

(DRAFT)
NATIONAL PERFORMANCE STANDARDS
Education Program Specialist
GS-1720-12

ELEMENT I – Program Administration (Critical)

As a manager of the Learning and Development Program, the Training Manager coordinates and manages implementation for all learning and development activities to ensure the RO workforce is equipped with the knowledge and skills needed to support the agency's mission and goals. The Training Manager evaluates learning activities to ensure the quality of the program and its compliance with organizational expectations and requirements.

Standard

- Fully successful: The Regional Office Director and other customers are satisfied that the training manager:
 - Coordinate and manage the implementation of all learning and development activities to ensure the RO workforce is equipped with the knowledge and skills needed to support the agency's mission and goals.
 - Assess and ensure learning activities and training comply with organizational expectations, requirements, and aligns with VACO training guidance and policy.
 - Manage and maintain training and learning assets.
 - Ensure workforce access to learning opportunities and compliance program expectations.
 - Act as liaison to the Office of Employee Development and Training (ED&T) for the dissemination and execution of training initiatives.

ELEMENT II – Program Evaluation (Critical)

As a learning and development program administrator, the Training Manager must coordinate and manage the implementation of all learning and developmental activities; evaluate learning activities to ensure the quality of the program; its compliance with organizational expectations and requirements; and manage training and learning assets.

Standard

- Fully successful: The Regional Office Director and other customers are satisfied that the training manager:
 - Assess learning needs and evaluate the effectiveness of training in terms of instruction and learner outcomes using VBACO guidance, policy, and tools as provided by ED&T.
 - Analyze learning events, training delivery and identify performance gaps to recommend changes/interventions for improvement.

- Ensure that the RO's learning and development programs are meeting the needs of its workforce and assist with any adjustments that may be indicated for the programs to be successful.
- Evaluate instructor effectiveness and provide appropriate feedback.
- Collaborate with managers to develop goals to improve individual and organizational performance.

ELEMENT III – Customer Service and Engagement (Critical)

As a customer service sponsor to RO leadership, managers, and training staff, the Training Manager provides guidance to ensure all who are responsible for workforce training and development have a clear understanding of agency expectations as well as the tools necessary to effectively implement learning and development activities. The Training Manager provides support to the RO learning and development program.

The Training Manager plays a key role in the development and communication of training programs and courses for a large, diverse, and complex organization whose mission is dynamic and rapidly changing, and whose training needs are especially urgent.

The Training Manager performs analytical functions in determining business-line performance data to determine if organizational goals are being achieved and recommends training interventions when warranted. The Training Manager anticipates local training needs based on performance trends and changes to policies and programs affecting the services provided and advises local managers. The Training Manager assists with the maintenance of the training infrastructure for the Regional Office by improving the quality, effectiveness, and consistency of training initiatives, enhancing the network of training communication, and reducing duplication of efforts.

Standard

- Fully successful: Director of regional office and internal customers are satisfied that the training manager:
 - Coordinate appropriate technology and methodology in workforce learning programs and activities with the instructional design staff of ED&T.
 - Consult and advise RO leadership regarding the status of learning and development programs and their alignment with organizational goals and workforce needs.
 - Provide guidance to ensure workforce training and development stakeholders and personnel have a clear understanding of agency expectations as well as the tools necessary to effectively implement learning and development activities.
 - Mentor local training personnel to ensure instructional quality and appropriate training content delivery.
 - Consult with RO leadership regarding learning goals and strategic plans to meet the workforce needs.

–

ELEMENT IV – Organizational Support (Non-Critical)

As a supporter for workforce learning and development, Training Managers must maintain a strong relationship and communication system with learning partners across the administration. Training Managers will serve as the point of contact for local and national training initiatives. Training Managers must remain up-to-date on national training initiatives and ensure RO learning and development programs align with agency goals. In addition, Training Managers must continue self-development efforts and demonstrate life-long learning behaviors. The Training Manager maintains positive, professional, and helpful relationships with internal and external customers by exercising tact, diplomacy, and cooperation.

Standard

- Fully successful: Director of regional office and internal customers are satisfied that the training manager:
 - Advise leadership about workforce learning and development opportunities to support efforts to improve both individual and organizational performance.
 - Maintain a strong relationship and communication system with learning partners across the administration such as OFO and the ED&T.
 - Remain up-to-date on national training initiatives and ensure RO learning and development programs align with agency goals.
 - Continue self-development efforts and demonstrate life-long learning behaviors.
 - Ensure employees' learning needs are identified and addressed in accordance with national level training units.
 - Participate in VBA-sponsored opportunities, such as workshops, to maintain awareness of organizational activities and personal development.