

**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The INTERNET address for GSA Advantage! is GSAAvantage.gov.

**The Professional Services Schedule (PSS)
Federal Supply Group: 00CORP**

Contract Number GS-23F-8009H

SIN 874-1/874-1RC Integrated Consulting Services

SIN 874-4/874-4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

SIN 874-6/874-6RC Acquisition Management Support

SIN 874-7/874-7RC Integrated Business Program Support Services



FPMI Solutions, Inc.
689 Discovery Drive, NW
Suite 300
Huntsville, AL 35806
(256) 539-1850
(866) 690-5201
Contracts@fpmi.com
www.fpmi.com

Period Covered By Contract: October 1, 2012 through September 30, 2017
Catalog current through Modification#PA-0042, dated May 24, 2016.

Large Business

For more information on ordering from Federal Supply Service Schedules, click on FSS Schedules at fss.gsa.gov

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Section I – Customer Information

- 1a. Table of Awarded Special Item Numbers:
SIN 874-1/RC Integrated Consulting Services
SIN 874-4/RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships
SIN 874-6/RC Acquisition Management Support
SIN 874-7/RC Integrated Business Program Support Services
- 1b. Identification of Lowest Unit Price:
Labor Category: Admin/Clerical Support I GSA Rate: \$33.72 per hour
- 1c. FPMI, Inc. is offering labor categories at hourly rates.
2. Maximum order: \$1,000,000
3. Minimum order: \$100.00
4. Geographic coverage: Domestic. 48 contiguous states, the District of Columbia, Alaska, Hawaii.
5. Point(s) of production (city, county, and state, or foreign country): Not applicable
6. Discount from list prices or statement of net prices: See pricelist
7. Quantity Discounts: None
8. Prompt payment terms: Net 30 Days
- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold of \$3,000.00.
- 9b. Government Purchase Cards are not accepted above the micro-purchase threshold of \$3,000.00.
10. Foreign items: Not applicable
- 11a. Time of Delivery: FPMI adheres to the delivery schedule as specified by the agency task order.
- 11b. Expedited delivery: Not applicable
- 11c. Overnight and 2-day delivery: Not applicable
- 11d. Urgent Requirements: Not applicable
12. F.O.B. point(s): Destination



- 13a. Ordering Address:
FPMI Solutions, Inc.
689 Discovery Drive, NW Suite 300
Huntsville, AL 35806
(256) 539-1850
(866) 690-5201
- 13b. Ordering Procedures: For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address:
FPMI Solutions, Inc.
689 Discovery Drive, NW Suite 300
Huntsville, AL 35806
Attn: Accounts Receivable
15. Warranty Provision: FPMI warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described under this contract.
16. Export packing charges: Not applicable
17. Terms and conditions of Government Purchase Card acceptance (any thresholds above the micro-purchase level): Applicable and determined on a case-by-case basis.
18. Terms and conditions of rental, maintenance and repair: Not applicable
19. Terms and conditions of installation: Not applicable
20. Terms and conditions of repair parts: Not applicable
- 20a. Terms and conditions for any other services: Not applicable
21. List of services and distribution points: Not applicable
22. List of participating dealers: Not applicable
23. Preventive maintenance: Not applicable
- 24a. Special attributes such as environmental attributes: Not applicable
- 24b. Section 508 Compliance: Not applicable
25. Data Universal Number System (DUNS) number: 143339492
26. Notification regarding registration in Central Contract Registration (CCR) database:
FPMI is registered in the CCR database. CAGE Code: 3QYK8



Section II – Awarded Special Item Numbers (SINs)

SIN 874-1 Integrated Consulting Services

FPMI offers a full range of consulting services in support of agency mission oriented business functions. We apply subject matter expertise, proven methodologies, and best practices to each individual performance engagement – creating solution sets that are uniquely tailored to customer requirements. We help organizations define their performance challenges, identify root causes, determine approaches and alternatives, and implement solutions. We help customers create high performance cultures and achieve targeted outcomes.

Our consulting services include:

- Organizational Assessments
- Process and Productivity Improvements
- Human Capital Planning, Analysis, and Support
- Workforce Development and Optimization
- Performance Management Solutions
- Career Management Services
- Customized Training and Blended Learning Solutions
- Program Audits and Evaluations

SIN 874-4 Training Services

FPMI has successfully provided quality learning solutions exclusively to the federal government for over 25 years.

In just the last 10 years, we have:

- Provided training solutions for over 120 federal agencies
- Successfully completed over 2,700 federal training contracts
- Trained over 100,000 federal employees

To offer you more flexibility in programs and delivery systems, FPMI expanded its learning services and formed the Federal Management Institute (FMI) in 2009. The Federal Management Institute is dedicated to offering our clients quality and affordable learning solutions. Our successful programs have proven to be beneficial for efficient and effective performance results. We are a vast team of highly experienced instructional designers, training specialists, media specialists, subject matter experts, instructors, and program managers who are here to help with any and all of your training needs.

SIN 874-6 Acquisition Management Support

FPMI provides expert advice, consultation, assistance, and documentation in support of studies conducted under OMB Circular A-76 or other privatization or commercial studies, projects or efforts. We provide the necessary expertise to help agencies develop quality assurance surveillance plans; conduct strategic, tactical, and operational level planning; develop program and project cost estimates; conduct initial assessments and/or studies of potential outsourcing initiatives; perform comprehensive management studies; develop performance work statements; and perform other related competitive sourcing activities.



SIN 874-7 Integrated Business Program Support Services

FPMI provides full-service program management, integration, and oversight services as well as a wide range of project management services for critical mission-related and infrastructure support requirements. We optimize organizational performance across various programs and projects by aligning enterprise goals with management strategies, workforce requirements, and stakeholder needs. We create and manage diverse human capital programs and we provide critical oversight for entire organizations and their individual components.

Our specialists are proficient in:

- Ensuring that project priorities are aligned with strategic goals and that projects are properly scoped, planned, and resourced
- Managing projects within prescribed technical, schedule, cost, and quality parameters
- Monitoring individual task performance and coordinating plans/schedules for interdependent projects to achieve desired outcomes
- Monitoring performance metrics to determine productivity improvement opportunities
- Maintaining effective communication channels between project stakeholders

Section III – Price Lists

SIN 874-1/874-1RC Integrated Consulting Services – Hourly Rates

Labor Category	GSA Rates 10/1/2014 – 09/30/2015	GSA Rates 10/1/2015 – 09/30/2016	GSA Rates 10/1/2016 – 09/30/2017
Admin/Clerical Support	\$44.60	\$45.50	\$46.41
Admin/Clerical Support I	\$35.78	\$36.50	\$37.23
Admin/Clerical Support II	\$44.75	\$45.65	\$46.56
Admin/Clerical Support III	\$55.93	\$57.05	\$58.19
Analyst	\$70.69	\$72.10	\$73.55
Associate Analyst	\$54.75	\$55.84	\$56.96
Conference Planner	\$94.13	\$96.01	\$97.93
Consultant	\$246.35	\$251.28	\$256.31
Coordinator	\$59.94	\$61.13	\$62.36
Counselor/Trainer I	\$62.76	\$64.01	\$65.29
Counselor/Trainer II	\$94.13	\$96.01	\$97.93
Database Analyst	\$68.39	\$69.76	\$71.15
Graphic Artist	\$51.53	\$52.56	\$53.61
Junior Consultant	\$192.51	\$196.36	\$200.28
Principal Analyst	\$125.75	\$128.27	\$130.83
Project Coordinator	\$122.77	\$125.23	\$127.73
Project Executive	\$276.87	\$282.41	\$288.05
Project Expert	\$376.59	\$384.12	\$391.80
Project Manager	\$203.14	\$207.20	\$211.35
Senior Analyst	\$94.42	\$96.31	\$98.23
Senior Consultant	\$328.86	\$335.44	\$342.15
Senior Facilitator Analyst	\$106.37	\$108.49	\$110.66
Senior Project Coordinator	\$144.46	\$147.35	\$150.29
Senior Project Manager	\$234.73	\$239.43	\$244.21
Senior Survey Analyst	\$89.16	\$90.94	\$92.76
Specialist I	\$56.78	\$57.91	\$59.07
Specialist II	\$70.99	\$72.41	\$73.85
Specialist III	\$88.72	\$90.49	\$92.30
Statistician	\$63.83	\$65.11	\$66.41
Survey Analyst	\$68.59	\$69.96	\$71.36
Task Coordinator	\$104.37	\$106.46	\$108.59
Task Leader	\$88.72	\$90.49	\$92.30
Technical Editor	\$42.15	\$42.99	\$43.85
Vice President/SME	\$190.95	\$194.77	\$198.66

*SCA eligible labor categories



SIN 874-4/874-4RC Training Services – Hourly Rates

Labor Category	GSA Rates 10/1/2014 – 09/30/2015	GSA Rates 10/1/2015 – 09/30/2016	GSA Rates 10/1/2016 – 09/30/2017
Consultant	\$246.35	\$251.28	\$256.30
Distance Learning (DL) Producer	\$119.66	\$122.06	\$124.50
Editor*	\$73.84	\$75.31	\$76.82
Executive Coach/Performance Coach	\$369.97	\$377.37	\$384.92
Instructional Systems Designer	\$128.44	\$131.00	\$133.62
Junior Editor	\$48.92	\$49.89	\$50.89
Junior Instructional Systems Designer	\$125.22	\$127.72	\$130.28
Multimedia Courseware Developer	\$99.47	\$101.46	\$103.49
Programmer	\$87.50	\$89.25	\$91.04
Program Manager	\$135.20	\$137.91	\$140.67
Senior Graphic Designer	\$82.76	\$84.41	\$86.10
Senior Instructional Systems Designer	\$142.98	\$145.84	\$148.75
Senior Instructional Technologist	\$79.08	\$80.66	\$82.27
Senior Program Manager	\$215.08	\$219.38	\$223.77
Subject Matter Expert	\$128.07	\$130.63	\$133.24
Training Support Specialist	\$87.04	\$88.78	\$90.55
Training Instructor	\$242.39	\$247.24	\$252.18

*SCA eligible labor categories

SIN 874-4/874-4RC Training Courses

The classroom based course price is for up to 25 participants. Client can add up to 5 more participants at \$100 each for a total of 30 participants. All Support materials are included.

Course Title	Course #of Days	GSA Rates 10/1/2014- 09/30/2015	GSA Rates 10/1/2015- 09/30/2016	GSA Rates 10/1/2016- 09/30/2017
Advanced Staffing	5	\$10,735.25	\$10,949.96	\$11,168.95
Alternative Dispute Resolution and Interest-Based Bargaining Techniques/Labor Management Relations	1	\$7,191.08	\$7,334.90	\$7,481.60
Analytical Thinking-Reasoning	1	\$3,698.27	\$3,772.23	\$3,847.68
Basic Building Blocks for Teamwork	1	\$3,698.27	\$3,772.23	\$3,847.68
Business Writing	1	\$3,081.89	\$3,143.53	\$3,206.40
Category Rating	2	\$5,311.12	\$5,417.35	\$5,525.69
Communicating Effectively	1	\$3,390.08	\$3,457.88	\$3,527.04
Consensual Methods of Dispute Resolution	1	\$4,729.67	\$4,824.27	\$4,920.75
Consulting Skills for HRM Professionals	2	\$5,311.12	\$5,417.35	\$5,525.69
Customer Service in Government	1	\$3,390.08	\$3,457.88	\$3,527.04
Decision Making Techniques	4 Hrs	\$4,222.19	\$4,306.63	\$4,392.77
Determining Service Computation Date(SCDs)	1	\$4,057.82	\$4,138.98	\$4,221.76
Developing Effective Performance Standards	1	\$4,931.02	\$5,029.64	\$5,130.24
Effective Problem Solving	1	\$3,698.27	\$3,772.23	\$3,847.68



Course Title	Course #of Days	GSA Rates 10/1/2014-09/30/2015	GSA Rates 10/1/2015-09/30/2016	GSA Rates 10/1/2016-09/30/2017
Employee Relations for Practitioners	3	\$7,088.35	\$7,230.11	\$7,374.72
Employee/Labor Relations for Supervisors	2	\$6,508.95	\$6,639.13	\$6,771.91
Federal Benefits for Federal HR Professionals	2	\$4,725.56	\$4,820.08	\$4,916.48
Federal Reduction in Force Procedures	3	\$8,115.64	\$8,277.96	\$8,443.52
Federal Staffing & Placement	5	\$10,594.51	\$10,806.40	\$11,022.53
Critical Federal Supervisory Skills	5	\$11,300.26	\$11,526.27	\$11,756.79
Flexibility in the Workplace: Adapting to a Changing Environment	1	\$3,698.27	\$3,772.23	\$3,847.68
Honing Your Analytical Skills	4 Hrs	\$3,698.27	\$3,772.23	\$3,847.68
Labor Relations for Practitioners	3	\$7,088.35	\$7,230.11	\$7,374.72
Labor Relations for Supervisors	2	\$6,508.95	\$6,639.13	\$6,771.91
Management Competencies	3	\$7,540.36	\$7,691.17	\$7,844.99
Managing High Performing Teams	1	\$3,698.27	\$3,772.23	\$3,847.68
Managing Time, Attendance and FLSA	1	\$3,698.27	\$3,772.23	\$3,847.68
Maximizing Interpersonal Relationships	1	\$3,698.27	\$3,772.23	\$3,847.68
Mid-Career Retirement Planning (5-Day)	5	\$10,221.60	\$10,426.03	\$10,634.56
Mid-Career Retirement Planning (2-Day)	2	\$4,761.52	\$4,856.75	\$4,953.89
Pay Setting	2	\$5,670.68	\$5,784.09	\$5,899.77
Performance Management	2	\$5,362.49	\$5,469.74	\$5,579.13
Position Classification for Federal Practitioners (3-Day)	3	\$8,333.43	\$8,500.10	\$8,670.10
Position Classification for Federal Practitioners (5-Day)	5	\$12,482.68	\$12,732.34	\$12,986.98
Position Classification for Federal Managers	3	\$10,594.51	\$10,806.40	\$11,022.53
Position Management for Federal Employees	2	\$5,311.12	\$5,417.35	\$5,525.69
Pre-Retirement Planning Series for Federal Employees (CSRS and FERS) (2-Day)	2	\$4,761.52	\$4,856.75	\$4,953.89
Pre-Retirement Planning for New Federal Employees (1-Day)	1	\$3,081.89	\$3,143.53	\$3,206.40
Project Management- Basic and Advanced	3	\$5,311.12	\$5,417.35	\$5,525.69
Resolving Conflict in the Workplace	1	\$3,698.27	\$3,772.23	\$3,847.68
Telework for Federal Managers & Supervisors	1	\$3,595.54	\$3,667.45	\$3,740.80
The Competent Communicator	1	\$3,698.27	\$3,772.23	\$3,847.68
The Art of Communication	1	\$3,698.27	\$3,772.23	\$3,847.68
The Art of Persuasion	1	\$1,849.13	\$1,886.12	\$1,923.84
Veterans Preference	1	\$3,390.08	\$3,457.88	\$3,527.04
Writing for Effectiveness	1	\$4,622.84	\$4,715.29	\$4,809.60

SIN 874-6/874-6RC Acquisition Management Support – Hourly Rates

Labor Category	GSA Rates 10/1/2014 – 09/30/2015	GSA Rates 10/1/2015 – 09/30/2016	GSA Rates 10/1/2016 – 09/30/2017
Admin/Clerical Support	\$44.60	\$45.50	\$46.41
Analyst	\$70.69	\$72.10	\$73.55
Associate Analyst	\$54.75	\$55.84	\$56.96
Graphic Artist	\$51.53	\$52.56	\$53.61
Principal Analyst	\$125.75	\$128.27	\$130.83
Senior Analyst	\$94.42	\$96.31	\$98.23
Technical Editor	\$42.15	\$42.99	\$43.85
Vice President/SME	\$190.95	\$194.77	\$198.66

*SCA eligible labor categories

SIN 874-7/874-7RC Integrated Business Program Support Services – Hourly Rates

Labor Category	GSA Rates 10/1/2014 – 09/30/2015	GSA Rates 10/1/2015 – 09/30/2016	GSA Rates 10/1/2016 – 09/30/2017
Admin/Clerical Support I	\$35.78	\$36.50	\$37.23
Admin/Clerical Support II	\$44.75	\$45.65	\$46.56
Admin/Clerical Support III	\$55.93	\$57.05	\$58.19
Analyst	\$70.69	\$72.10	\$73.55
Associate Analyst	\$54.75	\$55.84	\$56.96
Counselor/Trainer I	\$62.76	\$64.01	\$65.29
Counselor/Trainer II	\$94.13	\$96.01	\$97.93
Principal Analyst	\$125.75	\$128.27	\$130.83
Project Coordinator	\$122.77	\$125.23	\$127.73
Project Executive	\$276.87	\$282.41	\$288.05
Project Manager	\$203.14	\$207.20	\$211.35
Senior Analyst	\$94.42	\$96.31	\$98.23
Senior IS/IT Engineer	\$234.73	\$239.43	\$244.21
Senior Project Coordinator	\$144.46	\$147.35	\$150.29
Senior Project Manager	\$234.73	\$239.43	\$244.21
Specialist I	\$56.78	\$57.91	\$59.07
Specialist II	\$70.99	\$72.41	\$73.85
Specialist III	\$88.72	\$90.49	\$92.30
Task Coordinator	\$104.37	\$106.46	\$108.59
Task Leader	\$88.72	\$90.49	\$92.30
Technical Executive Manager	\$255.81	\$260.92	\$266.14
Technician I	\$45.43	\$46.34	\$47.27
Technician II	\$56.78	\$57.91	\$59.07
Technician III	\$70.99	\$72.41	\$73.85

*SCA eligible labor categories



Section IV - SCA MATRIX

SCA Eligible Labor Category	SCA Equivalent Code-Title	WD Number
874-1 Integrated Consulting Services		
Admin/Clerical Support	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Admin/Clerical Support I	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Admin/Clerical Support II	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Admin/Clerical Support III	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Graphic Artist	15080- Graphic Artist	WD 05-2007 Rev.-16, dated 6/19/2012
Senior Survey Analyst	01420 - Survey Worker	WD 05-2007 Rev.-16, dated 6/19/2012
Statistician	30240- Mathematical Technician	WD 05-2007 Rev.-16, dated 6/19/2012
Survey Analyst	01420 - Survey Worker	WD 05-2007 Rev.-16, dated 6/19/2012
SIN 874-6 Acquisition Management Support		
Admin/Clerical Support	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Graphic Artist	15080- Graphic Artist	WD 05-2007 Rev.-16, dated 6/19/2012
SIN 874-7 Integrated Business Program Support Services		
Admin/Clerical Support I	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Admin/Clerical Support II	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Admin/Clerical Support III	01020- Administrative Assistant	WD 05-2007 Rev.-16, dated 6/19/2012
Technician I	01051- Data Entry Operator I	WD 05-2007 Rev.-16, dated 6/19/2012
Technician II	01052- Data Entry Operator II	WD 05-2007 Rev.-16, dated 6/19/2012
Technician III	01052- Data Entry Operator II	WD 05-2007 Rev.-16, dated 6/19/2012

FPMI Solutions, Inc. understands that labor categories denoted on the rate matrix as SCA must be paid at or above the Department of Labor Wage Determination Rate wherever FPMI Solutions, Inc. performance of these job categories takes place. Department of Labor Wage Determination Rates are incorporated in our current contract and this Authorized Federal Supply Schedule Price List. The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.



Section V – Labor Category Descriptions

Admin/Clerical Support

Duties: Performs general computer, financial, editing, word processing, graphics, and administrative skills in support of project teams.

Experience: 1 year of administrative experience.

Education: A high school diploma or GED is required.

Admin/Clerical Support I

Duties: Performs general computer, financial, editing, word processing, graphics, and administrative skills in support of project teams.

Experience: 2 years of administrative experience.

Education: A High School diploma or GED is required.

Admin/Clerical Support II

Duties: Performs general computer, financial, editing, word processing, graphics, and administrative skills in support of project teams.

Experience: 3 years of administrative experience.

Education: A High School diploma or GED is required.

Admin/Clerical Support III

Duties: Performs general computer, financial, editing, word processing, graphics, and administrative skills in support of project teams.

Experience: 5 years of administrative experience.

Education: A High School diploma or GED is required.

Analyst

Duties: Applies knowledge of and experience with technological, programmatic, program management or business fields to support the analysis of moderately complex systems engineering, systems technology, support systems, program management, management or other related programs.

Experience: 2 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Associate Analyst

Duties: Applies knowledge of and experience with technological, programmatic, program management or business fields to support the analysis of moderately complex systems engineering, systems technology, support systems, program management, management or other related programs.

Experience: 1 year of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Conference Planner

Duties: Plans, moderates, and leads discussions on programmatic topics for strategic planning, brainstorming, and system implementation seminars

Experience: 3 years of experience in related field of expertise.



Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Consultant

Duties: Uses a wide application of principles, theories, concepts, and techniques to develop innovative solutions to problems. Leads concept development, system design, and simulation to support program requirements. Applies expert knowledge to gather facts, research and analyze data, and develop conclusions and recommendations.

Experience: 12 years of experience, or specialized expertise in a technical discipline.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Coordinator

Duties: Provides administrative and logistical support for managers. Coordinates the physical delivery of training courses. May assist in desktop publishing, coordinating training material reproduction, and coordinating computer equipment, maintenance, vendor, travel, etc. requirements.

Experience: 1 year of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Counselor/Trainer I

Duties: Assesses training requirements, develops alternatives for training methods, implements methods, and leads training efforts for selected options. Provides training packages to meet specific needs.

Experience: 2 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Counselor/Trainer II

Duties: Assesses training requirements, develops alternatives for training methods, implements methods, and leads training efforts for selected options. Provides training packages to meet specific needs.

Experience: 4 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Database Analyst

Duties: Researches and evaluates alternatives and recommends solutions for database and system design. Supports problem resolution and database performance tuning. Provides data administration support for the development and maintenance of production and test database environments.

Experience: 2 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Distance Learning (DL) Producer

Duties: The DL Producer performs work in computer based training and interactive web sites. This includes work in graphics, presentation, network-monitoring, and network-performance management. Consults with curriculum development specialists and instructors/trainers to develop applications useful for remote, web-based, or stand-alone computer training. May use state-of-the-art software for enterprise networks to monitor and control a data or data/telephony network. Work may include using software to perform discovery and mapping of network devices, apply bulk configuration tools with backup and restore, device set-up wizards, troubleshooting tools that can rapidly locate and fix network problems, and tools that simplify managing routers or switches.

Experience: 6 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Editor

Duties: The Editor reviews, edits and proofreads documents to ensure they conform to accepted styles and convey the desired message. The Editor is experienced in writing, editing, and manuscript review. The Editor has performed full-performance level work in a variety of settings and has worked with instructional, scientific, and expository writings. Performs basic editing for correct grammar, punctuation, style, and ensures the format meets customer agency publication standards and procedures. Evaluates documents in terms of purpose, audience, scope, content, organization, and logic. May recommend changes in emphasis in presentation, coverage, balance, and suitability of expression; evaluates for paragraph unity and coherence; and eliminates jargon and redundancies. Proposes changes or ways and techniques that might be used to improve the presentation of the training material. Evaluates the appropriateness and accuracy of graphic materials and suggests the use of or improvements to graphic presentations to better convey the desired information. Ensures instructional materials are well written and logically structured. Ensures that illustrations and captions are correct.

Experience: 3 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Executive Coach/Performance Coach

Duties: The Executive Coach/Performance Coach provides the executive, leader, senior manager with the tools, knowledge, and opportunities they need to develop themselves and become more effective in their careers. The coach uses a wide variety of techniques and methods to assist the client to achieve a mutually identified set of goals to improve his or her professional performance and personal satisfaction and consequently improve the effectiveness of their organization. The Coach must have the experience and expertise to quickly grasp a leader's situation, challenge assumptions and choices, and bring credible, fresh ideas to the table. Specific skills and responsibilities include the following: Sharpens the skills of individuals who have been identified as future organizational leaders, develops their personal leadership style, and gives them the tools necessary to excel in the work place. Assists managers with the transition into new roles of higher level leadership and prepares them for greater responsibility and authority. Helps team leaders improve the level of customer service and enhance mission-critical leadership competencies. Meets the leadership development needs of new and seasoned supervisors, managers, executives, political appointees and other high-performers throughout the federal sector and provides guidance to achieve results. Identifies the root cause of individual challenges, brings objective clarity to issues. Engages in bimonthly meetings, regular phone calls and e-mail check-ins.



Experience: 12 years of experience in related field of expertise.

Education: A Master's degree in related field.

Graphic Artist

Duties: Designs and develops graphics and illustrations for use in technical materials, manuals, and other publications.

Experience: 3 years of directly related experience.

Education: High school diploma or GED required.

Instructional Systems Designer

Duties: The Instructional Systems Designer (ISD) designs and develops all types of training programs and materials including design documents, content outlines, storyboards, support materials for asynchronous online learning programs, and instructor guides and participant manuals for classroom-based and synchronous online instructor-led training. The ISD possesses good written and oral communication skills, interpersonal skills, analytical skills, and a strong attention to detail. Provides technical project coordination, consultative services and liaison with cross-functional work teams, key stakeholders and subject matter experts to develop course specifications and gather course content. Works with client to determine the goals of the training and informational needs and recommends format, content, method of delivery and appropriate audience. Develops effective and sustainable training courseware and curriculum for various delivery methods including classroom, synchronous online virtual classroom, asynchronous online and distance learning. Applies adult learning theories and strategies to structure course/program content and activities to maximize the effectiveness of student learning. Ensures SCORM and Section 508 compliance as required. Designs, develops and incorporates measurement and assessments and course surveys as required to determine effectiveness of training sessions. Customizes and revises COTS courses/learning modules as required to meet specific client needs.

Experience: 6 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Junior Consultant

Duties: Uses a wide application of principles, theories, concepts, and techniques to develop innovative solutions to problems. Leads concept development, system design, and simulation to support program requirements. Applies expert knowledge to gather facts, research and analyze data, and develop conclusions and recommendations.

Experience: 8 years of experience or specialized expertise in a technical discipline.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Junior Editor

Duties: The Jr. Editor reviews and edits complex documents and proofreads documents to ensure they conform to accepted style and convey the desired message. Tasks may include editing manuscripts and reports, comments on proposed rulemaking, and other documents written for the training programs of the organization.

Experience: 1 year of experience in related field of expertise.

Education: A Bachelor's degree in related field.



Junior Instructional Systems Designer

Duties: The Junior Instructional Systems Designer (JISD) assists in the designs and development of training programs and materials. The JISD possesses good written and oral communication skills, interpersonal skills, analytical skills, and a strong attention to detail. Develops effective and sustainable training courseware and curriculum for various delivery methods including classroom, synchronous online virtual classroom, asynchronous online and distance learning. Works closely with client and Subject Matter Experts (SME) to identify what students need to learn; develops objectives, and ensures content matches those objectives. Customizes and revises COTS courses/learning modules as required to meet specific client needs. Applies adult learning theories and strategies to structure course/program content and activities to maximize the effectiveness of student learning.

Experience: 4 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Multimedia Courseware Developer

Duties: The Multimedia Courseware Developer develops online training programs/applications that bring together text, sound, graphics, photographs, 2D/3D models, 2D/3D animations, and videos. The MCD has working knowledge of a broad range of design and development tools and platforms and interactive presentation tools. Specific skills and responsibilities include the following: Creates online training materials in accordance with storyboards including: learning modules, games, instructional activities, job aides, animation, sound files, graphics, video, and simulations. Interprets client requirements, design layouts for storyboards, research information, decide most effective multimedia tools to utilize, and develop training materials and support files. Ensures SCORM and Section 508 compliancy Integrates courses into learning platforms, portals and learning management systems as required.

Experience: 3 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Principal Analyst

Duties: Applies knowledge of and experience with technological, programmatic, program management or business fields to support the analysis of complex systems engineering, systems technology, support systems, program management, management or other related programs.

Experience: 8 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. A graduate degree in any related field will be considered equivalent to 5 years of experience.

Programmer

Duties: The Programmer provides technical and programming support for the development of computer and/or web-based training and web-sites. Analyzes client environment and needs to evaluate the technological approach and/or tools to produce the best learning and performance impact for the specific engagement. Develops highly interactive online learning segments including simulation and game-based instructional activities. Develops online performance support tools and products. The programmer is proficient in one or more programming languages and/or multimedia programming tools, such as Flash, Java, JavaScript, etc. Specific skills and responsibilities include experience in developing websites and/or web applications. Solid understanding of navigation and GUI for maximizing usability. Collaborates closely with instructional design team to design and implement



effective and engaging online courseware and job aides. Understands Shareable Content Object Reference Model (SCORM) standards and Section 508 compliance requirements.

Experience: 2 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Program Manager

Duties: The Program Manager (PM) manages to ensure success and uncompromised satisfaction of the client. Works effectively in client organizations and environments, successfully communicates with different levels of management, and participates in solution development. Leads project planning and execution, including designing and structuring the project approach and creating Management Plans, in collaboration with the Performance Solutions Team, the client, and others, as required by the project. Effectively manages cross-functional team performance in adherence to the approved Management Plan to meet client's learning and performance goals. Collaborates with clients to help them identify and plan for their agencies' future learning challenges.

Experience: 6 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Project Coordinator

Duties: Assists Project/Task Managers with the facilitation and documentation of project meetings, updates project issue logs, and updates other project documents and deliverables as required. Coordinates project monitoring, tracking, and communications. Oversees the completion of support project deliverables.

Experience: 6 years of experience in a program management environment.

Education: A Bachelor's degree in related field. An additional four 4 years of directly-related experience may be substituted for the bachelor's degree.

Project Executive

Duties: Defines objectives and policies for multiple and complex tasks/programs managed at the program and/or company level. Reviews overall effectiveness, adherence to policy, and achievement of program objectives. Monitors overall operations of the programs. Responsible for planning, staffing, and business-development activities and interfaces with company/corporate officers.

Experience: 15 years of experience in executive program management.

Education: A Bachelor's degree in related field. A graduate degree in any related field will be considered equivalent to 5 years of experience

Project Expert

Duties: Defines objectives and policies for multiple and complex tasks/programs managed at the program and/or company level. Reviews overall effectiveness, adherence to policy, and achievement of program objectives. Monitors overall operations of the programs. Responsible for planning, staffing, and business-development activities and interfaces with company/corporate officers.

Experience: 25 years of experience in executive program management.

Education: A Bachelor's degree in related field. A graduate degree in any related field will be considered equivalent to 5 years of experience.



Project Manager

Duties: Directs, coordinates, and exercises supervisory authority for planning, organizing, controlling, integrating and completing programs. Develops and establishes procedures and guidelines for daily operation of assigned program. Executes and implements program directives and develops systems and controls to carry out program tasks. Determines work schedules, sets priorities, and implements procedures for performing work activities. Directs and monitors work results for meeting customer requirements, specifications, and quality assurance standards. Evaluates performance of assigned program tasks in terms of quality, cost control, and program schedules.

Experience: 18 years of experience in general program management.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Senior Analyst

Duties: Applies knowledge of and experience with technological, programmatic, program management or business fields to support the analysis of complex systems engineering, systems technology, support systems, program management, management or other related programs.

Experience: 5 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Senior Consultant

Duties: Uses a wide application of principles, theories, concepts, and techniques to develop innovative solutions to problems. Leads concept development, system design, and simulation to support program requirements. Applies expert knowledge to gather facts, research and analyze data, and develop conclusions and recommendations.

Experience: 20 years of experience of specialized expertise in a technical discipline.

Education: A Bachelors or Master's degree. An additional 4 years of experience may be substituted for a Bachelor's degree, an additional 5 years of experience may be substituted for a Master's degree.

Senior Graphic Designer

Duties: The Graphics Designer creates concepts, designs and develops graphical user interfaces, illustrations, animations or other graphics to support instructional resource solutions including reports, briefings, instructor materials, training aids, videos, web sites or other media. Designs and develops graphical interfaces that are user friendly. Uses desktop publishing software to format publications to enhance appeal and readability of information. Uses close caption multimedia elements for compliance with Section 508 of the Rehabilitation Act. Resources, selects, and enhances photographs for inclusion in materials. Creates graphics and charts to support the presentation of analytic data and results.

Experience: 4 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Senior Facilitator Analyst

Duties: Plans, moderates, and leads discussions on programmatic topics for strategic planning, brainstorming, and system implementation seminars. Provides facilitation and related decision support services.

Experience: 6 years of experience in related field of expertise.



Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Senior Instructional Systems Designer

Duties: The Senior Instructional Systems Designer (SISD) provides overall direction for the design and development of all types of training programs and materials including design documents, content outlines, storyboards, support materials for asynchronous online learning programs, instructor guides and participant manuals for classroom-based and synchronous online instructor-led training. The SISD possesses excellent written and oral communication skills, interpersonal skills, analytical skills, and a strong attention to detail. Provides leadership, technical project coordination, consultative services, and liaison with cross-functional work teams, key stakeholders and subject matter experts to develop course specifications and gather course content. Works with client to determine the goals of the training and informational needs and recommends format, content, method of delivery and appropriate audience. Develops effective and sustainable training courseware and curriculum for various delivery methods including classroom, synchronous online virtual classroom, asynchronous online and distance learning. Customizes and revises COTS courses/learning modules as required to meet specific client needs. Applies adult learning theories and strategies to structure course/program content and instructional activities to maximize the effectiveness of student learning. Ensures SCORM and Section 508 compliance as required. Designs, develops and incorporates measurement and assessments and course surveys as required to determine effectiveness of training sessions.

Experience: 8 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Senior Instructional Technologist

Duties: The Senior Instructional Technologist (SIT) researches and develops a variety of instructional technologies, methods and approaches in order to ensure technically and doctrinally sound training products. The SIT has an extensive background in planning, developing, and implementing training and training development programs using state-of-the-art approaches. Provides technical guidance and support in analyzing, developing, designing, validating, evaluating and fielding learning products such as training modules, webinars, and presentation materials. Provides guidance based on project requirements and guidelines. Researches training technologies, conducts analysis of curriculum to ensure training materials meet required standards. Collaborates with SMEs to design e-learning, mobile learning, and/or simulations.

Experience: 3 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Senior IS/IT Engineer

Duties: Provides technical engineering knowledge. Researches and analyzes current and future architecture limitations. Manages and provides guidance for software development activities and architecture reviews, provides guidance for software development activities, and schedules and tracks engineering activities.

Experience: 15 years of experience in related field of expertise.

Education: A bachelor's degree in related field. A graduate degree in any related field will be considered equivalent to 5 years of experience.

Senior Program Manager

Duties: The Senior Program Manager (Senior PM) delivers products and services that exceed client expectations. The Senior PM provides practical expertise, professional studies, and industry knowledge to ensure vendor alignment with the changing needs and challenges of agency clients. Designs and structures project approach and creates Management Plans to meet the client agency's learning and performance goals. Manages large, complex, or technically advanced client learning and performance support solutions projects. Leads multiple large engagements simultaneously and successfully. Guides and mentors Program Managers to ensure consistent delivery of satisfaction and success across all projects.

Experience: 10 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Senior Project Coordinator

Duties: Assists Project/Task Managers with the facilitation and documentation of project meetings, updates project issue logs, and updates other project documents and deliverables as required. Coordinates project monitoring, tracking, and communications. Oversees the completion of support project deliverables.

Experience: 8 years of experience in a program management environment.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Senior Project Manager

Duties: Directs, coordinates, and exercises supervisory authority for planning, organizing, controlling, integrating, and completing programs. Develops and establishes procedures and guidelines for daily operation of assigned program. Executes and implements program directives and develops systems and controls to carry out program tasks. Directs and monitors work results for meeting customer requirements, specifications, and quality assurance standards. Evaluates performance of assigned program tasks in terms of quality, cost control, and program schedules.

Experience: 20 years of experience in general program management.

Education: A Bachelor's degree in related field. A graduate degree in any related field will be considered equivalent to 5 years of experience.

Senior Survey Analyst

Duties: Develops and design surveys, analyzes market research results, supports client analyses, and creates and presents reports. Provides analytical support for marketing and business-development programs and performs ad hoc strategic analyses for management.

Experience: 7 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Specialist I

Duties: Provides recommended changes in the technical approach. Plans and develops new technical methods or approaches as warranted by advancements in state-of-the-art technology. Provides direct communication of unique/innovative practices between the company and the client.

Experience: 1 year of experience in related field of expertise.



Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Specialist II

Duties: Provides recommended changes in the technical approach. Plans and develops new technical methods or approaches as warranted by advancements in state-of-the-art technology. Provides direct communication of unique/innovative practices between the company and the client.

Experience: 3 years of experience in related field of expertise.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Specialist III

Duties: Provides recommended changes in the technical approach. Plans and develops new technical methods or approaches as warranted by advancements in state-of-the-art technology. Provides direct communication of unique/innovative practices between the company and the client.

Experience: 5 years of experience in related field of expertise.

Education: A bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Statistician

Duties: Provides expert statistical analysis in support of consulting, survey or training services tasks.

Experience: 2 years of experience providing statistical analysis.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Subject Matter Expert

Duties: The Subject Matter Expert (SME) has profound experience in the area of specialty. The SME has specialized training and education in the subject matter area and has performed the work at the executive, management or senior level. The SME's expertise has been developed by progressively more complex experience over a long term of employment. Provides expertise for a variety of purposes including: development of training content and review of training materials. Advises instructional design team on training curriculum. Evaluates training program for compliance and effectiveness. Interprets regulations or new developments in the specialty field.

Experience: 8 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Survey Analyst

Duties: Develops and design surveys, analyzes market research results, supports client analyses, and creates and presents reports. Provides analytical support for marketing and business-development programs and performs ad hoc strategic analyses for management.

Experience: 3 years of experience in related field of expertise.

Education: A bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Task Coordinator

Duties: Assists Project/Task Managers with the facilitation and documentation of project meetings, updates project issue logs, and updates other project documents and deliverables as required. Coordinates project monitoring, tracking, and communications. Oversees the completion of support project deliverables.

Experience: 4 years of experience in a program management environment.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Task Leader

Duties: Directs, coordinates, and exercises supervisory authority for planning, organizing, controlling, integrating, and completing projects. Develops and establishes procedures and guidelines for daily operation of assigned program. Determines work schedules, sets priorities, and implements procedures for performing work activities. Directs and monitors work results for meeting customer requirements, specifications, and quality assurance standards.

Experience: 10 years of experience in general project management.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Technical Editor

Duties: Develops and edits material for reports, manuals, briefs, instruction manuals, catalogs, training material, and other technical publications. Reviews journals, reports, and similar material to become familiar with product or process terminology.

Experience: 2 years of experience writing and editing for technical disciplines.

Education: A Bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Technical Executive Manager

Duties: Manages software developers and testers for programs and projects. Responsible for ensuring appropriate resources are allocated and maintained to facilitate successful completion of the project. Ensures the ongoing process/system capability associated with projects and manages any changes required to meet or exceed the expectations established in project designs.

Experience: 15 years of experience in related field of expertise.

Education: A bachelor's degree in related field. An additional 4 years of directly-related experience may be substituted for the bachelor's degree.

Technician I

Duties: Assists managers by collecting, entering, retrieving, organizing or maintaining analytical data. Duties may also include technical document typing and editing, data entry/retrieval, report generation, and other direct technical administrative support to managers.

Experience: 1 year of experience in related technical field of expertise.

Education: An Associate's degree in related field. An additional 2 years of directly-related experience may be substituted for the associate's degree.

Technician II

Duties: Assists managers by collecting, entering, retrieving, organizing or maintaining analytical data. Duties may also include technical document typing and editing, data entry/retrieval, report generation, and other direct technical administrative support to managers.

Experience: 3 years of experience in related technical field of expertise.

Education: An Associate's degree in related field. An additional 2 years of directly-related experience may be substituted for the associate's degree.

Technician III

Duties: Assists managers by collecting, entering, retrieving, organizing or maintaining analytical data. Duties may also include technical document typing and editing, data entry/retrieval, report generation, and other direct technical administrative support to managers.

Experience: 5 years of experience in related technical field of expertise.

Education: An Associate's degree in related field. An additional 2 years of directly-related experience may be substituted for the associate's degree.

Training Support Specialist

Duties: The Training Assistant (TA) provides administrative support to training project teams and managers. Assists with preparation of training documents and materials. Assists with registration, helpdesk and telephone support. Assist with scheduling of training sessions and booking / notifying all relevant parties. Send out course evaluation (feedback) questionnaires and compile feedback for the training project manager. Update training records as required. Coordinate receipt and delivery of CEU certificates as required.

Experience: 2 years of experience in related field of expertise.

Education: A Bachelor's degree in related field.

Training Instructor

Duties: The Training Instructor (TI) is skilled in delivering instruction and managing diverse classes of adult learners in a single classroom or simultaneously via satellite or the web to multiple sites. The TI is a learning facilitator, able to conduct individual, small group, and full class exercises, run games and simulations, develop relationships among learners, and conduct informal and formal evaluations of learner success. Trains personnel by conducting and supporting formal classroom courses, workshops, seminars, desktop-to-desktop sessions, individual or group on-the-job training, and/or computer-based/computer-aided training. Develops curricula and modular training courses and student materials (course manuals, workbooks, handouts, learning activities, and course critique forms) as input to others or for own use. Develops and delivers technical courses and instructional segments for line and management personnel, as well as non-technical training (such as supervisor training or soft skills). Supports the Performance Solutions Team in improving and maintaining course material by providing feedback on participant response to learning events and level of instruction. Employs multiple training delivery methodologies to meet project-specific requirements, such as lecture, case study, gaming, simulation, and facilitated discussion. Leverages considerable instructional skills training and implements adult learning theory into interactive, participant-centered methodologies. Provides daily supervision and direction to other trainers and serves as lead for a team of trainers responsible for a course, curriculum, or subject-matter area.

Experience: 6 years of experience in related field of expertise.

Education: A Master's degree in related field.



Vice President/SME

Duties: Uses a wide application of principles, theories, concepts, and techniques to develop innovative solutions to problems. Provides expert advice, assistance, or guidance in support of programs and projects. Applies expert knowledge to gather facts, research and analyze data, and develop conclusions and recommendations.

Experience: 15 years of experience in strategic planning, cost/benefit analysis or other related area of expertise.

Education: A Bachelor's degree in related field, or 7 years directly related experience. A graduate degree in any related field will be considered equivalent to 5 years of experience.

Section VI – Training Course Descriptions

Advanced Staffing

The Advanced Staffing course is designed to help the participant develop the knowledge and skills necessary to perform a wide array of staffing functions. The participant will explore current staffing laws, regulations, rules, and procedures as they apply to job analysis, recruitment, qualification analysis, and veterans' preference.

Course Length # of Days: 5

Alternative Dispute Resolution (ADR) and Interest-Based Bargaining Techniques/Labor Management Relations

The ADR and Interest-Based Bargaining Techniques course familiarizes participants with strategies for determining when Alternative Dispute Resolution (ADR) is appropriate; applying ADR techniques as bargaining tools; developing communication, problem solving, and dispute resolution skills; establishing criteria for possible solutions; and understanding the rules and regulations regarding federal sector use of ADR.

Course Length # of Days: 1

Analytical Thinking-Reasoning

The Analytical Thinking course is designed to strengthen participants' abilities to solve problems and make decisions using analytical thinking.

Course Length # of Days: 1

Basic Building Blocks for Teamwork

The Basic Building Blocks for Teamwork course equips participants with the strategies for managing and resolving conflict, identifying the characteristics of an effective team, listening actively, and eliciting feedback.

Course Length # of Days: 1

Business Writing

The Business Writing course is designed to strengthen participants' business writing skills by equipping them with the tools and strategies needed to deepen their understanding of government and business writing formats while strengthening their business writing skills.

Course Length # of Days: 1



Category Rating

The Category Rating course teaches participants techniques for using category rating in job analysis, delegated examining, and selection procedures for General Schedule (GS) positions. The course further teaches how position descriptions are used in the recruitment process, the process for conducting a job analysis, the requirements for a job announcement, and the delegated examining process.

Course Length # of Days: 2

Communicating Effectively

The Communicating Effectively course is designed to strengthen participants' skills as effective oral and written communicators by equipping them with the tools and strategies needed to develop and deliver effective oral presentations; identify and overcome communication barriers; provide feedback; engage in ethical communication; plan, organize, and edit written documents; correctly produce memoranda; and use email appropriately.

Course Length # of Days: 1

Consensual Methods of Dispute Resolution

The Consensual Methods of Dispute Resolution course is designed to introduce participants to the key aspects of conflict management and dispute resolution in the workplace. The course will focus on the types and causes of conflict, approaches to conflict resolution, the consensual decision making process, the application of interest-based problem solving, and alternative dispute resolution methods for conflicts that are difficult to resolve.

Course Length # of Days: 1

Consulting Skills for HRM Professionals

The Consulting Skills for HRM Professionals course enhances participants' effectiveness as an organization's in-house consultant on human resource issues by teaching them to build partnerships, lead teams, establish personal credibility, improve communication skills, and analyze problems, and use interest-based and group problem-solving techniques.

Course Length # of Days: 2

Customer Service in Government

The Customer Service in Government course strengthen participants' skills for providing exceptional customer service, dealing appropriately with difficult customer behavior, and using feedback to continuously improve the service they provide.

Course Length # of Days: 1

Decision Making Techniques

The Decision Making Techniques course is designed to help participants determine who should make a decision, assess risks associated with conclusions, and generate a verdict using a consensus decision making model.

Course Length # of Days: 4 hours

Determining Service Computation Dates (SCDs)

The Determining Service Computation Dates (SCDs) course provides participants with the tools needed to determine what service is creditable for all types of service computation dates and then reviews methods for calculating these dates.



Course Length # of Days: 1

Developing Effective Performance Standards

The Developing Effective Performance Standards course equips participants with the tools needed to identify agency strategic goals, write standards for various performance levels, communicate performance expectations effectively, and create effective performance elements and measurable standards. Course Length # of Days: 1

Effective Problem Solving

The Effective Problem Solving course is designed to help participants identify problems, determine the accuracy and relevance of information generate and evaluate potential solutions, and evaluate the impact and implications of decisions.

Course Length # of Days: 1

Employee Relations for Practitioners

The Employee Relations for Practitioners course equips participants with strategies for dealing with performance and conduct; techniques for documenting Employee Relations (ER) situations; methods for dealing with unacceptable performance, evidentiary considerations, disciplinary and adverse actions, alcohol abuse, and substance abuse; approaches to counseling employees, addressing leave issues, ensuring reasonable accommodations, and addressing psychiatric issues; and tools for defining threats and violence and addressing off-duty misconduct.

Course Length # of Days: 3

Employee/Labor Relations for Supervisors

The Employee Relations for Supervisors course provides supervisors with tools necessary to effectively manage real-life employee relations situations handle and take appropriate actions in conduct and performance situations, develop family-friendly programs and initiatives, and use the employee assistance and other employee programs.

Course Length # of Days: 2

Federal Benefits for Federal HR Professionals

The Employee Benefits for Federal HR Professionals course equips participants with information on sources of benefits and entitlements; tools related to benefits and entitlements for in-service federal civilian employees; and regulations, rules, and laws that may affect benefits and entitlements.

Course Length # of Days: 2

Federal Reduction in Force Procedures

The Federal Reduction in Force Procedures course teaches participants the procedures to be followed when faced with separation or downgrading an employee because of a Reduction in Force (RIF). Course content includes defining the competitive area; assigning competitive levels; determining retention levels; releasing employees from a competitive level; separating employees by RIF; and addressing RIF notices, RIF appeal rights, retirement, compensation, severance pay, and transfer of function.

Course Length # of Days: 3



Federal Staffing & Placement

The Federal Staffing and Placement course teaches participants techniques for articulating the relationship between staffing and other HR functions, conducting a job analysis, developing a vacancy announcement, and using the crediting plan approaches to identifying recruiting authorities. Participants learn the roles and responsibilities of supervisors, managers, and HR in staffing procedures and activities. The course further teaches strategies for using research skills and understanding issues so as to advise on federal employment issues, tools for determining minimum qualifications and for identifying the major duties and KSAs of a General Schedule (GS) position, and the requirements and legal basis for filling positions.

Course Length # of Days: 5

Critical Federal Supervisory Skills

The Critical Federal HRM Skills course is designed to help supervisors and managers acquire the skills they need to make effective Human Resource Management decisions and support the Human Capital Assessment and Accountability Framework (HCAAF). The course provides the knowledge and skills-base needed to establish a solid foundation for making human resource management decisions and supports federal managers and supervisors in meeting critical human resource management competencies.

Course Length # of Days: 5

Flexibility in the Workplace: Adapting to a Changing Environment

The Adapting to a Changing Environment course helps participants understand the process of change and expand their adaptive skills. It equips participants with the tools and strategies necessary for adapting to change, extending their strategies for countering resistance to change, and developing their resiliency during change situations.

Course Length # of Days: 1

Honing Your Analytical Skills

The Honing Your Analytical Skills course is designed to help participants determine who should make a decision, generate decisions using an analytical approach to decision making, and assess risks associated with decisions.

Course Length # of Days: 4 Hours

Labor Relations for Practitioners

The Labor Management Relations for Practitioners course helps participants understand the key functions, players, and definitions related to the Labor Management Relations (LMR) practitioner field; strategies for understanding the structure of the Federal Service Labor-Management Relations Statutes; phases and elements of the collective bargaining process; avoidance of Unfair Labor Practices (ULPs); and tools for interpreting, applying, and enforcing the terms of a labor agreement.

Course Length # of Days: 3

Labor Relations for Supervisors

The Labor Relations for Supervisors course provides participants with an outline of the Federal Labor Relations Program structure and operation and an introduction to the basic rights and responsibilities of employees, the union, and management under the Labor-Management Relations Law.

Course Length # of Days: 2



Management Competencies

The Management Competencies course equips participants with the tools and strategies needed to effectively demonstrate executive competencies, lead others through transition and change, build and sustain teams, coach others, listen actively, and give and receive feedback.

Course Length # of Days: 3

Managing High Performing Teams

The Managing High Performing Teams course develops participants' understanding of exemplary leadership practices, situational leadership, team communication, conflict management, problem solving, and decision making.

Course Length # of Days: 1

Managing Time, Attendance and FLSA

The Managing Time, Attendance, and FLSA course equips participants with the skills for determining hours worked; calculating overtime, compensatory time, and compensation for travel time; and administering leave and attendance policies through compliance with the rules and regulations involving leave and attendance administration and the Fair Labor Standards Act (FLSA).

Course Length # of Days: 1

Maximizing Interpersonal Relationships

The Maximizing Interpersonal Relationships course is designed to help participants strengthen the techniques and strategies for effectively interacting with others. Specifically, this course will help participants sharpen their skills for handling issues of sensitivity, concern, and courtesy, and increase their capacity for interacting effectively with customers demonstrating difficult behavior. Additionally, the course will provide participants with opportunities to practice responding appropriately to difficult behavior, identify indicators of social intelligence, and strengthen their listening skills.

Course Length # of Days: 1

Mid-Career Retirement Planning (5-Day)

The Mid-Career Retirement Planning Seminar course equips participants with an understanding of retirement eligibility, social security benefits, survivor benefits, post-retirement health and insurance coverage, regulations regarding the Thrift Savings Plan, retirement plans and annuities, and post-retirement quality of life.

Course Length # of Days: 5

Mid-Career Retirement Planning (2-Day)

The Mid-Career Retirement Planning Seminar course equips participants with an understanding of retirement eligibility, social security benefits, survivor benefits, post-retirement health and insurance coverage, regulations regarding the Thrift Savings Plan, retirement plans and annuities, and post-retirement quality of life.

Course Length # of Days: 2

Pay Setting

The Pay Setting course introduces participants to the regulations, provisions, and tools needed to ensure that proper amounts and types of payments are made.



Course Length # of Days: 2

Performance Management

The Performance Management course is designed to develop participants' skills using a systematic performance management process

Course Length # of Days: 2

Position Classification for Federal Practitioners (3-Day)

The Position Classification for Federal Practitioners course helps participants understand the various aspects of position classification including the Classification Functional Standards, data collection, and the Classification Appeal Process.

Course Length # of Days: 3

Position Classification for Federal Practitioners (5-Day)

The Position Classification for Federal Practitioners course helps participants understand the various aspects of position classification including the Classification Functional Standards, data collection, and the Classification Appeal Process.

Course Length # of Days: 5

Position Classification for Federal Managers

The Position Classification for Federal Managers course is designed to develop participants' position classification skills including identifying the proper series and grades, using the Classification Functional Standards, collecting data for classifying a position, and using the Classification Appeal Process.

Course Length # of Days: 3

Position Management for Federal Employees

The Position Management for Federal Employees course provides a foundation that supports federal managers and supervisors in meeting their responsibilities for effective and efficient distribution of staff resources.

Course Length # of Days: 2

Pre-Retirement Planning Series for Federal Employees (CSRS and FERS) (2-Day)

The Pre-Retirement Planning Series for Federal Employees course equips potential retirees with an understanding of retirement eligibility, various benefits, insurance options, estate planning, investing, work options, and post-retirement quality of life.

Course Length # of Days: 2

Pre-Retirement Planning for New Federal Employees (1-Day)

The Pre-Retirement Planning Series for Federal Employees course equips potential retirees with an understanding of retirement eligibility, various benefits, insurance options, estate planning, investing, work options, and post-retirement quality of life.

Course Length # of Days: 1



Project Management- Basic and Advanced

The Project Management course provides participants with techniques for using a systematic lifecycle approach for managing projects and documenting short- and long-term project goals; tools for breaking complex projects into component parts, developing realistic and appropriate project timelines, and overseeing project performance in terms of quality and quantity; and methods for developing and maintaining a project team, documenting project planning, and implementing and controlling projects.
Course Length # of Days: 3

Resolving Conflict in the Workplace

The Resolving Conflict in the Workplace course equips participants with strategies and techniques for resolving conflict using five approaches to conflict resolution, relationship approaches, on-target communication, counters for manipulative behaviors, and Alternative Dispute Resolution (ADR).
Course Length # of Days: 1

Telework for Federal Managers & Supervisors

The Telework for Federal Managers course equips participants with an understanding of the benefits and challenges of teleworking, strategies for addressing supervisory responsibilities, and strategies for managing employee performance in a teleworking environment.
Course Length # of Days: 1

The Competent Communicator

The Competent Communicator course introduces participants to message development and structure, topic research, supportive argument development, audience analysis, and techniques for responding to audience feedback.
Course Length # of Days: 1

The Art of Communication

The Art of Communication is designed to introduce participants to the key aspects of effective oral communication for the workplace. Specifically, the course will focus on the functions, levels, and directional flows of organizational communication, barriers to effective communication, ethical issues pertaining to organizational communication, communication and feedback basics, techniques for overcoming communication barriers, and the development and delivery of effective communication. Additionally, the course will provide participants with opportunities to assess and further develop their own communication skills.
Course Length # of Days: 1

The Art of Persuasion

The Art of Persuasion is designed to help participants strengthen their persuasive argument skills and techniques. Specifically, the course will help participants understand the role of persuasive arguments in organizational communication, and help them further develop the strategies for the developing and delivering persuasive conversations. Additionally, the course will provide participants with opportunities to practice skills and techniques for developing and delivering persuasive communication.
Course Length # of Days: 1



Veterans Preference

The Veterans' Preference course provides participants with an understanding of veterans' preference legal basis, eligibility, documentation, and appointing authorities. The course introduces participants to the VetGuide and types of veterans' preference.

Course Length # of Days: 1

Writing for Effectiveness

The Writing for Effectiveness course equips participants with an understanding of verbal versus non-verbal communications; an understanding of letter formats versus memoranda; tools for using appropriate grammar, punctuation marks, proper sentence structure, tone, and degree of politeness; and techniques for planning to write, editing, proofreading, and producing effective revisions.

Course Length # of Days: 1