
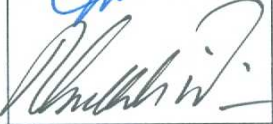



	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 1 of 10

	Job Title	Signature
Prepared by	Deputy Director (QA/M&E)/Management Representative	
Reviewed by	Additional Director	
Approved by	Programme Director	
Issued by	Deputy Director (QA/M&E)/Management Representative	

Change Record:

Revision #	Date	Responsible Authority	Description of Change

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 2 of 10

1. Purpose:

The purpose of this SOP is to define the in-house training processes undertaken by DSD and clarify roles and responsibilities of different sections/officials, thereby improving the quality of service delivery.

2. Scope:

The In-house Training (IHT) SOP is applicable for all the training programs, conducted at DSD. This SOP is designed to facilitate in-house training for participants, who may be required to impart the training in the field. The scope of this SOP is to standardize the in-house training processes to ensure quality of training to participants and to provide standard processes for DSD staff to follow in arranging/conducting training.

3. Responsibilities:

While the overall responsibility of conducting an in-house training program lies with the Program Director (PD) / the Additional Program Director (APD), they have delegated specific responsibilities to Course Coordinators (CC). Along with CC, the following officers have also been delegated some responsibilities in this SOP in addition to other officers as and when required:


- Regional Program Manager (RPM - HQs)
- Deputy Director (Planning) [DD (P)]
- Deputy Director (Admin) [DD (A)]
- Deputy Director (Finance) [DD (F)]
- In Charge Database Center (DBC)

4. Procedure:

The in-house training is primarily conducted for Master Trainers but occasionally some special-purpose training programs are also conducted in-house. Initially a TNA (Training Need Assessment) may be undertaken. Based on this information, the budget is allocated for the training roll-out. Different processes are involved at various stages of the training process. These processes are given below:

A. Topic Selection and 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

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 3 of 10

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.

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.

B. 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:

1. 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]
2. Trainee Profile Form [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 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 Trainee Profile Form [QR-(001)-03] to the data center and will keep the copy for his own record. The CC is responsible for selecting and informing the Training Resource Person and also confirms his/her availability for the said training.

C. Preparation of Training Package

Once the Training Resource Persons and draft outline for training material have been approved, the process of developing a training package begins. The CC is responsible for developing this package, which includes curriculum, pre/post test, syndicate work, relevant teaching methodology and other relevant components. The pre/post tests should be prepared according to the Pre/Post Test Format [QR-(002)-03]. The CC will seek DD(A)'s assistance for any logistical support such as purchase of bags, printing, etc.

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 4 of 10

D. Schedule of Training

Once the training package is finalized and ready for printing, the CC may to call a meeting with all relevant heads of wings, to develop the training schedule. During the meeting, the training schedule will be developed as the format specified in the Duty Roster & Schedule [QR-(002)-04]. The CC will then circulate the schedule to all relevant quarters. The CC will develop a comprehensive duty roster, outlining all detailed activities along with the delegated responsibilities, as per the sample Duty Roster & Schedule [QR-(002)-04].

E. Nomination of Participants and Required Logistics

DSD develops criteria against which participants must be selected for respective training. Once the criteria are developed, RPM-HQs wing will nominate participants for the said training.

F. Selection and Identification of Training Observers

After confirming the Training Resource Person and the Participants, the DD (QA) will select training observers to ensure that the training is conducted in accordance to the quality standards set by the SOPs.

G. Classroom Management


The CC will look after the overall aspect of classroom management. A separate class in-charge for every class will be appointed out of staff available in-house or deployed from field in coordination with respective RPM. A coordinator will also be appointed with the assignment to coordinate frequently with class incharges and disseminate the instructions passed on by the management from time to time. The list of class incharges will be approved by the APD or competent authority.

H. Logistics Arrangements for Participants of Training

The DD(A) will be responsible for taking over the duties and delegations of the training, which includes the classroom arrangements, mess arrangements, hostel arrangements, lab arrangements, library arrangements, personnel arrangements, emergency arrangements, study tours, entertainment, and venue arrangements. All the activities appearing in logistics are discussed below in order of implementation. A checklist is also attached to ensure that all the relevant steps have been taken [Checklist for In-house Training QR-(002)-05].

a. Classroom and Venue Arrangements

The DD (A) will make sure that classrooms are available in good condition and the venue for tests is arranged accordingly, keeping in view the training schedule. The following form will be used to assess the functionality of classrooms:

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 5 of 10

- Venue/Classroom Functionality Guidelines [QR-(002)-06]

b. Mess Arrangement

The DD(A) may make a Mess Committee, for handling the mess requirements for the participants who are attending the training. The Mess Committee will facilitate the lunch and tea arrangements for participants, while ensuring that they are following the guidelines in the Mess Arrangement Guidelines and Checklist [QR-(002)-05].

c. Hostel Arrangements

The arrangements for hostel facilities are the responsibility of the DD (A), who will facilitate the stay arrangements based on the number of participants attending the training. Some of the items appearing the In-House Training Checklist specify the needs that should be addressed when preparing the hostel for participants. The hostel arrangements will be checked via the Hostel Arrangements Guidelines and Checklist [QR-(002)-05].

d. Lab Arrangements


The System Analyst/In-Charge Database Center, with cooperation from the DD (A), will ensure that all the labs are in working conditions and enough PCs are available to meet the need of participants provided to him by CC wing. The lab arrangements will be checked via the Lab Arrangements Guidelines and Checklist [QR-(002)-05].

Moreover, the arrangements for Science Labs will be carried out by respective lab in-charges. The demand will be forwarded to them by CC wing, which will be duly communicated to DD (A) for provisioning of missing facilities.

e. Library Arrangements

The CC along with the Librarian will ensure that enough capacity is available in the library to cope with the participants' quantity in the training which is going to be commenced. Both will also be responsible for ensuring that the relevant material is available for training. The library arrangements will be checked via the Library Arrangements Guidelines and Checklist [QR-(002)-05].

f. Personnel Arrangements

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 6 of 10

Additional personnel may be required during the course of training to assist in the logistics arrangements. The need and arrangement of this staff may be identified by the CC but will be approved by the DD (A).

g. Media and Press Releases

For media coverage or any other media-related issues, the PD or APD is responsible for coordinating their requirements with DGPR (Directorate General Public Relations).

h. Emergency Arrangements

Emergency arrangements regarding electricity, water, fire or other such utilities are handled specifically by the DD (A). In case of other situational emergencies, the DD (A) is responsible for coordinating emergency services. The In-House Training Checklist contains some items relating to emergency arrangements.

I. Opening of Training Program


Upon completion of all logistics arrangements, the training starts according to the schedule, which was approved by the PD/APD earlier. On the first day of training, a registration desk is formed. Registration desk will have list of name of all participants and Material Distribution Checklist Form and Checklist [QR-(002)-05] to help distribute the material and other items to all the trainees. Depending on the number of participants, either the auditorium or the committee room is used to conduct an introductory session to participants to provide an overview of training and syndicate work. During the orientation session, selected dignitaries along with respective chief guest may be invited to oversee the opening ceremony. The name sheet will be sent to respective CC on the first day of the training, by class in-charge, for registration purposes.

J. Monitoring and Evaluation of Training

Based on the Monitoring Schedule, the responsible individuals are delegated to complete the pre requisite monitoring and evaluation forms as per the Training Monitoring Schedule [QR-(001)-12]. The CC / DD (QA) will also monitor the training for other aspects. The relevant monitoring forms include:

- Field Training Monitoring by DSD Staff / Observers [QR-(001)-07]

All the filled forms will be forwarded to the DD (QA) for inspection, on regular basis for quality inspections. The evaluation stage includes pre/post tests and fulfillment of

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 7 of 10

feedback forms from the participants, and syndicate work presentations according to the schedule.

The feedback and evaluation forms, which may be fulfilled during the training include:

- Training Evaluation Form by Trainees (In-House) [QR-(001)-04]

The feedback collected will be formulated in the shape of a report and circulated to the all concerned heads of wings for review and corrective action for upcoming trainings, preferably before the commencement of next training of similar nature.

K. Sports and Tours

During the training, some entertainment activities may also be organized according to the schedule. Generally, the CC and DD (A) or their nominees are responsible for these activities, as per the earlier approved budget. The CC will be responsible for specifying the schedule for tours and would communicate the same to DD (A) for provisioning of requisite facilities. Whereas, for sports activities will be carried out in supervision of Class Incharges, who will ensure participation of everyone in any of the games.

L. Seminars and Workshops

Regarding the seminars/workshops identified in the schedule, the DD (A) will be responsible for coordinating with the respective CC for these events. After the seminar/workshop, the participants will be required to fill the following form:

- Post Workshop Evaluation Questionnaire [QR-(001)-05]

The filled form will be sent to the QA wing for review and analysis.


M. IT Training for Participants

Most of the in-house trainings also include an IT training module, which is included in the schedule.

N. Closing Ceremony/Termination of Training

Upon the completion of training, the syndicate work assignments are submitted by all groups for review, and a closing ceremony will be arranged, notified by respective CC or class in-charge to all participants. The DD (A) and the Database In Charge (DBC) are responsible for ensuring that the certificates and group photos are ready for distribution to the participants at Closing Ceremony.

O. Post Training Activities


	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 8 of 10

After training of participants is conducted, post-training activities begin by the relevant DSD Wings in the training process. The data collected during the Monitoring and Evaluating phase of the training is now analyzed and the conclusions are presented in the form of a report. Within this report, suggestions and observations made by observers during the training are analyzed and proposed solutions and recommendations are made by participants and observers respectively for future trainings. The QA wing maintains a copy of this report for future reference, while another copy is sent to the Concerned Head for its feedback and remedial action.

P. Course Review Committee

The final recommendations will be forwarded to the Course Review Committee for further necessary action. The committee will be headed APD and will constitute the CC wings, DD (F), DD (A) and DD (QA). The report after finalization will go to PD for perusal and further orders.

For participants, post-training activities include roll-out of field trainings. The participants trained in-house are responsible for imparting the information in a manner conducive to learning and will receive support from the DSD in this matter.

	Directorate of Staff Development	Issue Date: May 14, 2011
		Issue # 2
	Title: SOP for In-House Training (IHT) Doc. # SOP-002	Revision # 1
		Page 9 of 10

5. Supporting Documents

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

Meeting Agenda	QR-(002)-01
Meeting Minutes Template	QR-(002)-02
Pre Post Test Format	QR-(002)-03
Duty Roster & Schedule	QR-(002)-04
Checklist for In-house Training	QR-(002)-05
Venue/Classroom Functionality Guidelines	QR-(002)-06
QRs originally included in another SOP but also referred in this SOP	
Specimen Quality Statement for Courses at DSD	QR-(001)-01
Specimen CV for Resource Person at DSD for RPs	QR-(001)-02
Training Evaluation Form by Trainees (In-House)	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
Training Monitoring Schedule	QR-(001)-12



Directorate of Staff Development

Title: SOP for In-House Training (IHT)
Doc. # SOP-002

Issue Date: May 14, 2011

Issue # 2

Revision # 1

Page 10 of 10

6. Distribution

SR. No.	DOCUMENT TITLE	DOCUMENT REFERENCE #	REVISION #	DATE OF ISSUANCE	RECIPIENTS	
					NAME	DESIGNATION