

# Train-the-Trainer

Management Directive, 25-02

## Overview

This Management Directive establishes a structured framework to support effective and sustainable training throughout the deployment of Information Technology systems developed by the Information Technology Services (ITS) Bureau. It defines the roles, responsibilities, and expectations of all stakeholders involved in the training process, including ITS personnel, Program Managers, Program Trainers, and End-Users. The directive ensures alignment, accountability, and consistency in training delivery to maximize system adoption and operational success.

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## Version Summary

As a result of the County of Los Angeles Department of Auditor Controller – Department of Children and Family Services (DCFS) System Development Review this new management directive was created to allow DCFS to have a policy/directive that

provides information on the Train-the-Trainer program for ITS- developed applications/projects.

## POLICY

Application development and enhancement projects often involve complex workflows, regulatory considerations, and multiple user groups. To support successful system adoption and compliance, ITS requires that designated Program Trainers lead instructional efforts using standardized and approved materials provided by ITS. This "Train-the-Trainer" approach promotes consistency, accountability, and knowledge retention across all program areas.

By aligning training practices with system deployment timelines, ITS ensures that staff members receive timely instruction and resources tailored to their roles. Program Managers play a critical role in identifying qualified trainers and confirming that users complete training before system access is granted. Ultimately, this directive reinforces DCFS's commitment to operational excellence, data integrity, and service continuity, providing each program with the tools and procedures to manage training independently while maintaining department-wide standards.

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## PROCEDURE

### Roles and Responsibilities

#### ITS Bureau

##### Step 1: Training Development and Distribution

- a. Create instructional materials aligned with end-user needs and system workflows.
- b. Organize structured knowledge transfer sessions as part of the Train-the-Trainer program.
- c. Provide finalized training resources to Program Managers and Trainers prior to rollout.

#### ITS Bureau Responsibilities

- Assign ITS Project Manager to monitor and enforce compliance with Train-the-Trainer protocols.
- Develop and distribute Train-the-Trainer instructional materials tailored to the system end-users.
- Coordinate structured knowledge transfer sessions for designated trainers to ensure readiness for internal instruction.
- Prepare and issue the ITS Project Sign-Off Sheet to the Program Manager upon completion of the Train-the-Trainer session. This serves as formal documentation that the trainer is prepared and equipped to support end-users.
- Obtain signed ITS Project Sign-Off Sheet prior to deploying any new system or enhancement.

### **Program Trainer**

#### **Step 2: Trainer Preparation and Certification**

- a. Complete the full ITS Train-the-Trainer program, including knowledge transfer sessions.
- b. Review all ITS-issued materials and guides before delivering instruction.
- c. Maintain a log of all training attendees and sessions delivered.
- d. Establish designated backup trainers to ensure uninterrupted coverage.

#### **Step 3: Training Delivery**

- a. Conduct staff training based on ITS-approved instructional content.
- b. Use visual aids, demonstrations, and examples tailored to specific program roles.
- c. Submit completed attendance logs to the Program Manager.

### **Program Trainer Responsibilities**

- Successfully complete the ITS Train-the-Trainer program prior to leading instructional efforts. This includes attending structured knowledge transfer sessions and reviewing provided training materials.

- Conduct training sessions for program staff using ITS-approved guides, visuals, and examples aligned with program workflows.
- Maintain accurate and complete training attendance logs.
- Ensure continuity in training delivery by preparing designated backups where applicable.

### **Program Manager**

#### **Step 4: Manager Oversight and Documentation**

- a. Appoint qualified Trainers and plan for continuity as roles change or staff transition.
- b. Ensure all team members complete training before accessing ITS applications.
- c. Verify and document readiness by signing the ITS Project Sign-Off Sheet, provided by the ITS Bureau.
  - By signing, the Manager confirms the trainer(s) are ready and the program is set up to support training.
- d. Retain training logs and sign-off sheets for internal and external review upon request.

### **Program Manager Responsibilities**

- Appoint qualified Program Trainers and plan for staff reassignments to maintain trainer availability during transitions (e.g., promotions, departures, new hires).
- Ensure all designated system users complete the required training before gaining access to ITS-developed applications.
- Retain training attendance records and verification materials for auditing purposes.
- Confirm trainer readiness and resource access by signing the ITS Project Sign-Off Sheet, certifying that training was completed and the system has adequate support.
- Identify and maintain backup trainers to ensure ongoing training coverage and system sustainability.

## End-User

### Step 5: Training and System Access

- a. Participate in required training as scheduled by the Program Manager or Trainer.
- b. Do not access ITS applications until training is verified as complete.
- c. For additional training needs or questions, consult their Program Manager/Supervisor directly.

## End-User Responsibilities

- Participate in and complete all required training prior to receiving access to ITS-developed applications.
- Consult the direct supervisor regarding training needs before initiating requests to Program Managers or ITS.

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## APPROVALS

None

## HELPFUL LINKS

## Attachment

[ITS Project Sign-Off Sheet](#)