Procedure Title: Industry Training – Client Contact and Program Development
Procedure Number: 05-2004-0007
Board Policy Reference: IV.A. General Executive Direction
NWCCU Standard:

Accountable Administrator: VP Economic Development
Position responsible for updating: VP Economic Development
Original Date: August 2004
Authorizing Signature: *Signed original on file*
Dated: 09-07-04
Revised: 12-4-14

Purpose/Principle/Definitions:

Purpose:

The Industry Training Department (ITD) develops and delivers training programs to meet specific needs of business clients and to upgrade the skills of their workforce.

Procedures:

This procedure is linked to and compatible with Administrative Procedure 05-2004-0008, Industry Training – Locations and Transactions.

1. Following a lead from a promotion, client inquiry, BMCC staff contact or other source, ITD staff contact the prospective client and set an appointment for a meeting at the client's business site. The initial discussion with company managers focuses on the training needs of the company. , but is also used to inform them of BMCC's experience delivering industrial training and learning as much about the prospective client's operations and procedures as possible.

2. Staff enter and update information in client tracking and project management systems for this and each future client contact, keeping client relationship information current on an ongoing basis.

3. Staff and designated company representatives define program scope and content. Staff prepare a proposal using models and templates including sample project budgets and schedules. They then submit the proposal to, and discuss it with the client.

4. Upon preliminary client approval and documentation of intent, staff begin the process of recruiting instructor(s) and sourcing course materials.

5. Staff draft contract documents, using models on file. If warranted, they submit documents for review by college counsel.   Authorized representatives of the client and the President of the college execute the approved contract(s).

6. Staff finalize the program design, publish the training curriculum including detailed lesson plans, and prepare all program-related facilities and materials.

7. Instructor(s) deliver the program training to client employees according to the schedule and budget specified in the contract.

8. Staff continue to update contact information and meeting details in the client tracking and program management systems; monitor program progress to ensure that delivery remains on schedule and budget; maintain records of student attendance and performance; order course materials; submit invoicing information to the BMCC Business Office; monitor billing and payments according to the terms and schedule in the contract and maintain project files.

9. Staff review the program continuously and implement improvements. The review process includes, but is not limited to, assessment by students, designated client representative(s), instructor(s), and other project partners (e.g., grant funding agencies).

10. Staff manage and report program progress as required by terms of the contract(s) and grant or other funding sources, as appropriate.

SPECIAL FORMS: (samples)

Revenue model
Proposal
Contract
Customer Relationship Management Screen
Project Management Screen