# Standard Operating Procedure

## Training Delivery Methods and Protocols

This SOP details the **training delivery methods and protocols**, encompassing the selection of appropriate training techniques, scheduling and organizing training sessions, use of technology and multimedia tools, participant engagement strategies, assessment and evaluation of learning outcomes, documentation of training activities, and continuous improvement processes. The objective is to ensure effective and consistent training delivery that enhances employee skills and knowledge while maintaining compliance with organizational standards.

## 1. Purpose

To provide systematic guidance for delivering training programs effectively and consistently, ensuring all organizational standards and learning objectives are met.

## 2. Scope

This SOP applies to all trainers, subject matter experts, HR personnel, team leaders, and managers responsible for planning and delivering training within the organization.

## 3. Responsibilities

- **Trainers:** Prepare and deliver training, maintain records.
- **HR/Training Coordinator:** Schedule sessions, monitor participation and feedback.
- **Managers:** Identify training needs, support employee attendance.
- **Participants:** Engage actively, complete assessments and feedback surveys.

## 4. Training Delivery Methods

| Method | Description | When to Use |
|---|---|---|
| Instructor-Led Training (ILT) | Face-to-face classroom sessions led by a trainer. | Complex topics, hands-on activities, group interaction. |
| Virtual Instructor-Led Training (vILT) | Live online sessions via video conferencing tools. | Remote workforce, cost-efficiency, widespread teams. |
| E-learning | Self-paced modules hosted on an LMS. | Standardized knowledge, flexible scheduling. |
| Blended Learning | Combination of e-learning and ILT/vILT. | Reinforcing knowledge with practice and discussion. |
| On-the-Job Training (OJT) | Direct instruction at the worksite. | Job-specific skills requiring hands-on demonstration. |
| Workshops/Seminars | Interactive sessions focusing on specific topics. | Skill-building, collaboration, problem-solving. |

## 5. Protocols

1. **Selection of Training Method:**
   Choose delivery method based on:
   - Training objectives and learning outcomes
   - Audience size, location, and technology access
   - Complexity and interactivity of content
2. **Scheduling and Organization:**
   - Coordinate dates & times convenient for target participants
   - Book venues or virtual meeting rooms in advance
   - Communicate schedules and access information to all stakeholders
3. **Use of Technology and Multimedia Tools:**
   - Utilize projectors, computers, e-learning platforms as needed
   - Ensure all technical requirements are tested before sessions
   - Provide technical assistance during delivery
4. **Participant Engagement:**

- Incorporate interactive elements (discussions, polls, breakout rooms)
- Encourage questions and practical exercises
- Foster inclusive and respectful environment
5. **Assessment and Evaluation:**
- Conduct pre- and post-training assessments or quizzes
- Gather feedback through surveys and discussions
- Analyze results to gauge learning effectiveness
6. **Documentation:**
- Maintain attendance records and assessment results
- Archive training materials and session notes
- Log feedback and improvement suggestions
7. **Continuous Improvement:**
- Periodically review training outcomes and feedback
- Update content and methods as needed
- Share best practices across the training team

## 6. Related Documents

- Training Needs Assessment Checklist
- Session Attendance Template
- Evaluation and Feedback Forms
- Trainer's Guide

## 7. Revision History

| Version | Date | Description | Author |
|---------|------------|-----------------------------------|---------------|
| 1.0 | 2024-06-28 | Initial creation and implementation | Training Dept |