

Design process stakeholders

Course Owner - for Instructor Led Training (ILT) and blended learning courses, an instructor is assigned to the project that will act as liaison for the training team for a specific course. This instructor, or Course Owner, will be responsible for making sure any updates to content, typos, and changes to the course will be communicated to the Instructional Designer on behalf of the training team. The Course Owner will be responsible for gathering feedback from the team, approving course materials, and delivery methods. This role can be filled by an SME if there is not a training team to coordinate.

Subject Matter Expert (SME) - The SME is the person that works with the Instructional Designer to make sure all processes and task analyses are accurate, and assists with developing and validating content. They will also be responsible for providing updates and feedback on eLearning and self-paced courses. The SME will review content for accuracy, continuity, and consistency with the job requirements and competencies that the course is designed to deliver.

Project Manager/Instructional Designer (ID) - The Instructional Designer will be responsible for all analysis, designing course mapping, developing a course development schedule based on the parameters established by the Key Business Stakeholder, a task schedule, and development of courseware that will provide the most efficient and effective training methods to participants. The Instructional Designer will coordinate technical content with the SME and training methodology content with the the instructor representative, as well as benchmarks and deadlines for commentary. The ID will also be responsible for gathering all materials or making requests for input and materials from additional resources as necessary.

Content Developer - is often the Instructional Designer, but could be an additional person on the team assigned to develop content, materials, and/or graphics for the course. The Content Developer will also be responsible for identifying material that can be disseminated as internal and/or external knowledge base articles.

Approval process stakeholders

- Course request and deployment

Key Business Stakeholder (KBS) - the Key Business Stakeholder can be any business leader with supervisory authority. The KBS may identify a training need and make a request for training development. The training request should follow whatever approval process their unit requires before a formal request is made to the Learning and Development team. The KBS can be the individual with final approval or the person assigned as KBS by that unit's management hierarchy to follow the progress and provide final approvals.

The KBS will be responsible for outlining the need, expressing what competencies need to be achieved, providing or identifying (if the SME is in a different hierarchy), the SME, and providing a reasonable time frame for expected delivery.

ID Manager - The ID Manager will review the request, consult with the Requesting Party for any additional information and timelines, and assign the ID and Content Developer.

Training Manager - Once the ID Manager has approved the training project, the Training Manager will assign an instructor as Course Owner and provide feedback on the training request parameters.

SME's management - If the SME is not in the approval hierarchy of the Requesting Party, management for the SME will be responsible for approving the SME request for assignment to the course and will arrange or set the availability of the SME for contribution to the course development.

Approval process stakeholders - Course development

Instructional Designer - The ID will create a design plan and course outline for approval before development begins. ID also approves content developed by the Content Developer before incorporating it into training materials and being deployed.

SME - approves content for accuracy, continuity, consistency, and relevance.

Course Owner - approves course outline and content. They will also approve final product as being ready for deployment and evaluation in conjunction with the SME.

ID Manager - approves the methodology and development plan for the course. They will also approve that a course has been completed and is ready for deployment.

Training Manager - approves the methodology and development plan for the course. They will also approve that a course has been completed and is ready for deployment.

Key Business Stakeholder - approves that the course meets their needs, expectations, and criteria before it is deployed.