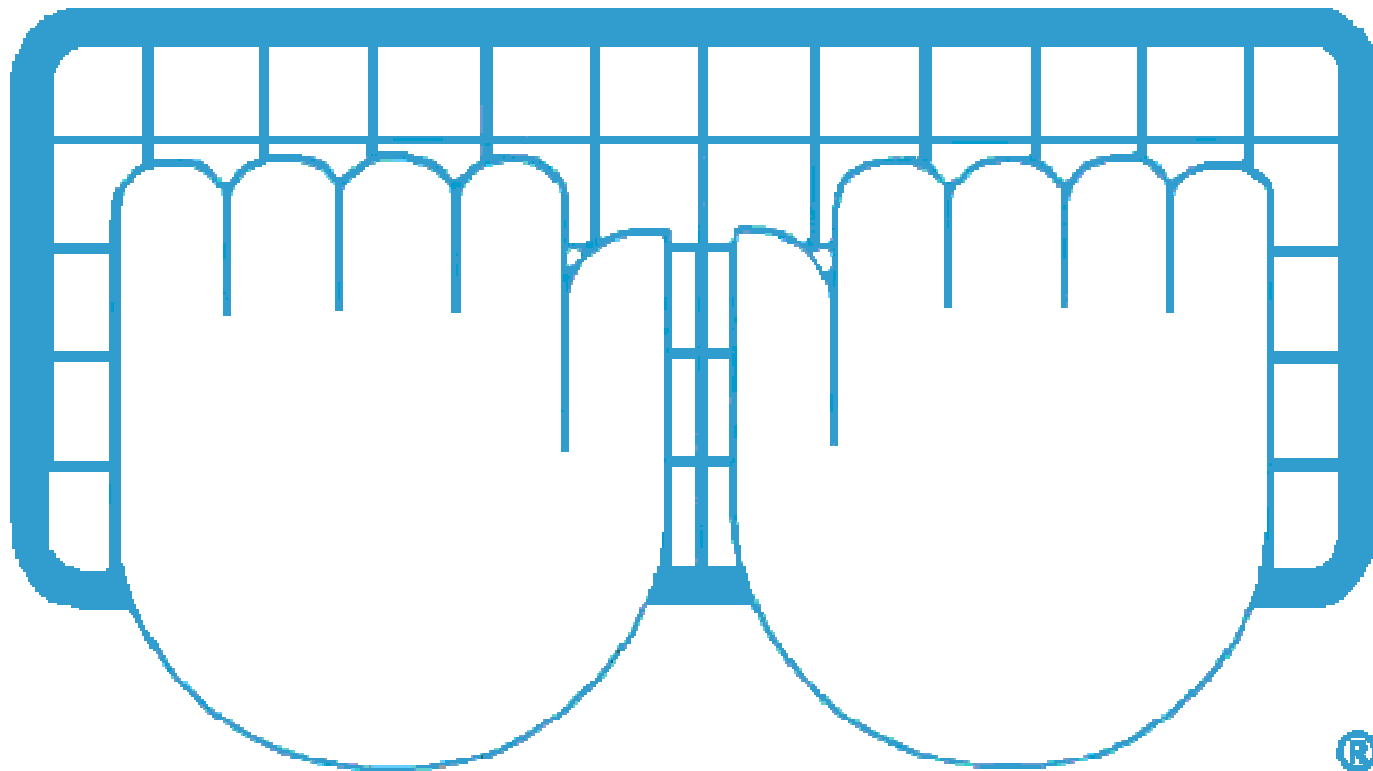


SYS-ED: Quality Control



Quality Control: Predictable Training Outcomes



- The hallmark of SYS-ED training programs is quality control and support service.
- The foundation of quality control is:
 - Empirical data derived from 35 years experience.
 - Pre and post course employee/student client validation assessment.
 - Applying client organizations' human resource administration and aptitude testing.

Quality Control: Learning Curve



- The by-product of conducting information technology training programs is the accumulation and analysis of data in conjunction with the application of teaching models and administrative procedures.
- Additional technology driven information systems are under development.

Quality Control: Objectives



- Fundamental objectives central to quality control include:
 - Identifying and nurturing employees with the ability to become peak performers.
 - Measuring, evaluating, and adjusting the training program in order that it meets the client's operational objectives.
 - Teaching effective software specific training programs and providing a well rounded IT skillset foundation - design, analysis, coding, debugging, and performance optimization.

Licensing



A PRIVATE CAREER SCHOOL FULL TEACHER LICENSE

has been issued to
DAVID M SHAPIRO

This certificate, valid for service only in licensed private career schools, is granted to the person who has satisfied the requirements prescribed by the State Education Department.

Certification Area:
Computer Applications - # 21518-11661

Effective Date: 06/24/2021
Expires On: 06/24/2025

Certification Area:
Computer Networking Administration - # 21521-11661

Effective Date: 06/24/2021
Expires On: 06/24/2025

Certification Area:
Computer Programming - # 10920-11661

Effective Date: 08/30/2021
Expires On: 08/30/2025

Original issued certificates are on file at SYS-ED.

Quality Control: Qualifying an Assignment



- As part of qualifying a training program for a prospective client, SYS-ED reviews the background of the trainees in relation to the client's information technology infrastructure, documentation, and operation and programming standards.
 - Entry level training programs for new hires.
 - Cross training of information technology professionals: mainframe, Internet programming, web servers, and web apps.
 - Training to meet project specifications.
 - Integration of hybrid commercial and open source software technologies.

Quality Control: Qualifying an Assignment



- A program can be taught as a progression to source commercial software company or open source purveyor certification standards.
- The industry standard learning paths are being updated with strategic learning paths for open source platforms which have wide acceptable: Linux, Java, and specialized open source software - Github, cloud, and commercial development platforms.

Quality Control: Aptitude Tests



- SYS-ED has identified aptitude tests which are reliable predictors of an employee's ability to learn information technology subject matter, successfully complete a training program, and become a productive IT professional.
 - At the client's discretion, SYS-ED will share this information and review personnel records in relation to the performance objectives of the training program.
 - As part of the process, SYS-ED will execute confidentiality agreements.

Quality Control: Validation Assessment



- Pre and post course validation assessment, review questions, record of completed assignments, and mid program and final examinations can be utilized to quantify and measure the outcome of a training program.
- There are grading systems which can be applied.
- The decision on the use and degree of validation assessment to be implemented is made by the client organization.

Quality Control: Administration



- Quality control administration occurs:
 - Pre Program
 - During the Program
 - Post Program
- It is standard SYS-ED policy to extend the quality control with web-based systems.

Quality Control: Web-based Support Services



- Depending on the training program, these web-based support services can be made available:
 - Answers to common questions.
 - Technology updates in interrelated information technology.
 - Back channeling with open source software.
 - Courseware as a learning center:
 - Review questions
 - Remedial and advanced exercises
 - Training aids
 - Prioritized reading of textbooks.

Quality Control: Pre Program



- Student Profile Forms
 - A profile form is completed by the prospective student and reviewed by a manager from the client organization sponsoring and paying for the training.
- Selection of Delivery Medium
 - Information technology subject matter is not all equally well suited for web-based learning.
 - It is standard policy for SYS-ED to assess and test the quality of the transmission service.
 - Bandwidth
 - Bidirectional Communication
 - Classroom Management Systems

Quality Control: During the Program



- Daily Assessment
 - At the client discretion, a daily or program milestone profile form can be used for evaluating and providing feedback to client managerial personnel and the SYS-ED instructor.
- Utilization of Moodle or client-specific collaborative software capabilities and tools.
 - Supplemental resources, wikis, knowledge base, chat, review questions, and self-assessment questions.
- Selection and utilization of open source back channeling software.

Quality Control: Post Course - 1



- Upon completion of a course, students evaluate the training: instructor, content, courseware, component instruction, and administration.
- The client selects the format and component details for evaluation: its own or the SYS-ED form.
 - Information is accumulated in a database and distributed in report formats for analysis by client information technology management, client resource administration personnel, and SYS-ED.

Quality Control: Post Course - 2



- Validation Assessment
 - It is standard policy to provide the client with the capability for measuring and quantifying mastery of subject matter: post course validation assessment, checklist of completed workshop assignments, and final examination.
 - Clients can select questions from the CETi courseware library or have SYS-ED develop assessments to reinforce specific performance, workshop, or project operating objectives.

Quality Control: Post Course - 3



- Validation Assessment
 - Validation assessment questions are available to be reviewed.
 - The client organization will have the option of establishing a grading system: pass/fail, letter grade, or numeric scaling.

Quality Control: Post Course - 4



- Warranty of Service
 - SYS-ED warrants its information technology training services.
- Support Services
 - Upon completion of a course, students are welcome to submit information technology questions.
 - Citation of source documentation and examples are used in answering questions.