National Aeronautics and Space Administration

NASA Standard Operating Procedure

on Federally Mandated Training

Version 1

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TABLE OF CONTENTS

APPENDICES

SECTION 1 – INTRODUCTION

This section provides an overview of the document content, as well as how the information is arranged.

1.1 Purpose

The purpose of this document is to clarify the process by which Federally mandated training is promulgated at the National Aeronautics and Space Administration (NASA) and to provide guidance on new and existing Federally mandated training courses. This Standard Operating Procedure (SOP) does not include training that is required by the Agency or Centers. Required training will be addressed in future guidance.

1.2 Background

The Office of Human Capital Management (OHCM) prepared this SOP on Federally Mandated Training to provide clarity and structure to the process of evaluating, developing, and communicating Federally mandated training. This guidance is designed to address two areas of particular concern:

- Employee interest in ensuring that time devoted to mandatory training is limited to training that is truly Federally mandated.
- Management interest in ensuring that new mandated training has been properly determined as Federally mandated.

1.3 Applicability

This SOP is applicable to NASA Headquarters and NASA Centers, including Component Facilities, the NASA Shared Services Center (NSSC), and the Office of the Inspector General. Unless otherwise stated, the use of the word Center(s) in the text of this document includes NASA Headquarters and the NSSC, and any reference to Center Director(s) includes the Executive Director, Headquarters Operations and the Executive Director, NSSC. This SOP is for use by any individual or organization responsible for providing Federally mandated training.

1.4 About This Document

This document contains information on regulations and processes relating to Federally mandated training. The following appendices are included in this document:

- Appendix A, Acronyms and Abbreviations
- Appendix B, Overview of Processes
- Appendix C, Evaluation Process
- Appendix D, Online Course Development Process
- Appendix E, Communications Process
- Appendix F, Checklist for Course Owners
- Appendix G, Resource Guide

- Appendix H, Communication Tools
- Appendix I, Business Rules for SATERN Administrators

Note: For your convenience, this document identifies Web links when available. These links are correct as of this publishing; however, since Web links can be moved or disconnected at any time, we have also provided source information as available to assist you in locating the information.

SECTION 2 – FEDERALLY MANDATED TRAINING DEFINED

The Office of Personnel Management (OPM) Training Policy Handbook defines Federally mandated training as:

> **Mandatory training for all employees Government-wide. This includes training mandated by federal statute or regulation; such as in the areas of computer security awareness (Title 5 CFR §930.301-305), ethics (Title 5 CFR §2638.703 and 704), or executives, managerial, and supervisory (Title 5 CFR Part 412).**

It is not possible to provide a definitive list of those persons or entities that can impose a Federal mandate for training. Laws, regulations, Presidential Directives, and agencies with Government-wide authority, such as Office of Management and Budget (OMB) and OPM, can mandate Government-wide training. To the extent that it is unclear whether training is mandatory, NASA's Office of the General Counsel (OGC) will make the determination on a case-by-case basis through the Federally mandated training evaluation process.

To be considered mandatory training, a source (e.g., law, regulation, circular) must contain some affirmative language in the text that requires training. The source will usually specify the frequency of training (e.g., a one-time occurrence, an annual event, a biannual event), the applicable audience (e.g., all agency employees, acquisition specialists only, supervisors only), and any reporting requirements that may exist.

There are currently seven areas for which there is validated Government-wide Federally mandated training for all employees:

- IT Security
- Ethics
- New Supervisor Training
- No FEAR Act
- Records Management
- Government Travel Card
- Sensitive But Unclassified (SBU) Information

Training courses that are not included in this list, but have been treated as Federally mandated, should be reconsidered under the Federally mandated training evaluation process. There may be training that is required by Federal mandate, but only for a limited audience and, thus, is not mandated of all NASA employees. Training that is referred to as job specific includes any Federally mandated training that applies only to certain occupations (e.g., acquisition specialists) or job duties (e.g., handling hazardous materials).

For individuals who are neither Federal employees nor NASA contractors (e.g., members of the NASA Advisory Council, Aerospace Safety Advisory Panel, and Special Government Employees), the requirement to complete mandatory training will be decided on a case-by-case basis in accordance with the OPM Training Policy Handbook and the applicable law or regulation requiring such training. The Agency will notify individuals in the cases where mandatory training is required.

SECTION 3 – FEDERALLY MANDATED TRAINING STAKEHOLDERS

There are numerous stakeholders, in addition to the NASA employees, who are involved in or directly impacted by the creation of Federally mandated training.

3.1   Agency Level

- **Course Owners**: Coordinate the development of Federally mandated training. These are individuals with Agency-level responsibility and are Subject Matter Experts (SMEs) in areas with legal requirements for training.

- **OGC**: Works with Associate Administrators and Centers to ensure that Agency activities are conducted in accordance with all statutory and regulatory requirements. May review training presentations for legal sufficiency.

- **System for Administration, Training, and Educational Resources for NASA (SATERN) Content Development Team**: Assists Course Owners with placing online content onto SATERN, NASA's learning management system, by converting content to Web-based format, testing online training, ensuring Sharable Content Object Reference Model (SCORM) compliance, generating tests, etc.

- **OHCM, Workforce Management & Development Division**: Provides overall guidance on the Federally mandated training process including the evaluation process; communications with Center Training Offices and SATERN Administrators; and instructional course design/techniques using standard acceptable training methods/media.
  - **Agency Labor Relations Officer**: Ensures the Agency meets its obligation in accordance with 5 U.S.C. 7113 to inform or provide national consultation rights to the national unions regarding any substantive change in conditions of employment (e.g., Federally mandated training).

- **National Unions**: Represent a substantial number of employees of the Agency, and as such, must be granted national consultation rights and be informed of any substantive change in conditions of employment (e.g., Federally mandated training) proposed by the Agency and given a reasonable time (generally 30 days) to review and comment on the change prior to implementation.

- **Office of Procurement**: Provides functional management, leadership, and policy direction for procurement, and financial assistance activities for the entire Agency. May be called on to advise on how to address Federally mandated training where it applies to contractors.

- **NSSC**: Supports SATERN end-user questions. They are the first line of technical support and provide general help desk support, as well as handle requests for SATERN customized reports. The NSSC Customer Contact Center provides customer support for Federally mandated training courses in SATERN.

- **SATERN Governance**: Understands how training impacts users and SATERN Administrators, as well as approves new business rules, processes, and label changes in SATERN.

- **Discipline Leads**: Maintains Agency-level training responsibility for an area (e.g., Procurement, Safety and Mission Assurance, IT Security). Knowledgeable about SATERN and may be a Course Owner for mandatory training. According to SATERN business rules, SATERN Administrators in the Training Office are responsible for assigning mandatory Agency-wide training within SATERN. Administrators shall assign approved Federally mandated training by adding the course directly to the learning plans of the impacted audiences or by assigning via curriculum. When mandatory training limited to selected audiences (i.e., not Agency-wide) is required, Disciplines will have the ability to push courses to that audience without the prior approval of the Training Offices.

3.2   Center Level

- **Center Training Office/Training Office Administrators**: Assign mandatory Agency-wide training within SATERN. May also work with the Course Owners to disseminate communications regarding the course.

- **SATERN Administrators**: Assign training (if designated by the Center Training Offices) to the civil servant and/or contractor population via curricula or learning plans. Administrators should advise Center Content Representative and/or Discipline Leads on optimal staggering of Federally mandated course completion deadlines.

- **Center Content Representatives**: Work with Center Training Offices and/or SATERN Administrators, as the Center counterpart to the Course Owner, to determine course completion deadlines, identify reporting requirements, and answer questions that arise about a mandatory course in their area. May also assist with communications regarding the course.

- **Center Labor Relations Officers**: Ensure Center meets its obligation in accordance with 5 U.S.C. 7114 to inform and negotiate in good faith with the Center's Union Officers any substantive change in conditions of employment (e.g., Federally mandated training) proposed by the Agency or Center.

> **Note:** Only Dryden Flight Research Center and Stennis Space Center do not have union representation.

- **Center Union Officers**: Serve as the exclusive representatives of the employees of particular units. They are entitled to act for and negotiate collective bargaining agreements covering all employees in the unit and to be informed of any substantive change in conditions of employment (e.g., Federally mandated training) proposed by the

Agency or Center and afforded the opportunity to review and request to negotiate the Impact and Implementation (I&I) of any change prior to implementation. In the case of Federally mandated training, this opportunity must be provided prior to any course-related communications with employees and the launch of the training course at that Center.

- **Office of Procurement**: Provides functional management, leadership, and policy direction for procurement and financial assistance activities for the Center. May be called on to advise on how to address Federally mandated training where it applies to contractors.

SECTION 4 – IMPLEMENTING FEDERALLY MANDATED TRAINING

Implementing Federally mandated training at NASA is a complex process made up of several steps. The steps include an evaluation process, a course development process, and a communications process (see appendices).

When a new requirement for Federally mandated training is identified, the first steps will involve defining an approach to meeting the training requirements specified in the mandate and an evaluation of that approach. The Course Owner, OHCM, OGC, as well as any necessary SMEs will be involved in the evaluation process.

Once an approach has been defined, evaluated, and approved, the course development process and the communications process can begin and are expected to run concurrently.

The course development process is the process by which content for the new course is identified and developed into instructor-led classroom or online training in SATERN. Training delivered online will be tested for compliance with the various rules governing accessibility and usability for online materials (e.g., Section 508 compliance). During this process, the Course Owner will work closely with SMEs, the SATERN Content Development Team, and the NSSC. OHCM will also be involved in the final evaluation, instructional design, and testing of online content.

The communications process involves ensuring that all of the involved stakeholders have the information they need to perform their tasks. This includes the Agency (OHCM) notifying the national unions (and, subsequently, the Centers notifying their local unions) of the training requirement, and working with Center Training Offices, Center Content Representatives, and SATERN Administrators on coordinating schedules and developing and disseminating communications to the Agency regarding the training.

Before a new course is launched in SATERN and before any messages are communicated to NASA employees, national unions must be notified and given 30 days to comment in accordance with their national consultation rights. Local unions may request to negotiate I&I at the Center level, which could cause an additional delay in the launch of the training. In addition, a final course readiness review will be conducted where key stakeholders with a role in the evaluation, development, or communication processes will come together and provide a final sign-off on the course.

Existing and recurring Federally mandated training follows a very similar process. Typically, the course is a revised version of the original course, and, therefore does not need to follow the full evaluation process. The content owner can proceed directly to the online course development and communications processes. No union review will be required in the communications process; however, there will be some modified version of the Course Readiness Review. The process that an existing and recurring course must follow for each step in the processes will be determined on a case-by-case basis by OHCM.

SECTION 5 – FEDERALLY MANDATED TRAINING TOOLS

OHCM has developed a variety of tools for Course Owners, SATERN Administrators, Center Training Officers, and others as they collaborate on Federally mandated training. The following is a brief description of the available tools, which have been included as appendices to this SOP.

- **Process Diagrams**
  An overview process flow and detailed process flows for each of the three processes.

- **Content Owner Checklist**
  A step-by-step checklist for NASA employees responsible for the development of a Federally mandated course.

- **Business Rules**
  Business rules for SATERN Administrators related specifically to Federally mandated training.

- **Communications Templates**
  Templates for both Agency-wide and Center-level communications about a Federally mandated training.

APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronyms that are used in this SOP are identified upon first use in this document. Thereafter, the acronym is used. In cases where the first or only instance of the use of an acronym is in a table or graphic, it may not be spelled out on first reference. Since many acronyms and abbreviations have multiple meanings, the following list includes those used in this SOP and the applicable meaning:

ACRONYM/ ABBREVIATION	MEANING
CMR	Communications Material Review
EC	Executive Committee
I&I	Impact and Implementation
ITRF	Internal Training Request Form
MOU	Memorandum of Understanding
NASA	National Aeronautics and Space Administration
NPD	NASA Policy Directive
NSSC	NASA Shared Services Center
OGC	Office of the General Counsel
OHCM	Office of Human Capital Management
OMB	Office of Management and Budget
OPM	Office of Personnel Management
POC	Point of Contact
SATERN	System for Administration, Training, and Educational Resources for NASA
SBU	Sensitive But Unclassified
SCORM	Sharable Content Object Reference Model
SME	Subject Matter Expert
SOP	Standard Operating Procedure

APPENDIX B – OVERVIEW OF PROCESSES

**Federally Mandated Training
Overview of Processes**

Phase 1: Define Approach
~ 1.5 months

Phase 2: Develop Materials
~ 3 months

Phase 3: Launch Course
Ongoing

Evaluation Process
- Initiate process
- Evaluation Meeting
- Communicate results

Online Content Development Process
- Develop / Identify Content
- Internal Team Reviews
- OHCM Review
- Work Order & Funds Transfer
- Content Conversion
- Technical & Functional Testing
- Final OHCM Review
- Course Readiness Review
- Course Launch in SATERN

Communications Process
- Discuss & Define Communications Roles
- Notify Unions, CTOs, NSSC re: New Course
- Provide Deadlines for Staggered Roll-out
- Develop Communications
- Notify CTOs of Course Launch
- Disseminate Agency-wide Communication
- Disseminate Center Communications

Legend:
- ● Course Owner
- ● Office of Human Capital Management (OHCM)
- ● SATERN Content Development Team (CDT)
- ● NASA Shared Services Center (NSSC)
- ● All
- ● Center Training Offices (CTO)

Note: This chart represents a high level overview only. For further detail, see the NASA Standard Operating Procedure on Federally Mandated Training.

APPENDIX C –EVALUATION PROCESS

Federally Mandated Training Evaluation Process

Course Owner (See Course Owner Checklist)

- Identify rule requiring training, create approach for compliance and present to OHCM
- **Evaluation Meeting:** Present approach, as necessary
- Begin developing materials

OHCM Workforce Management & Development Division

- Initiate evaluation process to validate rule and sign off on approach
- **Evaluation Meeting:** Review approach
- Approval?
  - Yes → Communicate formal approval to Course Owner
  - No → Communicate denial and provide guidance regarding appropriate next steps

Office of the General Counsel

- **Evaluation Meeting:** Review rule, verify that approach will comply

Office of Procurement

- **Evaluation Meeting:** Advise when questions arise regarding contractors

APPENDIX D – ONLINE COURSE DEVELOPMENT PROCESS

Federally Mandated Training
Online Course Development Process

Course Owner

- Develop/Identify learning content and identify acceptable substitutes
- Make format and delivery revisions
- Provide SATERN Content Development Team with details about the course
- Arrange for funding to be sent to Marshall Space Flight Center
- Present content to SATERN Content Development Team
- Make final format and delivery revisions

OHCM Workforce Management & Development Division

- Review learning content for format and delivery
- Approved?
  - No
  - YES
- Provide feedback and guidance to the Course Owner
- Final approval of format and delivery, communications, scheduling
- Provide feedback and guidance to the Course Owner
  - No
  - Yes

SATERN Content Development Team

- Develop work or hosting estimate
- Convert content and sign off on technical compliance
- Promote course to production in SATERN

NASA Shared Services Center

- Final functional testing and sign off on SATERN Help Desk Readiness

Course Readiness Review Meeting

APPENDIX E – COMMUNICATIONS PROCESS

Federally Mandated Training Communications Process

Course Owner	Initiate contact with Center Training Offices and Center Content Representatives to discuss communications roles	Develop desired communications materials	Follow CMR process on any printed communications materials		Disseminate Agency-wide communication and provide materials to Center Training Offices and Center Content Representatives for further communications	
OHCM Workforce Management & Development Division	Notify Center Training Offices & NSSC that new course has been approved, that content is being developed, and that Center Content Representatives may contact them	Begin communications with Unions regarding new course	Work with Center Training Offices to stagger completion deadlines	Course Readiness Review Meeting	Notify Center Training Offices when new course is available in the SATERN production environment	
Center Training Office	Work with Course Owner and Center Content Representatives to define communications roles				Disseminate communications as agreed	
Center Content Representative	Work with Course Owner and Center Training Offices to define communications roles				Disseminate communications as agreed	

APPENDIX F – CHECKLIST FOR COURSE OWNERS

The Office of Human Capital Management (OHCM) has prepared this checklist for individuals responsible for developing and communicating Federally mandated training. For more detailed information on the processes related to developing Federally mandated training, please refer to the process maps included in this Standard Operating Procedure (SOP).

As you go through your preparations, you will discover that the System for Administration, Training, and Educational Resources for NASA (SATERN), NASA's learning management system, will play a crucial role in your work. Online courses are hosted in SATERN, instructor-led courses are scheduled in SATERN, and learner course completion is tracked in SATERN. Understanding SATERN functionality and the role of SATERN Administrators is critical to successfully launching mandatory training. If you are new to SATERN, take advantage of the learning and information resources provided in this SOP in Appendix G, Resource Guide, to familiarize yourself with SATERN.

It is also important to be familiar with the role of the Center Training Office, as they are ultimately responsible for rolling out any Federally mandated training at their Centers. This process will help you understand how best to engage and work with them.

Phase 1:	Define Approach
Duration:	**Approximately 6 weeks**

a. **Identify Mandate**. A Federal mandate for training can arise from a variety of sources (e.g., laws, regulations, Presidential Directives) and agencies with Government-wide authority (e.g., the Office of Management and Budget (OMB) and the Office of Personnel Management (OPM)). Often the requirement is not for training but for communication (e.g., the communication of ethics standards or exposure to safety information). Affirmative language in the source will usually specify the frequency of training (e.g., a one-time occurrence, an annual event) and the applicable audience (e.g., all agency employees, acquisition specialists only).

b. **Develop Training Approach**. Once you have determined that there is a clear requirement for training, you will need to develop a high-level approach to meet the mandate. The mandate should give you some idea of the best way to fulfill the legal requirement.

> **Factors to address in your approach:**
>
> - *Audience*: Is a single course offering sufficient or will different courses be required for supervisors and employees?
>
> - *Delivery Method*: Will instructor-led training, online training, or another form of delivery be most effective in conveying the course content?
>
> - *Frequency*: Is this a one-time requirement or will employees need to retrain periodically?
>
> - *Reporting Needs:* What types of reports will need to be generated in order to demonstrate NASA's compliance? How often will reports need to be generated?

c. **Evaluate Approach**. Once you have developed an approach for meeting the requirements outlined in the Federal mandate, including who the audience is, how you plan to deliver training, how frequently you plan to execute training, and what your reporting requirements are, contact OHCM. OHCM will initiate the evaluation process for Federally mandated training with the Office of the General Counsel (OGC), possibly the Office of Procurement, and you. When approved, use the guidance in the SOP as you execute your approach.

OHCM will take the following actions as you continue to develop and implement your course:

- *Notifying National Unions*. There are specific union notification requirements when implementing new Federally mandated training. OHCM must be consulted in all circumstances to assess which requirements will apply in a particular case, and may require a brief description and purpose of the training for use in communicating with the unions. **NOTE: Please keep in mind that a Center union may request to negotiate the Impact and Implementation (I&I) of a new course at their Center, which may impact the timing of any planned course-related communications with employees and the launch of the training course at that Center**.

- *Scheduling*. You will likely need to set a deadline by which completion is required. Keep in mind that NASA Centers will have important input into how the deadlines are set at their Center. For online courses, deadlines may need to be staggered by the Center to avoid conflict with other mandatory requirements and to avoid overloading the NASA Shared Services Center (NSSC) Customer Contact Center with user calls. OHCM will work with the SATERN Executive Committee (EC) and SATERN Administrators to establish staggered deadlines for each Center. In addition, Course Owners should be mindful that I&I negotiations do not have set time limits, and Centers may not implement training until I&I negotiations have reached their conclusion.

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d. **Discuss Communications Roles**. Because each Center Training Office may have unique processes for communicating with learners, you will need to work with Center Training Offices and Center Content Representatives to decide what will be communicated and how communications will be disseminated. Keep in mind, however, that as the Course Owner, you will be responsible for managing the communications process for your course and ensuring that Centers have the materials they need to get the word out to learners.

Phase 2:   Develop Materials
Duration: Approximately 12 weeks

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a. **Develop Course**. Once your approach has been approved, you will be responsible for finding or creating content for your Federally mandated course. One source for content is GoLearn at http://www.golearn.gov. NASA has a Memorandum of Understanding (MOU) with GoLearn, a Federal Government source for accessing Government-wide mandated training which offers a library of legally mandated courses. If developing new content, you will be responsible for identifying a Subject Matter Expert (SME) who is knowledgeable about the subject area to work with you and ensure that the content of your training is correct, and for conducting an internal review with colleagues in your area. If you are unfamiliar with training, you may also wish to engage a training expert to help make sure that your course incorporates instructional design principles and achieves the learning objectives.

> ***For Online Content:*** Once you have the content, which does not need to be in any particular format, contact the SATERN Content Development Team (https://satern-courses.msfc.nasa.gov). They will work with you to transform the content into an online course that meets NASA internet publishing guidelines and makes it accessible to all of the Centers via SATERN. For further guidance on content development and the processes involved, see the NASA SATERN Learning Content Development Document, which can be found on the SATERN Content Development Team's Web site under the **Important Info** heading, click the **Content Development Guide** link.

> ***For Instructor-led Courses:*** For instructor-led training, you may wish to contact someone with instructional design experience to help transform the information you need to convey into a successful learning experience. You will also need to outline a delivery approach that addresses who will instruct the course, how the instructors will get familiar with the course materials, and where and how often the course will be delivered. Once your course has been developed and you have an approach for delivery, you will need to create an item in SATERN. This item must be an "Agency" item—one that is located in your discipline domain and all Center catalogs. You should then provide the item information to the Center SATERN Administrators, who will create scheduled offerings in SATERN for the Centers. This will allow you to track Agency-wide instructor-led course completion in SATERN. If you do not have SATERN Administrator access, contact your Center Training Office or the NSSC who can assist you with setting up the course in SATERN. You will need to complete the SATERN Internal Training Request Form (ITRF), which can be located on the NSSC Web site at: https://www.nssc.nasa.gov/customerservice. Click the **Training** tab, then click the **Internal Training** link, under the **Forms** heading, click the **Internal Training Request Form** link.

b. **Identify Substitutes**. As the Course Owner, you will need to consider whether to accept another course as a substitute for your Federally mandated course. For example, a Center may wish to offer an instructor-led course as a substitute for an assigned mandatory online course. It is the Center SATERN Administrator's role to request your approval for any desired substitution. It is your role as the Course Owner to ensure that the content of the substitute course will adequately cover the material required by Federal mandate and to add the approved substitute course to the assigned course record in SATERN. If you are unable to add the approved substitute in SATERN, contact the SATERN Content Development Team for assistance. Once the substitution has been created, and the learner has taken the substitute course, the learner will receive credit for both the assigned mandatory course and the substitution course. SATERN will automatically remove both courses from the learner's Learning Plan after the completion date, and both will be recorded on the Learning History.

c. **Develop Communications Materials**. Notifying NASA employees across the Agency about mandatory training is an important task. At a minimum, you should prepare one Agency-wide communication and provide a sample communication for approval to OHCM. You may also need to provide sample communications to the Center Training Offices for their distribution, if requested.

> **Communications should include information on**:
>
> - The law, regulation, etc., requiring the training
>
> - Applicable audiences
>
> - A brief description of the course
>
> - Proposed launch date in SATERN
>
> - A brief sentence to notify that additional information will be forthcoming from the Center's Training Office

Agency-wide communications should be coordinated with the Public Affairs Office, which is responsible for approving and disseminating Agency-wide communications. It is important to notify Center Training Offices of any Agency-wide communications prior to distribution to avoid any confusion. Center communications should include the dates by which the training should be completed. See Appendix H, Communication Tools, of this SOP for sample templates for Agency and Center communications.

To enhance your communications efforts, you can prepare additional printed or electronic communications. All printed materials to be distributed Agency-wide must be approved through NASA's Communications Material Review (CMR) process. Information on this process can be found at the CMR Web site at: http://communications.nasa.gov, then in the **Communications Toolkit**, click the **COMMUNICATIONS MATERIAL REVIEW (CMR) SYSTEM** button. If you wish to use SATERN images or design in your communication materials, you must receive approval to do so from OHCM.

Phase 3:   Launch Course
Duration: Ongoing

a. **Conduct Course Readiness Review**. Once the course has been developed and the item created in SATERN, it will need to go through final reviews with OHCM, NSSC, and the SATERN Content Development Team prior to being launched in SATERN.

> **Final Checks for Course Readiness:**
>
> - OHCM will review the course's format and delivery, checking specifically for user-friendliness, as well as review communications materials to ensure they cover the appropriate information. OHCM will also confirm that all appropriate communications with the unions have taken place.
>
> - NSSC will conduct functional testing and confirm that the Customer Contact Center is prepared to answer questions that may arise from learners.
>
> - The SATERN Content Development Team will conduct technical testing for accessibility and compliance with NASA internet publishing guidelines.

b. **Disseminate Communications**. Once all of the reviews and testing have been completed, the course will be promoted to the SATERN production environment and will be available to the NASA workforce in SATERN. At this point, it is important to ensure that Centers have the communications materials they need and understand how to use the materials they have been provided. The first communication to be distributed should be an Agency-wide

communication alerting employees about the course and the audiences impacted. Prior to the dissemination of an Agency-wide notice (generally distributed via NASA INC), provide a copy of the notice to the Agency Labor Relations Officer who will, in turn, provide a copy to the national unions for informational purposes. Again, it is important to notify the Center Training Offices of any Agency-wide communications prior to their distribution to avoid any confusion. Each Center should disseminate a second communication Center wide that provides information on Center deadlines for course completion and a Point of Contact (POC) for questions. Please ensure that your Center POC provides a copy of the proposed communication to the Center's Labor Relations Officer who will, in turn, provide a copy to the Center's union officers. In addition, please keep in mind that if a Center's union officers have requested to negotiate I&I, neither Center communications can be disseminated nor can the course be assigned to learners until negotiations have been concluded. Therefore, it is imperative that your Center POCs coordinate with the Center's Labor Relations Officer.

c. **Remain Responsive**. Centers may have further questions about the launch of your course. Remain responsive and do your best to ensure that Center-level Content Representatives are informed and prepared to work with the Center Training Office to answer any questions that might arise.

If you have completed all of these steps, then you have successfully launched a Federally mandated training course at NASA.

APPENDIX G – RESOURCE GUIDE

This appendix contains references used in the preparation of this document, as well as other resources and contacts to assist with understanding Federally mandated training.

G.1 Document References

Various regulations govern the requirements for Federally mandated training. This paragraph contains references that were used in the preparation of this document. Unless otherwise noted, the reference is for the latest version.

    a. Executive, Management, and Supervisory Development, 5 C.F.R. Part 412, (2008).

    b. Programs for Specific Positions and Examinations (Miscellaneous), 5 C.F.R. Part 930, (2008).

    c. Office of Government Ethics and Executive Agency Ethics Program Responsibilities, 5 C.F.R. Part 2638, (2008).

    d. OPM Training Policy Handbook: Authorities and Guidelines. Web site: https://www.opm.gov/hrd/lead, then on the left side of the screen, click the **Training Policy Handbook** link.

    e. NASA Policy Directive (NPD) 3410.2E, Employee and Organizational Development.

G.2 Guidance Resources

For more guidance on what constitutes Federally mandated training, refer to the following resources:

- **OPM Training Policy Handbook: Authorities and Guidelines**. This document serves as a single reference to legal information impacting employee training for the Federal Government, and provides the definition used by NASA for Federally mandated training. It is located at: https://www.opm.gov/hrd/lead, then on the left side of the screen, click the **Training Policy Handbook** link.

- **NPD 3410.2E, Employee and Organizational Development**. To support the full utilization of the NASA workforce in achieving NASA's strategic outcomes and managing its human capital in implementing the President's Management Agenda, it is NASA policy to make training and developmental opportunities widely available to employees. These opportunities will enhance individual capabilities and competencies; build and retain a skilled and effective workforce; improve organizational performance; and maintain scientific, professional, technical, and management proficiency. It is located in the NASA Online Directives Information System (NODIS) Library at: http://nodis3.gsfc.nasa.gov. From the main screen, type **NPD 3410.2E** into the Search field and click the **Search** button. Then click the **NPD 3410.2E** link.

G.3   SATERN Resources

If you are unfamiliar with SATERN, refer to the following resources:

- **SATERN**. SATERN is the official NASA learning management system. SATERN offers learners desktop access to a robust training environment to support employee learning and development. The vision of the SATERN initiative is to create a premier e-training environment that supports the development of the NASA workforce through a simplified one-stop access to high quality training products and processes to support learning and development. It is located at: https://satern.nasa.gov.

- **SATERN Informational Web Site**. This Web site provides SATERN users with answers to frequently asked questions, job aids and guides, and information on how to reach key contacts. It is located at: https://saterninfo.nasa.gov.

- **SATERN Overview Training**. If you are new to SATERN and want to become familiar with what it does and how it works, the overview training is a good place to start. A link is located on the NSSC Customer Service Web page at: https://www.nssc.nasa.gov/customerservice. From the Main screen, click the **Training** tab, click the **SATERN** link, then under the **References** heading, click the **SATERN Tutorial** link.

G.4   Important Contacts

This paragraph contains important contact information.

- **POC for Federally Mandated Training:**

  Name: Cindy Steele, SATERN Functional Program Manager/OHCM
  E-mail: cindy.steele-1@nasa.gov
  Phone: (202) 358-3978

- **SATERN Content Development Team:**

  Whether you are a Course Owner who has training materials you would like posted or a developer who is working on coding training materials into a supported format, the SATERN Content Development Team serves as a resource for placing online training content into SATERN. Please refer to the NASA SATERN Learning Content Development Document for questions on designing course content. To locate the document, go to https://satern-courses.msfc.nasa.gov, then under the **Important Info** heading, click the **Content Development Guide** link, and then click the **View the SATERN Content Development Guide** link.

- **Communications Material Review (CMR):**

  The goal of the CMR process is to enhance the effectiveness and efficiency of NASA communications. The CMR process was established to implement unifying elements,

such as key messages and design standards, in all NASA-funded communications material. The NASA CMR System Web site is your resource for relevant information regarding CMR and its role in NASA's communication strategy. It is located at: http://communications.nasa.gov, then in the **Communications Toolkit**, click the **COMMUNICATIONS MATERIAL REVIEW (CMR) SYSTEM** button.

APPENDIX H – COMMUNICATION TOOLS

Agency-wide Communications Template

Point of Contact: [*Course Owner name, title, phone number*]

Message From the [*Executive Sponsor title (e.g., NASA Chief Financial Officer)*]

Subject: [*name of Subject Area or title of Course (e.g., IT Security Training)*]

[*Clearly summarize what NASA is required to do and cite the Federal law or regulation. State rationale and why this is important to the Agency and/or to the Government*].

In accordance with this regulation, training is mandated for all [*describe the audience (e.g., civil servants, contractors, supervisors)*] who [*describe any specific work situations (e.g., work with hazardous materials)*]. [*Optional: State consequence of not completing training (e.g., failure to complete the training may lead to suspension of IT access).*] [*name of Subject Area*] training is available in SATERN, NASA's learning management system. [*Provide one sentence with a brief description of the training.*]

NASA must complete all training by [*date*]; however, course completion deadlines will vary by Center and Center Training Offices will provide further guidance on these dates.

Questions or requests for additional information should be directed to [*Course Owner name*] at [*e-mail*] or [*phone number*].

[*Executive Sponsor name*]
[*Executive Sponsor title*]

Center-wide Communications Template

This Notice is being sent to all NASA [*Center name*] employees.

User Action Required

[*name of Course or Type of training*] – Due [*center completion deadline*]

All [*Center name*] [*Audience*] are mandated to complete [*Course title*] training by [*Center completion deadline*], per [*cite legal requirement*].

[*Course title, Course number*] is available in SATERN and takes about [*Course duration*] to complete.

Instructions:
1. Go to SATERN (https://satern.nasa.gov) and log in.
2. Type "[Course Title]" in the Search box (found in the top right-hand part of your screen).
3. When you see the course displayed, click on "Launch Content."
4. Click on the title of the course.
5. Click on "Begin Course."
6. After completing the course, click on "Learning History."
7. Click on the button titled "Print Completion Certificate" and retain the printed certificate for your records.

Note: At any time, you may bookmark and exit the course, resuming your training from that point when you are next available. This option may not be available for every course.

[*Briefly summarize what NASA is required to do and cite the Federal law or regulation. State rationale and why this is important to the Agency and/or to the Government.*]

Questions or requests for additional information should be directed to [*Course Owner name*] at [*email address]* or [*phone number*].

[*Center Training Officer name*]   [*Course Owner OR Center Content Rep*]

APPENDIX I – BUSINESS RULES FOR SATERN ADMINISTRATORS

This section provides business rules relevant to Federally mandated training from the SATERN Rules and Process Guide for Administrators. For further information about Business Rules for SATERN Administrators, please visit https://saterninfo.nasa.gov, click the **Resources** tab at the top of the page, and click the **For SATERN Administrators** link.

Assignment of Agency-wide Courses

> **Rule**: SATERN Administrators in the Training Office are responsible for assigning mandatory Agency-wide training within SATERN. Administrators shall assign approved Federally mandated training by adding the course directly to the learning plans of the impacted audiences or by assigning via a curriculum. When training selected audiences is required, Disciplines will have the ability to push courses to that audience without the prior approval of the Training Offices.

Assignment Types for Federally Mandated Training in SATERN

> **Rule**: The mandatory Assignment Type should be assigned only to courses that have been approved through the formal Federally mandated training evaluation process. Approved courses will have been evaluated by OHCM and OGC and will meet the OPM definition for Federally mandated training. No other courses should be labeled as mandatory. Once an approved course has been given an Assignment Type of mandatory, the SATERN Administrator should not override the Assignment Type without prior approval from the Course Owner.

Substitutes for Agency-wide Courses

> **Rule**: Administrators must request approval for any desired substitutions with the Course Owner. The Course Owner is the person listed in the Item Record "Contact Email" field and is the person whom Centers should contact to apply for substitute status.

After verifying approval for a substitute course, the Course Owner will add the substitute to the Agency-wide course record. The Course Owner will notify the requesting Administrator whether the substitute has been approved and if so, when it was created within the system. It is important to note that SATERN Learners will get two items written to their Learning History with a substitute, so SATERN Reporters will have to learn how to run reports in a way that enables them to get an accurate count.

> **Note:** If you are unable to add the approved substitute in SATERN, contact the SATERN Content Development Team for assistance.

Deactivation of Agency-wide Mandatory Courses

Rule: When a Course Owner decides to inactivate an Agency mandatory online course within SATERN, the following process must be followed unless a deviation is agreed upon by the SATERN Executive Committee (EC) and Course Owner:

1. The Course Owner will notify the SATERN Content Development Team (https://satern-courses.msfc.nasa.gov) and the NSSC (nssc-contactcenter@nasa.gov).

2. The Course Owner will pick a deactivation date that will be no less than 3 working days from the date of the communication to the parties listed in step 4.

3. If the Course Owner wants a specific communication to be sent out, he/she will attach that communication to the message sent to the parties listed in step 1.

4. The NSSC will send the communication to those within the Centers that they think need to know within 24 hours of receipt of the communication from the Course Owner. The Course Owner will notify any of the key stakeholders that he/she thinks needs to know.

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