OAK RIDGE NATIONAL LABORATORY

MANAGED BY UT-BATTELLE FOR THE DEPARTMENT OF ENERGY

FACT SHEET

TRAINING AND QUALIFICATION

The Records, Training, and SBMS Services Division (RTSSD) is responsible for overall management and coordination of training and qualification activities at ORNL. RTSSD provides a staff of experts in the training field, with services ranging from training program design, development, and delivery to the construction of web-based information systems and database applications.

RTSSD services include the following:
• Overall management and integration of ORNL training activities
• Development and maintenance of Laboratory-level training procedures and guidelines
• Training data management functions and SAP user support services
• Training information management and communication
• Training assessments and program evaluations
• Assistance in determining staff training and qualification needs

Under the purchased service model, RTSSD is the primary provider of training programs designed to address legal, contractual, and management requirements.

Responding to a variety of customer training needs, the following services are available:
• Training analysis and design
• Training development
• Training implementation and delivery
   – Web-based
   – Classroom
   – Self-paced study
   – Required reading
   – On-the-job
   – Interactive video
• Training evaluation
• Training records management
• Custom database design, development, and maintenance

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