TECC TA Business Rules

TECHNICAL ASSISTANCE (TA) TYPES

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Approved TA Types ✓	**Customization of TECC Material** (adding name, contact info, logo) **Editing Content** **Design for:** Brochure, Fact Card/Post Card/Rack Card, Fact Sheet, Images, Infographic, Poster, Project or Coalition Logo, Sign, Resizing and Branding of TECC Social Media Library Posts **Resizing CTCP Media Assets** **Translation**
May Need Approval From CTCP ?	**Adaptation of TECC Material** (minor changes to content or images) **Design for:** Guide, Report, Toolkit, Digital Illustrations
Not Approved ✗	**PowerPoint Presentation, Letterhead, Website Development, Evaluation Tools, Translation of Evaluation Tools**

ESTIMATED TA TIMEFRAMES

Type of Work	Initial Draft	Revisions/ Final Files
Customization of TECC Material – Defined as adding a program's name, contact info, and logo.	*1–2 weeks	*1–2 weeks
Adaptation of TECC Material – Defined as keeping the look and feel of a TECC material with minor changes to content or images. Requires TECC CTCP PC approval.	*1–2 weeks	*1–2 weeks
Editing Content – Major editing of material's messages, reading level, specific audience needs, etc.	*1 week	*1–2 weeks
Design: Brochure/Fact Sheet/ Infographic/Fact Card/Rack Card/ Post Card/ Poster/ Resizing & Branding of Social Media Library	**1–2 weeks	*1–2 weeks
Design: Report/Guide/Toolkit	**2–4 weeks	*1–2 weeks
Design: Sign	*1 week	*1 week
Design: Project or Coalition Logo. TECC provides several initial logo options and up to 3 rounds of revisions	*4 weeks	*1–2 weeks
Translation – Can translate 4 separate educational materials in up to 4 languages per one reporting period.	*1 week	*1–2 weeks
CTCP Media Unit Assets – TECC must receive files from CTCP Media Unit in order to begin work.	*1–2 weeks	*1–2 weeks

*Timeframes may change depending on volume of TA requests TECC is working on and timeliness of response from the project in MatTrack.

**This timeframe applies after content is fully developed and edited, including fact checking.

BUSINESS RULES
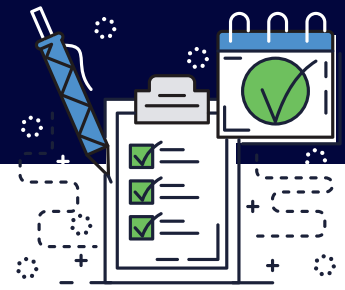
+ Technical Assistance (TA) for educational materials must fall under activities written in the Educational Material Development portion of the project's Scope of Work (SOW). Provide the SOW activity number in MatTrack. Contact your CTCP Program Consultant (PC) to revise your SOW and add it as an Education Material Development activity if the material is not currently included.

+ TECC can work on only one TA request at a time per project.

+ TECC staff will acknowledge initial MatTrack TA request within 2 business days.

+ TECC can reject work not related to Educational Material Development, not within TECC's scope of work, or not within TECC's capacity.

+ TECC PC and Project PC will be notified if TA request requires more than 10 hours of work.

+ Educational Materials will meet requirements laid out in Section 303 of the CTCP Policy Manual.

+ Educational materials will adhere to ADA guidelines.

+ Person who submitted TA request in MatTrack is accountable for providing:
   - Essential information to begin TA activity, including: intended audience, content, sources, dissemination format, copyright, and deadline(s).
   - Timely responses to inquiries by TECC: respond within 7 business days or provide estimate of when a response can be anticipated.
   - Information for a secondary contact if the main contact will be out of reach for more than 2 weeks. *If greater than 1 month, ticket will be placed on Hold Status.
   - Any necessary permission or approval to begin work for the ticket.
   - Review drafts, proofs, and final files of TA work. If review is expected to take more than 2 weeks, please provide an estimated timeline. Turnaround time for materials depends on the timeliness of project's response.

   TECC may close ticket due to lack of project's response or project's decision to end work.

CTCP Media Unit Assets:

+ Project must put in a request for media unit assets with CTCP Media Unit first then submit a TA ticket in MatTrack. TECC must receive files from CTCP Media Unit in order to begin work.

+ Any use of CTCP campaign material and/or graphics needs prior permission; TECC may not be able to alter such material without CTCP approval.

Translations:

+ Available for educational materials and TECC catalog materials only. Project is to provide detail on the request for translation: relevant SOW item, and consumer testing information.

+ Can translate 4 separate materials in up to 4 languages per one reporting period.

+ If more than 4 separate translation requests are made within one progress report period, we will require approval by TECC PC.

Consumer Testing:

+ For new materials, translations, and adaptations: the project is responsible for required consumer testing prior to dissemination.

+ Submit finalized material and consumer testing results under Material Submission in MatTrack.

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