SAMPLE

Learning Solution Agreement

Risk Management Training

> **This Learning Solution Agreement reflects a good faith proposal for training content and project completion. All information contained in this Agreement is based on information available at the time of publication and is subject to change if/when new information is provided. Input was solicited from the involved teams and team members named in the document.**

Why does the business need this initiative?

The goal of the xxxxxxxxxx Training initiative is to provide enhanced services to programs that deploy xxxxxxxxxxxx. Employees and Employees will need to become proficient with navigating in xxxxxx.

xxxxxxxxx training is a priority for xxxxxxxx to help strengthen xxxxxx skills by focusing on:

- xxxxxxxxx Effectiveness:
- xxxxxxxxx Communication: Assigning work and assisting with troubleshooting
- Execution: Support team to meet performance goals

Who are the key contacts and Subject Matter Experts (SMEs)?

Key contacts and subject matter experts (SMEs)

❑   <Insert Name Here>

Who is this training for?

This training is designed for <Insert Name Here> and <Insert Name Here> who will support the <Insert Name Here> Management initiative. We anticipate providing <Insert Name Here> training for all future managers of teams that deploy<Insert Name Here>.

What is the high-level training plan?

This training is designed for <sample> whose teams anticipate or have newly deployed <sample>. We anticipate the training will take <insert number of hours/days> to complete and will be presented using a virtual approach with interactive e-learning, tutorial videos, At a Glances and Quick Reference Guides. The training content will be developed in XX Phases and will cover:

Phase 1: Performing Administrative Tasks
We will create a lesson that describes how to be an effective <sample> in <sample>.

- ❑ **Access for my team-** Managers will learn the process of requesting appropriate access to <sample> for their team based on role, line of business and employee status (new hire versus internal transfer).
- ❑ **Issue management admin**- Demonstrate how to navigate the <sample> Section of <sample>
- ❑ **Troubleshooting**- This lesson will help managers listen to clues about system issues to determine next steps. This will empower the team to mitigate minor issues and only report necessary issues to helpdesk.
- ❑ **Maintaining job aids**- Managers will learn to collaborate with process owners to ensure their team has access to the most current and accurate information for their role.

Phase 2: Managing My Team's Performance
In this lesson, managers will be introduced to tools and resources to monitor team performance and provide specific actions to promote issue resolution within a 48 hour turn around time.

- ❑ Assign and reassigning issues
- ❑ Managing my team's issues and tasks
- ❑ Updating key performance indicators
- ❑ Working with <sample> Command Center

Phase 3: Helping My Team Manage Issues
This lesson promotes <sample>. Managers will learn to build relationships with their team by help them do their best work.

- ❑ Actions at each <sample> stage
- ❑ How to deal with restricted
- ❑ Understanding <sample>
- ❑ Searching for and researching issues

When will key milestones happen?

Milestone	Due Date
Approval of Training Agreement	
Create detailed training design for Phase 1	
Develop Phase 1 training materials	
Build <sample>	
Internal Review (Instructional Design team)	
Implementation of revisions from internal review	
Customer/SME Review cycle(s)	
Implementation of review cycle comments	
Now Available Communication alerting staff of new training	
Create detailed training design for Phase 2	

Develop Phase 2 training materials	
Internal Review	
Implementation of revisions from internal review	
Customer/SME Review cycle(s)	
Implementation of review cycle comments	

Dependencies and Risks

- ❑ SME commitment and availability to review and approve training curriculum
- ❑ Leader commitment to help respond to questions and resolve issues
- ❑ Training needs to be kept updated on any changes to processes and/or procedures throughout the project

What are the customer defined quality and involvement expectations?

From a customer perspective, the most important things to accomplish w/this training are:

- ❑ Prepare <Sample>
- ❑ Focus on <Sample>
- ❑ Create atmosphere of accountability

The customer's expectations for involvement are:

- ❑ Approvers will be copied <Sample>
- ❑ Business leaders will <Sample>
- ❑ SMEs will be the day to day contacts and be responsible for completing SME reviews

Approval

Only the designated Training Agreement approver(s) are required to approve the Agreement. The approver(s) will receive an email message which includes instructions on how to log their approval or disapproval of the Agreement.

Approvers	Accept or Reject	Date

Internal use only-Approval Screen Captures

<Take a screen capture of the email showing the stakeholder's approval and paste it here. Expand the row if necessary to accommodate your screen capture(s).>

SAMPLE

Revision History and Communication Log

Document Activity, Communications and Revision History		
Date	**Description**	**Completed by**