

## TAPPI Criteria Requirements

### **Criterion 1 - The learning activity must be planned in response to identified needs of the target audience.**

- 1.1 The Provider must determine the Client and learner's specific learning needs.
  - 1.1.a Describe the method(s) used to determine the learner's **learning needs**<sup>1</sup>.
- 1.2 Once the needs assessment is complete, the learning activities recommended by the Provider must result from a dialogue between the Provider and Client and be mutually agreed upon by the parties.
  - 1.2.a Describe how your organization achieves mutual agreement concerning **the learning activities**<sup>2</sup>

### **Criterion 2 - In the learning process/plan, there must be clear and concise written statements of intended learning objectives for each learning activity.**

- 2.1 Statements must be clear and precise, and be expressed in measurable and observable terms.
  - 2.1a Provide examples of **learning objectives**<sup>3</sup> for at least one (1) learning activity.
- 2.2 Learning objectives must be realistic, attainable, meaningful, and reasonable for the learner, and objectively measurable.
  - 2.2.a Explain how your organization ensures that learning objectives are realistic, attainable, meaningful and reasonable for the learner.

### **Criterion 3 - Throughout the learning process, the content and instructional methods must be appropriate to the learning objectives of each activity. Opportunities to give feedback regarding the appropriateness must be provided to participants.**

- 3.1 The methods by which content and instructional delivery are selected to achieve learning objectives must be documented.
  - 3.1.a. Describe the process or procedures used to select the **content**<sup>4</sup> and **instructional delivery methods**<sup>5</sup>.
- 3.2 Content, learning process, learning objectives, learning activities, and instructional delivery methods must be supported by a learning manual/plan or some form of a **learning design document**<sup>6</sup> that has been mutually agreed upon by the respective parties.
  - 3.2.a Provide a complete learning plan (**learning design document**) that has been mutually agreed upon by the respective parties (Client and Provider), which contains the description of the learning process, learning objectives, learning activities, content, delivery method, description of a safe and appropriate learning environment, Instructor qualifications, and evaluation plan.

### **Criterion 4 - Qualified personnel must be involved in the planning, development, implementation and delivery of the learning process.**

- 4.1 The process for qualifying and selecting training personnel must be clearly described. Each type of personnel must have the appropriate subject matter expertise for the learning process and understand the principles of adult learning.
  - 4.1a Describe the processes used for selecting **qualified training personnel**<sup>7</sup>. Also, describe how you ensure that each trainer/instructor/professor, etc. has the expertise for providing the learning activity, applies adult learning principles to the learning process, and has effective delivery skills.
  - 4.1b Provide a copy of the job description and resume for **each** of the personnel involved in the planning, development, implementation and delivery of your organization's learning process
  - 4.1c Cite methods/tools used for providing constructive feedback for continuous improvement of personnel.

## **Criterion 5 - Throughout the learning process, each learning objective must be assessed/measured and recorded/reported for each learner.**

- 5.1 The Provider must obtain agreement from the Client before hand as to what form of measurement will satisfy the Client's needs.
- 5.1.a Provide documentation, or describe process by which agreement is reached and the form of assessment to be used.
- 5.2 In addition, the Client and Provider must agree upon the measurement level (e.g., has knowledge of, has capability of, or can demonstrate the skill or behavior consistently).
- 5.2.a Provide documentation or describe process by which agreement is reached on and the measurement level to be attained by the learner.
- 5.3 Observation of performance must be used when it is necessary to verify that the learner can demonstrate the targeted skills or abilities under actual work conditions.
- 5.3.a Provide examples of how your organization ensures learning objectives are met.

## **Criterion 6 - An appropriate and safe learning environment must be specified for the learning process.**

- 6.1 The Provider must prescribe the requirements for the **learning environment**<sup>8</sup>. The environment must be appropriate for the target audience, instructional method, stated learning objectives, and provide appropriate **resources**<sup>9</sup>.
- 6.1a Describe how your organization determines the requirements for the **learning environment**<sup>8</sup> in which the **learning process**<sup>10</sup> will take place, and that it is appropriate for the audience, **instructional method**<sup>11</sup>, and learning objectives:
- 6.2 The environment must be conducive to learning and have sufficient and appropriate **resources**<sup>9</sup> for the learners.
- 6.2a Describe how you determine what **resources**<sup>9</sup> are needed for learning to be achieved.
- 6.3 The Provider must be familiar with local safety policies and procedures and include these in the requirements. \* If the Provider is not responsible for arranging the learning environment and support services, the Provider must nevertheless inform the Client of learning environment needs and attempt to negotiate conditions that are as close as possible to the specifications.
- 6.3a. Describe how your organization ensures that local safety policies and procedures are being addressed and explain what is done to ensure that the learning environment is safe.

## **Criterion 7 - The learning process/activities must be evaluated.**

- 7.1 Learners must evaluate all of the parts of the learning activity. Data from the evaluation must be collected and analyzed for continuous improvement.
- 7.1.a. Provide a copy of the results of one evaluation used by learners to evaluate one of your learning activities. This should include the data compiled from the evaluation tool.
- 7.2. The Provider must seek feedback from the Client as to the quality and appropriateness of the content and delivery of the learning process.
- 7.2.a Describe the method or procedure by which the **“Provider” is evaluated BY the “Client”** regarding the quality and appropriateness of the content and delivery throughout the learning process.
- 7.3. The Provider must give feedback to the learner.
- 7.3.a Describe how your organization gives feedback to the learner.