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**Document Title:** **Design and Development of Internal Courses**

**Approval Authority:** **Bureau Chief**

#### **A. PURPOSE AND SCOPE**

The purpose of this Bureau Operating Procedure (BOP) is to establish and describe the requirements for controlling the activities associated with the design of internal training courses provided by the Bureau.

This section applies to internal training courses provided to the North Carolina Occupational Safety and Health Division.

#### **B. ACTION STEPS**

1. When it is necessary to design an internal course, a training section representative will contact or meet with the requestor to determine specific needs and locations.
2. Contracts must be secured for external (non-OSH) trainers and facilities where necessary.
3. The internal course is prepared to the requestor's specifications and in accordance with the presentation design and development procedures outlined in Bureau Operating Procedure, BOP.D.05.T01.
4. An evaluation of the services by the requestor is obtained after delivery of the internal course.
5. Modifications to internal courses:
  - A. Determined by a combination of: attendee evaluation forms, course feedback committees, supervisor and bureau chief recommendations and input.
  - B. Submit recommended modifications to federal OSHA representatives in regional/local offices where applicable.
  - C. Federal representatives are invited to attend internal courses and review modified training programs.

#### **C. REFERENCES**

None

#### **D. REVIEWS/REVISIONS**

Revision 2: 1/28/2009

Revision 3: 4/14/2011 – removed attachments per new uploading procedures. Attachments will be provided as necessary.

Reviewed: 9/13/2011 – No changes.

Reviewed: 9/01/2012 – No changes.

Revision 4: 10/21/15 – Updated paragraph D.

Reviewed: 12/28/17 – No changes.

Reviewed: 1/04/2019

Reviewed: 1/15/2020

Revised: 2/01/21 – Minor grammar edits and changes to Action Steps B (5) (B).

Reviewed: 2/18/22