Training Plan

Complete one plan per program or rollout. Write objectives as things a learner will be able to do, not topics they will hear about. Get sign-off from the business owner before you build any content.

1. PROGRAM OVERVIEW

Program name

Plan owner (L&D / trainer)

Business owner / sponsor

Plan date and version

Program type

☐ New-hire training ☐ System or process rollout ☐ Compliance training ☐ Skills upgrade
☐ Leadership development ☐ Cross-training

Business problem or goal this training supports (with the current number, e.g. first-call resolution 68%)

Training needs assessment reference / evidence of the gap

2. AUDIENCE

Roles and teams to be trained

Number of learners

Locations, shifts and languages

Current skill level / prerequisites

Constraints (time off the floor, union rules, accessibility needs, remote staff)

3. LEARNING OBJECTIVES

Objective 1: by the end of training, learners will be able to... (measurable)

Objective 2

Objective 3

Objective 4

Performance standard on the job (what good looks like after 30 / 60 / 90 days)

4. MODULE SCHEDULE (ONE BLOCK PER MODULE)

Module 1: title and objective(s) covered

Module 1: delivery method

☐ Instructor-led (in person) ☐ Virtual instructor-led ☐ Self-paced e-learning
☐ On-the-job / shadowing ☐ Job aid / knowledge base ☐ Simulation or role play

Module 1: duration, date(s) and facilitator

Module 2: title and objective(s) covered

Module 2: delivery method

☐ Instructor-led (in person) ☐ Virtual instructor-led ☐ Self-paced e-learning
☐ On-the-job / shadowing ☐ Job aid / knowledge base ☐ Simulation or role play

Module 2: duration, date(s) and facilitator

Module 3: title and objective(s) covered

Module 3: delivery method

☐ Instructor-led (in person) ☐ Virtual instructor-led ☐ Self-paced e-learning
☐ On-the-job / shadowing ☐ Job aid / knowledge base ☐ Simulation or role play

Module 3: duration, date(s) and facilitator

Additional modules

5. MATERIALS AND RESOURCES

Content to build or update (and who owns it)

Systems, training environments and logins needed

Rooms, equipment and travel

Job aids and knowledge articles learners keep after training

6. ASSESSMENT

How each objective will be assessed (quiz, observed task, role play, system test)

Pass mark / proficiency standard

What happens if a learner does not pass (retake, extra coaching, extended nesting)

Certification or record to be issued

7. EVALUATION AND RESULTS

Reaction: learner feedback method and target

Learning: assessment results target (e.g. 90% pass first attempt)

Behavior: what managers will observe on the job, and when

Results: business metric, baseline, target and date

8. BUDGET AND TIMELINE

Content development cost

Delivery cost (trainers, vendors, venue, travel)

Learner time cost (hours off the job x loaded hourly rate)

Total budget

Key milestones (content ready, pilot, rollout start, rollout complete, 90-day review)

9. RISKS AND COMMUNICATION

Risks and mitigations (e.g. system not ready, peak season, trainer availability)

How and when learners and managers will be told

10. APPROVAL

Business owner signature

Date

L&D / training lead signature

Date

Date approved