
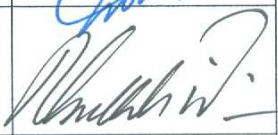
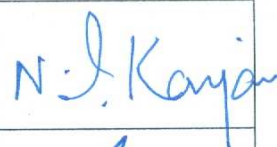


	<b>Directorate of Staff Development</b>	Issue Date: May 14, 2011
		Issue # 2
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	Job Title	Signature
<b>Prepared by</b>	<b>Deputy Director (QA/M&amp;E)/Management Representative</b>	
<b>Reviewed by</b>	<b>Additional Director</b>	
<b>Approved by</b>	<b>Programme Director</b>	
<b>Issued by</b>	<b>Deputy Director (QA/M&amp;E)/Management Representative</b>	

**Change Record:**

Revision #	Date	Responsible Authority	Description of Change

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**1. Purpose:**

The purpose of this SOP is to define the overall quality assurance (QA) regime, which is to be implemented through out a training activity, to ensure the requisite training quality.

**2. Scope:**

This SOP is applicable for all training processes ranging from the training need assessment (TNA) to the post-training activities, both for in-house and field training.

**3. Responsibility:**

The primary responsibility for maintaining quality standards during training is under the DD (QA, M&E). If any discrepancy found during the QA process, DDQA, M&E may refer to the head of concerned wing to take a remedial action. However, all other heads of relevant wings are involved in the overall quality assurance process.


**4. Procedure:** Initially a TNA (Training Need Assessment) is undertaken, which contains the cost estimates and number of participants. Based on this information, the budget is allocated for the training roll-out. Different quality assurance processes are involved at various stages of the training process. These QA processes are given below:

**A. Quality Statement for the Training Course**

The training process starts once the result of training need assessment (TNA) is approved from the relevant authorities in consultation with the Education Department and applicable donor agencies. After TNA approval, the competent authorities within DSD will prepare a quality statement for the course, in line with the Specimen Quality Statement for Courses at DSD [QR-(001)-01].

**B. Material Development**

The topic selection for training material starts once the training needs assessment (TNA) is approved. If TNA is not conducted and material still needs to be developed, the Material Development Committee (MDC) and Material Review Committee (MRC), notified by PD/APD, lead the process of material development. These committees in turn assign specific duties to concerned persons. The concerned CC, or his representative, is responsible for recording and issuing minutes of the meeting, as per the format provided in Meeting Minutes Template [QR-(002)-02], and will circulate them to Material Review Committee and other relevant officials as per the requirements of the Quality Statement of Course at DSD [QR-(001)-01] for that particular training.

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The Material Development Committee (MDC) is responsible for the development of training material for participants, while the Material Review Committee (MRC) reviews the training material for applicability, relevance and quality standards per Specimen Quality Statement for Courses at DSD [QR-(001)-01].

Any issues regarding the training material as specified by the MRC need to be addressed prior to submission to PD by the MDC. After the above steps, the MDC and MRC will prepare a draft outline for the approval and permission to print, for the training material from the PD / APD.

### **C. Identification, Selection and Confirmation of Training Resource Person**

Once the training resource persons have been selected, the respective CC will use the following forms to determine the suitable Resource Person (RP) required for the training:


- CV for Resource Person at DSD for Resource Persons (RPs) – as per format given in Specimen CV for Resource Person at DSD for RPs [QR-(001)-02]
- Profile Form for Capacity Building Courses [QR-(001)-03]

Once the filled forms are received by the CC, he will ensure, through various means, that the qualifications/information listed in the form are accurate. The concerned / relevant CC is responsible for ensuring proper selection of the RP for the training. If however, he finds a factual discrepancy in the form, or any other quality issue, he will look for another suitable candidate as a Training Resource Person for the training. Upon selection of potential Training Resource Person, the CC will send the filled Specimen CV for Resource Person at DSD [QR-(001)-02] and Profile Form for Capacity Building Courses [QR-(001)-03] to the data center and will keep the copy for his own record. The CC is responsible for selecting and the informing the Training Resource Person and also confirms his/her availability for the said training.

### **D. Monitoring, Evaluation and Feedback**


Duty Roster & Schedule [QR-(002)-04] for in-house training and Monitoring Schedule for Field Training [QR-(001)-12] will specify the respective individual(s) responsible for filling some or all of the following evaluation forms. These individuals will send the filled forms to DD(QA). These forms include:

- Trainees Feedback Form [QR-(001)-04]
- Post Workshop Evaluation Questionnaire [QR-(001)-05]

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- Field Training Monitoring by DSD Staff / Observers [QR-(001)-07]
- Training Monitoring by DMO (*Field Training*) [QR-(001)-08]
- Checklist for In-house Training [QR-(002)-05]
- In-House Training Monitoring by DSD Staff and Observers [QR-(001)-14]


Once these forms are received by the DD (QA), he will write his comments by using the data on the forms and will send a written report to the respective CC. If however, he identifies any problem in the operation through the information provided through the forms, he will notify the respective CC for the problem and will take certain corrective actions to resolve the problem.

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### Supporting Documents:

The following QRs are used/referred to in this SOP:

QRs	QR #
Specimen Quality Statement for Courses at DSD	QR-(001)-01
Specimen CV for Resource Person at DSD for RPs	QR-(001)-02
Profile Form for Capacity Building Courses	QR-(001)-03
Trainees Feedback Form	QR-(001)-04
Post Workshop Evaluation Questionnaire	QR-(001)-05
Field Training Monitoring by DSD Staff / Observers	QR-(001)-07
Training Monitoring by DMO ( <i>Field Training</i> )	QR-(001)-08
Monitoring Schedule for Field Training	QR-(001)-12
In-House Training Monitoring by DSD Staff and Observers	QR-(001)-14
<b>QRs originally included in another SOP but also referred to in this SOP</b>	
Meeting Agenda	QR-(002)-01
Meeting Minutes Template	QR-(002)-02
Duty Roster & Schedule	QR-(002)-04
Checklist for In-house Training	QR-(002)-05

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**5. Distribution:**

SR. #	DOCUMENT TITLE	DOCUMENT REFERENCE #	REVISION #	DATE OF ISSUANCE	RECIPIENTS	
					NAME	DESIGNATION