Glenn Procedural Requirements

GLPR 3410.1D

Effective Date: 05/31/2019
Expiration Date: 05/31/2025

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Responsible Office: Code JD/Consulting Services Division

On-the-Job Training (OJT) Documentation w/Change 1 (04/29/2024)

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Change History

Change	Date	Description/Comments
Basic	06/26/07	Document being converted from CLP (GRC-P3.3.1.1) to GLPR. Document Review-editorial changes to reflect NASA Learning Management System, System for the Administration of Training and Educational Resources at NASA (SATERN), and on-the-job training (OJT) for NASA Glenn Safety Permit System.
A	02/21/2008	Administrative Update to reflect recent reorganization (changed all instances of CFC/Organization Development and Training Office to CFD/Human Capital Development Branch).
1	01/12/2012	Administrative Change 1: Changed the responsible org. from Code CFC/…Branch to Code JC/…Division
B	05/30/2012	Updated the following areas: P2. Applicability, P4 Applicable Documents, P5 Measurement, Chapter 2 Responsibilities, Chapter 3 Procedures, and added Appendix B Acronyms, Appendix D Job Aide, and Appendix E References.
Change 1	05/29/2013	Clarified definitions: Appendix A. Definitions. A4 Optional OJT and A5 Required OJT. Corrected spelling errors in Appendix D. Step 12. Corrected referenced document title in Appendix E.
Change 2	12/2/2013	Clarified Job Aide Instructions in Appendix D.
Change 3	3/21/2014	Deleted NASA Form C40 throughout document.
C	4/3/2017	Updated table of content and applicable documents and forms; clarified discretionary actions and expected outcomes in sections 1.1.3 and 1.1.4; updated approval authority; and updated appendices B (acronyms) and E (reference documents).
D	5/31/2019	Modified the language within P.2 Applicability Changed Responsible Organization from JC/Human Capital Development Division to Code JD/Consulting Services Division Revised P.5 Measurement/Verification, adding requirement that Directors Of are responsible for ensuring compliance to this GLPR. 1.1.2 – Added CERtrack as additional tracking system for OJT documentation. 1.1.5 – Added “shall” requirement for supervisors Modified Chapter 2. Responsibilities Changed name of section title for 2.2; revised the level of responsibility for section 2.4.2 3.5 Added Safety and Health Certification information
Change 1	4/29/2024	Administrative Change: Extend expiration date from 05/31/2024 to 05/31/2025 to complete changes. Updated Plum Brook Station to Neil A. Armstrong Test Facility and GLPR 1410.1 requirements.

Preface

P.1 Purpose

The purpose of this Glenn Procedural Requirement (GLPR) is to provide direction to all supervisors, managers, and employees on the documentation and record keeping of on-the-job training (OJT) at the Glenn Research Center (GRC) Lewis Field (LF) and Neil A. Armstrong Test Facility (GRC-ATF).

P.2 Applicability

a. This directive is applicable to all civil servants (including Pathway Interns) at GRC LF and GRC-ATF.

b. This directive is applicable to documents developed or revised after the effective date of this GLPR.

c. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms “may” denotes a discretionary privilege or permission, “can” denotes statements of possibility or capability, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.

d. In this directive, all document citations are assumed to be the latest version, unless otherwise noted.

P.3 Authority

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

P.4 Applicable Documents and Forms

a. NASA Procedural Requirement (NPR) 8715.3, NASA General Safety Program Requirements.

b. Glenn Procedure (GLP)-QS-8715.1-2, Glenn Research Center Safety Manual, Chapter 2, Safety Health, and Environmental Training and Certification.

P.5 Measurement/Verification

a. The Chief Learning Officer or his/her designee will run a report from the Learning Management System (LMS) for supervisors upon request so they may verify that their OJT records are current.

b. Annually, the CLO or his/her designee will run an OJT report and send it to each Directorate Office. This GLPR will be included with the report as a reminder of their organization’s responsibility to enter OJT into the LMS. Directors Of are responsible for ensuring their respective organizations are compliant with this GLPR and take whatever action they deem appropriate for noncompliance.

P.6 Cancellation

This GLPR cancels GLPR 3410.1C, On-the-Job Training (OJT) Documentation, dated April 3, 2017.

Electronic Signature on file.

Laurence A. Sivic
Associate Director

CHAPTER 1. Introduction

1.1 Introduction

1.1.1 The OJT is the primary method of developing position-specific related knowledge, skills, and abilities of employees, generally under the guidance of a more experienced employee or a supervisor. It is also used for the transfer of knowledge of experienced experts to coworkers in the development of expertise. Therefore, it is important to have clear guidelines regarding the management and documentation of OJT as a method of training and development.

1.1.2 The supervisor shall document all "required" OJT in the Agency LMS (currently the System for Administration, Training, and Educational Resources, a.k.a. SATERN) or the GRC Safety and Health Systems, CERtrak.

1.1.3 All "required" OJT shall be documented using one of the following five items in SATERN.

a. OJT-ADMINISTRATIVE (1-5)
b. OJT-GENERAL (1-5)
c. OJT- FINANCIAL (1-5)
d. OJT-SAFETY (1-5)
e. OJT-TECHNICAL (1-5)

1.1.4 All "required" OJT that is documented in CERtrak will be entered into the system based upon the guidance of an appointed safety specialist.

1.1.5 The supervisor may decide to document "non-required" or "optional" OJT in SATERN. If the supervisor chooses to document "non-required" or "optional" OJT, it shall be consistent across the organization.

1.2 Records

The SATERN facilitates the planning, delivery, and documentation of official training for Civil Service employees and maintains the official record of training in an employee's Learner History section.

CHAPTER 2. Responsibilities

2.1 Supervisor

2.1.1 Determines the job-related knowledge, skills, and competencies employees need to effectively accomplish the organization's work.

2.1.2 Determines and identifies required on-the-job training.

2.1.3 Assesses current capabilities and determines near-and long-term development and training (enhancing employee performance) in collaboration with employees.

2.1.4 Uses OJT effectively to train and develop employees, and to ensure they are fully qualified to perform their work assignments.

2.1.5 Identifies and executes effective methods for conducting OJT or designates an experienced OJT trainer, such as an experienced subject matter expert to do the OJT training.

2.1.6 Identifies and communicates OJT requirements and needs to employees and OJT trainers; uses SATERN or CERtrak to assign, plan, and document required OJT and all necessary information.

2.1.7 Ensures "required" OJT and optional OJT are accomplished successfully.

2.1.8 If the required OJT is part of a safety and health certification or qualification as specified in NPR 8715.3 and GLP-QS-8715.1.2; the supervisor will notify the Safety and Health Division for access to the safety and health certification tracking software.

2.2 The Functional Organizational OJT Trainer

The Functional OJT trainer implements and monitors OJT through demonstration, instruction, assignments, checklists, assistance, and other oversight in accordance with any existing local OJT plans and procedures until the trainee has gained sufficient knowledge and skill to perform assigned duties. Where appropriate or required, the OJT trainer tests the employee's skills and reports the trainee status to the supervisor upon completion of the OJT.

2.3 Employee

2.3.1 Civil service employees are jointly responsible, with their supervisor, for their development and training. They are jointly responsible for assessing their current capabilities, determining near and long-term development, training that enhances performance, and preparing Independent Development Plans (IDPs) that support job requirements, career goals, and Agency needs.

2.3.2 Civil service employees complete assigned OJT, including retraining or retesting, as necessary, to ensure they have gained sufficient knowledge and skill to perform assigned duties.

2.3.3 Contract employee may have training records stored in SATERN or CERtrak. However, these systems are not the official training records.

2.4 The Chief Learning Officer (CLO) or Human Resources Development Specialist (HRDS)

2.4.1 The CLO or HRDS is responsible for the administration of SATERN at GRC and communicating OJT requirements to the civil service managers, supervisors, and Procurement Division who manages all GRC contracts.

2.4.2 The CLO or HRDS develops and communicates policies and procedures related to the OJT process to managers and supervisors.

2.4.3 The CLO or HRDS ensures training to supervisors and requesting organizations upon request.

2.4.4 The CLO or HRDS provides OJT reports annually to the GRC CLO, Consulting Services Division Chief and to each of the Directors Of, as well as to the Supervisor, upon request.

2.4.5 The HR Director shall remind Directorate leaders annually that required OJT shall be entered into the LMS system or the Safety and Health Tracking System.

2.4.6 The CLO or HRDS can support organizations by assisting and uploading required OJT into the LMS (currently SATERN).

2.5 Directors Of

2.5.1 Ensure line supervisors and managers are informed of mandated requirements for OJT within their functional purpose, provide subject matter expertise as may be required for successful training, and maintain records of qualification, where required.

2.5.2 Hold supervisors accountable for ensuring required OJT is entered into SATERN or CERtrak.

CHAPTER 3. Procedure

3.1 The supervisor identifies OJT training requirements and develops objectives to ensure employees are fully qualified to perform their assigned duties (e.g., operation of a new piece of equipment, office/shop operating procedures, etc.).

Note: Refer to Appendix C, Flow Diagram, for a pictorial of the following steps.

3.2 The supervisor determines if OJT is required.

a. If OJT is required, go to step 3.4.

b. The supervisor determines whether to document "optional" OJT. If yes, go to step 3.3.

3.3 The supervisor documents the "optional" OJT assignment on the IDP or local training plan document. Go to step 3.6.

3.4 The supervisor documents the "required" OJT assignment on the IDP or local training plan document. Go to step 3.5.

3.5 The supervisor assigns OJT item(s) to the employee's learning plan in the Agency LMS. When assigning the OJT item to the employee's learning plan, the assignment type will default to "Recommended." The supervisor shall validate or update the assignment type to "Optional," "Required," or "Federally Mandated." The supervisor will also designate an "Assignment Date," and "Required by Date." When an employee is on detail, a written description of the OJT is needed at the time of assignment. The IDP or other local training plan document will also be used. NPR 8715.3 and GLP-QS-8715.1-2 specify safety and health certifications that could qualify as required OJT. Safety and Health Certifications requiring OJT are tracked within the certification tracking software (CERtrak) managed by the Safety and Health Division.

3.6 The supervisor/manager designates a qualified instructor/operator (i.e., designee) to oversee the OJT and to evaluate the employee's successful completion of the OJT.

3.7 The supervisor/designee identifies and executes the best method for conducting the OJT (e.g., reading material, observing, or performing a specific task).

3.8 The employee performs the OJT.

3.9 The supervisor/designee assesses whether the trainee is proficient in completing the task. If the supervisor/designee feels that the trainee is not proficient in the task, return to step 3.7 and repeat until the trainee is proficient. If the trainee continues to have difficulty learning the task, evaluate the acceptability of the trainee for the assignment.

3.10 When the designee is not the supervisor and feels that the trainee is proficient in the task, notify the supervisor of the completion.

3.11 The supervisor revalidates whether OJT was required.

a. If required, go to step 3.12.

b. If not required, go to step 3.13.

3.12 The supervisor completes the IDP or local training plan.

3.13 The supervisor records completion in SATERN. When recording the completion, the supervisor will complete the following fields for entering into SATERN:

a. Grade (S = Satisfactory)

b. Completion status (Select "(Completed) – For Credit" from drop down menu)

c. Completion date (System defaults to date of recording – Update to actual completion date)

d. Total hours (System defaults to 1 hour - Update to actual total hours)

e. Contact hours (Enter same hours as total hours)

f. Comments of what OJT was performed. List the OJT instructors.

Note: In the comments section (f.), the supervisor is required to enter a detailed description.

3.14 The employee history record is maintained in the Agency LMS.

Appendix A. Definitions

Learning History Record. This is a permanent training record, maintained in the Agency LMS, currently SATERN, which documents a civil service employee's NASA-sponsored training history, including each onsite and offsite training course, academic instruction, conference, and OJT. It specifically excludes training not authorized by NASA. It may document training that leads to qualification, but is not the record of qualification; the qualifying office maintains this.

On-the-Job (OJT) Trainer. An experienced, capable individual who demonstrates and provides OJT instruction as a subject matter expert.

On-the-Job Training (OJT). Non-classroom training that is planned, organized, and usually conducted at the employee's worksite using the actual tools, equipment, documents, materials, and selected work experiences. The OJT is the primary method of developing the job-related knowledge, skills, and abilities of employees, generally under the guidance of a more experienced employee or a supervisor. It is also used for the transfer of knowledge of experienced experts to coworkers in the development of expertise.

Optional OJT. The OJT that is not mandated by regulation, policy, procedure or operating instructions. Optional OJT is given to the employees while they are conducting their regular work at the same place. In this way, they do not lose time while they are training or learning. The employee training takes place while he or she is doing the actual job. After a plan is developed, by the experienced employee, for what should be taught, employees should be informed about the details. A timetable should be established with periodic evaluations to inform employees about their progress. Examples of optional OJT include job enrichment, competency development, and knowledge management where the transfer of learning is necessitated by the impending retirement of a more experienced employee. The OJT techniques may include orientations, internships, job rotation, and coaching.

Organization: Organization is defined as a unit and/or group that is working under the same mission to accomplish set goals. An organization is as small as a branch or as large as a directorate. The organization is what an identified supervisor manages and oversees all training needs that are deemed necessary for the success of such organization. The identified supervisor of an organization determines what qualifies as required OJT across the area that is under their direct supervision.

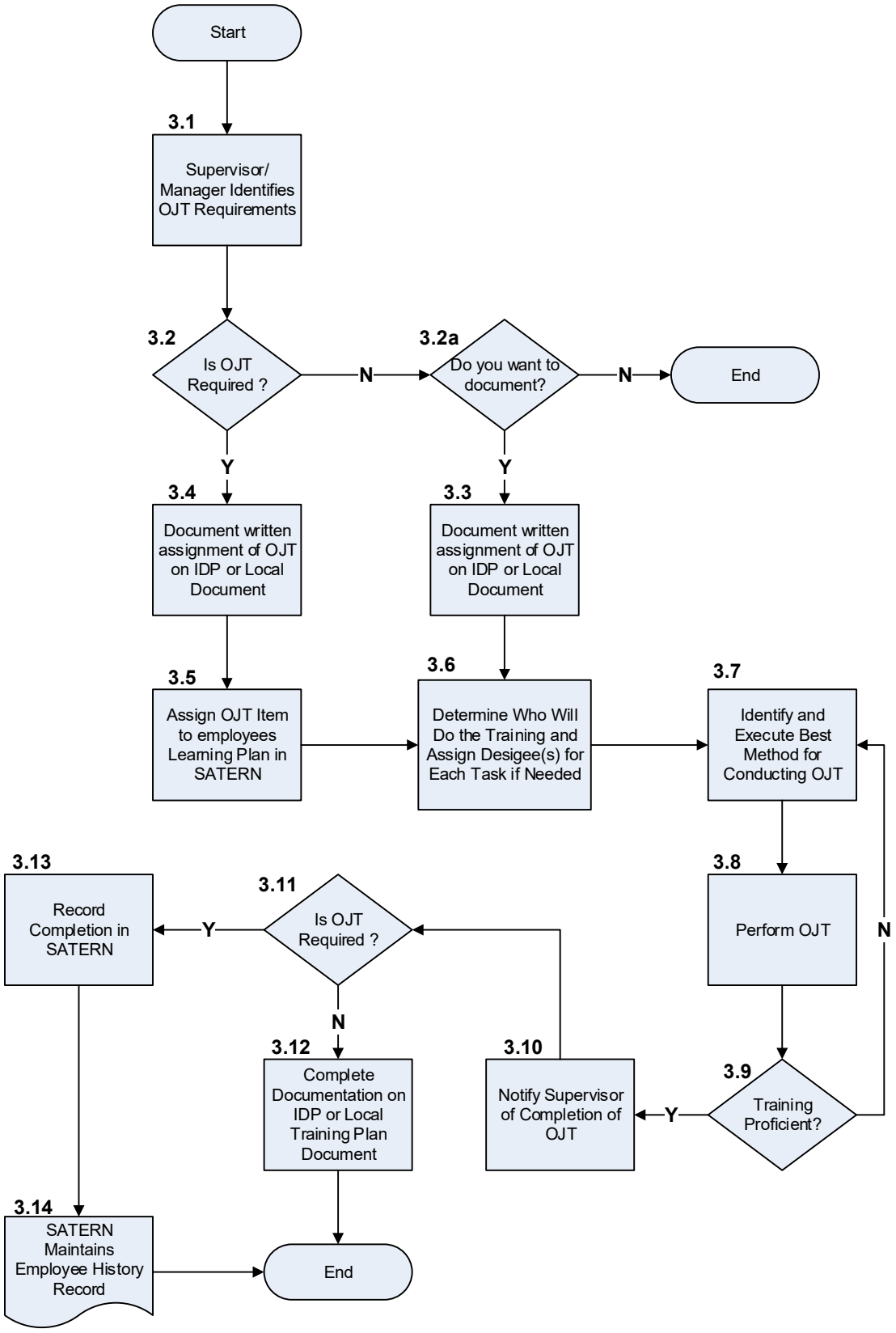
Required OJT. Specific OJT that is mandated by regulation, policy, procedure, or operating instructions and is most often required for the safe operation, handling, or movement of hazardous or other high-risk materials, equipment, systems, and operations, including space flight dependent processes.
Other examples can be found in many standards promulgated by the Occupational Safety and Health Administration explicitly requiring the employer to train employees in the safety and health aspects of their jobs. These standards make it the employer's responsibility to limit certain job assignments to employees until they have completed the required OJT. NASA Procedural Requirement 8715.3 and GLP-QS-8715.1.2 specify safety and health certifications. Certifications and associated OJT are tracked within the certification tracking software, CERtrak, maintained by the Safety and Health Division.

Training. Training is the process of developing employees with knowledge, skills and behaviors in order to support the NASA mission. Training can include, but is not limited to, instructor-led, online, and Web-based and may include elements of on-the-job-training (OJT).

Appendix B. Acronyms

BMS	Business Management System
CLO	Chief Learning Officer
GLP	Glenn Procedure
GLPR	Glenn Procedural Requirements
GRC	Glenn Research Center
HRDS	Human Resources Development Specialist
IDP	Individual Development Plan
LMS	Learning Management System
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
OHCM	Office of Human Capital Management
OJT	On-the-Job Training
SATERN	System for Administration, Training, and Educational Resources for NASA

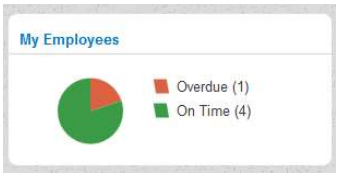
Appendix C. Flow Diagram



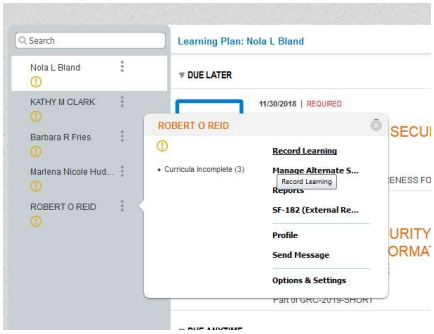
Appendix D. Job Aide for Recording OJT to SATERN

STEP 1: Log into **SATERN at https://satern.nasa.gov**.

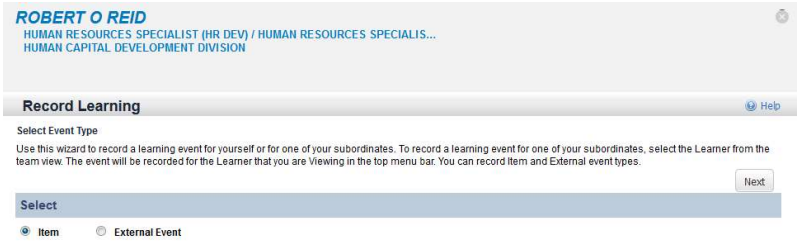
STEP 2: Click on ***My Employees*** tab



STEP 3: Select the employee that you want to record an OJT completion for by clicking on the employee's name and select "***Record Learning***" from the link in the dialogue box.



STEP 4: Select **Item** on the Record Learning tab



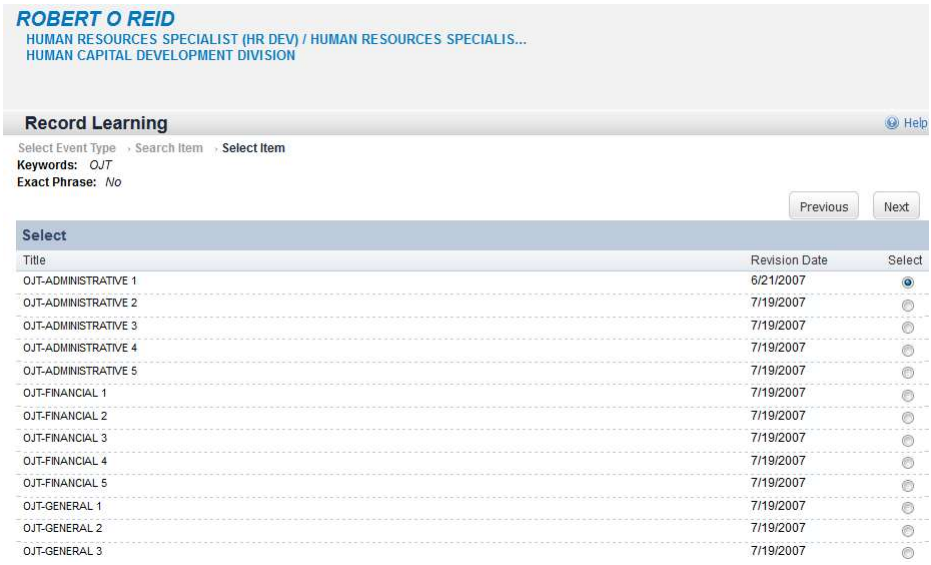
STEP 5: Type the keyword for the Item you want to record (e.g. **OJT**), check the "**Other**" box and click ***Next***.

NOTE:

The Instructor-led, Online and Blended boxes can remain checked.
Leave the "Exact Phrase" field unchecked.

You may only record Items that your Center's SATERN administrator has enabled you to record, and the Item must be in the Catalog.

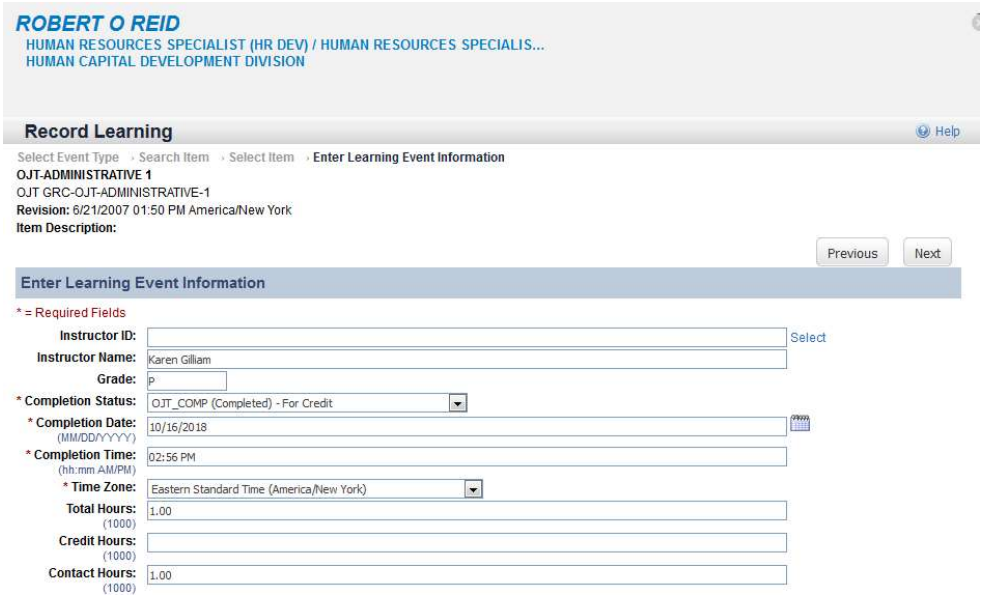
STEP 6: From the search results, choose the correct title using the ***Select*** column and click ***Next.*** (OJT- ADMINISTRATIVE 1-5, OJT-FINANCIAL1-5, OJT-GENERAL 1-5, OJT-SAFETY 1-5 OR OJT-TECHNICAL 1-5)



STEP 7: Fill in the required fields below. Then click ***Next.***

NOTE: Do not enter any data in the Instructor ID or Instructor Name fields.

- In the **Grade** field, enter a "S" for Satisfactory
- In the **Completion Status** field, select **(Completed) – For Credit** from the drop down menu
- Enter the actual **Completion Date** (Required) – Note: Sytsem defaults to current date
- Enter the **Total Hours** (Required) – Note:System defaults to 1
- Enter the **Contact Hours** (Required) - Note: Should be the same as Total Hours. (Do not enter data in Credit Hours or CPE fields).

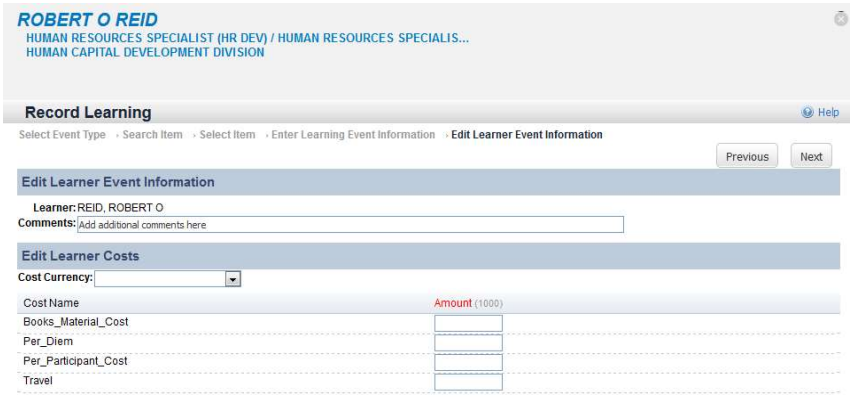


STEP 8: Enter **Comments** (Required) and click ***Next***.

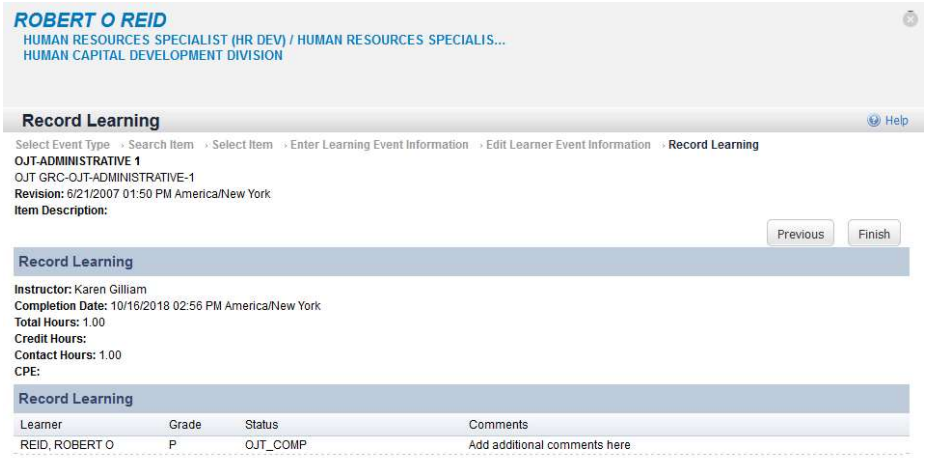
The supervisor is required to enter:

1. Instructor's name(s)
2. Detailed description of the OJT performed

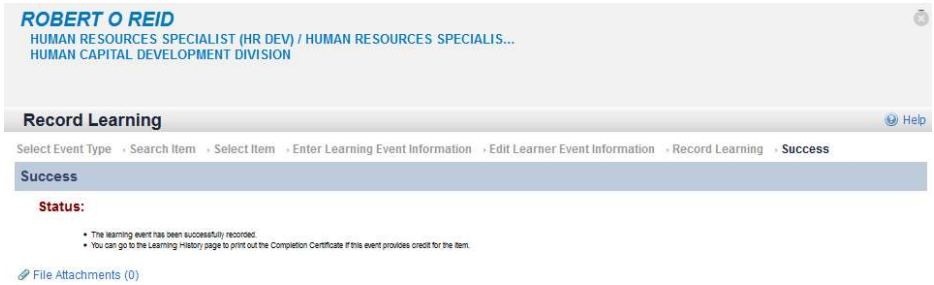
NOTE: Do not enter any data in the Cost Currency and Cost Name fields.



STEP 9: Review your Record Learning submission. If changes need to be made, click on the ***Previous*** button to go back and make changes. If everything is correct, click on the ***Finish*** button



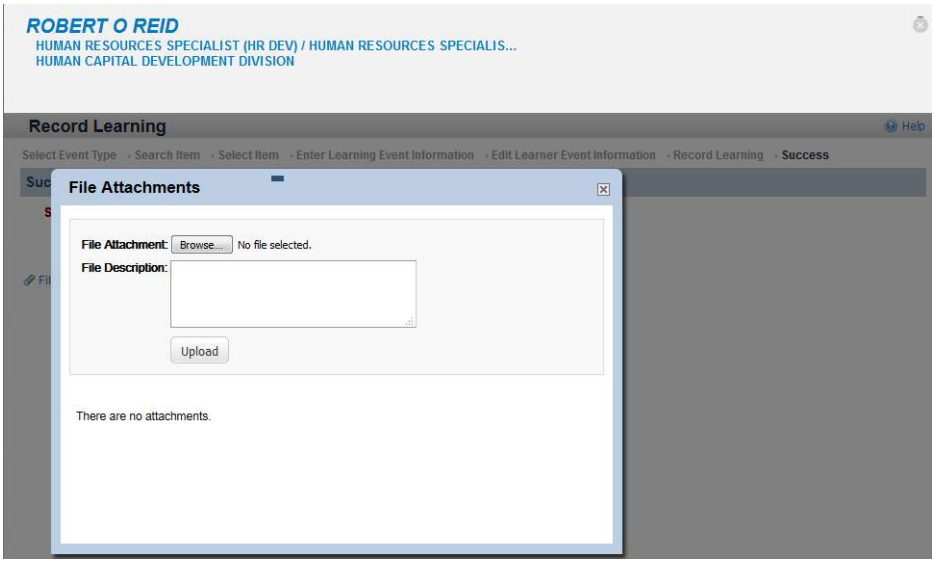
STEP 10: View the confirmation: The OJT Item is now in the employees learning history.



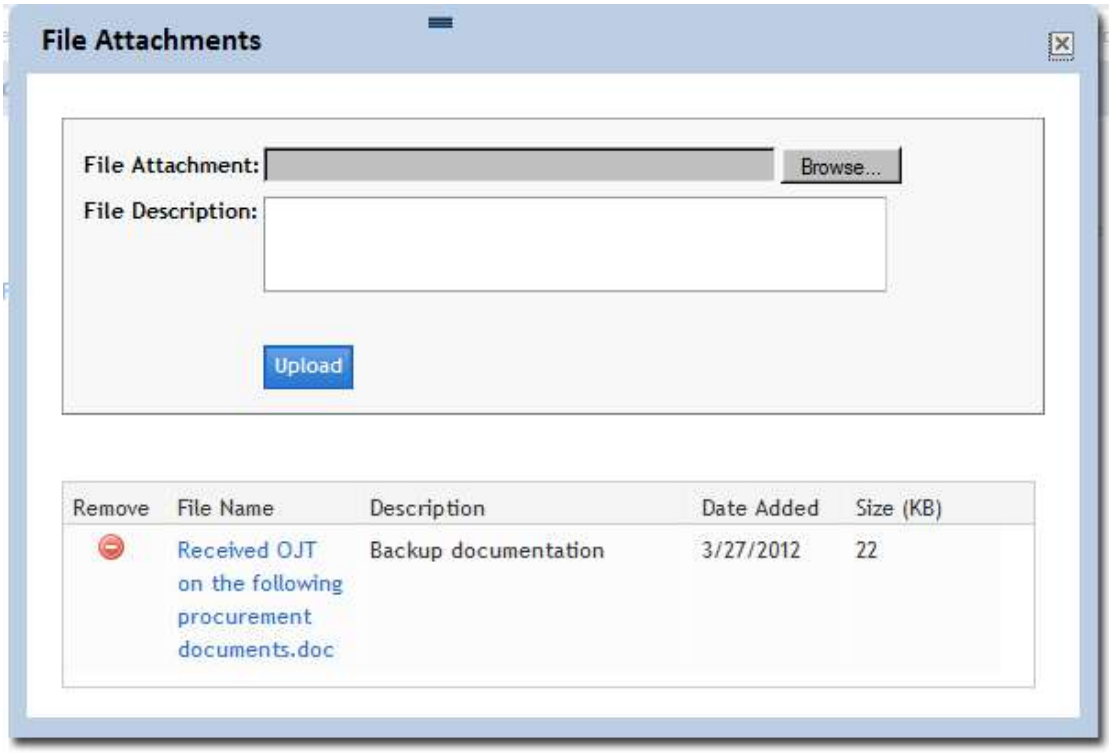
STEP 11: (Optional) – If you want to attach supporting documentation to the learning history record, click on ***the File Attachment*** link on confirmation screen.

STEP 12: Browse your computer to select the supporting documentation, add a **File Description,** and click on the **Upload** button.

NOTE: The supported file types include the following: "**jpeg, jpg, png, doc, pdf, xls, xlsx, ppt, txt and xml**". Currently, SATERN does not accept Microsoft Office Word Document (.docx) file type. All attachments cannot exceed 800KB in file size.



STEP 13: Verify the correct file was attached. If wrong file was attached, click on the Remove icon next to the File Name and attach correct file.



Appendix E. Document References

E.1 GLPR 1440.1, Records Management

E.2 GLP-QS-8715.1, Glenn Research Center Safety Manual