed sessions. Tentative reservations have already been made. Two sessions to accommodate varying schedules will be held on the Springfield campus in training rooms there.

### Advance Awareness and Marketing Plan

Advance awareness activities have been planned. The Project Manager will:

- Discuss changes with Deans, Directors, and Department Heads to prepare them for training availability, work process changes, and impacts
- Attend unit staff meetings to discuss with staff changes that are proposed, with a brief demonstration as the date of go-live approaches
- Announce coming changes on internal websites
- Email at monthly and then bi-weekly intervals until training is available, for both advance awareness and training registration updates
- Write and publish a brief for Inside Illinois newspaper

A more formal communications plan will be completed as Development completes, and is beyond the scope of this plan.

### Session Scheduling Plan

Sessions will be scheduled for Mondays through Thursdays for four weeks in January, 2011. This plan should allow for make-up session due to illness and other individual absences or scheduling issues. Urbana and Chicago campuses will be scheduled in alternate weeks and Springfield sessions will be held on Fridays.

### Participant Registration Plan

Participants will register through the established training registration system. There will be no continuing education credits that might require communications with certifying bodies.

### Hold Training Sessions Plan

Sessions will run from 8:30 a.m. through 4:30 p.m., with two mid-session breaks and a one-hour lunch break. Parking is available in nearby lots and on the street.

See Training Checklist in the Appendix for further details.

### Evaluation Plan

Program Evaluation will be performed for three levels as follows.

- Level 1 Session Evaluation; Level 1 Instructor Evaluation; Level 1 Materials Evaluation
  - All level 1 evaluation will be collected immediately following training to ascertain student reaction. See Appendix for Level 1 Evaluation form.
  - Average scores of 4 or more will be considered success.
  - Comments will be evaluated and corrections made as possible during future training sessions.
- Level 2 Learning Evaluation
  - Job aids were developed to provide on-the-job support.
  - Online help was developed to provide on-the-job support
  - Use of these helps will be evaluated as referential to learning.
  - Support calls will be evaluated to determine areas of difficulty and areas of success in learning.
  - A diminution of support calls will be considered success in learning
- Level 3 Transfer Evaluation
  - Unit supervisors will be given a short, one-page form to record observations about learning transfer to the job.
  - Monthly discussions with unit supervisors will determine whether learning has transferred to workplace processes.

## Appendix: Tools for Implementation

The following tools are provided for your use in preparing for training implementation.

- Training Implementation Overview
- Course Datasheet Example
- Course Marketing Example
- Pre-Training Checklists
- Training Roster / Sign-In Sheet
- Level 1 Course Evaluation Template