



GLENN PROCEDURAL REQUIREMENTS

Directive: GLPR 3410.1E
Effective Date: **05/15/2025**
Expiration Date: **05/15/2030**

COMPLIANCE IS MANDATORY

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Responsible Office: Code JT/Talent Services Branch
Subject: On-the-Job Training (OJT) Documentation

TABLE OF CONTENTS

Preface

- P.1 Purpose
- P.2 Applicability
- P.3 Authority
- P.4 Applicable Documents and Forms
- P.5 Measurement/Verification
- P.6 Cancellation

Chapter 1: Introduction

- 1.1 Introduction
- 1.2 Records

Chapter 2: Responsibilities

- 2.1 Supervisor
- 2.2 The Functional Organizational OJT Trainer
- 2.3 Employee
- 2.4 The Center Learning Officer (CLO) or Human Resources Development Specialist (HRDS)
- 2.5 Directors Of

Chapter 3: Procedure

Appendix A: Definitions

Appendix B: Acronyms

Appendix C: Flow Diagram

Appendix D. Job Aide for Recording OJT to SATERN LMS

Change History Log

Distribution: BMS Library

PREFACE

P.1 PURPOSE

The purpose of this Glenn Procedural Requirement (GLPR) is to provide direction to all supervisors, managers, and employees on the documentation and record keeping of on-the-job training (OJT) at the Glenn Research Center (GRC).

P.2 APPLICABILITY

- a. This directive is applicable to all organizations at GRC Lewis Field and Neil A. Armstrong Test Facility.
- b. This directive is applicable to documents developed or revised after the effective date of this GLPR.
- c. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term “shall.” The term “may” denotes a discretionary privilege or permission, “can” denotes statements of possibility or capability, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.
- d. In this directive, all document citations are assumed to be the latest version, unless otherwise noted.

P.3 AUTHORITY

NASA Policy Directive (NPD) 3410.2, Employee and Organizational Development

P.4 APPLICABLE DOCUMENTS AND FORMS

- a. NASA Procedural Requirement (NPR) 8715.1, NASA Safety and Health Programs.
- b. Glenn Procedure (GLP)-QS-8715.1-2, Glenn Safety Manual, Chapter 2: Safety and Health Training and Certification.

P.5 MEASUREMENT/VERIFICATION

- a. The Center Learning Officer (CLO) or designee will run a report from the System for Administration, Training, and Educational Resources (SATERN) Learning Management System (LMS) for supervisors upon request so they may verify that their OJT records are current.
- b. Annually, the CLO or designee will run an OJT report and send it to each Directorate Office. This GLPR will be included with the report as a reminder of their organization’s responsibility to enter OJT into the SATERN LMS. Directors Of are responsible for ensuring their respective organizations are compliant with this GLPR and take whatever action they deem appropriate for noncompliance.

P.6 CANCELLATION

This GLPR cancels GLPR 3410.1D, On-the-Job Training (OJT) Documentation, dated May 31, 2019.

LAURENCE SIVIC *Digitally signed by LAURENCE SIVIC*
Date: 2025.05.15 09:32:01 -04'00'

Laurence A. Sivic
Associate Director

CHAPTER 1: Introduction

1.1 Introduction

1.1.1 The OJT is the primary method of developing position-specific related knowledge, skills, and abilities of employees, generally under the guidance of a more experienced employee or a supervisor. It is also used for the transfer of knowledge of experienced experts to coworkers in the development of expertise. Therefore, it is important to have clear guidelines regarding the management and documentation of OJT as a method of training and development.

1.1.2 The supervisor shall document all:

- a. Required OJT in the Agency SATERN LMS.
- b. Safety and Health OJT required for a certification or qualification, in the Agency Qualifications, Certifications and Requirements Database, QCARD.

1.1.3 All “required” OJT shall be documented using one of the following five items in SATERN.

- a. OJT-ADMINISTRATIVE (1-5)
- b. OJT-GENERAL (1-5)
- c. OJT- FINANCIAL (1-5)
- d. OJT-SAFETY (1-5)
- e. OJT-Technical (1-5)

1.1.4 All OJT-SAFETY that is required for a safety and health certification and qualifications shall be documented in QCARD and in SATERN LMS. Safety and Health OJT requirements have been established by the Safety and Health Division within the QCARD system and are assigned to employees by their supervisor.

1.1.5 The supervisor may decide to document “non-required” or “optional” OJT in SATERN. If the supervisor chooses to document “non-required” or “optional” OJT, it shall be consistent across the organization.

1.2 Records

The SATERN LMS facilitates the planning, delivery, and documentation of official training for Civil Service employees and maintains the official record of training in an employee’s Learner History section.

CHAPTER 2: Responsibilities

2.1 Supervisor

- a. Determines the job-related knowledge, skills, and competencies employees need to effectively accomplish the organization's work.
- b. Determines and identifies required on-the-job training.
- c. Assesses current capabilities and determines near-and long-term development and training (enhancing employee performance) in collaboration with employees.
- d. Uses OJT effectively to train and develop employees, and to ensure they are fully qualified to perform their work assignments.
- e. Identifies and executes effective methods for conducting OJT or designates an experienced OJT trainer, such as an experienced subject matter expert to do the OJT training.
- f. Identifies and communicates OJT requirements and needs to employees and OJT trainers; uses SATERN LMS to assign, plan, and document required OJT and all necessary information. Documents safety and health certification OJT requirements in QCARD.
- g. Ensures required and optional OJT are accomplished successfully.
- h. If the OJT is required as part of a safety and health certification or qualification as specified in NPR 8715.1 and GLP-QS-8715.1-2, the supervisor will contact the Safety and Health Division for access to the Qualifications, Certifications and Requirements Database, QCARD.

2.2 The Functional Organizational OJT Trainer

The Functional OJT trainer implements and monitors OJT through demonstration, instruction, assignments, checklists, assistance, and other oversight in accordance with any existing local OJT plans and procedures until the trainee has gained sufficient knowledge and skill to perform assigned duties. Where appropriate or required, the OJT trainer tests the employee's skills and reports the trainee status to the supervisor upon completion of the OJT.

2.3 Employees

2.3.1 Civil service employees shall:

- a. Be jointly responsible, with their supervisor, for their development and training. They are jointly responsible for assessing their current capabilities, determining near and long-term development, training that enhances performance, and preparing Individual Development Plans (IDPs) that support job requirements, career goals, and Agency needs.
- b. Complete assigned OJT, including retraining or retesting, as necessary, to ensure they have gained sufficient knowledge and skill to perform assigned duties.

2.3.2 Contract employees may have training records stored in SATERN LMS or QCARD. However, these systems are not the official training records. Any questions related to contractor training should be directed to the Contracting Officer.

2.4 The Center Learning Officer (CLO) or Human Resources Development Specialist (HRDS)

The CLO or HRDS:

- a. Is responsible for the administration of SATERN LMS at GRC and communicating OJT requirements to the civil service managers, supervisors, and Procurement Division who manages all GRC contracts.
- b. Develops and communicates policies and procedures related to the OJT process to managers and supervisors.
- c. Ensures training to supervisors and requesting organizations upon request.
- d. Provides OJT reports annually to the Talent Services Branch Chief, and each of the Directors Of, as well as to the Supervisor, upon request.
- e. Can support organizations by assisting and uploading required OJT into the SATERN LMS.

2.5 Directors Of

2.5.1 The HR Director shall remind Directorate leaders annually to enter OJT into the LMS and/or the Agency Qualifications, Certifications and Requirements Database, QCARD:

- a. Ensure line supervisors and managers are informed of mandated requirements for OJT within their functional purpose, provide subject matter expertise as may be required for successful training, and maintain records of qualification, where required.
- b. Hold supervisors accountable for ensuring required OJT is entered into SATERN LMS and QCARD, if applicable.

CHAPTER 3: Procedure

3.1 The supervisor identifies OJT training requirements and develops objectives to ensure employees are fully qualified to perform their assigned duties (e.g., operation of a new piece of equipment, office/shop operating procedures, etc.).

Note: Refer to Appendix C, Flow Diagram, for a pictorial of the following steps.

3.2 The supervisor shall determine if OJT is required:

- a. If OJT is required, go to step 3.4.
- b. If OJT is optional, go to step 3.3.

3.3 The supervisor can document the “optional” OJT assignment on the IDP or local training plan document. Go to step 3.6.

3.4 The supervisor documents the “required” OJT assignment on the IDP or local training plan document. Go to step 3.5.

3.5 The supervisor assigns OJT item(s) to the employee’s learning plan in the SATERN LMS. When assigning the OJT item to the employee’s learning plan, the assignment type will default to “Recommended.” The supervisor shall validate or update the assignment type to “Optional,” “Required,” or “Federally Mandated.” He/she will also designate an “Assignment Date,” and “Required by Date.” When an employee is on detail, a written description of the OJT is needed at the time of assignment. The IDP or other local training plan document will also be used. NPR 8715.1 and GLP-QS-8715.1.2 specify safety and health certifications that could qualify as required OJT. Safety and Health certifications and qualifications requiring OJT are tracked within the Qualifications, Certifications and Requirements Database, QCARD administered by the Safety and Health Division.

3.6 The supervisor/manager designates a qualified instructor/operator (i.e., designee) to oversee the OJT and to evaluate the employee's successful completion of the OJT.

3.7 The supervisor/designee identifies and executes the best method for conducting the OJT (e.g., reading material, observing, or performing a specific task).

3.8 The employee performs the OJT.

3.9 The supervisor/designee assesses whether the trainee is proficient in completing the task. If the supervisor/designee feels that the trainee is not proficient in the task, return to step 3.7 and repeat until the trainee is proficient. If the trainee continues to have difficulty learning the task, evaluate the acceptability of the trainee for the assignment.

3.10 When the designee is not the supervisor and feels that the trainee is proficient in the task, notify the supervisor of the completion.

3.11 The supervisor revalidates whether OJT was required.

- a. If required, go to step 3.13.
- b. If not required, go to step 3.12.

3.12 The supervisor completes the IDP or local training plan.

3.13 The supervisor records completion in SATERN LMS. When recording the completion, the supervisor will complete the following fields for entering into SATERN:

- a. Grade (P - Pass)
- b. Completion status (Select “(Completed) – For Credit” from drop-down menu)
- c. Completion date (System defaults to date of recording – Update to actual completion date)
- d. Total hours (System defaults to 1 hour - Update to actual total hours)
- e. Contact hours (Enter same hours as total hours)
- f. Comments of what OJT was performed. List the OJT instructors.

Note: In the comments section (f.), the supervisor is required to enter a detailed description.

3.14 The employee history record is maintained in the Agency SATERN LMS and QCARD, if applicable.

Appendix A: Definitions

Learning History Record. This is a permanent training record, maintained in the Agency SATERN LMS, which documents a civil service employee's NASA-sponsored training history, including onsite and offsite training courses, academic instruction, conferences, and OJT. It specifically excludes training not authorized by NASA. It may document training that leads to qualification but is not the record of qualification; the qualifying office maintains this.

On-the-Job (OJT) Trainer. An experienced, capable individual who demonstrates and provides OJT instruction as a subject matter expert.

On-the-Job (OJT) Training. Non-classroom training that is planned, organized, and usually conducted at the employee's worksite using the actual tools, equipment, documents, materials, and selected work experiences. The OJT is the primary method of developing the job-related knowledge, skills, and abilities of employees, generally under the guidance of a more experienced employee or a supervisor. It is also used for the transfer of knowledge of experienced experts to coworkers in the development of expertise.

Optional OJT. The OJT is not required or mandated by regulation, policy, procedure, or operating instructions. Optional OJT is given to the employees while they are conducting their regular work at the same place. In this way, they do not lose time while they are training or learning. The employee training takes place while he or she is doing the actual job. After a plan is developed, by the experienced employee, for what should be taught, employees should be informed about the details. A timetable should be established with periodic evaluations to inform employees about their progress. Examples of optional OJT include job enrichment, competency development, and knowledge management where the transfer of learning is necessitated by the impending retirement of a more experienced employee. The OJT techniques may include orientations, internships, job rotation, and coaching.

Organization. An organization is defined as a unit and/or group that is working under the same mission to accomplish set goals. An organization is as small as a branch or as large as a directorate. The organization is what an identified supervisor manages and oversees all training needs that are deemed necessary for the success of the organization. The identified supervisor of an organization determines what qualifies as required OJT across the area that is under their direct supervision.

Required OJT. Specific OJT that is mandated by regulation, policy, procedure, or operating instructions and is most often required for the safe operation, handling, or movement of hazardous or other high-risk materials, equipment, systems, and operations, including space flight-dependent processes.

- *Other examples can be found in many standards promulgated by the Occupational Safety and Health Administration explicitly requiring the employer to train employees in the safety and health aspects of their jobs. These standards make it the employer's responsibility to limit certain job assignments to employees until they have completed the required OJT. NASA Procedural Requirement 8715.3 and GLP-QS-8715.1.2 specify safety and health certifications. Certifications and associated OJT are tracked within the certification tracking software, QCARD, maintained by the Safety and Health Division.*

Training. Training is the process of developing employees with knowledge, skills, and behaviors to support the NASA mission. Training can include, but is not limited to, instructor-led, online, and Web-based and may include elements of on-the-job training (OJT).

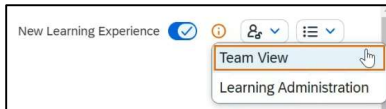
Appendix B: Acronyms

BMS	Business Management System
CLO	Center Learning Officer
GLP	Glenn Procedure
GLPR	Glenn Procedural Requirements
GRC	Glenn Research Center
HRDS	Human Resources Development Specialist
IDP	Individual Development Plan
LMS	Learning Management System
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
OJT	On-the-Job Training
SATERN	System for Administration, Training, and Educational Resources for NASA
QCARD	Qualifications, Certifications and Requirements Database

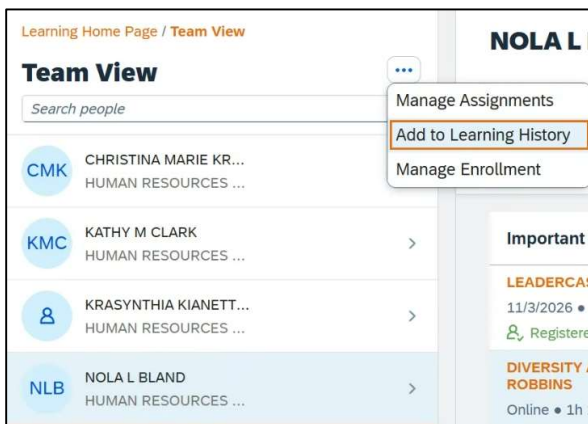
Appendix C: Job Aide for Recording OJT to SATERN LMS

STEP 1: Log into SATERN at <https://satern.nasa.gov>.

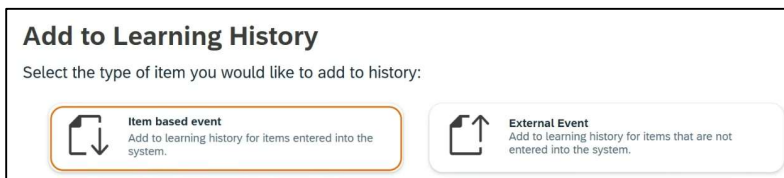
STEP 2: Click on My *Team* tab



STEP 3: Select **Team View**, click on the employee's name for who you want to record an OJT completion, and select “*Add to Learning History*” from the drop-down.



STEP 4: Select **Item Based Event**



STEP 5: Type the keyword for the Item you want to record (e.g. **OJT**). Select the appropriate OJT item. Leave “rating” and “categories” blank and click **Select**. (OJT- ADMINISTRATIVE 1-5, OJT-FINANCIAL1-5, OJT-GENERAL 1-5, OJT-SAFETY 1-5, or OJT-TECHNICAL 1-5).

NOTE: You may only record Items that your Center's SATERN administrator has enabled you to record, and the Item must be in the Catalog.

STEP 6: Select employee from list. Click “Add”.

Employees	Region	Job Position	Manager	Organization
<input type="checkbox"/> Enter Employees	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Position"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organization"/>
			<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organization
<input type="checkbox"/> BLAND, NOLA	Glenn Research Center	Human Resources Spec	HUDSON, MARLENA	TALENT SERVICES BRAN...
<input type="checkbox"/> CLARK, KATHY	Glenn Research Center	Human Resources Spec	HUDSON, MARLENA	TALENT SERVICES BRAN...
<input type="checkbox"/> KRUPA, CHRISTINA	Glenn Research Center	Human Resources Spec	HUDSON, MARLENA	TALENT SERVICES BRAN...
<input type="checkbox"/> MURPHY, KRASYNTHA	Glenn Research Center	Human Resources Spec	HUDSON, MARLENA	TALENT SERVICES BRAN...

STEP 7: Fill in required fields then click continue.

NOTE: Do not enter any data in the Instructor ID or Instructor Name fields.

- In the **Grade** field, enter a “P” for Pass
- In the **Completion Status** field, select **(Completed) – For Credit** from the drop down menu
- Enter the actual **Completion Date** (Required) – Note: Sytsem defaults to current date
- Enter the **Total Hours** (Required) – Note: System defaults to 1
- Enter the **Contact Hours** (Required) – Note: Should be the same as Total Hours. (Do not enter data in Credit Hours or CPE fields).

Enter Item Details

Required*

Item : OJT- SAFETY 5 (GRC-OJT- SAFETY-5) Change Item

Completion Date:(MM/DD/YYYY)* 1/14/2025

Completion Time:(hh:mm AM/PM)* 12:17 PM

Time Zone:* Eastern Standard Time (America/New York) ▾

Instructor ID:

Instructor Name:

Total Hours: (1000) 1.00

Contact Hours: (1000) 1.00

Credit Hours: (1000)

CPE: (1000)

Employees +

Assign Defaults

Name	Grade	* Completion Status	Costs	Comments	Remove
NOLA L BLAND	P	OJT_COMP (Completed) - For Credit ▾			

Back
Continue
Cancel

STEP 8: Enter Comments (Required) and click *OK*.

The supervisor is required to enter:

1. Instructor's name(s)
2. Detailed description of the OJT performed

*NOTE: Do not enter any data in the Cost Currency and Cost Name fields. **Click Continue.***

Enter Item Details

Required*

Item : OJT- SAFETY 5 (GRC-OJT- SAFETY-5) Change Item

Completion Date:(MM/DD/YYYY)* 1/14/2025

Completion Time:(hh:mm AM/PM)* 12:17 PM

Time Zone:* Eastern Standard Time (America/New York) ▾

Instructor ID:

Instructor Name:

Total Hours: (1000) 1.00

Contact Hours: (1000) 1.00

Credit Hours: (1000)

CPE: (1000)

Employees +

Assign Defaults

Comments

Comments for NOLA L BLAND

Instructor Name: Marlena Hudson

Course Description: Held a training session on a new learning management system.

OK Cancel

Name	Grade	* Completion Status	Costs	Comments	Remove
NOLA L BLAND	P	OJT_COMP (Completed) - For Credit ▾			

Back
Continue
Cancel

STEP 9: Review and confirm Learning Details. If changes need to be made, click on the *Back* button to go back and make changes. If everything is correct, click **Add to Learning History button.**

Add to Learning History

Confirm Learning Details

Item: OJT GRC-OJT-SAFETY-5

Description:

Completion Date: 1/14/2025 Total Hours: 1.00

Completion Time: 12:17 PM America/New York Contact Hours: 1.00

Instructor: Credit Hours:

CPE:

Employees

Name	Grade	Completion Status	Comments	Costs	Amount
NOLA L BLAND	P	OJT_COMP	Instructor Name: Marlena Hudson Course Description: Held a training session on a new learning management system.	Direct Cost - Books & Materials Indirect Cost - Per Diem Direct Cost - Tuition & Fees Indirect Cost - Travel Total () :	0.00

Back Add to Learning History Cancel

STEP 10: Verify confirmations from a supervisor and learner view in SATERN: The OJT Item is now in the employee's learning history.

Add to Learning History

Recording Status

Learning Recorded Successfully

Item: OJT GRC-OJT-SAFETY-5

- BLAND, NOLA L

File Attachments (0)

Close

My Learning / Team View / NOLA L BLAND's Learning: Learning History / History Details

OJT-SAFETY 5

On the Job Training GRC-OJT-SAFETY-5

Status Completion Date

Completed 1/14/2025 12:17 PM America/New York

Learning History Details

Grade: P	Comments: Instructor Name: Marlena Hudson Course Description: Held a training session on a new learning management system.	Last Update Time: 1/14/2025 12:33 PM America/New York
Total Hours: 1.00		
Contact Hours: 1.00		

STEP 11: (Optional) – If you want to attach supporting documentation to the learning history record, click on *the File Attachment* link on confirmation screen.

STEP 12: Browse your computer to select the supporting documentation, add a **File Description**, and click on the **Upload** button.

NOTE: *The supported file types include the following: “jpeg, jpg, png, doc, pdf, xls, xlsx, ppt, txt and xml”. Currently, SATERN does not accept Microsoft Office Word Document (.docx) file type. All attachments cannot exceed 800KB in file size.*

STEP 13: Verify the correct file was attached. If wrong file was attached, click on the Remove icon next to the File Name and attach correct file.

Change History

Change	Date	Description/Comments
Basic	06/26/07	Document being converted from CLP (GRC-P3.3.1.1) to GLPR. Document Review-editorial changes to reflect NASA Learning Management System, System for the Administration of Training and Educational Resources at NASA (SATERN), and on-the-job training (OJT) for NASA Glenn Safety Permit System.
A	02/21/2008	Administrative Update to reflect recent reorganization (changed all instances of CFC/Organization Development and Training Office to CFD/Human Capital Development Branch).
1	01/12/2012	Administrative Change 1: Changed the responsible org. from Code CFC/...Branch to Code JC/...Division
B	05/30/2012	Updated the following areas: P2. Applicability, P4 Applicable Documents, P5 Measurement, Chapter 2 Responsibilities, Chapter 3 Procedures, and added Appendix B Acronyms, Appendix D Job Aide, and Appendix E References.
Change 1	05/29/2013	Clarified definitions: Appendix A. Definitions. A4 Optional OJT and A5 Required OJT. Corrected spelling errors in Appendix D. Step 12. Corrected referenced document title in Appendix E.
Change 2	12/2/2013	Clarified Job Aide Instructions in Appendix D.
Change 3	3/21/2014	Deleted NASA Form C40 throughout the document.
C	4/3/2017	Updated table of contents and applicable documents and forms; clarified discretionary actions and expected outcomes in sections 1.1.3 and 1.1.4; updated approval authority; and updated appendices B (acronyms) and E (reference documents).
D	5/31/2019	Modified the language within P.2 Applicability Changed Responsible Organization from JC/Human Capital Development Division to Code JD/Consulting Services Division Revised P.5 Measurement/Verification, adding requirement that Directors Of are responsible for ensuring compliance to this GLPR. 1.1.2 – Added CERtrack as additional tracking system for OJT documentation. 1.1.5 – Added “shall” requirement for supervisors Modified Chapter 2. Responsibilities Changed name of section title for 2.2; revised the level of responsibility for section 2.4.2 3.5 Added Safety and Health Certification information
Change 1	4/29/2024	Administrative Change: Extend expiration date from 05/31/2024 to 05/31/2025 to complete changes. Updated Plum Brook Station to Neil A. Armstrong Test Facility and GLPR 1410.1 requirements.
E	5/15/2025	Changed Responsible Organization from JC/Human Capital Development Division to Code JT/Talent Services Branch Replaced CERtrak with QCARD for current process.

***Include all information for each revision. Do not remove old revision data. Add new rows to table when space runs out by pressing the tab key in the last row, far right column.*