

# Training Management System Requirements (TPCP)

API PUBLICATION TM-1  
THIRD EDITION, NOVEMBER 2009

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**Training and Certification Programs Department**

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# Training Management System Requirements (TPCP)

## Instructor-led Training Course Requirements

### 1 General

The objective of the TPCP program is certification of an auditable training course, which is maintained within a documented training management system (TMS). This document details the TMS requirements.

### 2 Elements of the Training Management System

2.1 The TMS shall include the following elements:

- a) a TMS manual which addresses all applicable requirements of this document;
- b) the method of presentation of the course(s);
- c) course administration, policies for admission of students, course registration forms, fee schedules, course certificates, and typical advertisements;
- d) a document control system for the maintenance and updating of procedures, course materials, and examinations;
- e) the criteria for selecting course instructors, procedures for their initial training and evaluation of their delivery of the course, ongoing review of performance, and records of such;
- f) records of individual students and each course offering;
- g) student evaluation procedure, including pass/fail decisions (where applicable);
- h) operation and conduct of the examination and re-examination, including security and confidentiality of examination questions and answers and marked papers (where applicable);
- i) issuance of certificates;
- j) storage and eventual disposal of marked papers;
- k) handling and resolutions of complaints and appeals;
- l) management reviews of the course.

2.2 The API TPCP shall:

- a) assure confidentiality of all materials provided and any other information or knowledge obtained during the course certification process, and
- b) safeguard against conflict of interests between training providers and evaluators.

### 3 Course Content

3.1 The training provider shall establish and maintain a documented course design development procedure.

3.2 Course design procedure shall address the management and implementation of any changes to course design.

**3.3** The training provider shall document the qualifications of subject matter experts and identify other resources used in course development.

**3.4** The training provider shall ensure that the course content reflects the latest edition, version, or revision of the publication or regulation upon which course is based wholly or in part (unless there is a documented reason to do otherwise).

## **4 Student Learning Objectives and Prerequisites**

**4.1** The training provider shall identify, document, and provide training course learning objectives, which shall address:

- a) course content (what is to be learned and the requirements of the specific training);
- b) method of delivery (how the course is to be taught, i.e. self-study, lecture, course, notes, lecture, example, exam questions, case studies, class response);
- c) method of student's evaluation (how learning is to be measured and measurement criteria).

**4.2** The training provider shall identify and document any prerequisite criteria that students shall be required to meet prior to attending the course.

## **5 Simulations and Practice Exercises**

**5.1** The training provider shall incorporate into their training program simulators, practical exercises, or other techniques to evaluate the abilities and/or knowledge of students in the specific job skills and procedures. Practice exercises may (if applicable) be provided to give participants hands-on experience in utilizing the techniques and practices taught in the course. The simulator being used shall provide realistic responses and scenarios that a student would encounter in the field. Simulations and practical exercises shall be appropriate to student learning objectives.

**5.2** The training provider shall specify the maximum number of students that can participate in each type of practical exercise proposed. The appropriate number of students in each exercise shall be determined based upon, but not limited to, the training equipment, type of training, specifics of practical exercises, and space requirements.

**5.3** If a simulator is used, the training provider shall establish a minimum number of practice exercises for each participant on a simulator suitable for modeling the type of operation being certified.

**5.3.1** During each practice exercise, all participants shall demonstrate the specific skills in which they are to be tested or evaluated. Practice simulations shall be similar in design to final testing assessment.

**5.3.2** Practice exercises shall afford adequate practice time to all participants.

## **6 Training Manual or Course Material**

**6.1** Each student shall be provided with a training manual or a complete set of course materials at the beginning of the course.

**6.2** The training manual or course materials shall clearly state the course learning objectives.

**6.2.1** The training manual or course materials shall indicate the course duration (excluding lunch time).

**6.2.2** Training manual or course material shall specify training format, method of students' evaluation at the end of the course, grading procedure, and the pass/fail criteria; and the value of continuing education units (CEUs), if awarded.

**6.3** The documents included in the training manual or course materials shall comply to the established document management practices, including document version and appropriate page numbering.

**6.4** The training manual or course materials may include sample examination questions, provided they are not used in any of the examinations, either during the course or following the course.

**6.5** The training manual or course materials shall conform to the course outline and learning objectives. The training manual or course materials shall include objectives for each learning section or module.

**6.6** The training manual or course materials may include copies of applicable regulations and standards. If required reference materials (i.e. industry standards, etc.) are not supplied as part of the course materials, the training provider shall advise the student, prior to commencement of the course, to enable the student to obtain the proper reference materials.

**6.7** The training manual or course materials shall contain a description of the simulated exercises and/or practice exercises to be utilized throughout the course.

**6.8** The training manual shall include a table of contents, chapters/sections, page numbers, and a glossary of terms.

## **7 Instruction Team**

**7.1** Instructors employed or contracted by the training provider shall be qualified to teach, with relevant teaching experience, and documented expertise in the subject matter he/she will present. A resume for each instructor shall be available for review.

**7.2** For each instructor, a training provider shall be required to provide at least:

- a) a copy of a valid training certificate from an industry-recognized training school at the appropriate level of training for the course work presented, or documented evidence of prior training experience;
- b) evidence of relevant operational experience or technical skills.

**7.3** The training provider shall establish and maintain documented procedures for instructors' evaluation. These procedures shall address the initial evaluation of instructors, and regular re-evaluation to ensure continual satisfactory performance. These procedures shall include review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the training provider and retained for a minimum period of 5 years.

## **8 Evaluation of Students**

### **8.1 General**

**8.1.1** The training provider shall establish and maintain documented procedures that describe the methods of evaluating students and identify the criteria for successful course completion. The method of evaluation (such as performance-based or testing-based) shall be consistent with meeting the course requirements and student learning objectives.

Students' performance-based evaluation shall be based on course learning objectives and assess the individual student's skill on the specific tasks covered during the course.

**8.1.2** The training provider shall prepare an evaluation form or similar tool that describes each step to be performed by the student.

**8.1.3** The performance evaluation shall:

- a) ensure that all safety rules and procedures applicable to the task performed are followed,
- b) ensure that each step is reviewed as the student completes the step,
- c) ensure the student understands the task or action that they are to perform, and
- d) establish and enforce start time and finish time for each task.

## **8.2 Instructors Responsibilities**

The instructors (or other performance evaluators if applicable) charged with conducting the performance evaluation shall:

- a) conduct performance evaluations according to documented policies and procedures,
- b) ensure the necessary evaluation tools and materials are available and in good order,
- c) ensure the evaluation site is adequate for the type of evaluation to be performed,
- d) ensure the proper identification of each student participating in the performance evaluation,
- e) ensure all students complete all required forms and documents before they leave the evaluation site,
- f) establish procedures for maintaining copies of student's performance evaluation forms.

## **8.3 Examination**

If an examination is part of the students' evaluation criteria, the following apply.

- a) The training provider shall establish and maintain an examination procedure describing how examinations are administered to students.
- b) The training provider shall determine the appropriate length of examinations. The examination shall be designed to be completed in this specified amount of time and strict adherence to the time limit shall be maintained.
- c) The examination procedure shall include a system to generate multiple and unique examinations.
- d) The training provider shall establish security procedures to protect the student examinations from being copied and disbursed as well as to prevent any possible cheating in the course of examination.
- e) The instructor(s) may allow a student with a particular disability (that adversely affects the student's capability to complete the examination in the allotted time) an additional amount of time for taking the examination. Any such allowance shall be indicated in the records of the course or of the examination, with supporting reasons.
- f) At least one instructor, or other assigned agent, shall be present during the examination to assure good testing practice.
- g) The training provider shall establish retention times to maintain copies of the examinations. Retention times, if identified in applicable standards or regulations, shall be followed.

## **8.4 Grading: Pass/Fail Decisions**

**8.4.1** The training provider shall establish a procedure for grading examinations and shall determine pass/fail criteria for each course (where applicable).

**8.4.2** Passing Rate Criteria—For those training providers offering courses that must comply with specific standards, industry or regulatory requirements (i.e. API T2) passing rates used for these courses may be detailed in the related standards and regulations. The passing rate criteria identified by specific standards, industry, or regulatory requirements, shall be followed.

**8.4.3** The training provider shall establish procedures to resolve any disputes in grading.

## **8.5 Re-examination**

**8.5.1** The training provider shall establish and maintain a policy for re-examination, including provisions for the maximum time interval and number of allowable chances for re-examinations (where applicable).

**8.5.2** If a student fails the examination or simulator tests, re-examinations may be given. The re-examination shall not be identical to the original examination; neither may it be the same simulator test problem. It shall, however, test the same skills/knowledge as the original examination.

**8.5.3** The same training provider with whom the student took the course shall conduct the re-examination.

**8.5.4** The re-examination shall be taken in the presence of an approved instructor or other agent of the training provider.

## **9 Course Structure**

### **9.1 Organization**

Advertised course duration shall exclude time devoted to meals.

### **9.2 Class Size**

**9.2.1** The training provider shall indicate the maximum number of students that may be trained and evaluated per instructor.

**9.2.2** For simulator-based courses, the maximum class size approved for each course shall be determined by the number of simulators, number of students per simulator group, number of instructors, classroom space, course length, and course content. The training provider shall demonstrate compliance to their procedures in regards to class sizes.

### **9.3 Course Length**

**9.3.1** The training provider shall establish the minimum time requirement for course completion. Course length shall be appropriate and sufficient to meet the student learning objectives.

**9.3.2** The total course time devoted to direct instruction and to assigned team and individual activities shall be defined by the training provider; and shall be structured so that each student is subjected to realistic practices.

**9.3.3** The training provider shall establish minimum and maximum daily course duration.

**9.3.4** Suitable meal and break arrangements shall be planned and communicated to students in the course description.

**9.3.5** Sufficient time shall be included for each student to individually practice identified hands-on skills.

## **9.4 Facilities**

**9.4.1** The training provider shall ensure that suitable facilities for training are provided, including classroom, audio-visual, and other training equipment, and facilities for team activities.

**9.4.2** The course description shall include any special facility requirements for the course.

## **9.5 Changes to the Course**

**9.5.1** All course design changes and modifications shall be in compliance with the course design procedure. Course design changes and changes to course design documents shall require the same controls as the original course design and course design documentation.

**9.5.2** All course changes and updates shall be identified, documented, communicated to affected parties, (i.e. instructors, etc.) and approved by authorized personnel prior to their implementation.

**9.5.3** All course changes and updates shall require the same controls as the original course.

**9.5.4** Documented policies or procedures shall require that course design changes (in content or length) must be submitted to API prior to implementation. The policy or procedure shall specify the function responsibility and process for notifying API.

## **10 Training Course Administration**

### **10.1 Attendance**

**10.1.1** If regular attendance at a training course is a requirement for successful completion, the training provider shall document the attendance of the students.

**10.1.2** The training provider shall establish a policy or procedure describing to handle any missed instruction time.

### **10.2 Feedback**

The training provider shall establish a student feedback mechanism, such as course/instructor evaluation forms.

### **10.3 Course Records**

Records of each course presentation may be in any media form, such as hard copy or electronic media, and shall include:

- a) location, dates, related advertisement, and promotional literature;
- b) names of instruction team members, (including substitutions), trainee instructors, and observers;
- c) identification of the specific version of the course materials used;
- d) verification that the requirements for the course length and structure were met;
- e) class roster, including name of course, course dates, instructors name, and location;
- f) the examination results and the final grade for each student (where applicable);

- g) all copies of marked examination papers and related summaries (where applicable);
- h) list of students that took a re-examination, together with the re-examination records for each (where applicable);
- i) evidence of students' having met the prerequisite criteria for the course (if applicable);
- j) course/instructor evaluation forms completed by students.

#### **10.4 Certificates of Completion**

**10.4.1** A certificate of course completion shall be provided to each student who has successfully met the requirements of the course.

**10.4.2** The certificate shall include:

- a) the name of the training provider, as it is certified in the API TPCP;
- b) the course title, date, and any other course identification (i.e. number); and
- c) the name of the student.

#### **10.5 Customer Complaints and Appeals**

**10.5.1** The training provider shall have documented procedures for handling customer complaints and for handling appeals against its decisions, including provision for corrective and/or preventive action resulting from root cause analysis to be taken if required as a result of any complaint or appeal.

**10.5.2** The training provider shall inform all students of the right to make a complaint or an appeal and shall provide written details of the process for doing so, on request.

### **11 Management Review**

**11.1** The management of the training provider shall review its administrative procedures at least annually. Records of these reviews shall be retained for at least 5 years.

**11.2** The management of the training provider shall review the course design and its delivery at least annually to gain assurance of the continued suitability and effectiveness of the course content and presentation. Records of these reviews shall be retained for a minimum period of 5 years.

Subjects for management reviews shall include, at a minimum:

- requirements of the API TPCP;
- evaluation of instructors;
- changes in the course, students' pass/fail rate;
- course/instructor evaluations completed by students;
- complaints, appeals;
- results of audits on the TMS;

— changes to the industry/government publications for the potential effect on the TMS or a specific course requirements.

**11.3** The management review shall also include evidence of any actions taken to improve the TMS.

## **12 Records Control**

**12.1** Documented procedures or policies shall identify the personnel functions responsible for the collection and maintenance of records.

**12.2** Student records shall be maintained for each student. The records shall be kept on file at the school/institution for a period of at least 5 years or the requirement imposed by applicable related standards, laws or regulations, whichever retention period is longer.

**12.3** The training provider shall maintain a record listing the name of each student issued a certificate of course completion, date of completion, date of expiration, if applicable, course title, and course API certification number.

## **13 Document Control**

**13.1** Documents required by the TPCP shall be controlled with a documented policy or procedure that establishes and defines the necessary controls for the following:

- a) approving documents for adequacy prior to issue;
- b) reviewing, updating and re-approving documents as needed;
- c) ensuring that changes and the current revision status of documents are identified;
- d) ensuring that relevant versions of applicable documents are available at points of use;
- e) ensuring that documents remain legible and readily identifiable;
- f) ensuring that documents of external origin are identified and their distribution controlled;
- g) preventing the unintended use of obsolete documents, including suitable identification of such.

**13.2** Training provider shall establish and maintain a master list or equivalent control feature to identify all the documents required by the TMS and their current revision status.

**13.3** Changes to documents shall be reviewed and approved by the same personnel functions that performed the original review and approval.

## **14 Confidentiality**

**14.1** The training provider shall have adequate arrangements, consistent with applicable laws, to safeguard confidentiality of all information provided by students, including results of examinations. These arrangements shall be extended to include organizations or individuals acting on the training provider's behalf.

**14.2** Except as required in this document, information about a student shall not be disclosed to a third party (i.e. student's employer) without the written consent of the student.



## **15 Use of the TCP Mark**

**15.1** The training provider shall not use the API TCP logo in advertising or in a manner that suggests that any other courses or products that are offered by the training provider have been certified by API.

**15.2** The training provider shall not use the mark "API" or "AMERICAN PETROLEUM INSTITUTE," except in the following circumstances:

- 1) as part of the API TCP marks;
- 2) advertising texts may state that training course meets, exceeds or otherwise satisfies API standards.

**15.3** The training provider shall not use the marks "API" or "AMERICAN PETROLEUM INSTITUTE" apart from the API TCP marks, in such a manner as to suggest or indicate API's sponsorship, approval, or endorsement of the courses.

**15.4** The training provider agrees to notify API in a timely manner if it has evidence or information which indicates that its certified training courses do not conform to API's requirements or of any assertion by a third party that the curriculum and training was invalid or misleading. The training provider agrees that API shall have the right to terminate the certification agreement, in response to said assertion or information.

**15.5** When the API TCP logo is used on student course completion certificates, it shall always be in conjunction with the applicable TCP license number(s).

**15.6** The training provider agrees that API may notify vendors, governmental authorities, potential users, and others of an improper or unauthorized use of the mark or the failure of courses to satisfy API requirements when in judgment of API such notifications are necessary to protect consumers the public, or for API's own protection.







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