



TITLE	POLICY NUMBER	
Instructional System Design	DCS 10-06	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	November 15, 2021	

## **I. POLICY STATEMENT**

The purpose of this policy is to identify standards for official training curriculum for the Department created by the Instructional System Designers.

## **II. APPLICABILITY**

This policy applies to all formal curriculum written for both DCS employees and community provider trainings created by the DCS Learning and Development (L & D) Unit.

## **III. AUTHORITY**

[A.R.S. § 8-453](#) Powers and duties

## **IV. DEFINITIONS**

Course Approval: Final approval by all parties agreeing that the product created is approved and ready to be provided to DCS employees and/or community providers.

Course Requester: Individual who requests the training and identifies Subject Matter Experts (SME) and desired organizational impact.

Curriculum Design and Development Manager: A Learning & Development (L & D) employee responsible for enforcing training procedures and standards, overseeing quality

and timeliness, and approving training created by the L & D Unit.

Customer Agreement: Agreement of the product that will be created and solidify the training objectives and set some milestone dates.

Department or DCS: The Arizona Department of Child Safety.

Executive Sponsor: Director or Deputy Director who has strategic oversight for the project.

Instructional System Design: The systematic approach to the analysis, development, implementation, and evaluation of learning materials and activities.

Instructional System Designer: An L & D employee responsible for working with customers to identify and implement training goals, objectives, content, tests, and evaluations that meet the customer's needs.

Intake: Intake done with the Requestor of the training to determine the need, issue or concern – time to determine preliminary objectives and who the training is intended to and what the requestor wants.

Subject Matter Expert (SME): Individual who is recognized by the sponsor as possessing the official and accurate knowledge and skills to be transferred to the training participants. Responsibilities are to provide content and information, verify validity of content, and provide examples.

## **V. POLICY**

DCS training curriculum is only designed at the request of DCS Director or Deputy Directors. Curriculum Design must follow a professional design model, such as the ADDIE Model. In order for an employee or contracted provider to receive official training credit, the course must be created by a certified designer and delivered by certified instructor.

## **VI. PROCEDURES**

- A. DCS Courseware is created by certified Instructional System Designers. The prescribed curriculum design model used by DCS is the ADDIE Model:

1. Analyze: The organizational objective is identified, as well as how the organization will know if the objective has been achieved. The target audience, constraints, and time frames are also identified, and the scope of the training is agreed upon.
  2. Design: Course objectives are established, content and practices are identified, and the plan for instruction is created.
  3. Develop: All course materials (including evaluation instruments) are created and quality control begins.
  4. Implement: Quality control (including a pilot) is completed, the course is implemented, and collection of evaluation data begins.
  5. Evaluate: The effectiveness of the instruction is measured to ensure that the goals of the instruction are achieved. Evaluation data is analyzed and recommendations to improve the instruction are made.
- B. Instructional System Designers ensure the new course content falls within the scope of L & D guidelines and applies to DCS, its stakeholders, and the population it serves.
- C. In person classroom training and webinar training curriculum consists of the following materials:
1. Course title;
  2. Course description;
  3. Learning objectives;
  4. Facilitator Guide; and
  5. Participant Workbook.
- D. Instructional System Designers shall complete the following tasks after receiving a project assignment from the Curriculum Design and Development Manager:
1. Conduct an intake meeting with the Requestor to discuss project scope, goals, objectives, and results.
  2. Meet with the Curriculum Design and Development Manager regarding

the results of the intake meeting, and determine if the project will move forward.

3. Create the Customer Agreement and send it to the Requestor for edits.
  4. Forward the edited Customer Agreement, including the project due date, to the Curriculum Design and Development Manager, who sends the document via DocuSign to the Executive Sponsor, Requestor, and L & D Administrator.
  5. Develop the curriculum in conjunction with the Subject Matter Expert (SME) to ensure the validity of the content.
- E. Instructional System Designers shall audit and revise course curriculum as necessary, and at least annually.
1. Monthly Curriculum Review
    - a. The Instructional System Designer shall review the Curriculum Audit compliance sheet on the Learning and Development Sharepoint site to determine which curricula are subject to audit. If the curriculum will not be taught in the current month to audit it in person, the Instructional System Designer reviews the curriculum in training guides and PowerPoint slide decks, per the Audit Checklist.
    - b. If the curriculum *will* be taught in the current month, the Instructional System Designer shall attend the scheduled course and audit the curriculum per the Audit Checklist.
    - c. If no updates to the curriculum are needed, the Instructional System Designer completes the Audit Checklist and saves the file in the Curriculum Design and Development folder of the share drive and/or Sharepoint within 5 business days of the audit.
    - d. If curriculum updates are needed, the Instructional System Designer will:
      - i. complete the Curriculum Audit compliance sheet within five business days and save it in the share drive and/or

Sharepoint; and

- ii. follow the same steps that apply when a request for a curriculum update is received, as outlined in the next section VI.D.2.

## 2. Requests for Curriculum Updates

Upon receipt of a request for a curriculum update from the Curriculum Design and Development Manager, the Instructional System Designer reviews the Decision Tree to identify the level of update (Tier 1, 2, or 3).

- a. For Tier 1 updates, the Instructional System Designer performs minor updates per the Decision Tree, makes updates (for either CBT or in-person training) if necessary, and emails the Curriculum Design and Development Manager where the updates are saved and that it is ready to be reviewed for approval.
- b. For Tier 2 updates, the Instructional System Designer staffs the proposed updates with the Curriculum Design and Development Manager, who determines if a SME is needed. If so, the Instructional System Designer works with the SME to revise the curriculum, and emails the Curriculum Design and Development Manager where the updates are saved. It is then ready to be reviewed for approval.
  - i. If the curriculum is approved, the Instructional System Designer contacts the SME to advise them of this fact and thank them for their assistance. The new curriculum will then be moved to the “live” training curriculum folder. The Curriculum Manager will send an email to the Trainers informing them of the specific changes.
  - ii. If the curriculum is not approved, the Curriculum Design and Development Manager directs the Instructional System Designer to revise and re-submit the curriculum.
- c. For Tier 3 updates, the Instructional System Designer follows the standard intake process. After large changes are made, the ISD will pilot it by training it themselves with a Trainer present to learn the

intent behind changes.

## **VII. FORMS INDEX**

N/A