**Training Concept Template**

**1. Introduction**

* **Purpose**: Briefly state the purpose of this document—to define the strategy for providing personnel with the necessary knowledge, skills, and attitudes to properly operate, maintain, and support the system throughout its lifecycle.
* **Scope**: Define the boundaries of the training effort, including which system elements, user groups, and lifecycle phases are covered.
* **Goals**: Outline the overarching goals of the training concept, such as reducing operational risk, enabling effective system use, supporting lifecycle management, and enhancing stakeholder satisfaction.

**2. Training Objectives and Scope**

* **Competency Requirements**: Clearly state the specific competencies, skills, and knowledge that are required for each identified user group (e.g., operators, maintainers, administrators) to interact with the system effectively and safely.
* **Training Scope**: Define whether the training covers initial onboarding, refresher courses, advanced training for specific functionalities, or updates for new features and system modifications.

**3. Audience Identification and Analysis**

* **Target Audiences**: Identify all key target audiences for training, including end-users, technical staff, support teams, and internal trainers.
* **Audience Needs and Backgrounds**: Describe the specific needs, prior knowledge, and roles of each group to allow for tailored training content and delivery methods.

**4. Training Content and Curriculum**

* **Topics and Modules**: Outline the key topics, modules, and materials to be covered in the training programs. This includes system features, operational procedures, troubleshooting, safety protocols, and compliance requirements.
* **Depth and Complexity**: Specify the appropriate depth and complexity of the training for each audience segment, ensuring it matches their roles and responsibilities.

**5. Delivery Methods and Media**

* **Training Formats**: Describe the various formats and mechanisms to be used for training delivery. These may include classroom instruction, e-learning modules, simulation-based training, hands-on labs, manuals, and in-system electronic support.
* **Technology and Tools**: Specify any particular technologies or tools that will be leveraged for training, such as simulators with varying degrees of fidelity, or computer-based training systems.

**6. Assessment and Certification**

* **Evaluation Criteria**: Establish clear criteria and methods for evaluating trainee understanding and proficiency. This can involve exams, practical demonstrations, and performance in simulated environments.
* **Certification/Qualification**: Include any certification or qualification requirements for specific roles, ensuring that personnel meet required standards before operating or maintaining the system.

**7. Training Schedule and Logistics**

* **Timeline**: Provide a detailed timeline for training activities, encompassing initial rollout, periodic refreshers, and training associated with new features or updates.
* **Logistical Considerations**: Address practical aspects such as training locations, required equipment, infrastructure, and instructor availability.

**8. Integration with System Lifecycle**

* **Alignment with System Development**: Ensure that training development is aligned with the system's deployment, updates, and sustainment phases. Training needs analysis should begin early with a thorough understanding of concept documents and system requirements.
* **Human Systems Integration (HSI)**: Emphasize that the Training Concept is a key component of HSI, which aims to optimize total system performance and minimize life-cycle costs by accommodating human performance characteristics. HSI directly influences the Concept of Operations (ConOps).
* **Feedback and Evolution**: Explain how insights from system development and operational feedback will inform updates to training materials, supporting continuous improvement and adaptation as the system evolves. Training is an ongoing, integrated effort throughout the system lifecycle.
* **Work Breakdown Structure (WBS)**: Note how training activities and their associated costs are typically included as elements within the WBS.

**9. Special Considerations and Best Practices**

* **Risk Mitigation**: Highlight how effective training contributes to identifying and addressing potential performance issues, thereby reducing operational risks and avoiding costly rework during system integration and validation.
* **Design for Usability**: Emphasize that training should not be a workaround for poor design quality; ideally, systems should be intuitive to use, reducing the overall need for extensive training.
* **Knowledge Capture**: Mention how system models can support training and aid in capturing knowledge for future reuse and system evolution.

**10. Key Outputs and Deliverables**

* **Training Plans**: Detailed documents outlining specific training programs for different user groups.
* **Training Materials**: Manuals, e-learning modules, simulator exercises, and other instructional content.
* **Assessment Reports**: Documentation of trainee performance and certification status.
* **Feedback Summaries**: Collection of user feedback on training efficacy and system usability.