



Southern California
Regional Transit
Training Consortium
www.scrttc.com

Policy and Procedure

Number: ADMIN – COURSE DEVELOP - 07-0801

Course Development and Validation Standard Operating Procedure

Purpose

This SOP is designed to ensure that all training courses developed meet the standards of validation, certification, and accreditation for the course(s) developed and trainers delivering the course(s) developed.

Topics Covered in the SOP

- Course Selection;
- Course Content;
- Beta 1 delivery;
- Beta 2 delivery;
- Validation;
- Train the Trainer Certification;
- Accreditation

Course Selection

All course topics selected for development come from the SCRTTC Planning and Curriculum Committee. The SCRTTC P&C committee is made up of the industry transit members and educational members. These courses are selected by the committee based upon the immediate needs of the membership. These “needs” can come from any members’ request which can be based on their own employee needs, and/or from the annual Needs Assessment and Gap Analysis performed by the SCRTTC.

Once the core topic is selected, a subset of committee members begin the content development which is designed to fit within one of the four training tracts developed for the program.

The training tracks consist of:

- Basic
- General
- Advanced
- Specialty

Course Content and Curriculum Development

In preparation for the development of the course content and curriculum, the SCRTTC may issue a “Request for Quote” or “Request for Proposal” to the colleges for the development of a course curriculum. Once a contract is awarded, deliverables include develop



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core competencies, learning objectives, curriculum development, student workbooks, tests, evaluations, teaching guides, and train-the-trainer manuals. The development progresses with the P&C members working together toward a beta class delivery which must be pre-validated by a transit member and a college member before the actual delivery.

The intent of the beta class is to garner feedback and evaluation among the industry peers to ensure content validation. The content evaluation is determined based on the core competencies and learning objectives identified for such a class. Once the beta 1 class is completed, the course is updated and pre-validated again for delivery of the Beta 2 class.

The Beta 2 class is delivered and reviewed for content and meeting all learning objectives. Once the review is complete, the course and process are again pre-validated by both the colleges and transit members responsible for the content. After the pre-validation, the course is ready for the final phase – Train the Trainer delivery.

Prior to the Train the Trainer, a college or agency is selected to be third party certifying body. A person from the college will be assigned to attend, review, and certify the process. Train-the-Trainer classes will be designed as a “one-day” course.

Once the Train-the-Trainer is completed, the content and learning objectives are reviewed, adjusted where necessary and considered a complete program. At this stage, the course receives a final validation from the transit/college team assigned, and receives its certification from the third-party oversight body.

The final validation/certification procedure requires both educational and industry members assigned to review the entire process, including the development, curriculum content and learning objectives. Each person on the validation team must sign-off on the program. The third party then signs the certification and training certificates are awarded to those eligible to teach the course.

This enables the delivery to students and marketing to the industry.

All SCRTTC courses delivered are evaluated by the students on a 4-point scale. This scale includes the following; (1) being poor and (4) being excellent. The evaluation sample can be found in the appendix:

- A - Evaluation Sample
- B - Validation Sample



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APPENDIX – A – EVALUATION FORM

Course/Program

Name: _____ Date: _____

Instructor: _____ Location: _____

Instructions: Please circle the rating for each question based on the following scale. We appreciate your feedback.

Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#1	Please rate today's presenter(s) based on the following: style, pace delivery, instruction skills, etc.			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#2	Please rate the training materials/handouts used in this presentation.			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#3	Please rate the facilities and location where this program was held (space and layout of room, equipment, adequacy of parking, personal comfort or room)			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#4	Overall, how would you rate this course/program?			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#5	Would you recommend this session to another transit technician?			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent
#6	Did this program meet your expectations?			
Scale →	1 = Poor	2= Fair	3=Good	4=Excellent

Please write any other comments about how we can improve the program:

May we use your name in our testimonial files for newsletters, publications and website? Yes or No

SIGNATURE

Date



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Appendix – B Sample

VALIDATION SIGNATURE PAGE

COURSE NAME:

Digital Volt Ohm Meters for ITS Diagnosis and Repair in Transit

Course Item Number:

SC-DV-2700-I

SCRTTC Program Manager: _____ Date 06/07

SCRTTC Training Coordinator: //Nina Babiarz// Date 5/30

Validated by Transit: //Frank Spalding// Date 5/29

Validated by College: //Luciano M. Orozco// Date 5/30

Certification: //Name Third Party// Date 5/30