

COLUMBIA COLLEGE IN-SERVICE TRAINING BINDER

for

Name of Organization

regarding

Type of Training

October 17, 2008

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are <i>essential or mandatory</i> .
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

INTRODUCTION

The In-Service Training Binder was developed as an administrative tool to assist representatives of Columbia College and each organization it contracts with to store all relevant information pertaining to specific in-service training Columbia College is contracted to provide. It is designed to assist in managing the delivery of training, the definition and management of roles and responsibilities for all involved, the organization of meetings, provision of reports, scheduling of training and faculty, and invoicing for services, etc.

The binder and process can be used for one-time training, workshops, or courses, or it may be used to describe the delivery of a series of workshops or an entire program (ie. multiple courses) for an organization. The binder will be formally put together once a contract has been signed between Columbia College and an organization. The binder may include a copy of the signed contract or portion thereof, as well as all relevant Appendices to the contract. A copy of the binder will be provided to both Columbia College and the organization receiving training.

Columbia College will put copies of all relevant documents in the binder for safe keeping and easy reference. Historical documents and detailed records such as files on individual students will be kept separately at Columbia College. The binder which will include agenda and minutes from previous meetings will be brought to all meetings with the organization.

Recognizing that information changes from time to time, the In-Service Training Binder will be a dynamic document and changes will be noted by updates in the appropriate sections. NO changes should be made to major sections, especially those covered in contracts, unless properly authorized and agreed to by both "signing" parties in writing. Other relevant information related to a section will be added to that section or referred to in that section of the Appendix.

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This page lists the various sections of the Binder.

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SECTION 1
CONTACTS

CONTACTS

INTRODUCTION

Last Updated: _____

This section contains all relevant contact information related to Columbia College and the organization receiving training.

Columbia College

Name of President: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Department Chair: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Program Coordinator: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of In-service Training Coordinator: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Organization Receiving Training

Department/Division: _____

Name of Individual Signing Contact: _____

Title of Individual Signing Contact: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Senior Department/Division Officer

In Department/Division: _____

Title of Senior Officer: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Individual to Receive Invoice: _____

Title: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of Human Resources Representative

or Senior Training Officer: _____

Title: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

Name of In-service Training Coordinator (Liaison): _____

Title: _____

Business Address: _____

E-mail Address: _____

Business Phone: _____ Cell Phone: _____

List below the Name, Business Address, E-mail, Business Phone, Cell Phone of Site Contact for Each Site where Training is Delivered. These will be the site contact or go to people (where applicable).

SECTION 2

ROLES AND RESPONSIBILITIES

ROLES AND RESPONSIBILITIES

INTRODUCTION

This section consists of the roles and responsibilities of both Columbia College and the organization receiving training.

Normally, this section will have been developed and agreed upon by both parties to the in-service training. Once the contract is signed the Roles and Responsibilities section will be removed from it and placed in this section. This will include such items as who will provide materials, lab supplies, paper and pencils, who books facilities and instructors, who selects instructors, orders refreshments, etc.

Issues to consider and be addressed if applicable in any contract include but are not limited to the following:

- What authority does each Training Coordinator have?
- Who does the Training Coordinator report to?
- Does a Needs Assessment have to be done?
 - Who will do it?
- Who will determine course content?
- Who will develop a budget?
- Who can approve the budget?
- Who will identify and hire the facilitator?
- Who will the facilitator report to?
- Does the facilitator have to be approved by the client Training Coordinator?
- Who will book facilities?
- Who is responsible for any and all logistics (i.e., refreshments, classroom set up/take down, supplies, handouts, AV equipment, etc.)
- How/who will students be registered?
- Timelines/deadlines for registration.
- How will orientation instructions be distributed?
 - Ensure joining instruction include directions, maps, course expectations and required supplies, dress, info on food services, cancellation policy, contact number, etc.
- Will certificates of completion be issued?
 - By whom?
 - When will they be issued?
- How will marks be maintained or forwarded to appropriate organizations and/or governing bodies?
- How will grade appeals be handled?
- Will evaluations be done of course content and facilitator and how will this information be passed along to the client?
- How will invoicing be handled? Specify timelines.
- How will disagreements be resolved?

SECTION 3
TRAINING SERVICES PROVIDED

TRAINING SERVICES PROVIDED

INTRODUCTION

This section of the In-service Training Binder may consist of (1) one or more agreed to workshop outlines, course syllabus, and/or program descriptions. It will also describe any (2) assessment, testing, or trainee evaluation procedures.

This section will normally be developed as part of the contract development process and will be included as an Appendix of the signed agreement. It should be removed from the Appendix and placed in this section.

Other relevant and agreed to training services will be added to this section once their impact has been assessed, changes in delivery costs agreed to, and relevant changes such as cost noted and agreed to in writing.

Issues to consider and be addressed if applicable include, but are not limited to, the following:

- Dates, times, duration and location of courses
- Copy of course description and syllabus
- Methods of evaluation
- Maximum and minimum number of students per course
- Cancellation policy
- Materials to be supplied by both organizations
- Cost of course and training materials
- Any updates to costs

SECTION 4
DELIVERY SCHEDULE

DELIVERY SCHEDULE

INTRODUCTION

This section consists of the In-service Training Binders delivery schedule. This schedule includes a spreadsheet of:

1. The Workshop or Course Title
2. Location(s) of the Workshop/Course (including address, building, room)
3. Dates of Classes per Location (month, day of week, etc.)
4. Time of Classes per Location
5. Facilitator of Classes per Location

This information will present a one time event (workshop) or a series of events (workshop or course) to be delivered over an agreed to period of time (eg. 1 week, 1 month, or many months) during the term of the contract.

Again, this section may have been agreed to in advance during the development of a contract and placed in this section of the In-service Training Binder. However, normally this detail will be determined by the two parties following the signing of a contract.

SECTION 5

**TRAINING PARTICIPANTS
&
RECORDING RESULTS**

TRAINING PARTICIPANTS & RECORDING RESULTS

INTRODUCTION

A number of issues relevant to this section will have been addressed in previous sections (e.g., registration of students, issuing of certificates, etc.). However, there are a number of relevant issues including, but not limited to, the following that need to be addressed. This section will detail whose responsibility the following are:

- Satisfaction of pre-requisites
- Signing of Columbia College's "Student Roles and Responsibilities"
- Development of program orientation package including such points as workload, homework, studying, tests, assessments, distribution of course materials, grading procedures, graduate requirements, and where to find relevant college academic rules and regulations
- Storage and/or return of assessments
- FOIP documentation
- If training is a continuation, what are the next steps?

The organization receiving training will be reminded that Columbia College will be charging the same fee per workshop or course regardless of how many participants are registered or show up for a course or class. It is hoped that the organization receiving training will maintain as many participants in class as possible.

SECTION 6
YEARLY PLANNER

YEARLY PLANNER

INTRODUCTION

The Yearly Planner section of the In-service Training Binder will consist of a list of monthly activities and the dates, times, locations, and persons responsible for the completion of each activity. Naturally if the in-service training is a one-time event this will be a rather short list of actions. However, if this is a series of workshops and courses delivered over a year then the list of actions and the number of months that make up the Yearly Planner will be much more extensive.

The topics or list of actions placed on each page will include such items as dates of meetings, dates, facilities booked, starting dates of classes, dates course material is ordered, dates faculty are booked, dates evaluations are completed, date invoices are submitted, date reports are submitted. Refer to the Columbia College's planning documents to complete these tasks.

This monthly planner should be discussed and updated at regularly scheduled meetings between the two organizations.

SECTION 7

**MEETING AGENDAS
AND MINUTES**

MEETING AGENDAS AND MINUTES

INTRODUCTION

This section consists of copies of the agendas for each meeting as well as copies of the minutes.

Although one-time workshops may only have one or two meetings, a multi-course in-service that is carried on over many months or years will have agendas and minutes of monthly meetings as well as special meetings.

These documents will provide a historical record of events, topics, issues, and documents made while the in-service activities are delivered.

Many of the items listed in the table of contents would form the basis of discussion at these meetings.

SECTION 8

REPORTS

REPORTS

INTRODUCTION

This section will consist of copies of all the reports that will be developed and distributed during the delivery of the In-service Training Contract.

These reports will include such things as participant workshop or course outcomes (eg. grades), attendance, customer satisfaction survey results of faculty performance as rated by participants, participant assessments, and interim reports to senior management on the progress of delivery including any issue and recommended changes.

SECTION 9

INVOICES

INVOICES

INTRODUCTION

This section of the In-service Training Binder may or may not consist of the agreed to fees the organization agreed to pay for the workshop(s) and/or course(s) delivered.

Unless otherwise agreed to in advance, Columbia College will submit monthly invoices that have been prepared by the In-service Training Coordinator and submitted to the colleges Accounting Department for review, mail out, and collection. Be sure to specify the process by which Columbia College's Accounting Department submits invoices (i.e., dates, times, return payment by, etc.). In addition, detail the use of purchase orders and the process of ensuring payment of same.

This section will consist of copies of each of these invoices.

SECTION 10

**ANNUAL REVIEW
AND/OR CLOSURE**

ANNUAL REVIEW AND/OR CLOSURE

INTRODUCTION

This section of the In-service Training Binder will consist of copies of the annual reports or the final report for said training.

These reports will normally consist of several documents such as the number of participants, names of participants, attendance, outcomes achieved, summary of Customer Satisfaction Surveys, and a set of recommendations for future improvements and changes to the workshop, courses, and/or programs.

This section will also consist of copies of previous years reports, and annual meeting agenda and minutes.

SECTION 11
APPENDICES

APPENDICES

INTRODUCTION

This section of the In-service Training Binder will consist of relevant appendix items such as a copy of the original agreements and any updates or amendments to it.

SECTION 12

**OTHER DOCUMENTS
AND NOTES**

OTHER DOCUMENTS AND NOTES

INTRODUCTION

This section of the In-service Training Binder consists of any current documents and notes that the In-service Training Coordinator deems valuable to keep in the binder for reference but does not belong in another section.

When needed, such documents and notes may be quickly accessed for reference.

Documents and notes that are of less value should be filed for future reference. Documents and notes that are no longer of value should be discarded or destroyed.