

# **ASQ Section 0613 Education Program Guide and Instructor Toolkit**

*The purpose of this document is to prepare the instructors for their class for ASQ Section 0613 and to serve as a guide for the Education programs.*

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# **Section 1**

# **Instructional Guidelines**

# ASQ Section 0613 Instructional Guidelines

*The purpose of this document is to align expectations between the instructors and the section management of ASQ Section 0613*

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## TRAINING MISSION STATEMENT

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ASQ offers enhanced education to individuals preparing for certification and job enhancement by providing a wide range of instructions in quality, regulatory affairs and statistics.

## EDUCATION CHAIR

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The Section Chair shall appoint a Chair, confirmed by the leadership committee, for the education programs. This is usually done after section elections are held. The Educational Chair shall have executive authority over the training program within the guidelines set by this document.

## Education Coordinator Responsibilities

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Two (2) Education Coordinator positions have been established and are paid contractors. As paid contractors these positions are governed by separate contracts. The purposes of these positions are to assist the Education Chair (who has executive authority over the training program) to coordinate training activities for 1) certification courses and 2) technical/biomedical courses.

Based on student enrollment, the class coordinator will determine whether each class is a “go” or not. Every effort will be exercised to avoid a loss on any class. If there is too little income to pay the instructor’s full fee, the class coordinator will contact the instructor to see if he is willing to take whatever income that is received for the class. If the instructor is not willing to “take what is left”, and/or if there is still a potential loss on the class, the class coordinator will consult with the section about scheduling to see if the section is willing to take the loss, before proceeding.

Provide a summary to the Section Education Chair and Section Treasurer. This will include course attendance, student payment information (from Acteva and other sources), instructor invoices, room rental invoice, administrator invoice for commission & expenses, and net profit.

Publicize classes to ensure an adequate number are enrolled, publish class schedule and announcements at regular intervals (at least 3 individual announcements per class at approximately 8, 4 and 2 weeks prior to the course). This maybe done through the section emailing service, the eNews letter, section meetings, discussion group meetings as well as other methods as appropriate.

The coordinator may need to be present at the beginning of the first session to help the instructor in getting set up in the room provided. A class roster is to be given to the instructor by the class coordinator before the start of class showing the students that have paid.

The class coordinator is responsible for coordination with other groups to insure there are no timing or content conflicts between the biomedical classes, and classes sponsored by other groups. (Such as the ASQ Biomedical Division, RAPS, Silicon Valley Technical Institute, University of California Extension Division, etc.) No effort will be made to avoid conflict with commercial for-profit organizations.

Be the custodian for one of the section's LCD projectors for classroom use. The section shall be responsible for the maintenance of the projector.

Secure appropriate course venues that meet financial guidelines. All effort should be exercised to encourage companies to donate class room space such as a conference room large enough to handle the class size anticipated and which has a projector and white boards that the instructor can use. Note the discounts available to students of companies donating class room space.

These Coordinators are not considered to be board members and may not instruct a class unless a prior approval is granted by the Education Chair. This is to be made on an emergency basis. All effort is to be made to find a suitable instructor.

## ASQ CODE OF ETHICS - FUNDAMENTAL PRINCIPLES

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ASQ requires its members and certification holders to conduct themselves ethically by:

- Being honest and impartial in serving the public, their employers, customers, and clients.
- Striving to increase the competence and prestige of the quality profession, and
- Using their knowledge and skill for the enhancement of human welfare.
- Members and certification holders are required to observe the tenets set forth below:
- Relations With the Public

*Article 1 – Hold paramount the safety, health, and welfare of the public in the performance of their professional duties.*

- Relations With Employers and Clients

*Article 2 – Perform services only in their areas of competence.*

*Article 3 – Continue their professional development throughout their careers and provide opportunities for the professional and ethical development of others.*

*Article 4 – Act in a professional manner in dealings with ASQ staff and each employer, customer or client.*

*Article 5 – Act as faithful agents or trustees and avoid conflict of interest and the appearance of conflicts of interest.*

- Relations With Peers

*Article 6 – Build their professional reputation on the merit of their services and not compete unfairly with others.*

*Article 7 – Assure that credit for the work of others is given to those to whom it is due.*

## NON-DISCLOSURE AGREEMENT

During the course of instruction, confidential information may be disclosed or discussed by the students. The Silicon Valley Section expects that such information will remain confidential between the instructor and the students and not be disclosed outside the classroom.

## SETTING THE CURRICULUM

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The training curriculum must be proposed by the Education Chair and approved by the executive committee 45 days prior to commencement. Once approved the curriculum shall be published on the section website. At a minimum the published curriculum shall include:

- 1) The name of the course
- 2) Description of the course
- 3) Days & times the course is to be offered
- 4) Location of the course
- 5) Instructor name
- 6) Course & Materials fees

Changes to the curriculum require the approval of the Education Chair prior to implementation.

## INSTRUCTOR QUALIFICATION

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All instructors hired by ASQ Section 0613 shall have the minimum qualifications:

- 1) ASQ Member in good standing for at least 3 years
- 2) Have at least 3 years of conducting training. This experience may be comprised of training within the company, outside the company, or providing consulting training.
- 3) Have completed the course in question; e.g., if a certification prep program is to be taught, then the instructor must hold that certification, or one of equivalent or greater body of knowledge. Evidence will be required of certification.
- 4) Have professional experience with the subject matter; e.g., if a quality management course is to be taught then the instructor must hold the position title or exercise the responsibilities of a Quality Manager.

Executive Committee members are not excluded from conducting training as long as all above qualifications are met.

Completion of a course in instructor training is preferred. Periodic instructor training courses maybe held by the section for current and future instructors.

## APPLICATION TO BECOME AN INSTRUCTOR

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All interested parties are to obtain a copy of this document, review the specifications, and submit a written application to the Education chair containing the following:

- 1) Cover letter expressing interest in teaching a particular course, or a proposal for a new course. Included in this cover letter should be your ASQ membership number, billing address and taxpayer identification number.
- 2) A copy of your resume that clearly documents your professional experience as it relates to the teaching position requested, as well as your teaching experience.
- 3) Copies of completion of the course requirements in question; e.g., certificate of completion, in the case of certification courses or transcripts as well as evidence of certification. Persons wishing to teach CQM/OE must also be employed as a Quality

Manager. Persons holding a CQE may be selected to teach lower level certification courses, such as Quality Technician. In the case of non-certificated courses, a demonstrated knowledge of the course subject.

- 4) Short instructor bio suitable for publishing in the Section Website. This application must be received 60 days prior to the start of the course.

Current Section instructors, as of the date of this document, do not need to reapply. However, a resume or brief biography is needed for our records and website.

## INSTRUCTOR SELECTION PROCESS

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Each quarter, the instructor shall be selected for each course offered. The Education Chair, using the guidelines published herein, will approve the applicants. Instructors shall be reviewed on the following

- 1) Qualification
- 2) Experience teaching the course
- 3) Course Evaluations
- 4) Application information from new instructors.

The section does not automatically give instructor contracts based on who asked first or who has trained the longest; instead, preference will be given to highly qualified instructors who achieve outstanding customer satisfaction.

## COURSE SYLLABUS REQUIREMENTS

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On new topic, the course syllabus must be proposed by the Instructor and approved by the Education chair 30 days prior to commencement. This syllabus should be posted to the web for prospective students. At a minimum the syllabus should contain:

- 1) A listing of the Course Materials including primary text.
- 2) A listing of the supplementary materials
- 3) An agenda of what will be covered in each training session and level of understanding expected (see below – Bloom’s Taxonomy)
- 4) Instructor contact information
- 5) Course description

### Six Levels of Cognition based on Bloom’s Taxonomy (1956)

**Knowledge Level** (Also commonly referred to as recognition, recall, or rote knowledge.) Being able to remember or recognize terminology, definitions, facts, ideas, materials, patterns, sequences, methodologies, principles, etc.

**Comprehension Level** Being able to read and understand descriptions, communications, reports, tables, diagrams, directions, regulations, etc.

**Application Level** Being able to apply ideas, procedures, methods, formulas, principles, theories, etc., in job-related situations.

**Analysis** Being able to break down information into its constituent parts and recognize the parts' relationship to one another and how they are organized; identify sublevel factors or salient data from a complex scenario.

**Synthesis** Being able to put parts or elements together in such a way as to show a pattern or structure not clearly there before; identify which data or information from a complex set is appropriate to examine further or from which supported conclusions can be drawn.

**Evaluation** Being able to make judgments regarding the value of proposed ideas, solutions, methodologies, etc., by using appropriate criteria or standards to estimate accuracy, effectiveness, economic benefits, etc.

## STANDARD INSTRUCTOR CONTRACT

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The standard instructor contract is for \$62.50/hr of instruction, billable upon completion of the class. 1 hour of instruction is considered to be a minimum of 50 minutes. No other remuneration other than receipts for normal course expenses are considered.

## CLASS SIZE

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The minimum class size is 3 students. If the student fees do not cover the instructor contract (due to discounts, etc. See section below for discounts that may be applied) for that class the instructor may, at his/her discretion, continue the class and accept the total fees remitted by the students. In this case the section will not receive any fees from this class. If the instructor is not willing to accept a lower contract then the class is to be canceled.

Example:

3 students with no discounts @ \$21.50/class hour = \$64.50/hour

Standard instructor contract is \$62.50/class hour

Section received a minimum of \$2.00/class hour with 50% going to the coordinator.

## STANDARD EXPENSES

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Any class related expenses that are to be reimbursed by the Section must be budgeted prior to the first class and pre-approved by the Education chair including classroom rental fees. All expenses for the class should be itemized, totaled and submitted at the end of the course along with legible receipts.

## STUDENT PAYMENT FOR THE COURSE

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Students are encouraged to pre-register on-line with electronic payment. However, it may become necessary for the instructor to collect the course fee payment checks at the first session. Attach the check to the Course Registration Form (hand-filled) printed from the Section Website. All the receipts and registration information are to be sent to the Treasurer.

Fees should be paid on-line with electronic payment by credit card check or purchase order via the online payment service. Check made payable to ASQ Section 0613/

The coordinator will verify student payments.

**COURSE FEES**

To recover the instructional expenses, ALL participants except ASQ Section 0613 Leadership Committee Members and ASQ Section 0613 Instructors are required to pay a course fee. The fees are posted on the section website. Course fees are based on \$21.50 per classroom hour. Discounted fee structure is prescribed below (applies to all courses – Certification and non-Certification) :

|  | No Charge | 20% Discount | 50% Discount |
|--|-----------|--------------|--------------|
| 1 <sup>st</sup> Retake   | X         |              |              |
| 2 <sup>nd</sup> and subsequent Retake                              |           |              | X            |
| ASQ Leadership Committee Members                                   | X         |              |              |
| ASQ Section 613 Instructors  | X         |              |              |
| Student from company that is a Corporate sponsor of ASQ            |           | X            |              |
| Four (4) or more students from same company enrolled in same class |           | X            |              |
| Employees of classroom sponsor                                     |           | X            |              |
| Unemployed Member*   |           |              | X            |

\*Must be approved by the Education Chair. A proof of unemployed status required and utmost confidentiality applied.

Please note that only one discount may be used per class, that these offers cannot be combined. No other discounts are to be applied except as approved by the Education Chair on a case by case basis.

Course fees are set as follows:

- 4 hour course = \$86.00
- 8 hour course = \$175.00
- 12 hour course = \$260.00
- 16 hour course = \$350.00
- 20 hour course = \$430.00
- 24 hour course = \$525.00
- 28 hour course = \$620.00
- 32 hour course = \$690.00
- 36 hour course = \$775.00
- 40 hour course = \$860.00

**TRAINING MATERIALS**

Training Materials are approved as a part of the course syllabus, requiring approval from the Education chair prior to implementation. Proposed changes to the training materials are

handled in the same way, with some justification as to why the material is superior to the currently approved materials. Training materials are compared based on the following value points:

- 1) Need to be authored by a recognized authority on the subject matter or meet course content stipulations
- 2) Need to broadly cover the intended body of knowledge
- 3) Need to be written for the wide spectrum student audience – not only the highly educated
- 4) Need to be affordable
- 5) Information needs to be current

Certification training materials are not purchased by the section for resale to the students. Students must purchase their own training materials off the Internet, links to be provided by the instructor to the Education Chair. Some courses may only have instructor developed training material. This material will be provided to the student at no charge.

## TRAINING DELIVERY

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It is the policy of the section that training is delivered via projected computer image. The section supports this method of training delivery by providing the instructors as needed with

- 1) Laptop computers
- 2) Computer Projectors
- 3) Instructor's Slides (for Indiana certification material)
- 4) Practice Exam Software (for Indiana certification material)

The Education Coordinator will have custody of one projector for classroom use.

Although the section lends software and equipment to the instructors for this type of training delivery, it remains the property of the section. For this instructor benefit, there are additional responsibilities:

- 1) The instructors are not authorized to make backup copies of the software, the section maintains these copies
- 2) The instructors are not authorized to install additional software onto the laptop; especially, personally owned software and data files.
- 3) The instructors are not authorized to install Internet connection software, nor setup Internet email accounts.
- 4) All equipment checked out to the instructor is the responsibility of the instructor until returned to ASQ section management. Loss/damage to the equipment will be charged against the instructor earnings. Projector bulbs will be replaced by the ASQ Section.

Usual and customary hardcopy reproduction costs will be reimbursed by the section if reimbursement request is accompanied by a legible receipt. Such expenses do not require prior approval.

## CONDUCTING THE CLASS

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Each session needs to be designed towards adult learning. This means each session should contain 3 of the following as time allows:

- 1) Subject overview including Q & A from the students.

- 2) Problems to solve (practice certification exam questions, Q & A from the instructor or case studies)
- 3) Discussion of student experiences as it relates to the subject material
- 4) Roundtable discussions on current trends of the subject material as it relates to the profession and student experiential background (Quality Progress articles) as suitable.
- 5) Breaks and facility ground rules at start of each session.
- 6) Attendance **MUST BE TAKEN** at each session as proof of instructional hours for reimbursement. See sample form in appendix.

Each instructor is encouraged to establish student breaks. For each 4 hours of instruction a 15 minute break in the middle is to be scheduled as a minimum. A 10 minute break per hour is preferred.

## COURSE EVALUATION

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Evaluations are necessary to improve the program. Students are encouraged to provide feedbacks for instructor, material covered, learning environment, etc. Student survey forms are available from the Section Website to facilitate the process.

The process is as follows:

- 1) The Instructor is to prepare photocopies of the course evaluation form from the Section Website for the last class.
- 2) The Instructor is to prepare a mailing envelope, pre-stamped and address to the Education Chair c/o the current section mailing address.
- 3) The Instructor is to deliver the evaluation forms toward the end of the last class.
- 4) The Instructor is to ask for a volunteer to collect the forms and to mail them using the provided stamped envelope.
- 5) The Education Chair is to evaluate the forms to identify opportunities for improvements.
- 6) The Education Chair is to prepare a written evaluation for the course for the Leadership Committee and the instructor based on all evaluation forms received within two weeks of receipt.

This process is to be followed for all education classes and is to be followed by the Education Coordinators. The evaluation of the Coordinator will be done by the Education Chair on a semi-annual basis and submitted to the Leadership Committee in January and June.

## COURSE DELIVERABLES

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At the conclusion of each course, the instructor is required to complete the following:

- 1) A class attendance record that shows each student, class session and attendance.
- 2) An invoice that summarizes the hours that the instructor has performed and the total bill.
- 3) An expense report that itemizes each expense and reports a total of the expenses incurred for a class.
- 4) A course completion certificate is to be printed and given to each of the students. The template is available on the section web site.
- 5) Course Evaluation Feedback

- 6) Return all borrowed material and equipment to the Education Coordinator or Education Chair.

A closure checklist is provided to aide in the process. Upon satisfactory review, the Education Chair will authorize payment for time/materials, payable to the instructor.

## CHANGES TO THIS DOCUMENT

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Changes to this document can be authorized by the consensus approval of the Section Chair, Vice Chair, and Education Chair. The Section Chair, Vice Chair, and Education Chair, shall review these guidelines annually.

| Rev. | Date    | Description of Changes   |
|------|---------|--|
| A.   | 7/15/01 | Approved by section 0613 committee for use   |
| B.   | 8/15/01 | Removal of instructor benefits section. Addition of course fees section                                  |
| C.   | 8/06    | General Revision August 2, 2006 by Bob Husar   |
| D.   | 11/06   | Revision to include Non-Disclosure Agreement   |
| E.   | 01/08   | Added references to Education Coordinator, Clarification of fees, Instructor contract, Bloom's Taxonomy. |
| F.   | 11/08   | Added Course Coordinator section, Change of course fees.   |

## APPENDIX

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# Section 2

# Consent Agreement

Instructors are to fill out the following agreement, date and forward to the section education chair.



From:

ASQ, Santa Clara Valley Section #0613  
1213 N. San Pedro St.  
San Jose, Ca., 95110

To: Education Chair

I, \_\_\_\_\_, hereby acknowledge receipts of the Instructor  
(print name)

Toolkit – revision F. I have read and agreed to comply with the enclosed documents as well as the ASQ Code of Ethics contained in the tool kit.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return acknowledgement to the above ASQ address

# **Section 3**

# **Equipment Loan**

Equipment is to be signed out with the Education Coordinator.

# Section 4

# Certificate Template

(available from the section web site)



# Section 5

# Attendance Sheets

(available from the section web site)

# Section 6

# Opening Instructions

## Instructor Class Opening Checklist

The following items are to be gone over as a minimum during the first 15 minutes of the first class.



Point out where the bathrooms and break rooms are as well as emergency exits.



Go over food details...Food is okay to be brought into the class but must not be disruptive. (i.e. Crunchy food is disruptive)



Class break schedule. If an all day class, decide whether to have a working lunch or break for lunch. Point out where restaurants are located.



If class room is located on a companies premise, you must remind students not to wander around in areas other then the break room and bath rooms. Remind the students they are guests. At this time you need to go over any security items.



Have the class introduce themselves and state why they are taking the course. This is useful in determining motivation of each student and allow the instructor to address this during the course.

# **Section 7**

# **Closing Instructions**



ASQ, Santa Clara Valley Section #0613

## Instructor Class Closure Checklist

- Issue each participant with the class completion certificate (blank forms available on section web site)
- Forward completed student evaluation forms to the Education Chair (blank forms available on section web site)
- Forward Class Attendance Sheets showing actual instructional hours to the Education Chair (blank forms available on section web site)
- Forward additional expense bill and receipts (prior approved) to the Education Chair
- Collect and Return ASQ Section issued hardware per the Equipment Loan Procedure.

ASQ Section 0613 greatly appreciates your contributions to our membership by leading the class. Please complete all tasks above to ensure timely processing of your reimbursement and honorarium.