

Workplace Trainer Certificate

University of North Texas
College of Information
Department of Learning Technologies

How to earn the Workplace Trainer Certificate

- ▶ In the Department of Learning Technologies
 - ▶ Enroll as a non-degree undergraduate student
 - ▶ Enroll as a bachelor's degree student
 - ▶ Possibility to add in MS degree level courses
- ▶ Complete the 4-course sequence
 - ▶ LTEC 4650 - Human Performance Technology Assessment and Evaluation (3 credit hours)
 - ▶ LTEC 4660 - Human Performance Technology Training Design and Development (3 credit hours)
 - ▶ LTEC 4670- Human Performance Technology Partnerships (3 credit hours)
 - ▶ LTEC 4680 - Human Performance Technology Coaching and OJT (On-the-job training) (3 credit hours)

Course design

- ▶ Fully online
- ▶ 8 week duration
- ▶ Currently proposed at the undergraduate level
- ▶ Can have graduate level in a meets-with format with graduate level requirements
- ▶ Opportunity to earn a BAS degree or MS degree
- ▶ Adaptive
 - ▶ Scaffolding for foundational skills
 - ▶ Advanced information for mastery
 - ▶ Opportunity to “test out” of sections with performance assessments
- ▶ Handbook of Human Performance Improvement, 3rd Edition

LTEC 4650 - Human Performance Technology Assessment and Evaluation (3 credit hours)

- ▶ This course is a study of assessment and evaluation in human performance technology.
- ▶ Students learn how to design, plan, and implement performance assessments, evaluations, and gap analyses to address a performance problem or opportunity.
- ▶ Students will focus on results and outcomes, take a systematic view, add value, work in partnership with clients and stakeholders, determine need or opportunity, determine cause, design evaluations, and evaluate results and impact.

Goals and Objectives

LTEC 4650 -

Human Performance Technology Assessment and Evaluation (3 credit hours)

- ▶ At the end of this course students will be able to successfully:
 - ▶ Assess a performance problem or opportunity to identify gaps at the mega, macro, and micro levels
 - ▶ Apply the performance improvement/HPT model to assess a need or opportunity
 - ▶ Perform job and task analysis to inform decisions for interventions
 - ▶ Use a cause and effect diagram and complete root cause analyses to determine factors of performance
 - ▶ Apply formative and summative evaluation procedures to case
 - ▶ Forecast and calculate return on investment for training and non-training interventions

LTEC 4660 - Human Performance Technology Training Design and Development (3 credit hours)

- ▶ This course is a study of training design and development in human performance technology.
- ▶ Students learn how to design and develop training materials for training interventions.
- ▶ Students will focus on results or outcomes, take a systemic view, add value, work in partnership with clients and stakeholders, design solutions, ensure solutions' conformity and feasibility, and implement solutions.

Goals and Objectives

LTEC 4660 -

Human Performance Technology Training Design and Development (3 credit hours)

- ▶ At the end of this course students will be able to successfully:
 - ▶ Determine type and extent of training or non-training interventions
 - ▶ Design and develop appropriate instructional materials for training interventions
 - ▶ Assess and select appropriate learning technology solutions for training interventions
 - ▶ Incorporate instructional strategies in training materials
 - ▶ Assess other performance support solutions to non-training interventions

LTEC 4670- Human Performance Technology Partnerships (3 credit hours)

- ▶ This course is a study of facilitating training with small groups or individuals. Students will use interpersonal skills to manage interactions in a training intervention.
- ▶ Students will focus on results and outcomes, take a systemic view, add value, work in partnership with clients and stakeholders, determine need or opportunity, determine cause, design solutions, implement solutions, and evaluate results and impact.

Goals and Objectives

LTEC 4670-

Human Performance Technology Partnerships (3 credit hours)

- ▶ At the end of this course students will be able to successfully:
 - ▶ Design, develop, and implement facilitation strategies with individuals and small groups
 - ▶ Facilitate training interventions
 - ▶ Identify management strategies and interpersonal skills applications in training and non-training interventions
 - ▶ Evaluate the results and impact of different methods of implementing a training intervention
 - ▶ Assess effectiveness of modes of communication to successfully communicate the correct message

LTEC 4680 - Human Performance Technology Coaching and OJT (On-the-job training) (3 credit hours)

- ▶ This course is a study of coaching small groups or individuals in on-the-job training situations.
- ▶ Students will plan, develop action items, and evaluate structured and unstructured on-the-job training events.
- ▶ Students will focus on results and outcomes, take a systemic view, add value, work in partnership with clients and stakeholders, determine need or opportunity, determine cause, design solutions, implement solutions, and evaluate results and impact.

Goals and Objectives

LTEC 4680 -

Human Performance Technology Coaching and OJT (On-the-job training) (3 credit hours)

- ▶ At the end of this course students will be able to successfully:
 - ▶ Explain the similarities and differences of coaching and mentoring
 - ▶ Design, develop, and practice coaching strategies
 - ▶ Design, develop, implement, and evaluate OJT and structured OJT events
 - ▶ Assess and develop feedback strategies to promote performance improvement
 - ▶ Design, develop, implement, and evaluate job aids and other non-training interventions

Course projects → CPT requirements

- ▶ Address the 10 Standards for ISPI
 - ▶ The first four standards are:
 - ▶ Standard 1: Focus on Results or Outcomes
 - ▶ Standard 2: Take a Systemic View
 - ▶ Standard 3: Add Value
 - ▶ Standard 4: Work in Partnership with Clients and Stakeholders
 - ▶ Competent practitioners follow a systematic process represented by the remaining standards:
 - ▶ Standard 5: Determine Need or Opportunity
 - ▶ Standard 6: Determine Cause
 - ▶ Standard 7: Design Solutions including Implementation and Evaluation
 - ▶ Standard 8: Ensure Solutions' Conformity and Feasibility
 - ▶ Standard 9: Implement Solutions
 - ▶ Standard 10: Evaluate Results and Impact

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For more information

- ▶ Contact

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- ▶ 940-369-7684

- ▶ Planned start - Spring 2019