

Quality Assurance / Quality Control Plan for Reviewing Training Resources

The quality assurance (QA)/quality control (QC) plan to evaluate training content for update or removal consists of tasking each focus team and instructor cadre to review approximately 20% of their subject matter course and non-course training annually so there is a 5 year refresh cycle on all training resources. Focus Teams are responsible for the QA portion. The instructor development and delivery cadres are responsible for the QC portion. In addition, or as an alternative to Focus Team QA review, the SDQS and SRSS may be brought in to provide review. However, most of these staff are already participating on the various Focus Teams.

QA evaluations of training resources should be conducted during 3rd and 4th quarter each fiscal year so changes can be incorporated in the following fiscal year. Evaluations should include whether or not the training resource is current with policy as well as agency and division needs. A recommendation for retention of the training resource should specify retention with no changes, retention with update, and specifically what to update, or recommendation to remove the training resource in full. Suggestions for specific replacement resources are always welcome.

QC evaluations and reviews should be conducted during 3rd and 4th quarter each fiscal year so changes can be incorporated in the following fiscal year. Evaluations should incorporate the QA reviewer comments and recommendations and may also serve as a higher level technical review of the training resources. Those conducting QC may need to consult with the QA evaluators for clarity and more explanation when needed.

The Refresh List.xlsx file (available at <https://new.cloudvault.usda.gov/index.php/s/jNobnEqGDAKRZjT>) contains the various training resources and the approximate last date of review and refresh conducted on that refresh. The training resources are divided among 8 pages in the worksheet file. Many of the resources have been evaluated/refreshed in the last 3 years and these materials should be among the last to review in the 5 year rotation.

A Review-Checklist-Template.docx file (available at <https://new.cloudvault.usda.gov/index.php/s/jNobnEqGDAKRZjT>) should be used to document all evaluation and review of training items. The checklist provides instructions on file locations and completion instructions. Once the checklist is completed, save the file with the name of the specific training resource evaluate/reviewed and upload it to Cloud Vault folder, "Training QA_QC Reviews" (<https://new.cloudvault.usda.gov/index.php/s/jNobnEqGDAKRZjT>) when complete, but no later than the end of 4th quarter annually.

Course Material Training Resources

QA/QC review of approximately 6 courses each year is recommended, grouped by program and reviewed as a group. Example programs are the 3 INTP (Interpretations) courses or the 5 SURV (Survey) courses. Note that some of the items listed on the courses tab are not part of a program. A 5 year rotation might be conducted as:

- Year 1 – Review SURV program and NASIS training (most critical for new hires)
- Year 2 – Review INTP and TECH programs
- Year 3 – Review non-program training (e.g. MIR, Soil Mechanics, Tech Writing)
- Year 4 – Review DSSD and STAT programs
- Year 5 – Review DSMG programs and DSM Field Week

Non-Course Training Resources

I also recommend QA/QC review of 1-2 webpage worth of non-course training resources (e.g. job aids, videos, and webinars). To keep with a 5 year rotation, the non-course review schedule is a mix and match to give evaluation coverage to a broader group of training resources each year:

- Year 1 – Review job aids Classification thru Promoting the Soil Survey for retention, update, or removal; Review OJT modules 000, 100, 700 series
- Year 2 – Review all videos and webinars for retention or removal; Review OJT modules 200 - 400 series
- Year 3 – Review job aids Soil Databases, General Classification thru Other Job Aids for retention, update, or removal; Review OJT modules 500 - 600 series
- Year 4 – Review Grades K thru 6 and Grades 7 thru 12 Webpages: Review OJT modules 800 thru 1100 series
- Year 5 – Review College Level and NCSS Members Webpages; Review OJT modules 1200 and 1300 series