

STANDARD OPERATING PROCEDURES (SOP)
FOR
THE COAST GUARD'S TRAINING SYSTEM

Volume 1

Introduction to the Coast Guard Training System
Standard Operating Procedures



Coast Guard Headquarters
Washington, DC
August 2003

U.S. Department of
Homeland Security

United States
Coast Guard



Commandant
United States Coast Guard

2100 Second Street, S.W.
Washington, DC 20593-0001
Staff Symbol: G-WTT
Phone: (202) 267-2660
Fax: (202) 267-4493
Email: dwalts@comdt.uscg.mil

1500

MEMORANDUM

From: W. J. Belmondo
COMDT (G-WTT)

Reply to G-WTT(d)
Attn of: Mr. Dave Walts
202 267-2660

To: Distribution

Subj: COAST GUARD TRAINING SYSTEM STANDARD OPERATING PROCEDURES

1. PURPOSE. This promulgates the Standard Operating Procedures (SOP) for the Coast Guard Training System.
2. ACTION. Commanding Officers of G-WTT managed training centers and training support commands shall ensure compliance with the provisions of this SOP. Internet release is authorized.
3. DISCUSSION. These SOPs identify the approved processes and procedures used for the Coast Guard Training System. The SOPs help implement some of the recommendations of the Workforce Performance and Training Strategy (1999) (<http://www.uscg.mil/hq/G-W/g-wt/wt.htm>) and Leadership Management Council Agenda item P-04 Accelerate Transformation of Coast Guard Training. These SOPs apply to all training activities within the formal training system. Programs outside the formal training system are encouraged to use these SOPs and provide feedback with the long-term (within the next year) goal to make them applicable Coast Guard wide.
4. CHANGES. Recommendations for improvements/changes to the SOPs shall be submitted to the owner identified in each individual SOP volume. Updates to the SOP will be coordinated during the semi-annual training center Commanding Officer / Training Officer (CO/TO) meeting and the annual HPT workshop.

#

Dist: Training Center Cape May, Training Center Petaluma, Training Center Yorktown, Aviation Technical Training Center, Special Missions Training Center, Coast Guard Institute, Training Quota Management Center, Leadership Development Center

Copy: ATC Mobile, C2CEN, NMLBS, Regional Fisheries Training Centers (NRFTC, SRFTC, GRFCT, PNWFTC), TACLETs, Lant and Pac TRATEAMS, CITAT

TABLE OF CONTENTS

| | |
|--|----------|
| SECTION I: INTRODUCTION..... | 1 |
| Introduction | 1 |
| Purpose..... | 1 |
| Background..... | 1 |
| Target Audience..... | 2 |
| Responsibility..... | 2 |
| References:..... | 2 |
| SECTION II: FORMAT | 3 |
| Style | 3 |
| Look | 3 |
| Contents..... | 3 |
| Packaging / Delivery | 3 |
| SECTION III: REVIEW / CHANGES | 4 |
| Frequency | 4 |
| Review standards..... | 4 |
| Review / Change Process..... | 4 |

SECTION I: INTRODUCTION

Introduction

Standard operating procedures (SOPs) establish clear processes, define terminology and enable consistent, quality outputs from the Coast Guard Training System. In addition, standard procedures ensure both internal and external customers are aligned with required system inputs and outputs.

Purpose

- To identify and standardize processes, procedures and guidelines for the Coast Guard Training System.
 - To provide a standard methodology to prospective contractors responsible for producing training-related materials for CG use.
-

Background

Lack of standard policy, processes and procedures has plagued the Training System for years. One of the strategic action items identified in the Workforce Performance and Training Strategy (1999) (available on the CGWeb at (<http://www.uscg.mil/hq/G-W/g-wt/wt.htm>) is to “Formalize a Coast Guard Workforce Performance Support System by aligning and developing policies, processes, structures, staffing, and tools.” In addition, these SOPs directly support several items contained in the Leadership Council Management Agenda “P-04 Accelerate Transformation of Coast Guard Training”, specifically:

- Implementation of an e-learning system.
- Establishment of a PQG system.
- Capture and revalidation of all required training.
- Improvement of the quality and efficiency of training delivery.
- Support for the ability to augment and contract instructional system design work.
- Support and accommodate the new demand created by Deepwater.

These SOPs establish standards and processes for the training system to accelerate improvements in workforce performance and take advantage of human performance technology.

Target Audience

The audience for these SOPs includes all members of the Coast Guard involved in the analysis, design, development, implementation and evaluation of performance or training interventions in support of the Coast Guard Training System. The audience includes Human Performance Technology practitioners, members assigned as instructors, contractors, and Headquarters Program Managers.

Responsibility

The Office of Training, Workforce Performance and Development (G-WTT) is responsible for technical control and oversight of all SOPs for the Training System. G-WTT has delegated responsibility for maintaining individual SOPs, including the updating process described in Section III, as follows:

| Volume | Title | Responsible |
|---------------|----------------------------------|--------------------|
| 1 | Introduction | G-WTT |
| 2 | Analysis | PTC |
| 3 | Evaluation | Tracen Petaluma |
| 4 | Job Aids | ATTC |
| 5 | Resident Instruction | Tracen Petaluma |
| 6 | Curriculum Outline | Tracen Yorktown |
| 7 | E-Learning | PTC |
| 8 | Non-Instructional Interventions | G-WTT |
| 9 | Performance Qualification Guides | Tracen Yorktown |
| 10 | Professional Military Education | Tracen Petaluma |
| 11 | General Military Training | LDC |
| 12 | Unit Field Guide | Tracen Cape May |
| 13 | Professional Development | Tracen Cape May |
| 14 | Glossary | G-WTT |

References:

The following Commandant Instructions establish policy for the Training System.

| COMDTINST | Title |
|---------------------------|---|
| M1414.8C | Enlisted Performance Qualification Manual |
| M1500.10B | Training and Education Manual |
| 1550.11 | Curriculum Outline |
| 1550.23 | Training System Evaluation |
| 1524.1A | Advanced Education |
| 1550.9 | Training and Education System |
| 7302.2 | Class "C" School Funding Process |
| 1550.18 | Coast Guard Training and Education Advisory Council |

SECTION II: FORMAT

| | |
|-----------------------------|--|
| Style | SOPs shall be "How To" guides that are prescriptive and include job aids and examples to the greatest extent possible. As brevity is a consideration, examples must be concise and tailored to the audience. |
| Look | All SOP's shall be published using this SOP as the template. |
| Contents | <p>Each SOP shall include at a minimum:</p> <ul style="list-style-type: none">• Table of contents• Index• Glossary• Job Aids, when appropriate• Templates, when appropriate• References to original work, when appropriate• Recommendations for additional reading, when appropriate <p>The first section of each SOP shall have a standard look to include the following:</p> <ul style="list-style-type: none">• Introduction• Purpose• Target Audience• Background |
| Packaging / Delivery | SOPs will be packaged in pdf format using Hyperlinked text to the maximum extent possible. The SOP will be hosted online at www.xxxxxxx , and available by CD upon request to smiller@tcyorktown.uscg.mil . The Performance Technology Center (www.uscg.mil/TCYorktown.index.shtml) is the formatting and hosting technical control authority for Training System SOP. |

SECTION III: REVIEW / CHANGES

Frequency

All SOPs will be reviewed semi-annually for currency and accuracy by the responsible unit identified in Section I.

Review standards

When reviewing SOPs, members should concentrate on the following areas:

- completeness / theory concept,
 - ease of use,
 - accuracy and appropriateness of examples, logic flow and visual display.
-

Review / Change Process

Timely and logical user input is critical to ensure these SOPs remain relevant and useful. Comments and suggested changes may be submitted using e-mail directly to the process owner identified in the SOP.

Changes other than minor edits require review and approval by the CO / TO / PTC SOP standing committee. The change process will follow these steps:

| Step | Action |
|------|--|
| 1 | Originate change and send to responsible unit. |
| 2 | Responsible unit adjudicates changes with originator and reviewer and presents proposed changes to TOs |
| 3 | CO / TOs approve changes semi-annually at CO/TO conference / HPT workshop |
| 4 | Responsible units make changes and send to PTC |
| 5 | PTC updates master SOPs |
