Share the Knowledge

After the initial train-the-trainer course is completed, the freshly minted bureau trainers deliver the courses simultaneously to their colleagues. This allows a large population of users to be trained as close to the implementation date as possible, promoting the retention of new system knowledge. Training is crucial to the success of the NOAA BAS implementation as new users need to know how to use the system to perform their job-related responsibilities. With BAS, users are faced with a big change and a new way of doing things. Training is essential to minimize stress, build system knowledge, and increase performance.

Let us know you are interested!

Phone: (301) 355-5517

Email: BASProject@doc.gov

Online: https://www.commerce.gov/ofm/bas-homepage/questions-about-bas

Business Applications Solution (BAS)

Train-the-Trainer Program Detail Opportunities

U.S. Department of Commerce (DOC)
Office of Financial Management

Train-the-Trainer

The BAS program is a DOC modernization initiative to deploy an integrated suite of financial and business management applications, including:

- Oracle Core Financials
- Enterprise Data Warehouse (EDW)
- Unison PRISM Acquisition
- Sunflower Systems

As part of the first implementation phase, the National Oceanic and Atmospheric Administration (NOAA), as well as its two serviced bureaus, the Bureau of Industry and Security (BIS) and the U.S. Economic Development Administration (EDA), will go live in FY 2023 (October 1, 2022).

As a strategy widely used in large software system implementations, train-the-trainer is a methodology for training potential instructors or subject matter experts to enable them to train other users. The expected outcome is that participants learn the new knowledge or skill to effectively instruct others within their bureau.

Potential Candidates

Finding the right train-the-trainer participants is critical to the success of the program. Preferably, potential candidates will have:

- Prior experience interacting with or supporting financial or acquisition systems
- Previous experience in facilitating or delivering training
- A positive attitude and willingness to help colleagues

Subject Matter Experts

To teach content to others, the trainers themselves must understand the topic well. A recent study found "that when students actually teach the content of a lesson, they develop a deeper and longer-lasting understanding of the material." Beginning January 2022, participants will be detailed to the OS to build their BAS knowledge. They will:

- Attend meetings
- Develop training materials
- Participate in user acceptance testing (UAT)
- Attend BAS system trainings
- Participate in a teach back

Finally, as trainers deliver multiple training sessions, they will be exposed to handling new situations, questions, and perspectives where their subject matter expertise will inevitably continue to grow.

"Tell me and I forget, teach me and I may remember, involve me and I learn."

Professional Development

Participating in the train-the-trainer program is an excellent professional development opportunity! Train-the-trainer not only gives the knowledge of *what* to teach, but also *how* to teach it. Therefore, along with in-depth BAS knowledge, trainers will gain additional presentation, facilitation, and communication skills. Participants will also develop competencies in flexibility, creativity, and critical thinking.

Ongoing Support

The period immediately following a system go-live demands an elevated level of support to ensure the seamless adoption of the new software. A significant advantage to the train-the-trainer model is the creation of system experts within the organization. Since trainers are in-house experts, they remain within the bureau and can easily follow through until the new skills and knowledge become part of their colleagues' routines.