Introduction

The DLA Human Resource Services, DLA Training serves the Defense Logistics Agency (DLA) and other Federal agencies by developing and delivering over 140 courses of instruction in 7 disciplines. We also manage and administer several Agency wide career development programs and provide other workforce development services.

We are located on the east side of Columbus, Ohio at the Defense Supply Center Columbus installation with convenient access to Port Columbus International Airport, downtown, and many fine restaurants and shopping areas.

Delivery Options

DLA Training has the capability of delivering instruction at any training facility around the world, as well as at our "state-of-the-art" training facility in Columbus, Ohio. Below are the delivery options.

Onsite: Any training DLA Training offers may be conducted at your activity. Having onsite training for employees may help reduce travel costs and lessen the time they spend away from their jobs.

Resident: At the DLA Training facility, located at the Defense Supply Center Columbus installation, we can provide full-service training delivery.

Public Offerings: DLA Training periodically offers training as public offerings. These public offerings are open to any Federal, State, or local government employee. Participation is priced per student rather than per course, thus allowing you to send one or just a few participants to training at a lower, individual student cost. The public offering schedule is included in the scheduling found on the Human Resources Web site under the Training heading at www.hr.dla.mil.

Interactive Video Teletraining (IVT): DLA Training has and is continuing to identify and convert traditional classroom courses to IVT courses. From our studio in Columbus, Ohio, we are able to broadcast to multiple sites around the world. The instructor works with facilitators at each site using one-way video and two-way audio, to successfully deliver the course. IVT courses can eliminate the need for travel and in some cases take only a few hours of the workday, allowing participants to stay current with their normal daily work.

Defense Connect Online (DCO): DCO is a Department of Defense (DOD) web collaboration tool for online meetings, eLearning, and webinars using Adobe® Connect™ software. Using the DCO medium, DLA Training delivers interactive, engaging course content via live virtual classrooms. Also known as remote instructor-led training, virtual classrooms are a form of real-time, instructor-paced distance learning. DCO utilizes text chat, live video broadcasting, polling, screen sharing, and break out room capabilities to engage participants in the learning process. DLA Training can initially develop and deliver courses via DCO or convert existing classroom training to the DCO medium.

DCO eliminates the need to travel and it boosts participation by removing technical barriers. DCO uses Adobe® Flash Player software which is already installed on virtually all Internet-connected computers, so participants can easily attend a course via DCO. Communication between instructor and participants is via telephone lines or voice-over Internet Protocol (voice-over IP, VoIP).

Delivery Options, Continued

Instructor Led Internet (ILI): This type of delivery provides instruction through the Internet and is directed by an instructor. An ILI class has a specific start and end date and may have assignments due on specific dates during classes. Students can, however, work at their own pace and at the times of their choosing during the class dates. All of the materials and assignments are available on the Internet. Assignments may be completed at the student's convenience and submitted to the instructor by the due date through the Internet, email, or fax, depending on the assignment. Methods of communication used during the class may include chat sessions, Internet bulletin boards, email, and telephone.

Registration

There are two methods of registering for courses listed in this catalog.

If you work for . . .	Then . . .
DLA	contact your local training office, which will in turn register you through the Learning Management System (LMS).
another agency other than DLA	contact the DLA Training Registrar's Office at • DSN: 850–6171 • Commercial: 614–692–6171, or • Toll free: 1–800–458–7903.

Cancellation

We understand that there are times when a customer may find it necessary to cancel a scheduled class or attendance in a public offering; we are willing to reschedule for a more convenient time. However, when cancellation is on short notice, we are not always successful in redirecting our instructor's time to assist other customers. Therefore, to help keep our price down, and to avoid burdening all customers with the expenses of last minute cancellation costs caused by individual customers, we have instituted the following class cancellation policy.

If class is cancelled . . .	Then . . .
30 or more calendar days before start date	no cancellation fee will be incurred.
15–29 days prior to class start date	50 percent of the course cost will be incurred.
14 or fewer days in advance	the entire course cost will be charged.

Note: The cancellation policy also applies to courses presented as public offerings which are paid for on an individual (per student) basis.

> **In an effort to provide our students with the most current information, our courses are subject to change. Please contact the course manager for any assistance or questions that may arise due to changes in course availability, course dates, course lengths, etc.**

Attendance Requirement

In order to receive credit for a course, DLA Training requires a minimum of 80 percent attendance. The student is responsible for coordinating with their supervisor for approval of leave, and with the instructor for missed assignments.

Exception: 100 percent attendance is required for the Contracting Officer's Representative (COR) course in compliance with the Defense Acquisition University (DAU) policy.

Billing

Reimbursement Policy
DLA Training operates independently to provide services to the DLA and other Federal agencies on a reimbursable basis. The goal of the reimbursement process is to reduce costs for goods and services by offering customers the opportunity to obtain those services at the highest quality and value for the lowest cost.

Pricing
We price our products and services to include only those costs associated with daily operations. Prices listed in this catalog are deemed correct at the time of printing, but are subject to change in the event that our operating costs change. Any changes that may occur after publication will be updated and published on our Web site version of this catalog.

Pricing discount—listed prices in the catalog may be reduced if two or more courses are conducted back-to-back at the same site. Contact the DLA Training Registrar's Office for more information.

Prices for Outside of the Continental United States (OCONUS) delivery may be higher due to instructor travel costs. Travel costs for participants must be paid by their activities.

Delivery fees for anyone interested in attending public offerings are on an individual or "per student" basis. These fees are listed for each course in the next section of this catalog. Travel costs for participants must be paid by their activities.

Payment
Payment may be accomplished using a Budget Based Transfer (DLA organizations), DD Form 448, Military Interdepartmental Purchase Request (MIPR), or a major credit card.

IACET Certification

"The DLA Human Resource Services, DLA Training has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow, Suite 500, McLean, VA 22102. In obtaining this approval, the DLA Training has demonstrated that it complies with the American National Standard Institute (ANSI)/IACET Standards which are widely recognized as standards of good practice internationally. As a result of their Authorized Provider membership status, DLA Training is authorized to offer IACET Continuing Education Units (CEU) for its programs that qualify under the ANSI/IACET Standards."