



National Aeronautics and
Space Administration
NASA Shared Services Center

Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Process Work Instruction

NSPWI-3000-0027 Revision 0002

Effective Date: October 12, 2021
Expiration Date: October 12, 2022

HR Onsite Training Administration
- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 2 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

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NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 3 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	April 22, 2020	Basic Release
Revision	0002	October 12, 2021	<ul style="list-style-type: none"> Workflow and process updates to conform with ServiceNow Legacy to HRSD system upgrade. Changed references from Onsite Training to Onsite/Virtual Group Training

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 4 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Table of Contents

Document History Log	3
Table of Contents	4
1.0 Purpose	5
2.0 Authority	5
3.0 Applicable Documents and References	5
4.0 Process	6
5.0 Objective	2727
6.0 Roles and Responsibilities	27
7.0 Records	28
8.0 Cancellation/Supersession of Previous Documents	288
Appendix A – Acronym List	299
Appendix B – NASA Disciplines	29
Appendix C – Course Evaluation for Onsite Training	329

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 5 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

1.0 Purpose

Onsite Training is used to provide civil servants the ability to take instructor-led courses to meet their learning needs directly related to the National Aeronautics and Space Administration's (NASA's) mission and promise: to support NASA's mission first and NASA's people always. The goal of this Onsite Training Process is to ensure that all logistics related to Onsite Training are documented and accessible. This work instruction is designed to explain how that process works.

2.0 Authority

None

3.0 Applicable Documents and References

The following references were used in the preparation of this Process Work Instruction (PWI):

- a. NASA Training Policy Desk Guide, NSREF-3000-0603
- b. OMB *Revisions to the Federal Acquisition Certification for Contracting Officer's Representatives (FAC-COR)* memo dated September 6, 2011
- c. Training Administration Core Team Charter
- d. OPM 5 U.S.C. 4101-4

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 6 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

4.0 Process

Onsite Training Administration

Onsite/Virtual Group Training is comprised of training, instruction, or other applicable learning events occurring either at any NASA Center or component facility, or through the means of a virtual platform. This training is offered and purchased using Agency or Center-wide funds to provide both technical and non-technical courses. Onsite/Virtual Group Training is formerly known as Internal Training.

Step 1 – Center Identifies Training Need

When a Course Point of Contact (POC) identifies a training need, the Course POC consults with the Center Training Management to determine if the source of training will be a non-government source and if the training will require a purchase.

If a training purchase is needed, prior to submitting a service request to purchase training, the Course POC will consult with the Center's Funding Approver.

Step 2 – Center Submits Service Request

Approved Center Training Course POCs request training services via the [HR Employee Services](#) portal (a.k.a. ServiceNow Case View).

NOTE: Access to the "Request Onsite/Virtual Group Training Support" form is limited to NAMS-approved users. Provision is authorized by the Center Learning Offices to ensure only approved employees can initiate a purchase and the obligation of funds. More information can be found at: [Training Administration - How To \(sharepoint.com\)](#)

Course POCs submit all types of Onsite/Virtual Group Training requests using the "Onsite/Virtual Group Training Request" form, including purchased training with or without System for Administration, Training, and Educational Resources for NASA (SATERN)

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 7 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

support, SATERN support only (no-cost) training, roster processing Only, and training modifications.

Onsite/Virtual Group Training Purchases With or Without SATERN Support:

For training requiring purchase, the service request will either initiate a “Request for Information” (RFI) if market research has not been completed by the Center, or initiate the funding approval process for purchase, if market research has been completed and a preferred vendor has been identified (Proceed to Step 3).

Course POCs can also request SATERN support to have the purchased training course added to SATERN and a class scheduled for learner registration.

Onsite/Virtual Group Training SATERN Support-Only:

For training not requiring purchase (no-cost), the service request will initiate the course creation/class scheduling process to have the training added to the SATERN (Proceed to Step 7).

For information on how to submit the Onsite/Virtual Group Training request form and overview of the HR Employee Services Center portal, access the [NSSC Employee Services Center - Dashboard Familiarization](#) training module in SATERN.

NOTE: To access this service request form, the user needs access granted via a NAMS request form. For more information on getting access to the form, go to the Knowledge section of the [NSSC Training Administration SharePoint page](#).

Step 3 – Center Funding Approval

Once the Onsite/Virtual Group Training service request to purchase training is submitted, an automated “To-do” task will be sent to the person listed on the service request as the Center Management Funding Approver.

To-dos are accessible in the user’s ServiceNow Dashboard and are located at the top right of the page.

After clicking to open the To-do task, the Funding Approver can take one of two response actions:

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 8 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- Approve the funding request, set a “Not -to-exceed” amount, confirm or edit funding information (Center and Organization codes), and add comments.
- Reject the funding request (justification is required).

NOTE: this action will cancel the request and auto notify the Course POC, including the reason for rejection provided by the Funding Approver.

Once Funding Approval is received, the Course POC is notified of the decision, and the purchase process begins.

Step 4 – Request for Information (RFI)

NOTE: If market research has already been completed and the **Course** POC has selected a preferred vendor, skip to Step 5.

Background:

An RFI is a standard business process to collect written information detailing the capabilities of various suppliers. Often the RFI is used in combination with either a Request for Price (RFP) or a Request for Quote (RFQ). The RFI is a solicitation to a broad base of potential suppliers and formatted for a formal response for the purpose of comparing data without prejudice and planning next steps.

To ensure NASA is not inadvertently bound or committed to procure any of the services or goods discussed, only Procurement Officers and purchase card (P-Card) holders are authorized to solicit RFPs and RFQs. NSSC HR Service Providers (SP) are permitted to submit only the RFIs.

The benefits of an RFI include:

- Information is gathered in a formal, structured, and comparable way.
- Suppliers understand that there is a competition going on.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 9 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- You show that you try to act without a prejudice or with a preferred supplier.
- You get a formal reply from the suppliers.

In accordance with NPD 3410.2, Employee and Organizational Development, contractor personnel are included in training with certain provisions as noted:

“With the authorization of the cognizant Contracting Officer or Contracting Officer Technical Representative, permit NASA contractor personnel to attend authorized and scheduled NASA training, provided that space is available and such attendance does not deny civil service employees the training. The training must be necessary for Government purposes.” (Note that the Contracting Officer Technical Representative is now the Contracting Officer Representative per the OMB Revisions to the Federal Acquisition Certification for Contracting Officer’s Representatives (FAC-COR) memo dated September 6, 2011.)

- Once Funding Approval is received, the NSSC (SP) Training Administration Onsite Purchase Team will create an RFI request to be sent to the vendors provided by the Course POC or to vendors identified during market research. The RFI is generated by using the “RFI – Training Course” e-mail template in the ServiceNow system.
- Once the NSSC (SP) Training Administration Onsite Purchase Team has manually updated the e-mail template, it is then sent to the vendor(s) for review and response.

NOTE: Approved Budget creates a decision point on how the RFI process is approached. Also sometimes, the Centers have already contacted their preferred vendor and submitted a cost estimate with their request, in which case, the NSSC (SP) Training Administration Onsite Purchase Team sends out vendor confirmation to ensure all information provided to the NSSC is accurate and still valid.

- Once the RFI responses are received, they are sent to the Course POC for review and vendor selection/approval.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 10 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- The NSSC (SP) Training Administration Onsite Purchase Team will update case notes with the decision based on the selected vendor's "proposal" amount and "payment method." The determination is made by considering the following:
 - Cost equal to or less than \$24,999.99 and payment method = credit card
 - Processed by the NSSC (CS) HR Procurement Team
 - Any cost and Payment method = Purchase Order or EFT
 - Processed by the NSSC Simplified Acquisition Team (SAT)
 - Cost greater than \$24,999.99
 - Processed by NSSC (CS) SAT Procurement Team

Step 5 – Using a Preferred Vendor

If the Course POC has already completed market research and has a preferred vendor, the NSSC is not required to conduct market research again. However, the following recommendations apply when a preferred vendor is identified:

- Course POC shall submit all documents received from prospective vendors, including the preferred vendor.
- Preferred vendor must accept a credit card as payment type.
- The cost of training must be equal to or less than \$24,999.99.

NOTE: If the cost exceeds \$24,999.99, or if the vendor does not accept credit cards, the **Course** POC may submit a Sole Source Justification (SSJ). This will ensure the vendor is considered in the bidding process, but **it** does not guarantee selection.

Step 6 – Purchase Training

Purchase Using Purchase Card (P-Card)

If the RFI reveals that the training will cost less than \$25,000, and the purchase can be made with a P-Card, the NSSC (SP and CS) Training Administration Onsite Purchase Team will complete the purchase since no formal contract is required.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 11 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Once a vendor is selected, the NSSC (SP) Training Administration Onsite Purchase Team sends the “Vendor Confirmation” e-mail to the selected vendor, confirming the details of the training, which includes:

- Ensuring price reasonableness.
- Checking the [System for Award Management](#) (SAM) to confirm the vendor is in good standing.
- Creating a P-card using the data captured in the case.
- Generating the Credit Card Authorization document.
- Generating the “Notice of Award” e-mail for the selected vendor, Course POC, and any alternate POCs identified, then attaching it to the case to be e-mailed by the NSSC (SP) HR Contracting Officer.
- Sending an e-mail to the Course POC to notify them of the purchase.
- Adding case notes and documents, and updating all the applicable fields in the case.

For more detailed information review the [Purchase Card Creation](#) desk guide.

NOTE: More than 90 percent of all Onsite Training purchases are completed using a P-card.

Procurement Using Purchase Order

Under \$25,000

If the RFI reveals that the training will cost less than \$25,000, and a Purchase Order is required, the NSSC (SP) Training Administration Onsite Purchase Team will send the “Vendor Confirmation” e-mail to the selected vendor, confirming the details of the training, which includes:

- Obtaining the Statement of Work (SOW) from the Course POC using data collected during the RFI process.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 12 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- Ensuring price reasonableness.
- Checking the SAM to confirm the vendor is in good standing.
- Capturing the Data Universal Numbering System (DUNS) number, Cage Code and North American Industry Classification System (NAICS).
- Creating the Memo for Record (MFR).
- Completing market research if needed (required for awards of more than \$10,000).
- Obtaining SSJ from the Course POC if needed (required for awards of more than \$10,000).
- Creating a Purchase Request via Systems, Applications, and Products in Data Processing (SAP)/Procurement for the Public Sector (PPS), routing the request to the NSSC Budget & Accounting Division (BAD) for release, and eventually releasing the request.
- Adding case notes and documents, and updating all the applicable fields in the case.

The NSSC (SP) Training Administration Onsite Purchase Team then creates an “expedited” service request via ServiceNow and assigns it to the NSSC SAT Procurement Team for issuing the purchase order.

More detailed instructions can be found in the Internal Training Process for SAT Purchase Orders.

During the purchase process, the NSSC SAT Procurement Team provides updates to the Course POC and then sends the notice of the award.

At or Over \$25,000

If the RFI reveals that the training will cost \$25,000 or more, the NSSC (SP) Training Administration Onsite Purchase Team will route the request to the NSSC SAT Procurement Team for **formal solicitation**.

Before rerouting the request to the NSSC SAT Procurement Team, the NSSC (SP) Training Administration Onsite Purchase Team :

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 13 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- Obtains the Statement of Work (SOW) from the Course POC.
- Captures the DUNS number, Cage Code, and NAICS for each vendor.
- Creates an MFR.
- Obtains the Sole Source Justification (SSJ) from the Course POC (if requesting that a preferred vendor be used).
- Creates purchase request via SAP/PPS, routes to the NSSC BAD Team for release, and eventually releases the request.
- Adds case notes and documents, and updates all the applicable fields in the case.

The NSSC (SP) Training Administration Onsite Purchase Team then creates an “expedited” service request via ServiceNow and assigns it to the NSSC SAT Procurement Team for issuing the purchase order. The NSSC (SP) Training Administration Onsite Purchase Team attaches any preferred vendor information, the SOW, the SAM information, the MFR, the GETA Form, and the SSJ to the service request.

More detailed desk guide instructions can be found in Internal Training Process for SAT Purchase Orders.

During the purchase process, the NSSC SAT Procurement Team provides updates to the Course POC and then sends the notice of the award.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 14 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Step 6 – Purchase Modifications

Course POCs can request a purchase modifications throughout the purchase process. Modifications can be initiated by either communicating the needed change directly with the case worker using the chat feature in their ServiceNow Case View Dashboard, or by submitting an Onsite Virtual/Group Training Modification service request from the HR Employee Services portal.

When a modification is received, the NSSC (SP) Training Administration Onsite Purchase Team gets alerted via a custom gauge in ServiceNow. The NSSC (SP) Training Administration Onsite Purchase Team works with the vendor to complete the requested modification, then makes all the necessary updates to the case.

The stage of the purchase request will determine the process that needs to be followed in order to modify the training.

Step 7 – Course Creation & Class Scheduling in SATERN

If the Course POC also requests SATERN Support when submitting an Onsite/Virtual Group Training purchase service request, a sibling case, referred to as the “SATERN Support case” or “the child case” will be simultaneously created for the NSSC (SP) Training Administration Onsite SATERN Support Team to process.

Course POCs can also request training that does not require a purchase by the NSSC (referred to as “no-cost”), in which case, only a SATERN Support case is created.

If the training was purchased, SATERN support will only begin after the purchase has been completed and the vendor notified of the award.

the NSSC (SP) Training Administration Onsite SATERN Support Team will use the training details provided in the SATERN Support case to add the course to SATERN, then schedule as many classes as requested by the Course POC.

Once the class is active in SATERN, the NSSC (SP) Training Administration Onsite SATERN Support Team e-mails the Course POC with confirmation and provides a direct link (also known as “SATERN deep link”) to the class registration for each class scheduled. This link can be used by the Couse POC to verify the course information provided in the SATERN post as well as to advertise the class locally.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 15 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Starting after the first learner registers, the NSSC (SP) Training Administration Onsite SATERN Support Team will e-mail the Course POC a Class Enrollment Status Report once per week:

- Class Enrollment Status reports are created via Robotic Process Automation (RPA) and are scheduled to be e-mailed on Mondays to the Course POC listed as the contact for the class (provided in the service request). To protect the personally identifiable information (PII) of NASA learners, these reports will not be sent to vendor instructors or anyone who may be associated with the training but does not have a NASA identity (as listed in id.nasa.gov). Center Course POCs may share needed information from these reports with vendor instructors as appropriate.
- Class Enrollment Status reports are only generated for active classes in SATERN that are managed by the NSSC (SP) Training Administration Onsite SATERN Support Team (requested via the HR Employee Services portal). Since SATERN support for NASA Discipline training is currently not managed by the NSSC (SP) Training Administration Onsite SATERN Support Team -- with the exception of Enterprise Learning & Development (ENT) and selected Procurement (PROC) purchased training -- NASA Discipline training classes scheduled in SATERN are excluded from receiving Class Enrollment Status reports. See Appendix B for a current list of NASA Disciplines.
- The report shows cumulative registration information (e.g., learners who registered but cancelled, learners who registered but are still in Pending status, learners who registered and after all approvals were completed became enrolled, etc.).
- Since the NSSC (SP) Training Administration Onsite SATERN Support Team provides Course POCs with a class roster one day before training, to prevent duplication, Class Enrollment Status reports are currently not sent out during the week of training. Course POCs can still request adhoc registration reports as needed during the week of training.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 16 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Step 8 – Class Registration Management

After classes are scheduled in SATERN, the NSSC (SP) Training Administration Onsite SATERN Support Team will coordinate with the Course POC to take registration actions as needed, including but not limited to:

- Super approve learner registration (i.e., proxy for a designated approver who is unavailable to complete the approval action)
- Enroll learners from Pending status
- Enroll learners from Waitlist status
- Cancel/Withdraw learner registration
- Move enrolled learners to waitlist when class becomes full
- Extend registration close date/time to provide learners with more time to register
- Increase maximum enrollment to enable more learners to register
- Reschedule classes due to poor enrollment or instructor unavailability

Unless otherwise requested by the Course POC in the service request, the NSSC (SP) Training Administration Onsite SATERN Support Team will default the registration close date of all classes scheduled in SATERN to two days before the class start date.

After class registration closes, the NSSC (SP) Training Administration Onsite SATERN Support Team will review the class enrollment and recommend to the Course POC any final registration actions needed to finalize the roster (e.g., if space is still available, learners who are still in Pending status can be verified to meet the target audience and pre-requirements (if any) by the Course POC and then be “super approved” to enroll by the NSSC (SP) Training Administration Onsite SATERN Support Team).

Once class enrollment is finalized, the NSSC (SP) Training Administration Onsite SATERN Support Team will e-mail a final Class Roster to the Course POC:

- Class Rosters are created via RPA and are scheduled to be e-mailed one day before the class start date to the Course POC listed as the contact for the class (provided in the service request). To protect the PII of NASA learners, these rosters will not be sent to vendor instructors or anyone who may be associated with the training but does not have a NASA identity (as listed in id.nasa.gov). Center Course POCs may share needed information from these rosters with vendor instructors as appropriate.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 17 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- Class Rosters for multi-day training (i.e., training is taught in segments held over several days) will include attendance feedback reports for each training day to facilitate tracking each learner's daily attendance, as some learners may not attend the entire training.
- Class rosters include the NASA e-mail addresses of all enrolled learners, which can be used by the Course POC to communicate with learners to confirm class schedule, provide electronic course materials and share the login information for virtual classes.

Step 9 – Course Survey Management

One day after class conclusion, the NSSC (SP) Training Administration Onsite SATERN Support Team will add the “Course Evaluation for Onsite Training” (Agency standard, Level 1 Evaluation) survey to the SATERN “My Learning Assignments” list of all learners listed in the Class Roster and notify the Course POC:

- Completion of the Course Evaluation for Onsite Training survey is voluntary (i.e., learners do not need to complete it to receive learning credit for attending the training), therefore, upon being notified by the NSSC (SP) Training Administration Onsite SATERN Support Team that the survey was triggered, Course POCs are expected to reach out to class participants and encourage them to submit feedback.
- The survey will remain open for 5 days, and learners will receive two SATERN system-generated e-mails (automatic notifications) indicating that the survey is on their SATERN “My Learning Assignments” list waiting completion.
- After the survey closes, the NSSC (SP) Training Administration Onsite SATERN Support Team will pull the responses from SATERN (if any), prepare the “Course Survey Response Report” and e-mail it to the Course POC.
- The Course Survey Response Report (Excel workbook) includes the following four tabs:
 - **Dashboard:** Provides summary tables displaying the response rates of each survey question.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 18 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

- **Open Ended:** Provides learners' answers to questions 13 and 14, which are open ended.
- **Data-View Only:** Provides the raw survey data in a read-only format to protect data integrity.
- **Data-Editable:** Provides the raw survey data (same information displayed in the Data-View Only tab) in an editable format to facilitate sorting and filtering.

See Appendix C for the questions in the Course Evaluation for Onsite Training survey.

- Unless it is manually removed from the learner's SATERN "My Learning Assignments" list, surveys will remain accessible; however, survey responses submitted more than five days after when the survey was triggered will not be included in the Course Survey Response Report, as no data will be collected by the NSSC (SP) Training Administration Onsite SATERN Support Team after the survey close date.

Step 10 – Roster Processing

To ensure the timely recording of training learning credit, Course POCs are expected to submit a participant roster to the NSSC (SP) Training Administration Onsite SATERN Support Team within three days of class conclusion.

After the class ends, a To-do task to "Submit Participant Roster" will be assigned to the Course POC and become accessible in the To-do's list of the Course POCs ServiceNow Case View Dashboard (HR Employee Services portal). After the Course POC completes the To-do task, the participant roster will be added to the service request case for processing by the NSSC (SP) Training Administration Onsite SATERN Support Team.

If the To-do is not completed, four days after the class end date, the Course POC will receive an automatic e-mail notification from the NSSC (SP) Training Administration Onsite SATERN Support Team indicating that a To-do action is due and providing instructions on how to access and complete the task. A reminder of this notification will

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 19 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

recur every three days thereafter until the To-do is completed and the participant roster is received.

After receiving the participant roster, The NSSC (SP) Training Administration Onsite SATERN Support Team will close the class in SATERN and record learning credit to each attendant, guided by the NASA training attendance policy (completion = minimum of 80 percent overall participation), unless otherwise requested by the Course POC:

- At the Course POCs discretion, “Incomplete” learning credit may be given to learners who attended less than 80 percent of the training.
- A “P” (passing) grade will be recorded for all attendants, unless otherwise requested by the Course POC.
- If the training was purchased by the NSSC, the cost per Civil Servant participant will also be recorded, along with learning credit.
- Any participant who did not enroll in SATERN (e.g., Class registration was closed, so learner contacted Course POC directly to receive approval to attend the training) and therefore did not receive the Course Evaluation for Onsite Training survey at the time it was triggered (one day after class conclusion) will have the survey added to their SATERN “My Learning Assignments” list at the time they receive learning credit for the course.

After all participants have received learning credit in SATERN, the NSSC (SP) Training Administration Onsite SATERN Support Team will e-mail confirmation to the Course POC and include an attachment (a screenshot or an Item status Excel report, pending roster size) listing the attendants who received learning credit for the course.

After the Course Survey Response Report is provided and the participant roster is processed, if the training was offered at “no cost” (no training purchase made at the NSSC), the NSSC (SP) Training Administration Onsite SATERN Support Team will close the service request, which will get archived in the “Closed Cases” list of the ServiceNow Case View Dashboard of the customer who submitted the service request.

If the training was purchased by the NSSC, the NSSC (SP) Training Administration Onsite Purchase Team will continue to process the service request by working to complete all invoicing and closeout actions.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 20 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Step 11 – Invoice Payments

Purchase Card (P-Card) Invoices:

Since training vendors do not have access to the ServiceNow system due to firewall restrictions, upon class conclusion, they are instructed to submit training invoices to NSSC-HRTrainingPCardInvoice@mail.nasa.gov.

The NSSC (SP) Training Administration Onsite Purchase Team monitors this inbox to review received invoices and route them to the related case in ServiceNow.

Once the invoice is attached to the case, the NSSC (SP) Training Administration Onsite Purchase Team will:

- Review and validate the invoice against the training details noted in the case.
- Obtain updated payment instructions, if needed.
- Create a credit card authorization form, if applicable.
- Add work notes and attach applicable documentation to the case.
- Create a task for the NSSC (CS) HR Procurement Team to validate and submit payment information to the vendor.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 21 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Purchase Order (PO) Invoices:

The NSSC (SP) Training Administration Onsite Purchase Team creates an Invoice Routing and Information System (IRIS) Escalation Excel report to work, process, and update invoices.

The NSSC (SP) Training Administration Onsite Purchase Team sends reminders to the Course POC to validate that training services were rendered successfully. Once the Course POC concurs, the NSSC (SP) Training Administration Onsite Purchase Team alerts the NSSC (CS) HR Procurement Team to approve the invoice in IRIS for payment.

Step 12 – Close Out/Data Integrity

Purchase Card (P-Card) Purchases:

For Onsite/Virtual Group training purchased using a P-Card, once the invoice payment is complete and the participant roster has been processed in SATERN to record learning credit to all civil servant participants, the NSSC (SP) Training Administration Onsite Purchase Team ensures reconciliation is completed and updates the work notes in the case.

The NSSC (SP) Training Administration Onsite Purchase Team completes a final review of the case to ensure all data integrity steps are completed then closes the case as “Closed Complete,” which ends the service request process.

Purchase Order (PO) Purchases:

For Onsite/Virtual Group training purchased using a PO, once the invoice payment is complete and the SATERN course/class has been successfully completed, the PO needs to be reviewed for close-out actions. This requires the following:

- Validate that the Period of Performance has expired
- Ensure all funding was released
- De-obligate unused funds
- Send to NSSC Closeout Team for final close out actions

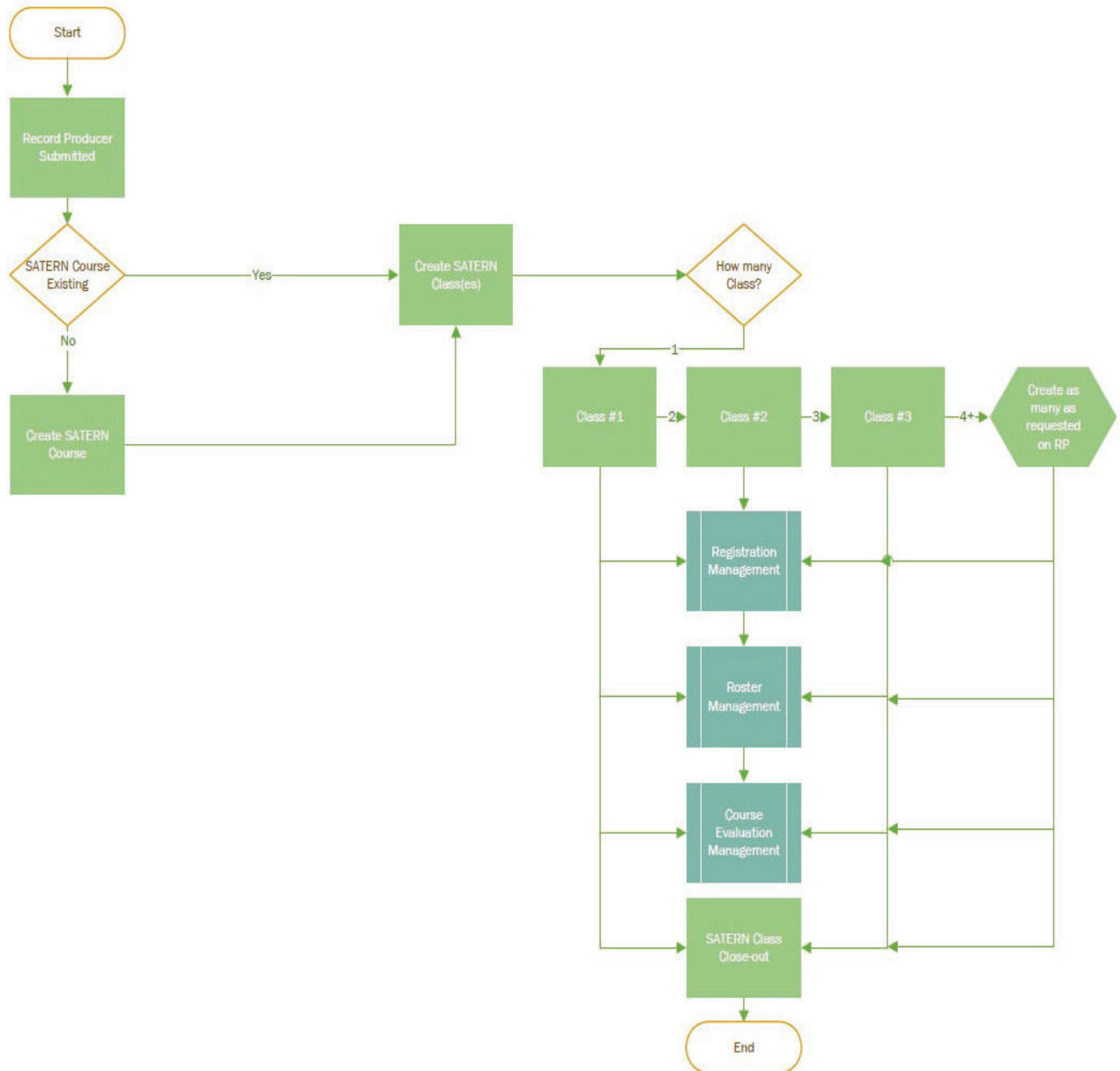
NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 22 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Ensure Reconciliation is completed and noted with in the TAD. The case and TAD are reviewed to ensure all data integrity steps are completed. Then the case is set to “Closed Complete” status and the process ends.

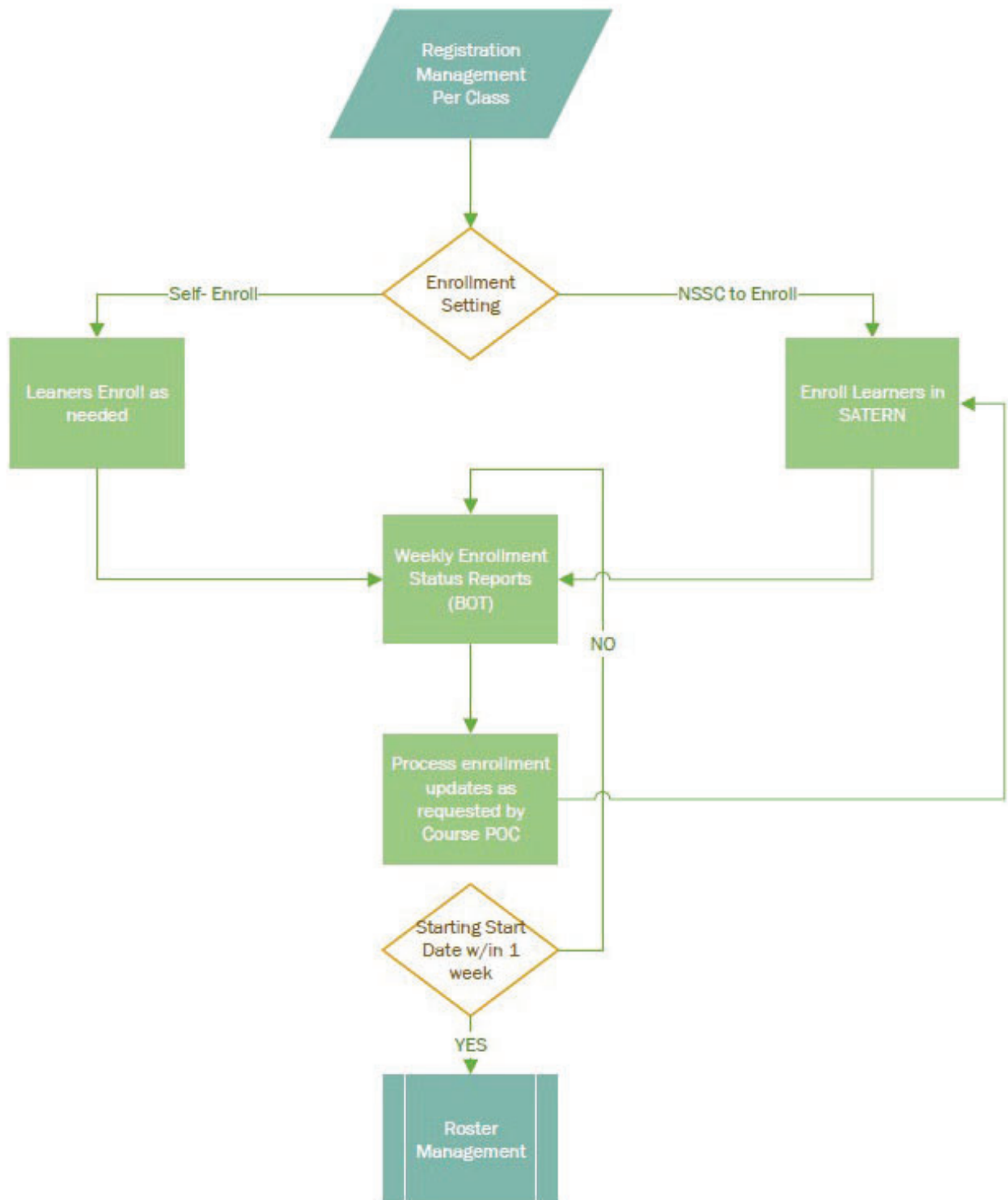
Once confirmation of successful close out is received, the case can be set to “Closed Complete” status and the process ends.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 23 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

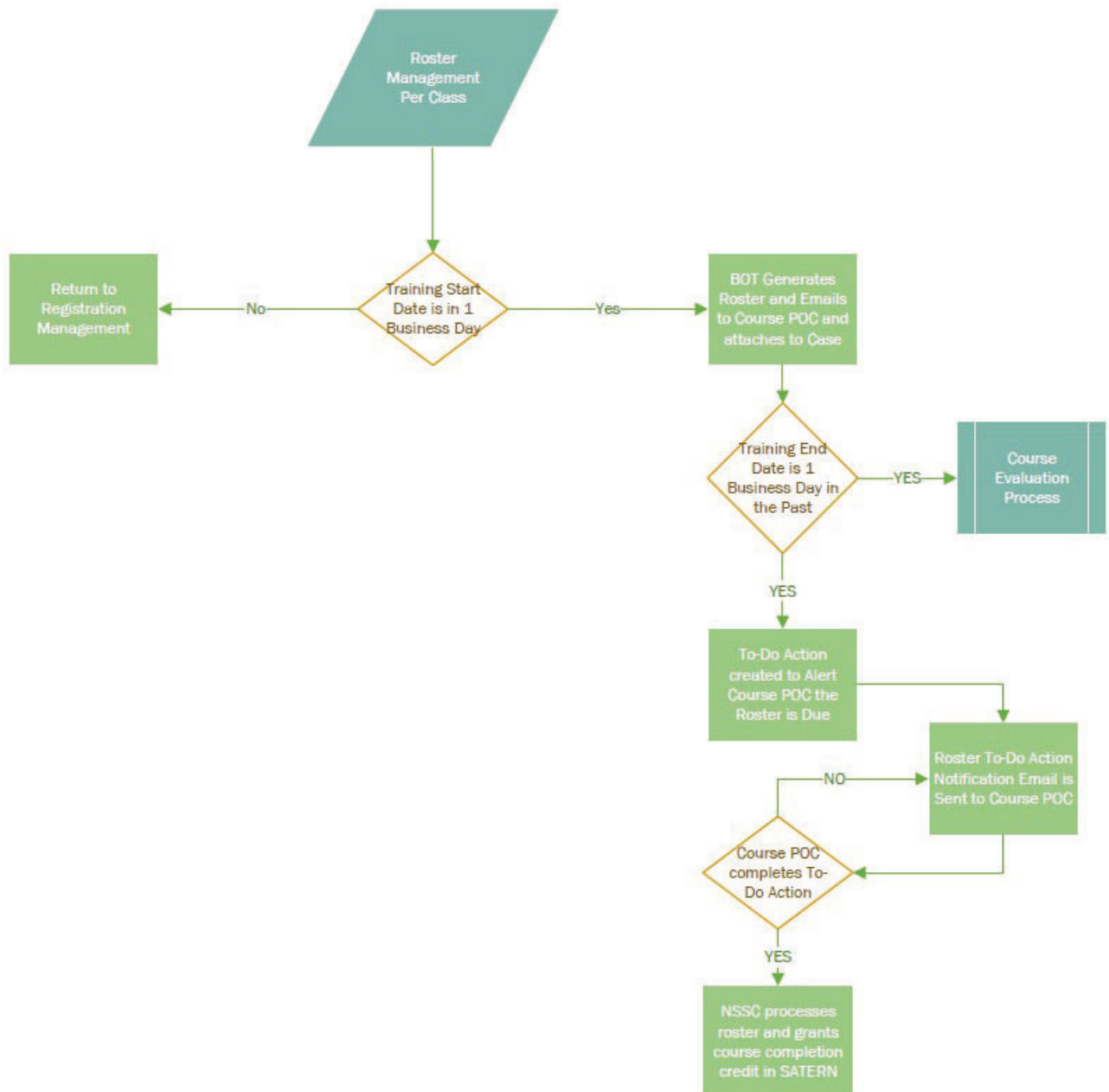
Onsite/Virtual Group Training Process Flow Charts:



NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 24 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		



NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 25 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		



NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 26 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		



NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 27 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

5.0 Objective

Provide resources to facilitate the purchase and administration of training, instruction, or other applicable learning events occurring onsite at any NASA Center or component facility.

6.0 Roles and Responsibilities

Requester/Submitter - The administrative support for the Course POC at the NASA Center.

Course Point of Contact (POC) - The employee or Subject Matter Expert who is requesting the Onsite/Virtual Group Training and will coordinate all efforts associated with the training event. The Course POC can reside at the Organization Level or the Center Training Office.

Center Training Management – Person responsible for consulting as appropriate with the Course POC and reviewing existing training to determine if training procurement is appropriate.

Center Funding Approver – Person responsible for determining appropriate funding source, that funding is available, and for establishing the funding threshold.

Preferred Vendor - Known vendor that the Course POC would like to be contacted or used.

NSSC (SP) Training Administration Onsite Purchase Team (NSSC HR L2) - NSSC Service Provider responsible for supporting purchase process and related activities.

NSSC (SP) Training Administration Onsite SATERN Support Team (NSSC HR L2) - NSSC Service Provider responsible for supporting SATERN training process and related activities.

NSSC (CS) HR Procurement Team (NSSC HR L3) - HR Civil Servant contracting officer, warranted up to \$25k.

NSSC (CS) SAT Procurement Team (NSSC PR L3) - HR Civil Servant contracting office, warranted up to \$250k.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
		Page 28 of 32
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

7.0 Records

Onsite/Virtual Group Training Procurement and Enrollment Records are created during this process and the systems of record are ServiceNow, SATERN, and PPS.

8.0 Cancellation/Supersession of Previous Documents

This document supersedes NSPWI-3000-0002, Training Notices for Internal NASA & Center Training Revision 6.0 and NSSWI-1280-0170, Contract Closeout for Internal Training Purchases – Revision 2.0.

This document supersedes NSPWI-3000-0027, HR Onsite Training Administration, NSSC Process Work Instruction - Revision Basic.

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 29 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Appendix A – Acronym List

Acronym	Meaning
BAD	Budget and Accounting Division
CLO	Center Learning Officer
CS	Civil Servant
DUNS	Data Universal Numbering System
HR	Human Resources
HRSD	Human Resources Service Delivery
IRIS	Invoice Routing and Information System
MFR	Memo for Record
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirement
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief Human Capital Officer
OMB	Office of Management and Budget
P-Card	Purchase Card
PII	Personal Identifiable Information
PO	Purchase Order
POC	Point of Contact

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 30 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Acronym	Meaning
POP	Period of Performance
PPS	Procurement for the Public Sector
PWI	Process Work Instruction
RFI	Request for Information
RFP	Request for Price
RFQ	Request for Quote
SAM	System for Award Management
SAP	Systems, Applications, and Products in Data Processing
SAT	Simplified Acquisitions Threshold
SATERN	System for Administration, Training, and Educational Resources for NASA
SP	Service Provider
SSJ	Sole Source Justification

NSSC Process Work Instruction	NSPWI-3000-0027	Revision 0002
	Number	
	Effective Date:	October 12, 2021
	Expiration Date:	October 12, 2022
Page 31 of 32		
Responsible Office: Human Resources Services Division		
SUBJECT: HR Onsite Training Administration		

Appendix B – NASA Disciplines

Acronym	Meaning
ENT	Enterprise Learning & Development
APPEL	Academy of Program/Project Management and Engineering Leadership
CFOU	Office of the Chief Financial Officer
LMD	Leadership & Management Development
OTHAGNCY	N/A (Conducted by the Government Affairs Institute at Georgetown University)
ICE	Improving Communication Effectively
AAO	Agency Application Office
ITS	Information Technology Services
PROC	Office of Procurement
NESC Academy	NASA Engineering & Safety Center
SMA	Safety Mission Assurance
ODEO	Office of Diversity and Equal Opportunity

Appendix C – Course Evaluation for Onsite Training

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