

Train the Trainer programme for ARQATA E-TRAIN

A programme for agency staff and panel members who will be training external reviewers for the ANQA.

Participants will be asked to fill out a brief questionnaire and submit it to the training leader 10 days before the programme. The questionnaire will ask participants about their training background and what are the most important things for them to achieve in this training programme.

Participants will be expected to know the agency's quality assurance review process in detail and to bring with them any relevant manual, handbook, codes of practice, qualifications framework, etc., which will inform the agency's training.

Aim of the workshop

- To provide agency staff and panel members with tools which they can use when designing and implementing an external reviewer training programme.

Topics to be covered

- Review of national documentation for quality assurance
- Skills and aptitudes required of a trainer – personal strengths and areas for development
- Assessing participant needs; 'what's in it for them?'
- Setting aims and outcomes for the training programme; deciding what knowledge, skills, etc. should be covered
- Developing relevant training materials and structuring the programme
- Should the participants be assessed?
- Evaluating the programme

Learning outcomes for participants

At the end of the programme participants should:

1. be aware of their own skills as a trainer and have identified areas for development (LO 1)
2. be aware of the need to know their participants and the material to be communicated (LO 2)
3. be able to write session aims and outcomes (LO 3)
4. be able to choose delivery methods which suit the participants and the material (LO 4)
5. be able to develop training materials (notes, visuals) which deliver the outcomes (LO 5)
6. consider assessment tools, if required (LO 6)
7. understand the importance of evaluating the programme (LO 7).

Timings in the programme are provisional and will be amended in the light of participant needs

DAY 1

Time	Title	Format
1000	Introductions	Plenary group information swap
	1 Workshop aims and outcomes <ul style="list-style-type: none"> Journal or learning log. Ground rules House-keeping Outline of the day 	Leader input
1030	2 Recap on national quality assurance documents <ul style="list-style-type: none"> ANQA Accreditation Manual European Standards and Guidelines ANQA Strategic Plan (for background only) 	Leader input with plenary discussion
1115	Break	
1130	3 Trainer skills and attributes <ul style="list-style-type: none"> Training styles Attributes of an effective trainer The participant's main objectives for this workshop The participant's project for today Choosing a buddy 	Leader input followed by small group discussion. Participants will be encouraged to identify for themselves one objective or area of preparation to take forward through the day. They will be encouraged to choose a buddy for the day – a person they can bounce ideas off, try out ideas, ask for advice/encouragement. LO 1
1215	4 Participant profile and needs <ul style="list-style-type: none"> Who are the participants? What do they need to know? How will they learn most effectively? 	Leader input followed by small group discussion and then work with buddy; each participant to draw up a profile of the people to be trained and to decide what subject matter the training needs to cover. LO 2
1315	Lunch	
1400	5 From subject matter to learning outcomes <ul style="list-style-type: none"> How to construct an effective learning outcome 	Leader input followed by small group discussion and/or buddy conference. Each participant to write learning outcomes for some of the subject matter identified above. LO 3
1530	Break	

1600	6 From outcomes to session design (a) Structure <ul style="list-style-type: none"> • How to structure and sequence training • How to decide how to deliver the training • What resources are necessary? 	<p>Leader input followed by plenary brainstorm: what imaginative ideas do you have for delivering the material? Ideas to be captured for distribution.</p> <p>Followed by short plenary discussion on what ideas are appropriate for different outcomes.</p> <p>Each participant to decide what delivery method is appropriate for the learning outcomes identified and to begin to think about resources.</p> <p>LO 4 and 5</p>
1700	6 From outcomes to session design (b) Effective delivery <ul style="list-style-type: none"> • Communication skills • How to deal with difficult situations 	<p>Leader input followed by small group exercises</p>
1800 (latest)	End of day	

DAY 2

0900	Introduction to the day	
0915	7 Matching learning outcomes and delivery methods to materials	<p>Leader input followed by individual activity: each participant to write a handout for a participant for one training session describing:</p> <ul style="list-style-type: none"> • Aim of the session • Material to be covered and how it will delivered (ppt, group work, role play, etc) • Learning outcome(s) • Explanation of how the session will be conducted. <p>Discuss with buddy and improve if necessary. Buddy acts as a potential participant on your programme!</p> <p>LO 4 and 5</p>
1045	Break	

1115	8 Does the training need to be assessed?	Plenary discussion of the pros and cons of assessment and/or feedback to participants. Suggestions for how training might appropriately be assessed or feedback given. Capture for later distribution. LO 6
1145	9 It's not over until the evaluation is done! <ul style="list-style-type: none"> • The training cycle • Transfer of training to the real review situation 	Leader input: the importance of getting feedback from your participants and using it to improve the programme in the future. Each participant to construct a list of questions for a feedback questionnaire. LO 7
1245	Lunch	
1345	10 Putting learning from this workshop into action How to maximise retention	Leader input and discussion.
1415	11 Summary and next steps 12 Action planning	Trainer summary of the day. Plenary or small group sharing of the most important learning points – one from each participant if possible. Where do we need to go next? <ul style="list-style-type: none"> • As a group of trainers • Personally as a trainer for my agency Personal reflection; formulation of personal next steps and action planning Discussion with buddies
1530	Close	

During the day, participants will build up their own personal portfolio of materials relevant to the reviewer training as follows:

- **a profile of the people to be trained and the subject matter** the training needs to cover
- **learning outcomes for some of the subject matter** identified above
- **the delivery method(s)** appropriate for the learning outcomes identified and initial consideration of resources
- **a handout for a participant for one training session**
- **a list of questions for a feedback questionnaire.**