

Harkcon Develops and Manages ISO 9001:2008 Course Compliance Program to help DOE/NNSA Improve Training

Harkcon, Inc. recently developed and is now managing the Course Review and Compliance Program being used by Department of Energy/National Nuclear Security Administration (DOE/NNSA) emergency operations organizations to standardize their training programs and aid in preventing duplication of training courses and materials already available through other venues. The program is based on Instructional System Design (ISD) best practices and is compliant with ISO 9001:2008 standards. DOE/NNSA's Emergency Operations Training Academy (EOTA), staffed with Harkcon personnel, is serving as the compliance authority.

The program, managed by Harkcon personnel, is based on a three-phase review and assessment process that provides consistent and timely review of training course materials resulting in an "EOTA Compliant" rating:

- **Phase I:** Review of existing courses
- **Phase II:** Comprehensive Content Review
- **Phase III:** Notification of Results

Once a course has been approved through the process, it is considered instructionally sound and compliant with industry standards and best practices. Standardized templates have been created to aid in courseware development; although the process is flexible enough that programs may use their own templates, as long as they satisfy the requirements as outlined in the Course Review and Compliance Guidance. To date, the Harkcon staff has successfully reviewed and approved 11 courses as "EOTA Compliant." Many of the other supporting emergency operations partners throughout DOE/NNSA have joined the program, and are now submitting their training courses through the process.

"The skills needed to understand the highly technical material do not equate with the skills to organize it into cohesive packages that instructors can efficiently present and students can retain. PowerPoint slides do not equal good training. Robust and defensible training is a key part of the preparation to ensure that our responders can do their jobs quickly and under pressure. EOTA's course design and compliance review process provides essential guidance to create meaningful, defensible training. In its current state, EOTA's course review and compliance program has achieved the right balance. It leaves subject matter to the technical SME's and ensures the training has clear goals and objectives that can be met by appropriate content and evaluation criteria. This focused effort allows EOTA to streamline all of our training so they have a much greater influence on its success." - DOE/NNSA Program Manager.

ABOUT HARKCON, INC.

Harkcon, Inc. provides a wide range of comprehensive organizational and workforce performance analysis and customized, innovative solutions in the public and private sectors. Focusing on analysis and solutions that improve worker, workplace, and organizational performance, Harkcon specializes in identifying the needs of a workforce and the appropriate organizational, leadership, and management interventions required to bring motivation and performance to unprecedented levels.

A veteran-owned small business founded in 2005 and based in Fredericksburg, Virginia, Harkcon was named *Diversity Business's* "Top Veteran Owned Business" for the fourth consecutive year (2013), made the *Inc. 500/5000* List for the fifth consecutive year (2014), and was recognized on *Virginia Business* and VA Chamber of Commerce's "Fantastic 50" list for the third consecutive year (2013).

For more information on Harkcon, Inc. and the services they provide, please visit www.harkcon.com.