

Training Delivery Methods

Student Guide

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Lesson 1: Course Introduction

Introduction

Welcome

Welcome to the course on Training Delivery Methods!

In today's fast-paced world, effective training is essential for organizations to stay competitive and adapt to ever-changing challenges. This course is designed to empower you with the knowledge and skills needed to select the best training delivery options to align with your unique training goals, audience, preferences, and organizational objectives. We will explore a wide range of training delivery methods, from traditional classroom settings to cutting-edge virtual and blended approaches.

You will discover how to choose the right method for your audience, content, and objectives, ensuring that your training programs are engaging and impactful. Throughout this course, we will delve into trends, technologies, and best practices in training delivery. You will gain practical insights and actionable strategies to enhance your training sessions no matter where you are in your career.

Let's dive in and discover the exciting world of training delivery methods, where you will gain the knowledge and techniques to create meaningful and effective learning experiences for your learners.

Objectives

Welcome to the Training Delivery Methods course.

Course objectives

- Review, compare, and contrast training delivery methods to determine appropriate learning experiences for the audience.
- Select the most appropriate training delivery method for the audience using the results of the Analysis phase and other factors.
- Identify the general functionality and purpose of a Learning Management System's components and how they support instruction.

Lesson 2: Delivery Methods Overview

Introduction

Objectives

This lesson introduces training delivery methods. By the end of this lesson, you will have a clear understanding of how these methods can impact your training programs, enabling you to make informed decisions and create more effective learning experiences.

Lesson Objectives

- Identify the primary available training delivery methods
- Distinguish between synchronous and asynchronous delivery options and their uses

Delivery Methods

There are various training delivery methods available to you as an instructor, depending on the context, audience, and learning objectives. These methods form the building blocks of effective training, shaping the way knowledge and skills are imparted to students.

Familiarizing yourself with various training delivery methods will enable you to design and develop highly effective and successful learning programs.

Delivery Methods

Instructor-Led Training

Instructor-Led Training (ILT) is an educational approach where training is facilitated by a knowledgeable instructor who guides students through a structured curriculum, often in a classroom setting.

Virtual Instructor-Led Training

Virtual Instructor-Led Training (VILT) is training delivered in an interactive virtual environment with a group of students and an instructor, using web conferencing tools and digital platforms. It combines the benefits of traditional classroom training with the flexibility and accessibility of web-based training.

Blended Instructor-Led/Virtual Instructor-Led Training

Blended ILT and VILT combines the best of both training types, electronic and online training with traditional face-to-face instruction, to create a holistic and effective learning approach.

Webinars

Webinars are online seminars that present information in real-time and can be recorded for on demand viewing. They have become an integral part of modern online communication and education.

Web-Based Training, Videos, and Webcasts

Web-based training (WBT), videos, and webcasts are online training that is easily accessible and engaging. Videos and pre-recorded webcasts can be used to present information to learners. These training tools can enhance the learning experience by making information accessible and digestible.

Job Aids

Job aids are instructional tools, resources, or materials that assist individuals in performing tasks effectively and efficiently. They serve as a quick way to provide information and guide employees through complex processes, tasks, or procedures.

Synchronous vs. Asynchronous Delivery

Definitions

Understanding the nuances of training delivery methods is crucial in creating effective and engaging learning experiences. All methods fall into one of two categories, synchronous or asynchronous delivery. Synchronous delivery refers to real-time interaction where learners and instructors engage simultaneously, through video conferencing, an online platform, webinars, or face-to-face. Asynchronous delivery allows learners to access and engage with content at their own pace and convenience, without the need for simultaneous participation across time zones.

Delivery methods for synchronous training encompass traditional ILT, possibly VILT, blended approaches combining ILT and VILT, as well as webinars as a means of real-time interaction. Asynchronous training offers various methods including potential VILT, WBT, which includes eLearning and micro-learning modules, and the use of videos and webcasts, providing learners with the flexibility to engage at their own pace.

Synchronous Delivery

Synchronous training, characterized by real-time interaction between instructors and students, offers a dynamic learning environment with several distinct advantages. One of the key advantages of synchronous training is the opportunity for students to engage in real-time discussions with both their instructor and peers. This live interaction fosters active

participation and provides a platform for immediate clarification of questions, resulting in a richer learning experience. The availability of immediate feedback from instructors further enhances comprehension and skill development. Within the framework of interactive learning, instructors can closely monitor students' progress, ensuring that the training remains effective and aligned with the intended learning outcomes.

While synchronous training offers numerous benefits, it also presents some challenges. Students participating in synchronous training must adhere to a fixed schedule, requiring them to attend training sessions at specific times. This scheduling constraint can sometimes clash with students' busy lives and commitments, making it less flexible than asynchronous alternatives. Moreover, real-time instruction limits students' ability to learn at their own pace, potentially overwhelming those who require more time to grasp complex concepts. Technical issues, such as network bandwidth constraints, can disrupt the training experience, affecting engagement and learning. In addition, for classroom-based synchronous training, hurdles such as location logistics and budgetary concerns, including travel costs, can pose significant barriers to its implementation.

Asynchronous Delivery

Asynchronous training, characterized by its distinct approach to education, also offers unique advantages. Firstly, asynchronous training provides flexibility, allowing students to engage with the material on their own time and at their own pace. This flexibility also enables them to pause and reflect on what they've learned and even conduct additional research as needed. Additionally, the information is typically divided into smaller, digestible topics, making it easier for learners to grasp and retain.

However, there are some challenges associated with asynchronous training. One notable drawback is the lack of real-time feedback, which can hinder immediate clarification of questions. Furthermore, there is limited personal interaction among participants in asynchronous learning environments. Success in asynchronous training requires a high degree of self-motivation and strong time management skills, as learners must be committed and disciplined to stay on track and complete their coursework effectively.

Review Activities

Knowledge Check 1

Emilio is designing a training course that must be conducted in a virtual environment, allow real-time interaction with students, and support recording for later viewing. Which training method should Emilio choose to meet these requirements?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Instructor-Led Training (ILT)
- Synchronous Virtual Instructor-Led Training (VILT)
- Recorded Webcasts
- Job Aids

Knowledge Check 2

Which of the following training delivery methods is asynchronous?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- ILT
- WBT, videos, and webcasts
- Blended ILT/VILT
- Webinars

Knowledge Check 3

Which of the following are advantages of synchronous training?

Select all that apply. Then check your answers in the Answer Key at the end of this Student Guide.

- Real-time discussions with an instructor and peers
- Flexibility for learners to choose their own pace
- Immediate feedback from instructors
- Ability to monitor learning progress interactively

Knowledge Check 4

Mary is designing a training program for employees who are located across different time zones. She wants to ensure that the training method allows students to proceed at their own pace and offers flexibility. Which training approach would be most suitable for this situation?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Synchronous training
- Blended ILT/VILT
- Webinars
- Asynchronous training

Conclusion

Objectives Review

You should now be able to perform the activities listed here.

- Identify the primary available training delivery methods
- Distinguish between synchronous and asynchronous delivery options and their uses

Summary

You have completed the Delivery Methods Overview lesson.

Lesson 3: Standalone Training Methods

Introduction

Objectives

Standalone training methods refer to a diverse set of educational techniques that can be applied independently to enhance learning outcomes. We will discuss how these methods can cater to diverse learning styles and the challenges associated with them.

Lesson Objectives

- Summarize Web Based Training (WBT), including eLearning and micro-learning
- Summarize video-based and webcast training options
- Summarize performance support tools

WBT

Overview

WBT, such as eLearning and micro-learning, allows students to access information remotely as needed, on their own time, day or night. This training is online and requires self-motivation to complete. It is beneficial for individuals in a global market and can have a maximum number of students. In addition to providing new information to a student, this platform is also ideal when students may need a refresher.

Videos and Webcasts

Videos and pre-recorded webcasts enable information to be provided on a focused topic. This type of training allows individuals to attend virtually and allows students to repeat the training as much as needed.

Advantages

WBT offers several advantages that make it an appealing choice for learners. WBT is an on-demand, self-paced training method that harnesses technology to provide access to educational content. This grants participants the flexibility to determine when and where they engage with the training, as well as the speed at which they progress through it. This adaptability is a significant advantage, accommodating varying schedules and learning styles. WBT encourages learners to pause and reflect on the information they've acquired. This reflection period allows students to delve deeper into key concepts, conduct additional

research, and revisit the training as needed for a more comprehensive understanding. Lastly, WBT streamlines administrative processes by providing digital record-keeping capabilities. This facilitates the tracking of student progress, ensuring that administrators can monitor performance and tailor future training experiences accordingly.

Challenges

Despite the numerous advantages of WBT, it is important to acknowledge certain drawbacks associated with this approach. One significant limitation is the absence of instant feedback for student inquiries. Unlike traditional classroom settings where students can immediately seek clarification from instructors, WBT, such as eLearning and micro-learning, often relies on asynchronous communication, potentially leading to delays in resolving doubts. WBT places a considerable responsibility on the learner, necessitating self-motivation and effective time management skills. Without a structured class schedule and face-to-face interactions, students must actively engage with the material and maintain their own progress. Furthermore, when assessments are involved, cheating becomes a concern in the online environment, highlighting the need for robust integrity measures in WBT settings.

Performance Support Tools

Job Aids

Performance support tools, such as job aids, play a crucial role in enhancing training effectiveness and on-the-job performance. Job aids are designed with a specific focus on performance management, providing learners with concise, task-specific guidance to excel in their roles. Job aids are also easily accessible. Students can save and access them as needed when doing the job. This flexibility to retrieve information when it's most relevant empowers learners to apply their training in real-world situations, increasing overall productivity. Additionally, job aids have the potential to reduce training time and costs. By offering a quick reference to essential information, they eliminate the need for extensive training sessions, enabling organizations to allocate resources more efficiently.

Review Activities

Knowledge Check 1

Harrison is looking to gain more expertise in his current role. He prefers learning at his own pace and wants the option to revisit the training material whenever he needs to. Which advantage of WBT is likely to appeal to Harrison the most?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Immediate feedback to student questions
- In-person interaction with instructors
- Flexibility over the time, place, and pace of training
- Strict monitoring to prevent cheating during tests

Knowledge Check 2

Joan is looking to enhance her knowledge about information security. She's interested in a training format that offers flexibility and the ability to review materials at her own pace. Which option would be the most suitable for her needs?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Attending an in-person workshop with live instructors.
- Taking an online eLearning course with associated job aids.
- Enrolling in a weekly virtual classroom session.
- Joining a one-on-one coaching session with a project management expert.

Knowledge Check 3

Emily is a training manager looking for quick and cost-effective ways to help reduce errors for a specific job function. To achieve this, she has been considering using job aids. Which of the following statements accurately reflects the benefits of using job aids?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Job aids can save money by reducing training time and emphasizing performance management.
- Job aids require significant initial investment, making them less cost-effective.
- Job aids are only suitable for one-time use and cannot be reused.

- Job aids are costly because they need to be printed and distributed physically.

Conclusion

Objectives Review

You should now be able to perform the activities listed here.

- Summarize Web Based Training (WBT) including eLearning and micro-learning
- Summarize video-based and webcast training options
- Summarize performance support tools

Summary

You have completed the Standalone Training Methods lesson.

Lesson 4: Instructor-Led Training Methods

Introduction

Objectives

By the end of this lesson, you'll be well-versed in the different facets of instructor-led training and equipped to make informed decisions about which approach best suits any project.

Lesson Objectives

- Summarize Instructor-Led Training (ILT)
- Summarize Virtual Instructor-Led Training (VILT)
- Summarize blended Instructor-Led Training
- Summarize webinars

Instructor-Led Training

ILT: Overview

ILT delivers training in person at a specific location, and students may have travel expenses to attend. One drawback of ILT is its limited scalability. Accommodating a large number of students becomes challenging due to space and resource constraints. Participants are required to register for specific training sessions and commit to set schedules, making it less flexible for those with busy lives. Unlike other learning approaches, ILT does not allow students to progress at their own pace, emphasizing the structured nature of this format.

ILT: Advantages

ILT has the potential to significantly improve the overall learning experience. Its real-time learning feature enables open conversations and offers personalized attention to students, making the educational journey more engaging and effective. The platform's adaptive methodology tailors the course material to match each student's knowledge level in real-time. This approach creates a unique and individualized learning experience for every student in the course. Incorporating ILT elements further enhances interactivity within the learning environment. ILTs encourage active engagement through various means, including interactive scenarios, Q&A sessions, and group work.

ILT: Challenges

Classroom instruction often presents logistical challenges related to location, potentially requiring travel for students, which can incur additional costs. In addition, as the training is presented live, students may not retain all of the knowledge they receive. One way to overcome this would be to provide books, notes, and handouts so students can resort back to the knowledge when needed. Another potential hurdle in classroom instruction is the availability of qualified instructors who possess the required knowledge and skills to effectively host live classroom sessions.

Virtual Instructor-Led Training

VILT: Overview

VILT is similar to ILT but uses an online platform to provide training. This is beneficial for a geographically distributed audience and can accommodate numerous students simultaneously, making it an efficient choice for large groups. An additional benefit is the ability to record sessions, enabling students to revisit the material at their convenience. VILT is also versatile in its delivery modes, accommodating both synchronous interactions for real-time engagement and asynchronous access to course materials, ensuring flexibility and accessibility for a wide range of learners.

VILT: Advantages

VILT offers students the freedom to join sessions from the location of their choice, whether it be from the comfort of their homes, their workplace, or even on a mobile device. This flexibility eliminates the need to incur travel expenses, making it a cost-effective option. VILT fosters collaboration through various interactive tools such as discussion forums, live chats, polls, whiteboards, and group breakout sessions, all of which instructors can employ to enhance engagement among students. VILT enables instructors to record the course, providing students with the valuable resource of revisiting the content for refresher training whenever the need arises.

VILT: Challenges

VILT, while highly accessible, can sometimes be susceptible to technological challenges, particularly issues related to internet connectivity. Additionally, when courses are presented in real-time, instructors must consider the diverse time zones of their participants, which requires careful planning to accommodate time zone differences. Another unique aspect of VILT is the potential for students to become easily distracted by multitasking, diverting their attention away from the course content.

Blended Learning

Blended Learning: Overview

Blended learning is an innovative training approach that seamlessly combines conventional, face-to-face instructor-led instruction with the convenience of virtual learning, thereby crafting a versatile and adaptable training environment. This methodology offers students the advantages of in-classroom guidance and interaction, fostering a rich learning experience, while also granting them the flexibility to explore dynamic learning resources beyond the confines of the physical classroom.

Blended Learning: Advantages

Blended learning effectively manages classroom time by striking a balance between in-person and online instruction. This reduces travel costs and the time students need to spend away from their usual routines, which makes learning more convenient and cost-effective. The blended learning approach empowers students by promoting independence and personalization in their learning path. It encourages students to take ownership of their understanding and knowledge of the course content, leading to increased engagement. The early interaction between instructors and students in a blended learning environment allows for a more tailored educational experience. Instructors can identify individual learning needs and adapt their teaching methods accordingly, ensuring that each student receives the necessary support to succeed.

Blended Learning: Challenges

Blended learning also presents unique challenges. Regardless of whether it's ILT or VILT, the logistics of training locations can prove challenging. Coordinating physical venues or ensuring online platforms are accessible to all participants can be a complex task in both contexts. Technology becomes a critical factor with virtual elements. While VILT harnesses digital tools for remote learning, it's not immune to technology-related issues that can disrupt the training experience. Additionally, blended learning, like ILT, often operates within a structured training schedule to ensure that learning objectives are met efficiently. However, this can reduce flexibility and result in diminished levels of participation and engagement.

Webinars

Webinars: Overview

Webinars are interactive live presentations in which students participate in virtual sessions from the comfort of their own devices. This digital platform allows attendees to engage

actively by submitting questions and comments in real-time, fostering dynamic discussions. The appeal of webinars lies not only in their accessibility but also in their cost-effectiveness, making knowledge dissemination more efficient. These web-based sessions are tailored to the specific subjects and requirements of the audience, ensuring that the content is relevant and engaging. Additionally, webinars offer the advantage of being recorded, allowing individuals to access the material at their convenience, making knowledge dissemination even more accessible and flexible.

Webinars: Advantages

Webinars offer a convenient means of information exchange for both students and instructors. It facilitates learning by breaking down content into focused segments, enabling students to engage deeply with the material presented and encouraging reflection on the information provided. The flexibility of recorded webinars allows for on-demand access, enabling students to revisit the content whenever and wherever they need it, thus enhancing the accessibility and convenience of the learning experience.

Webinars: Challenges

Webinars also present their own set of challenges. The effectiveness of the training can be compromised in situations where there are slow bandwidth or technology issues, potentially hindering the learning experience for participants. Successful participation in the training also relies heavily on effective promotion to encourage registrations. Even with robust promotional efforts, if the chosen topic does not resonate with the target audience, attendance rates may remain low. Assessing the outcome and impact of the training can be somewhat challenging. However, one way to gauge effectiveness is by conducting a survey at the conclusion of the webinar to gather valuable feedback from participants.

Review Activities

Knowledge Check 1

Melinda is a training manager for a large organization considering implementing ILT for a critical skill development program. What is one of the advantages of ILT that she should consider when making her decision?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Lower travel costs for participants
- Real-time conversations and personalized attention
- Self-paced learning

- No need for instructors

Knowledge Check 2

Ellis wants to encourage active participation and engagement among students during a training session. Which feature of VILT can help him achieve this goal?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Live chats
- Recording the session
- Classroom setting
- In-person workshops

Knowledge Check 3

How does blended learning promote engagement among students?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- By eliminating all interaction with instructors.
- By making students adhere to a rigid training schedule.
- By encouraging students to take responsibility for their learning path.
- By providing no access to virtual learning opportunities.

Knowledge Check 4

Advantages of webinars are:

Select all that apply. Then check your answers in the Answer Key at the end of this Student Guide.

- Focused content delivery
- Easy measurement of training outcomes
- Convenient means of information exchange
- Cost-effective

Conclusion

Objectives Review

You should now be able to perform the activities listed here.

- Summarize Instructor-Led Training (ILT)
- Summarize Virtual Instructor-Led Training (VILT)
- Summarize blended Instructor-Led Training
- Summarize webinars

Summary

You have completed the Instructor-Led Training Methods lesson.

Lesson 5: Training Delivery Method Selection

Introduction

Objectives

Selecting the right delivery method for your training program can be a critical decision that greatly influences its outcomes. This lesson will help you learn to select the most appropriate training delivery method for your audience using the results of the Analysis phase and other factors.

Lesson Objectives

- Review the results of the Analysis phase
- Apply delivery method considerations for each of the primary training delivery methods

Analysis Phase

Overview

The ADDIE model, standing for Analysis, Design, Development, Implementation, and Evaluation, is a systematic framework for creating effective training programs, with the Analysis phase being a crucial step in the process. The Analysis phase includes front-end analysis, needs analysis, needs assessment or gap analysis, task analysis, and learner or audience analysis.

Front-End Analysis

When reflecting on the insights gleaned from the front-end analysis, it is essential to carefully consider the following factors from the front-end analysis.

- The front-end analysis sheds light on the specific performance problem that requires a training solution. This helps to determine what aspects of training content are needed to address it effectively.
- The front-end analysis provides valuable insights into whether sufficient resources are allocated to tackle the identified performance problem. This knowledge helps to determine the scope of the training program within the available resources.

- Through the analysis, a deeper understanding of the causes and evidence behind the performance problem has been gained and potential solutions have been explored. This knowledge empowers the training content to be tailored to address the root causes and incorporate effective solutions.
- The analysis provides a comprehensive view of the financial aspects, anticipated effects, and any constraints associated with the solution. This information facilitates informed decisions about the cost-effectiveness and practicality of various delivery methods.
- Lastly, the front-end analysis clarifies the overall goals of the training program. Aligning the findings with these goals ensures that the chosen delivery method effectively supports the broader objectives of the program.

Needs Analysis

The needs analysis also furnishes information to consider when choosing a training delivery method.

The needs analysis reveals the specific skills required for advancement or improvement. Understanding these skills is crucial for tailoring training content effectively. It provides insights into existing skill levels and identified gaps. This knowledge is instrumental in addressing weaknesses and structuring the training content accordingly. With the needs analysis in mind, there is a better understanding of how to bridge the identified skill gaps through learning. This informs the design and content of the training program.

Having considered the needs analysis findings, the training products can be implemented with greater confidence, knowing that they align with the identified needs. Additionally, the analysis aids in the evaluation process, ensuring that the training methods are effective and responsive to the identified skill requirements.

Needs Assessment/Gap Analysis

During the needs assessment and gap analysis, it's essential to go over several key steps and considerations.

- It's crucial to clearly define the area that requires analysis and outline the goals you aim to accomplish. This definition is essential to establish the foundation for the analysis.

- Once the area and goals are established, the focus is on envisioning the ideal future state. This paints a picture of the desired outcome and provides a benchmark to strive for.
- The needs assessment and gap analysis comprises an examination of the current state, taking stock of the existing conditions and best practices. This helps to pinpoint the specific area that has been assessed and outlines the precise goals to be achieved.
- Crucial to the process is the comparison between the current state and the ideal state. This reveals gaps and areas in need of enhancement.
- The needs assessment and gap analysis has described the extent of these disparities, providing concrete measurements of the differences to aid in selecting the most effective training delivery method.
- Recommendations stemming from the analysis have been summarized and have laid the groundwork for an effective plan to bridge these gaps. This plan can now be instrumental in selecting the most suitable training method to address the identified needs and shortcomings.

Task Analysis

When it comes to reviewing the steps involved in task analysis, several key components should be considered.

- Clear definition of task goals provides insights into required skills and knowledge. This understanding is fundamental for choosing a training method that aligns with the specific objectives.
- Breaking down tasks into subtasks aids in identifying the finer nuances and complexities involved. This granularity helps pinpoint the specific training needs and tailor the method to address them effectively.
- Different tasks may require different types of analysis. The type of analysis used informs the selection of training methods that best accommodate the nature of the task and the cognitive demands it places on learners.

- The analysis process itself provides insights into how the task is currently performed, potential issues, and areas where improvements are needed. Use this to choose a training method that can address the identified gaps and challenges.
- The results of the task analysis provide concrete information about what learners need to know and do to perform the task effectively. These results are a valuable resource in selecting a training delivery method that can efficiently transfer this knowledge and skill to the students.

Learner/Audience Analysis

Gaining a good grasp of your audience's demographics is vital. This knowledge will enable you to design training to fit their specific needs and enhance its effectiveness. Take a moment to review the questions, as they will guide you in tailoring your training to meet the specific needs and characteristics of your audience.

- Who is the primary audience for your training?
- Is there a secondary audience, and if so, do they have the same access to technology and information as the primary audience?
- What is the average age of your learners?
- What is the level of work experience among your learners?
- How much do your learners already know about the training subject?
- What terms and technical language are your learners familiar with?
- What kind of devices will your learners use for the training?
- How tech-savvy are your learners?
- Why are your learners taking this training?
- What are the expectations of both the instructor and the learners as a result of this training?
- How much time can your learners devote to the training?
- What is the motivation level of your learners?
- What level of participation is expected from your learners?

Choosing a Delivery Method

Flowchart Exercise

Navigating the selection of the right delivery method for your training program can feel like a daunting task. To assist in this endeavor, you will now read a scenario and a set of questions that will guide you in choosing the most suitable delivery method for your specific needs.

Review the scenario to answer the questions provided.

Scenario

Evan is a training coordinator tasked to design a training course for a group of security specialists to enhance their knowledge of a new security process that will start to affect their work in six months. He needs to select the most suitable delivery method for this course, taking into account the following factors.

1. Target Audience:

- The target audience consists of mid-level security specialists.
- They have a good level of experience in their role, but they need to understand the new security process.
- The training should help them gain a comprehensive understanding of the new security process.

2. Prerequisites:

There are no prerequisites for this training course.

3. Course Structure:

- The stakeholders would like the course designed to be conducted over four weeks, with each session lasting approximately 2-3 hours and including breaks for engagement and activities.
- The total course duration should not exceed twelve hours.

4. Course Interactivity:

- The stakeholders would like some kind of hands-on practice and student interaction with instructors to increase engagement.

5. Number of Students:

- There will be approximately 50 security specialists taking this course.
- Multiple iterations can be accommodated to support the entire audience if necessary.

6. Additional Resources:

- Specific equipment is not required for this training; students can use their own computers.
- Subject Matter Expert (SME) support is crucial for this training course. Evan plans to involve SMEs as guest instructors to provide practical insights and guidance.

7. Geographical Diversity:

- The security specialists are located across the United States.

Review Activity: Flowchart Exercise

When is training needed?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Immediately
- Mid-term
- Longer-term

What is the target audience?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Entry Level
- Mid-Level
- Senior/Executive

Are there prerequisites?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Yes
- No

What is the expected level of interactivity?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- 1
- 2
- 3
- 4

How many students?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- 25 or less
- 26 – 50
- More than 50

Where are they geographically located?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Local
- Dispersed across the U.S.
- Global

Flowchart Exercise: Knowledge Check

Given all the information about Evan’s training program, what is the best training delivery method for this course?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- ILT
- VILT
- A Webinar
- eLearning

Additional Performance Support Tools

Performance support tools are invaluable resources that provide students and employees with the assistance they need to excel in their roles and tasks. These tools come in various forms, each designed to address specific needs efficiently and effectively. Job aids are tools designed to streamline and enhance task performance. These aids come in various formats, including checklists, infographics, step-by-step procedures, and troubleshooting guides, providing quick and accessible assistance when it's needed most. Glossaries are references for specialized terminology and definitions. Frequently Asked Questions (FAQs) address common queries and concerns. Course supplemental packages are additional resources that enhance understanding and practice. Prerequisite webpages are online references that provide foundational knowledge for a course or task.

Review Activities

Knowledge Check 1

What is one of the primary purposes of the Analysis phase in the ADDIE model?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- To design the training content
- To evaluate the effectiveness of training
- To select a training delivery method
- To conduct learner assessments

Knowledge Check 2

During the needs assessment/gap analysis phase, what is the purpose of comparing the current state of skills, knowledge, or performance with the ideal state?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- To identify the area to be analyzed
- To determine the difference and define the gap
- To establish the ideal future state
- To summarize the recommendations

Knowledge Check 3

You are a training manager for an organization that has recently experienced a series of security breaches. The breaches have raised concerns about the effectiveness of the current security measures and the level of awareness and readiness among employees. Your task is to develop a training program to improve security awareness and preparedness.

Review the Factors to Consider and choose the most suitable training delivery method. Check your answer in the Answer Key at the end of this Student Guide.

Factors to Consider

Current Security Knowledge and Skills: Employees have varying levels of security knowledge, with significant room for improvement, especially in understanding the latest security threats and best practices.

Preferred Learning Styles: Employees have different learning preferences, with some favoring hands-on training and others more inclined towards traditional classroom-style instruction.

Time and Resource Constraints: Employees have limited time for training, which requires a concise and efficient training solution.

Budgetary Considerations: The company has allocated a reasonable budget for security training, allowing for quality instruction.

- ILT
- VILT
- eLearning
- Webinars

Knowledge Check 4

You are responsible for training a diverse group of employees from different regions within your organization on a new cyber security policy. The goal is to ensure that all employees understand the policy's importance and can implement it effectively in their roles.

Review the Factors to Consider and choose the most suitable training delivery method. Check your answer in the Answer Key at the end of this Student Guide.

Factors to Consider

Geographical Considerations: Employees are located across various offices and remote locations.

Limited Budget: There are budget constraints for the training program.

Time Sensitivity: The new policy needs to be implemented urgently.

Interactivity: It is essential for employees to engage in discussions and ask questions during the training.

Technical Skills: Most employees are comfortable using basic office software but may have limited experience with more advanced technology.

- ILT
- VILT
- Blended ILT/VILT
- Webinar

Conclusion

Objectives Review

You should now be able to perform the activities listed here.

- Review the results of the Analysis phase
- Apply delivery method considerations for each of the primary training delivery methods

Summary

You have completed the Training Delivery Method Selection lesson.

Lesson 6: Learning Management System

Introduction

Objectives

A Learning Management System (LMS) is a vital tool for educators, trainers, and organizations of all sizes. This lesson will provide you with a comprehensive introduction to LMSs, why they're important, and their key features.

Lesson Objectives

- Identify the role of an LMS in education
- Analyze how an LMS can enhance learning
- Identify the benefits of an LMS

Benefits of an LMS

Overview

Once a training delivery method is selected, how that training is presented must be in accordance with DOD regulation. For example, 508 compliance and the system accreditation level for the content must be met. Delivery platforms and technical capabilities vary, so consult with the appropriate contacts. An LMS is software designed to create, distribute, and manage the delivery of educational content. An LMS can be hosted as a stand-alone or cloud-based product. An LMS is technology that can improve learning to make it faster, productive, cost-effective, and trackable.

Overview (cont.)

An LMS offers numerous advantages for organizations and learners. It centralizes learning resources, providing a single platform for educational content. This enables personalized learning experiences, tailoring courses to individual needs. Additionally, it offers robust tracking and reporting capabilities, aiding in monitoring progress and assessing effectiveness. LMSs contribute to improved performance and productivity by enhancing accessibility and convenience. They also facilitate regulatory compliance and can easily scale to accommodate growing educational needs.

Role of an LMS in Education for Students

The LMS provides the ability for students to view their educational progress, assess learning, obtain online support from the instructors, and access course materials at any time. The LMS provides the ability for the student to engage in group chats, online discussions, monitor course grades, monitor course progress, and take tests. The LMS provides an environment which cultivates an educational environment for learning and provides continuous improvement capabilities.

Role of an Education for Instructors

An LMS can empower instructors to streamline their teaching processes, enhance learner engagement, and ultimately achieve their educational objectives more efficiently. Instructors can facilitate discussions, plan online activities, set learning expectations, provide students with choices and options, and assist students in solving problems and making decisions in an LMS.

LMS Enhances Learning

An LMS provides a database to store information that is related to the student's topic of interest, and the student can target additional training products based on that information. An LMS records data that can be mapped into specific metrics such as course completions, course viewing time, testing results, and learning outcomes. Instructors can update the training based on these metrics to ensure the training is on target with the needs of the student. An LMS provides the ability to track learning progress and performance milestones. The LMS assists the instructor to create, adopt, administer, distribute, and manage all learning activities online.

LMS Enhances Learning (cont.)

The LMS is centralized technology that pieces together all academic materials, such as study guides, and training modules with records in one location. An LMS can eliminate the cost of printing study materials, buying books, and using online video conferencing tools. Due to the easy access to the learning content, necessary adjustments can be made in one location at one time. A cloud LMS offers highly customizable and on-demand solutions to the instructor, and the LMS can be refined to record and provide data when needed or for enhancement capabilities.

Review Activities

Knowledge Check 1

What is the primary role of an LMS in education?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- To facilitate online discussions and group chats
- To create, distribute, and manage educational content
- To provide continuous improvement capabilities
- To monitor course grades and progress

Knowledge Check 2

How can the use of an LMS improve the overall learning experience for students, instructors, and educational institutions, and what specific features or functionalities of an LMS contribute to this enhancement?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- An LMS can enhance learning by providing a centralized platform for course materials, assignments, and communication, streamlining the learning process.
- The primary way an LMS enhances learning is through advanced analytics and data tracking, allowing instructors to personalize instruction and identify areas for improvement.
- LMS features like discussion forums and collaborative tools facilitate student interaction and engagement, which positively impacts the learning experience.
- All of the above. LMS platforms offer a multifaceted approach to enhancing learning by centralizing resources, providing analytics for personalization, and fostering engagement through collaborative features.

Knowledge Check 3

What is one of the benefits of using an LMS?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Centralized learning
- Increased cost of study materials

- Limited tracking and reporting capabilities
- Reduced regulatory compliance

Knowledge Check 4

What is one of the key benefits provided by a Learning Management System (LMS) in an educational context?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Cost-effective learning
- Improved performance and productivity
- Real-time student progress tracking
- Create regulatory compliance

Conclusion

Objectives Review

You should now be able to perform the activities listed here.

- Identify the role of an LMS in education
- Analyze how an LMS can enhance learning
- Identify the benefits of an LMS

Summary

You have completed the Learning Management System lesson.

Lesson 7: Practical Exercises

Introduction

Objectives

Now that you've learned about all of the training delivery methods, their advantages and challenges, and how to use the results of the Analysis phase to identify the best training delivery method, it's time to apply what you've learned. You will be presented with a series of real-world scenarios, each representing a unique training need identified through training analyses.

Lesson Objective

- Select the most appropriate training delivery method for the audience using the results of the Analysis phase and other factors.

Training Delivery Method

Scenario 1

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

You are in charge of designing a training program for a team within your organization, where team members have varying levels of expertise. The training content is critical for a new project and a needs analysis has been conducted to determine the most effective way to provide the training. The analysis revealed several key learning factors that need consideration when designing the training program.

Factors to Consider

Expertise Levels: The team consists of individuals with diverse levels of expertise. Some are experienced and might need only a brief overview, while others are relatively new and require more detailed explanations.

Interactivity Requirement: The training content involves hands-on exercises and collaborative activities. Participants need the opportunity to ask questions, seek clarification, and engage in discussions to fully grasp the material.

Urgency of the Project: The project has a tight deadline, and it's crucial for the team to acquire the necessary knowledge quickly. There's limited time for a prolonged training process.

Scenario 1 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Synchronous training
- Asynchronous training
- Blended learning
- Web-based training

Scenario 2

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

You are working on developing a training program due to new software being introduced to your organization. There is an immediate need to enhance employee's knowledge and skills to learn the new software. To address this, you conduct a comprehensive needs analysis to identify the best learning approach.

Factors to Consider

Diverse Workforce: Your organization has a diverse workforce of employees from various regions and backgrounds. They have different learning styles and schedules due to their geographic locations and personal commitments.

Technological Advancements: The technology industry is evolving rapidly, and your organization wants to keep its employees up to date with the latest developments in software. Employees must acquire new skills and knowledge to adapt to changing technologies.

Time Constraints: Many employees are engaged in critical projects and have busy schedules. It's challenging to gather them in a physical classroom for training sessions due to time constraints and operational commitments.

Cost-Effective Training: Your organization is looking for an efficient and cost-effective training solution that can cater to its global workforce without incurring significant travel and accommodation expenses.

Scenario 2 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Synchronous training
- Asynchronous training
- Instructor-Led Training (ILT)
- A live webinar

Scenario 3

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

Your organization recently conducted a comprehensive needs analysis to determine how to enhance the skills and knowledge of its remote workforce. With teams spread across different geographical locations, the organization recognizes the importance of delivering effective training that addresses the unique challenges of remote work.

Factors to Consider

Geographical Diversity: Employees are spread across North America with various time zones, making it challenging to deliver consistent training to all. Travel restrictions and diverse work schedules further compound this issue.

Technological Proficiency: While many employees are tech-savvy, some still struggle with the use of virtual tools, making it vital to bridge this gap and ensure all can participate effectively in online training.

Engagement and Interaction: The analysis revealed that remote employees often feel isolated and disconnected from their peers. They crave opportunities for interaction, both with instructors and fellow learners.

Flexibility and Convenience: The remote workforce values flexibility in training schedules to accommodate their unique work-life balance needs.

Cost-Effectiveness: The organization wants to optimize training costs while delivering high-quality learning experiences.

Scenario 3 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)
- Web-based training
- Videos

Scenario 4

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

You are developing training for a medium-sized team of software developers. The team has been experiencing a decline in the performance of its development teams, resulting in delayed project deliveries and decreased customer satisfaction. You conduct a needs analysis to determine the best way to assist the team.

Factors to Consider

Lack of Structured Training: Employees do not receive consistent and structured training to keep their skills up to date. There is a gap in knowledge transfer between experienced and junior employees.

Inadequate Technology Adoption: New tools and software are introduced frequently, but employees struggle to adopt and utilize them effectively. There is a need for more hands-on training on these tools.

Geographically Dispersed Teams: The organization has offices in different locations, making it challenging to provide uniform training to all employees. Remote employees often miss out on crucial training sessions.

Varied Learning Styles: Employees have different learning preferences, including visual, auditory, and kinesthetic learning styles (For more information, see the Learning Styles Job Aid). The existing training methods do not cater to these diverse learning styles.

Limited Feedback: The organization lacks structured feedback to assess the effectiveness of current training programs. There is no easy way to identify gaps in employees' knowledge and skills.

Scenario 4 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)
- Web-based training
- Videos

Scenario 5

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

The HR department of your organization has been grappling with a pressing challenge. They have recently expanded the workforce, hiring employees from diverse backgrounds with varying skill levels. The traditional in-person training programs are no longer sufficient to meet the evolving learning needs of the employees. They have conducted a needs analysis to identify the most effective learning approach to bridge these skill gaps.

Factors to Consider

Varied Learning Styles: Employees have different learning preferences. Some employees thrive in a structured classroom setting, while others prefer self-paced learning modules.

Geographically Dispersed Teams: The organization has offices in different locations and time zones.

Skill Gaps: Some teams require technical upskilling, while others need soft skills training. Identifying these specific skill gaps is crucial to tailoring the training solutions effectively.

Technological Advancements: The fast-paced nature of the technology industry means that new tools, software, and methodologies are constantly emerging. Staying up to date is essential, but it is challenging to incorporate these changes into the traditional training format, which has often been inflexible and time-consuming.

Employee Engagement: Employee engagement is a significant concern. Traditional training programs have become monotonous and lack the interactivity and engagement that modern learners crave. This has led to decreased motivation and lower knowledge retention.

Scenario 5 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Web-based training
- Videos
- Blended learning
- Instructor-Led Training (ILT)

Scenario 6

Take a moment to read the scenario and select Factors to Consider for the needs analysis details.

Your organization has recently expanded its operations and hired a significant number of new employees. To ensure that these new hires receive effective and efficient training, the HR department has conducted a needs analysis to identify the best learning approach. The analysis has revealed several key factors that will influence the choice of learning methods.

Factors to Consider

Diverse Workforce: The new hires come from diverse backgrounds, with varying levels of prior knowledge and experience. Some are recent graduates with limited job experience, while others are seasoned professionals. It's crucial to cater to this diversity and provide a personalized learning experience.

Rapid Skill Acquisition: Given the fast-paced nature of the organization, employees need to acquire skills quickly to stay competitive and contribute to the organization's success. The training approach should support rapid skill development.

Remote Workforce: Many employees work remotely or have flexible schedules, making it challenging to gather everyone for in-person training sessions. The training solution needs to be accessible from anywhere and at any time.

Continuous Learning: Procedures are constantly evolving, and employees need to engage in continuous learning to stay updated with the latest trends and tools. The training program should promote ongoing skill development.

Scenario 6 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)
- Blended learning
- Web-based training

Scenario 7

Take a moment to read the scenario and Factors to Consider for the needs analysis details.

Your organization is responsible for providing critical training and education to its workforce, which consists of cybersecurity and defense systems engineering professionals. In response to changing industry requirements and evolving technology, your organization conducts a thorough needs analysis to identify opportunities to enhance employee training and development.

Factors to Consider

Rapid Technological Advancements: The field of cybersecurity and defense systems engineering is constantly evolving, requiring employees to stay up to date with the latest technologies and best practices.

Geographic Dispersion: Your organization has employees stationed across various locations, making it challenging to provide consistent and timely training to all personnel.

Security and Compliance: Given the sensitive nature of their work, employees require training that adheres to strict security and compliance standards.

Cost Efficiency: Your organization aims to optimize its training budget while ensuring that employees receive high-quality education.

Knowledge Transfer: The organization needs to facilitate effective knowledge transfer and retention among its workforce.

Scenario 7 Question

What training delivery method aligns with the specified factors?

Select the best response. Check your answer in the Answer Key at the end of this Student Guide.

- Blended learning
- Webinars or webcasts
- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)

Conclusion

Objectives Review

You should now be able to perform the activity listed here.

- Select the most appropriate training delivery method for the audience using the results of the Analysis phase and other factors.

Summary

You have completed the Practical Exercises lesson.

Lesson 8: Course Conclusion

Conclusion

Lesson Review

This course provided a high-level overview of training methods, comparison of synchronous and asynchronous training, an in-depth review of training modalities, questions to ask upon selecting training delivery methods, and an overview of LMS functions to support instruction.

Lessons

- Lesson 1: Course Introduction
- Lesson 2: Delivery Methods Overview
- Lesson 3: Standalone Training Methods
- Lesson 4: Instructor-Led Training Methods
- Lesson 5: Training Delivery Method Selection
- Lesson 6: Learning Management System
- Lesson 7: Practical Exercises
- Lesson 8: Course Conclusion

Exam

Congratulations. You have completed the Training Delivery Methods course.

You should now be able to perform all of the listed activities.

- Review, compare, and contrast training delivery methods to determine appropriate learning experiences for the audience.
- Select the most appropriate training delivery method for the audience using the results of the Analysis phase and other factors.
- Identify the general functionality and purpose of a Learning Management System's components and how they support instruction.

To receive credit for this course, you must take the Instructor Training Delivery Methods examination. Please use the STEPP system from the Center for Development of Security Excellence to access the online exam.

Appendix A: Answer Key

Lesson 2 Review Activities

Knowledge Check 1

Emilio is designing a training course that must be conducted in a virtual environment, allow real-time interaction with students, and support recording for later viewing. Which training method should Emilio choose to meet these requirements?

- Instructor-Led Training (ILT)
- Synchronous Virtual Instructor-Led Training (VILT) (correct response)
- Recorded Webcasts
- Job Aids

Feedback: Emilio should choose VILT to meet the specified requirements. VILT allows training to be conducted in a virtual environment, facilitates real-time interaction, and can provide the option to record sessions for later viewing.

Knowledge Check 2

Which of the following training delivery methods is asynchronous?

- ILT
- WBT, videos, and webcasts (correct response)
- Blended ILT/VILT
- Webinars

Feedback: WBT, videos, and webcasts are asynchronous delivery methods.

Knowledge Check 3

Which of the following are advantages of synchronous training?

- Real-time discussions with an instructor and peers (correct response)
- Flexibility for learners to choose their own pace
- Immediate feedback from instructors (correct response)
- Ability to monitor learning progress interactively (correct response)

Feedback: Real-time discussions with an instructor and peers, immediate feedback from instructors, and the ability to monitor learning progress interactively are advantages of synchronous training.

Knowledge Check 4

Mary is designing a training program for employees who are located across different time zones. She wants to ensure that the training method allows students to proceed at their own pace and offers flexibility. Which training approach would be most suitable for this situation?

- Synchronous training
- Blended ILT/VILT
- Webinars
- Asynchronous training (correct response)

Feedback: Asynchronous training would be the best approach for employees located across different time zones. It would also allow students to proceed at their own pace and offers flexibility.

Lesson 3 Review Activities

Knowledge Check 1

Harrison is looking to gain more expertise in his current role. He prefers learning at his own pace and wants the option to revisit the training material whenever he needs to. Which advantage of WBT is likely to appeal to Harrison the most?

- Immediate feedback to student questions
- In-person interaction with instructors
- Flexibility over the time, place, and pace of training (correct response)
- Strict monitoring to prevent cheating during tests

Feedback: Harrison would greatly benefit from the flexibility offered by Web-Based Training as it aligns with his preference for self-paced learning and the freedom to revisit training materials according to his needs.

Knowledge Check 2

Joan is looking to enhance her knowledge about information security. She's interested in a training format that offers flexibility and the ability to review materials at her own pace. Which option would be the most suitable for her needs?

- Attending an in-person workshop with live instructors.
- Taking an online eLearning course with associated job aids. (correct response)
- Enrolling in a weekly virtual classroom session.
- Joining a one-on-one coaching session with a project management expert.

Feedback: Based on her need for flexibility and the desire to review materials at her own pace, taking an online eLearning course with associated job aids would be the most suitable type of training for Joan's needs.

Knowledge Check 3

Emily is a training manager looking for quick and cost-effective ways to help reduce errors for a specific job function. To achieve this, she has been considering using job aids. Which of the following statements accurately reflects the benefits of using job aids?

- Job aids can save money by reducing training time and emphasizing performance management. (correct response)
- Job aids require significant initial investment, making them less cost-effective.
- Job aids are only suitable for one-time use and cannot be reused.
- Job aids are costly because they need to be printed and distributed physically.

Feedback: Job aids can save money by reducing training time and emphasizing performance management.

Lesson 4 Review Activities

Knowledge Check 1

Melinda is a training manager for a large organization considering implementing ILT for a critical skill development program. What is one of the advantages of ILT that she should consider when making her decision?

- Lower travel costs for participants
- Real-time conversations and personalized attention (correct response)
- Self-paced learning
- No need for instructors

Feedback: One of the significant advantages of Instructor-Led Training (ILT) is the opportunity for real-time conversations and personalized attention, which can greatly enhance the learning experience for students.

Knowledge Check 2

Ellis wants to encourage active participation and engagement among students during a training session. Which feature of VILT can help him achieve this goal?

- Live chats (correct response)
- Recording the session
- Classroom setting
- In-person workshops

Feedback: VILT can use features like live chats to encourage active participation and engagement among learners.

Knowledge Check 3

How does blended learning promote engagement among students?

- By eliminating all interaction with instructors.
- By making students adhere to a rigid training schedule.
- By encouraging students to take responsibility for their learning path. (correct response)
- By providing no access to virtual learning opportunities.

Feedback: Blended learning promotes engagement among students by encouraging them to take responsibility for their learning path.

Knowledge Check 4

Advantages of webinars are:

- Focused content delivery (correct response)
- Easy measurement of training outcomes
- Convenient means of information exchange (correct response)
- Cost-effective (correct response)

Feedback: The advantages of webinars include focused content delivery, convenient means of information exchange, and cost-effectiveness.

Lesson 5 Review Activities

Review Activity: Flowchart Exercise

When is training needed?

- Immediately
- Mid-term (correct response)
- Longer-term

Feedback: *The new security process will start to affect the learner's work in six months, and they will need to be trained before then. The training will need to be conducted before the new process goes into effect, so it is a mid-term project.*

Consider the following guidance when creating interactive courses:

- *A Level 3 interactive WBT course that may take a student one hour to complete could take on average 469 hours to develop.*
- *Depending on the topic, micro-learning that has an average of 6 minutes in length will take an average of 18 hours to develop.*
- *For ILT, an average module length of 23 minutes may take 67 hours to develop.*
- *For VILT with an average module length of 25 minutes could take 55 hours to develop.*
- *Webinars, webcasts, and videos typically take one to two weeks to prepare and another week of planning and production before recording or delivering the content.*

What is the target audience?

- Entry Level
- Mid-Level (correct response)
- Senior/Executive

Feedback: *The target audience consists of mid-level security specialists who have a good level of experience in their role.*

Consider the following about your target audience:

- *What is the level of information being presented? Introductory, mid-level, or advanced?*

- *How experienced are participants in their role? What level of knowledge do they possess?*
- *What information should students gain as a result of this training?*

Are there prerequisites?

- Yes
- No (correct response)

Feedback: *There are no prerequisites for this course.*

Consider the following regarding prerequisites:

- *How will the knowledge be taught prior to this training course?*
- *What type of prerequisites will you have for the training modality selected?*
- *For WBT, you can have a disclaimer before the training starts to tell the learners recommended prerequisites.*
- *For ILT, VILT and blended learning, the information can be provided to the students before the training session as prework or prereading.*

What is the expected level of interactivity?

- 1
- 2 (correct response)
- 3
- 4

Feedback: *This course requires Level 2 interactivity due to the stakeholders' desire to have hands-on practice and student interaction with instructors.*

Consider the level of interactivity when designing your course:

- *Level 1: Passive, no interaction*
 - *WBT, videos, and webcasts are good options for this level of interaction.*
- *Level 2: Limited, clickable hot spots, animations, demonstrations, interactions with students and instructors, etc.*
 - *WBT, ILT, VILT, blended learning, and webinars are good options for this level of interaction.*

- *Level 3: Customized, animated videos, customized audio simulations, branching scenarios, software simulations, etc.*
 - *WBT, ILT, VILT, blended learning, and webinars would be good options for this level of interaction.*
- *Level 4: Interaction simulated job performance exercises, customized audio or video, avatars, stories and scenarios, multimedia, etc.*
 - *WBT, ILT, VILT, and blended learning would be good options for this level of interaction.*

Note: *When selecting course interaction, be sure to consider course creation time, resource availability, and technical capabilities.*

How many students?

- 25 or less
- 26 – 50 (correct response)
- More than 50

Feedback: *There will be approximately 50 security specialists taking this course.*

Consider the following regarding the number of students:

- *WBT, micro-learning, webinars, webcasts, and videos can support larger audiences.*
- *For ILT, VILT, and blended learning, consideration must be given to the number of students and resources available. Multiple iterations may be required.*

Where are they geographically located?

- Local
- Dispersed across the U.S. (correct response)
- Global

Feedback: *The security specialists are located across the United States.*

Consider the following regarding geographical diversity:

- *Account for the diverse time zones of participants and choose a delivery method that allows for flexibility in scheduling sessions to accommodate different regions.*

- *Select a delivery method that is accessible to participants from various locations, taking into consideration any technological limitations or restrictions that may exist in certain regions.*
- *If the training involves in-person sessions, consider the travel costs and logistical challenges for participants coming from different geographical areas.*

Flowchart Exercise: Knowledge Check

Given all the information about Evan's training program, what is the best training delivery method for this course?

- ILT
- VILT (correct response)
- A Webinar
- eLearning

Feedback: *Evan should choose the VILT delivery method for the training course on the new security process. This choice ensures interactivity, engagement, and the opportunity for students to interact with both instructors and peers. VILT also aligns with the available resources, geographical considerations, and the target audience's needs for comprehensive training. Now that he has chosen the delivery method, he can determine additional resources that are required to complete the training course. For example, subject matter expert (SME) support.*

Knowledge Check 1

What is one of the primary purposes of the Analysis phase in the ADDIE model?

- To design the training content
- To evaluate the effectiveness of training
- To select a training delivery method (correct response)
- To conduct learner assessments

Feedback: *One of the primary purposes of the Analysis phase in the ADDIE model is to select a training delivery method.*

Knowledge Check 2

During the needs assessment/gap analysis phase, what is the purpose of comparing the current state of skills, knowledge, or performance with the ideal state?

- To identify the area to be analyzed
- To determine the difference and define the gap (correct response)
- To establish the ideal future state
- To summarize the recommendations

Feedback: Comparing the current state of skills, knowledge, or performance with the ideal state allows you to measure the extent of the gap and identify what needs to be addressed through training or other interventions.

Knowledge Check 3

You are a training manager for an organization that has recently experienced a series of security breaches. The breaches have raised concerns about the effectiveness of the current security measures and the level of awareness and readiness among employees. Your task is to develop a training program to improve security awareness and preparedness.

Factors to Consider

Current Security Knowledge and Skills: Employees have varying levels of security knowledge, with significant room for improvement, especially in understanding the latest security threats and best practices.

Preferred Learning Styles: Employees have different learning preferences, with some favoring hands-on training and others more inclined towards traditional classroom-style instruction.

Time and Resource Constraints: Employees have limited time for training, which requires a concise and efficient training solution.

Budgetary Considerations: The company has allocated a reasonable budget for security training, allowing for quality instruction.

- ILT (correct response)
- VILT
- eLearning
- Webinars

Feedback: *ILT is the best training approach as it allows for customizing the training content to address their specific security threats, compliance requirements, and employee preferences, while also offering practical hands-on learning to enhance security awareness and preparedness in the context of their identified needs and constraints.*

Knowledge Check 4

You are responsible for training a diverse group of employees from different regions within your organization on a new cyber security policy. The goal is to ensure that all employees understand the policy's importance and can implement it effectively in their roles.

Factors to Consider

Geographical Considerations: Employees are located across various offices and remote locations.

Limited Budget: There are budget constraints for the training program.

Time Sensitivity: The new policy needs to be implemented urgently.

Interactivity: It is essential for employees to engage in discussions and ask questions during the training.

Technical Skills: Most employees are comfortable using basic office software but may have limited experience with more advanced technology.

- ILT
- VILT
- Blended ILT/VILT
- Webinar (correct response)

Feedback: *A webinar is the most suitable training delivery method in this scenario due to its ability to reach geographically dispersed employees, cost-effectiveness, and potential for interactivity, all while accommodating the urgent need for training on the cybersecurity security policy.*

Lesson 6 Review Activities

Knowledge Check 1

What is the primary role of an LMS in education?

- To facilitate online discussions and group chats
- To create, distribute, and manage educational content (correct response)

- To provide continuous improvement capabilities
- To monitor course grades and progress

Feedback: *The primary role of an LMS in education is to create, distribute, and manage educational content.*

Knowledge Check 2

How can the use of an LMS improve the overall learning experience for students, instructors, and educational institutions, and what specific features or functionalities of an LMS contribute to this enhancement?

- An LMS can enhance learning by providing a centralized platform for course materials, assignments, and communication, streamlining the learning process.
- The primary way an LMS enhances learning is through advanced analytics and data tracking, allowing instructors to personalize instruction and identify areas for improvement.
- LMS features like discussion forums and collaborative tools facilitate student interaction and engagement, which positively impacts the learning experience.
- All of the above. LMS platforms offer a multifaceted approach to enhancing learning by centralizing resources, providing analytics for personalization, and fostering engagement through collaborative features. (correct response)

Feedback: *All the mentioned options contribute to how an LMS can enhance learning. LMS platforms typically encompass a variety of features and functionalities that collectively improve the learning experience.*

Knowledge Check 3

What is one of the benefits of using an LMS?

- Centralized learning (correct response)
- Increased cost of study materials
- Limited tracking and reporting capabilities
- Reduced regulatory compliance

Feedback: *An LMS centralizes learning resources, providing a single platform for educational content.*

Knowledge Check 4

What is one of the key benefits provided by a Learning Management System (LMS) in an educational context?

- Cost-effective learning
- Improved performance and productivity (correct response)
- Real-time student progress tracking
- Create regulatory compliance

Feedback: LMSs contribute to improved performance and productivity by enhancing accessibility and convenience.

Lesson 7 Review Activities

Scenario 1

You are in charge of designing a training program for a team within your organization, where team members have varying levels of expertise. The training content is critical for a new project and a needs analysis has been conducted to determine the most effective way to provide the training. The analysis revealed several key learning factors that need consideration when designing the training program.

Factors to Consider

Expertise Levels: The team consists of individuals with diverse levels of expertise. Some are experienced and might need only a brief overview, while others are relatively new and require more detailed explanations.

Interactivity Requirement: The training content involves hands-on exercises and collaborative activities. Participants need the opportunity to ask questions, seek clarification, and engage in discussions to fully grasp the material.

Urgency of the Project: The project has a tight deadline, and it's crucial for the team to acquire the necessary knowledge quickly. There's limited time for a prolonged training process.

Scenario 1 Question

What training delivery method aligns with the specified factors?

- Synchronous training (correct response)
- Asynchronous training

- Blended learning
- Web-based training

Feedback: *Synchronous training allows for personalized explanations based on varying expertise levels and immediate engagement in hands-on exercises, ensuring a timely acquisition of knowledge.*

Scenario 2

You are working on developing a training program due to new software being introduced to your organization. There is an immediate need to enhance employee's knowledge and skills to learn the new software. To address this, you conduct a comprehensive needs analysis to identify the best learning approach.

Factors to Consider

Diverse Workforce: Your organization has a diverse workforce of employees from various regions and backgrounds. They have different learning styles and schedules due to their geographic locations and personal commitments.

Technological Advancements: The technology industry is evolving rapidly, and your organization wants to keep its employees up to date with the latest developments in software. Employees must acquire new skills and knowledge to adapt to changing technologies.

Time Constraints: Many employees are engaged in critical projects and have busy schedules. It's challenging to gather them in a physical classroom for training sessions due to time constraints and operational commitments.

Cost-Effective Training: Your organization is looking for an efficient and cost-effective training solution that can cater to its global workforce without incurring significant travel and accommodation expenses.

Scenario 2 Question

What training delivery method aligns with the specified factors?

- Synchronous training
- Asynchronous training (correct response)
- Instructor-Led Training (ILT)
- A live webinar

Feedback: *Your organization can successfully address its training needs through asynchronous learning. This approach accommodates a diverse workforce, keeps employees updated with evolving technologies, and does so in a cost-effective and flexible manner.*

Scenario 3

Your organization recently conducted a comprehensive needs analysis to determine how to enhance the skills and knowledge of its remote workforce. With teams spread across different geographical locations, the organization recognizes the importance of delivering effective training that addresses the unique challenges of remote work.

Factors to Consider

Geographical Diversity: Employees are spread across North America with various time zones, making it challenging to deliver consistent training to all. Travel restrictions and diverse work schedules further compound this issue.

Technological Proficiency: While many employees are tech-savvy, some still struggle with the use of virtual tools, making it vital to bridge this gap and ensure all can participate effectively in online training.

Engagement and Interaction: The analysis revealed that remote employees often feel isolated and disconnected from their peers. They crave opportunities for interaction, both with instructors and fellow learners.

Flexibility and Convenience: The remote workforce values flexibility in training schedules to accommodate their unique work-life balance needs.

Cost-Effectiveness: The organization wants to optimize training costs while delivering high-quality learning experiences.

Scenario 3 Question

What training delivery method aligns with the specified factors?

- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT) (correct response)
- Web-based training
- Videos

Feedback: *By implementing VILT based on the learning factors identified in the needs analysis, the organization is well-equipped to provide effective training that addresses the unique challenges of its remote workforce. This approach not only caters to the geographical diversity of the workforce but also ensures technological proficiency, encourages engagement and interaction, offers flexibility and convenience, and remains cost-effective in the long run.*

Scenario 4

You are developing training for a medium-sized team of software developers. The team has been experiencing a decline in the performance of its development teams, resulting in delayed project deliveries and decreased customer satisfaction. You conduct a needs analysis to determine the best way to assist the team.

Factors to Consider

Lack of Structured Training: Employees do not receive consistent and structured training to keep their skills up to date. There is a gap in knowledge transfer between experienced and junior employees.

Inadequate Technology Adoption: New tools and software are introduced frequently, but employees struggle to adopt and utilize them effectively. There is a need for more hands-on training on these tools.

Geographically Dispersed Teams: The organization has offices in different locations, making it challenging to provide uniform training to all employees. Remote employees often miss out on crucial training sessions.

Varied Learning Styles: Employees have different learning preferences, including visual, auditory, and kinesthetic learning styles (For more information, see the Learning Styles Job Aid). The existing training methods do not cater to these diverse learning styles.

Limited Feedback: The organization lacks structured feedback to assess the effectiveness of current training programs. There is no easy way to identify gaps in employees' knowledge and skills.

Scenario 4 Question

What training delivery method aligns with the specified factors?

- Instructor-Led Training (ILT) (correct response)
- Virtual Instructor-Led Training (VILT)
- Web-based training

- Videos

Feedback: *By implementing ILT as a training solution, the team addresses the learning factors identified during the needs analysis. This approach ensures that employees receive structured, hands-on, and accessible training that caters to their diverse learning styles while also allowing for ongoing assessment and improvement in the training process.*

Scenario 5

The HR department of your organization has been grappling with a pressing challenge. They have recently expanded the workforce, hiring employees from diverse backgrounds with varying skill levels. The traditional in-person training programs are no longer sufficient to meet the evolving learning needs of the employees. They have conducted a needs analysis to identify the most effective learning approach to bridge these skill gaps.

Factors to Consider

Varied Learning Styles: Employees have different learning preferences. Some employees thrive in a structured classroom setting, while others prefer self-paced learning modules.

Geographically Dispersed Teams: The organization has offices in different locations and time zones.

Skill Gaps: Some teams require technical upskilling, while others need soft skills training. Identifying these specific skill gaps is crucial to tailoring the training solutions effectively.

Technological Advancements: The fast-paced nature of the technology industry means that new tools, software, and methodologies are constantly emerging. Staying up to date is essential, but it is challenging to incorporate these changes into the traditional training format, which has often been inflexible and time-consuming.

Employee Engagement: Employee engagement is a significant concern. Traditional training programs have become monotonous and lack the interactivity and engagement that modern learners crave. This has led to decreased motivation and lower knowledge retention.

Scenario 5 Question

What training delivery method aligns with the specified factors?

- Web-based training
- Videos
- Blended learning (correct response)

- Instructor-Led Training (ILT)

Feedback: *Blended learning is the optimal approach to address diverse learning preferences, skill gap variations, rapid technological advancements, and employee engagement concerns. The adoption of blended learning addresses diverse learning preferences, customizes learning paths for specific skill gaps, enables agility in adapting to technological advancements, and enhances employee engagement through interactive elements.*

Scenario 6

Your organization has recently expanded its operations and hired a significant number of new employees. To ensure that these new hires receive effective and efficient training, the HR department has conducted a needs analysis to identify the best learning approach. The analysis has revealed several key factors that will influence the choice of learning methods.

Factors to Consider

Diverse Workforce: The new hires come from diverse backgrounds, with varying levels of prior knowledge and experience. Some are recent graduates with limited job experience, while others are seasoned professionals. It's crucial to cater to this diversity and provide a personalized learning experience.

Rapid Skill Acquisition: Given the fast-paced nature of the organization, employees need to acquire skills quickly to stay competitive and contribute to the organization's success. The training approach should support rapid skill development.

Remote Workforce: Many employees work remotely or have flexible schedules, making it challenging to gather everyone for in-person training sessions. The training solution needs to be accessible from anywhere and at any time.

Continuous Learning: Procedures are constantly evolving, and employees need to engage in continuous learning to stay updated with the latest trends and tools. The training program should promote ongoing skill development.

Scenario 6 Question

What training delivery method aligns with the specified factors?

- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)
- Blended learning
- Web-based training (correct response)

Feedback: HR can enhance employee training through a combination of Web-Based Training (WBT) options for diverse skill levels, interactive learning, rapid skill acquisition, tailored content, remote and time-constrained employees, and versatile and engaging learning experiences, including virtual onboarding.

Scenario 7

Your organization is responsible for providing critical training and education to its workforce, which consists of cybersecurity and defense systems engineering professionals. In response to changing industry requirements and evolving technology, your organization conducts a thorough needs analysis to identify opportunities to enhance employee training and development.

Factors to Consider

Rapid Technological Advancements: The field of cybersecurity and defense systems engineering is constantly evolving, requiring employees to stay up to date with the latest technologies and best practices.

Geographic Dispersion: Your organization has employees stationed across various locations, making it challenging to provide consistent and timely training to all personnel.

Security and Compliance: Given the sensitive nature of their work, employees require training that adheres to strict security and compliance standards.

Cost Efficiency: Your organization aims to optimize its training budget while ensuring that employees receive high-quality education.

Knowledge Transfer: The organization needs to facilitate effective knowledge transfer and retention among its workforce.

Scenario 7 Question

What training delivery method aligns with the specified factors?

- Blended learning
- Webinars or webcasts (correct response)
- Instructor-Led Training (ILT)
- Virtual Instructor-Led Training (VILT)

Feedback: *By leveraging webinars and webcasts as part of its training strategy, your organization aims to provide its workforce with timely, secure, and cost-effective education that aligns with the organization's mission of enhancing cybersecurity and defense systems engineering capabilities, ultimately contributing to national security objectives.*