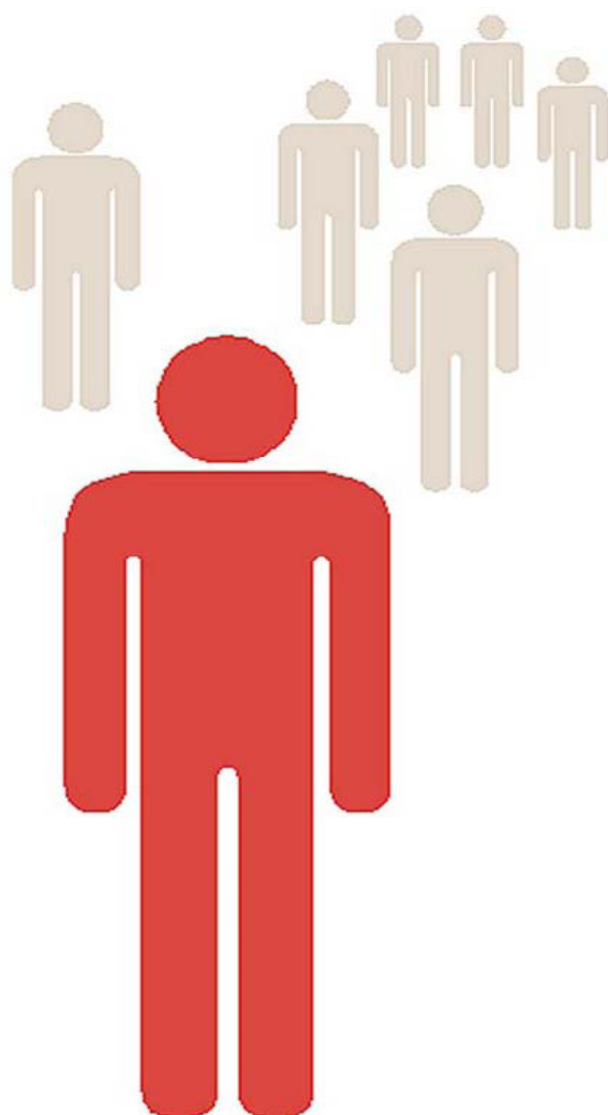


# Introduction to Trainer Skills (7300)



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## Course aim

The City & Guilds Introduction to Trainer Skills (7300) provides participants with a sound introduction to the concepts of a systematic approach to training. It's an intensive course, designed to be delivered over two days, and is ideal for those who train others in organisations.

## Entry requirements

There are no entry requirements for this course.

## Centre and qualifications approval

Centres can apply for fast track approval if they currently deliver:

- 7303 Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS)
- 7304 Certificate in Teaching in the Lifelong Learning Sector (CTLLS)
- 7305 Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
- 7302 Certificate or Diploma in Delivering Learning
- 7307 Certificate in Teaching Adult Learners
- 7407 Certificate in Further Education Teaching (Stages 1, 2 or 3)

All other centres must apply for Qualification Approval (QAP).

Organisations that are currently not City & Guilds centres must apply for Centre Approval (CAP). For further information, please visit our website, [www.cityandguilds.com](http://www.cityandguilds.com) and go to the 'Become a centre' section.

As a condition of approval, all materials are provided; minor amendments can be made to allow materials to be contextualised. Staffing and quality assurance requirements must be met.

## Registration and Certification

Participants must be registered prior to or on the first day of the course. Registrations should be made via the Walled Garden ([www.walled-garden.com](http://www.walled-garden.com)). Further information about the Walled Garden will be given once you have been approved to deliver this course. Certification can be claimed after the first successful external verification activity; **this can be a remote activity**. All assessment and internal verification records must be kept for all courses delivered, for external verification and audit purposes. These must be retained for three years.

## Materials provided via [www.SmartScreen.co.uk](http://www.SmartScreen.co.uk)

City & Guilds supplies all materials for the delivery and administration of the course. These are available via [www.SmartScreen.co.uk](http://www.SmartScreen.co.uk) upon approval.

Centres must check the SmartScreen site regularly for further information and updates.

Course delivery:

- PowerPoint presentation: all the slides required to deliver the course (with presenter notes)
- Session plans: one for each of the two days
- Handouts (4)
- Activities (4)
- Session plan pro-forma for use by participants

Administration:

- Record of course delivery form: the centre must complete this after each course delivered
- Evaluation form: to be completed by the participants at the close of day two
- Observation form: to be completed by tutor/observer when observing participants' sessions, and retained by the centre for external verification
- Multiple choice quiz cover sheet: to be completed by participant and marker on day two
- Multiple choice quiz: to be completed by the participants on day two
- Multiple choice answer key: to be used to mark multiple choice quiz on day two

## Course content

The course is based on the training cycle, covering:

- planning (including session planning)
- delivery (participants will deliver a 10 or 15 minute 'session' that they have planned; centres should decide the length, depending on time available and size of group)
- evaluation (self, peer group and course evaluation)

The course also covers:

- setting ground rules
- use of icebreakers
- the learning environment
- training resources
- gaining and maintaining attention
- motivation
- assessment

## Resource requirements

Centres must provide a training room with the following resources:

- tables and chairs for up to 12 participants
- PowerPoint equipment, projector and screen
- flip chart paper, board and marker pens
- pens and paper
- hard copies of the presentation, handouts and activities provided by City & Guilds, as specified in the session plans
- name cards or badges

A breakout room for group activities is recommended when delivering the course, although this is not mandatory.

## Staffing

Centre delivery staff should be:

- experienced practitioners in the specific context of teacher/trainer training

**or**

- trainers with a comprehensive knowledge of the principles of training, experienced in supporting, training and assessing a variety of learners in a variety of subjects

Appropriate Curricula Vitae or equivalent record of service must be provided and be available for the External Verifier (EV) to check.

It is preferable for centre delivery staff to hold a teaching/training qualification such as:

- Award in Preparing to Teach in the Lifelong Learning Sector PTLLS (7303)
- Certificate in Teaching in the Lifelong Learning Sector CTLLS (7304)
- Diploma in Teaching in the Lifelong Learning Sector DTLLS (7305)
- Certificate or Diploma in Delivering Learning (7302)
- Certificate in Teaching Adult Learners (7307)
- Certificate in Further Education Teaching, Stage 1, 2 or 3 (7407)
- NVQ Learning and Development/Direct Training and Support (7318)
- Cert Ed/PGCE

Centre delivery staff must have a thorough knowledge of the content of the 7300 course. They should be able to elaborate on the content and relate it to their participants by using anecdotal evidence and practical experiences. Presenter notes are given for each slide of the PowerPoint presentation.

Centres must appoint an Internal Verifier (IV) to sample the assessment records (**see Quality Assurance section below**). The IV should also sample the marked multiple choice answer sheets. The role of the IV is to ensure that the assessment process has been carried out correctly; therefore, IVs do not need to fulfil the same occupational competence criteria as the centre delivery staff. They should be familiar with the course record keeping requirements and may need to liaise with the EV if appropriate. The IV is not required to hold the V1 Internal Verifier qualification.

## Pre-course information

Centres should inform participants in advance that they will be required to attend both days of the course and will be assessed during day two. They will need to deliver a 10 **or** 15 minute training session to their peer group, and take a multiple choice quiz. They must prepare a session plan on their chosen topic for their training session and read handouts in their own time before day two commences. Participants should be informed of refreshment and meal arrangements as well as dates and times of the course.

The timings for the course are 09:30 to 16:30 in the supplied session plan. Centres can adjust start and end times at their discretion. They must, however, use the prescribed timings within each session and deliver two day-long sessions rather than splitting either session into smaller parts.

Participants should be told to arrive 15 minutes before the start of each session. There is a 15 minute break during the morning, a one hour lunch break and a 15 minute break in the afternoon. Timings for breaks can be adjusted to suit the group.

The minimum recommended number of participants in a cohort is four, to allow effective group delivery, and peer group evaluation and support. The maximum recommended number of participants in a cohort is 12. This is to enable all the activities to be completed within the two days.

## Delivery

Centre delivery staff should read and make themselves familiar with the presentation and materials before the course begins and add their own centre information to the PowerPoint presentation. Centres may wish to print a hard copy of the slides.

The course can be delivered over two consecutive days or two days within a four week period, to suit the centre and participants.

Although the course is prescriptive, delivery will vary depending on the size of the cohort. Centre delivery staff are strongly recommended to plan their timings carefully before commencement of each course.

Session plan timings are approximate. Flexibility and responsiveness to individual and group needs is required throughout the delivery.

It is acceptable for one person to present and assess the course; however, centres may find two presenters useful, particularly for the assessment activities on day two.

There are regular recap slides throughout the presentation to reinforce any learning that may need further explanation and clarification. Some of these slides may be left out or deleted as appropriate, based on the tutor's professional judgment of the requirements of the group.

Centres should keep all flip chart presentations produced by the participants; these will be required again on day two. The emphasis of the course is on practical skills; theoretical discussions should only be facilitated if there is sufficient time.

## Assessment

Each participant must deliver a 10 **or** 15 minute training session, and take a multiple choice quiz on day two. Each session must be observed by the tutor. The group should agree whether to deliver sessions of 10 or 15 minutes. Where a cohort is large, a centre may use its discretion to limit the sessions to 10 minutes in order to ensure the course can be completed in the time available.

Participant's delivered session:

The observation checklist must be completed for each participant's delivered session; participants must be given a blank copy of this in advance. Participants must provide a completed session plan prior to their delivery, and include a clear aim. The session plan must also have a beginning, middle and end. Timings in the session plan should be realistic, with examples stated of any resources, activities and assessment to be used. A participant's delivered session must be stopped if it overruns the allotted 10 or 15 minutes.

Grading of sessions:

**PASS:** all aspects on checklist must be YES

**REFER:** if any aspect is NO, a professional discussion can be held with the participant at the feedback stage, to ascertain if they have the required skills and knowledge for a PASS. Record topics discussed, using the observation form

**FAIL:** if professional discussion does not clearly reflect the required skills and knowledge for a pass. The participant will need to re-take the full course in the future; their registration with City & Guilds is valid for three years

Centres must retain the observation forms for audit purposes, along with each participant's session plan. The observation form is not to be given out to participants. Participants may make notes based on tutor feedback on the back of their session plan.

Multiple choice quiz:

The purpose of the quiz is to ensure that participants have absorbed the knowledge from the course. It is not intended to be graded PASS or FAIL; professional discussion can be used as necessary to ensure the participant has the required knowledge. Details of any professional discussion should be noted with the feedback. A group discussion could also be used as a basis for demonstrating knowledge.

There are four versions of the quiz and these should be rotated through different cohorts. There are 15 questions and the quiz takes 30 minutes. There should be a clock in the room, spare black or blue pens and all flip charts should be removed or covered. Five minutes prior to the end participants should be informed of the time remaining. Answer keys are supplied.

The quiz is not intended to be a formal exam. Tutors should use professional judgment on the rules of conduct while the quiz is taking place, and agree these with the participants beforehand, for example, 'no talking' should be a rule.

Issue the quiz papers and ask participants to complete the relevant part of the cover sheet. Collect all papers at the end. All participants must stay in the room until the quiz is completed. There is no need to use the full 30 minutes if the whole group finishes early.

As a guide, participants should answer 8 out of 15 questions correctly. Time is allocated during the afternoon session for the marking of the papers. If a participant passes the quiz but fails their delivered session, they will need to deliver their session again, or attend another course in the future at the discretion of the centre. If a participant achieves less than eight correct answers it is at the centre's discretion to allow the participant to re-take the multiple choice quiz or attend another course in the future.

After all the training sessions have been delivered on day two, the group will carry out a self managed activity (full details can be found in the supplied PowerPoint presentation). This will give centre delivery staff time to mark the multiple choice quiz.

Giving feedback:

Whilst the participants are working through the self evaluation activity (Activity 4) on day two, feedback can be given on a one-one basis.

Tutors should also use this opportunity to conduct a professional discussion to address gaps in the participant's knowledge regarding their delivered session or the multiple choice quiz responses.

Participants can make notes regarding tutors' feedback, on the pro-forma found on the back of their session plan.

## **Quality assurance**

A sample of observation reports/checklists and the multiple choice quiz answers should be internally verified. There is space for internal verifier comments on the observation form and multiple choice quiz cover sheet. Centre staff cannot internally verify their own assessments; the internal verifier must not be the same person who originally assessed the participants' work.

The IV must sample the completed observation reports in conjunction with supporting participants' session plans. Feedback on the delivered session must be informed by and linked to the session plan aims, objectives and timings.

The 'record of course delivery' form and other course records should be retained for three years.

City & Guilds will externally verify the assessment process by requesting sample assessment records after the first course has been delivered. This is most likely to be a 'remote verification' activity, where a centre will forward a sample of their assessment records to the EV.

## **Evaluation**

Each participant must complete the 'evaluation form' at the end of day two. These will aid completion of the 'record of course delivery form'.

## **Record keeping**

Centres must complete the 'record of course delivery' form after each course. These must be retained for external verification.

The following records must be maintained for external verification purposes, for each cohort:

- record of course delivery form
- observation checklists
- participant session plans
- multiple choice quiz responses and cover sheets
- participant evaluations

Centres must also keep their own attendance record for each delivery.

## Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
Centres	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Registrations/enrolment</li> <li>• Certificates</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> <li>• Results</li> </ul>
Single subject qualifications	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Results</li> <li>• Certification</li> <li>• Missing or late exam materials</li> <li>• Incorrect exam papers</li> <li>• Forms request (BB, results entry)</li> <li>• Exam date and time change</li> </ul>
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> <li>• Results</li> <li>• Entries</li> <li>• Enrolments</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> </ul>
Walled Garden	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> <li>• Re-issue of password or username</li> <li>• Technical problems</li> <li>• Entries</li> <li>• Results</li> <li>• GOLLA</li> <li>• Navigation</li> <li>• User/menu option problems</li> </ul>
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> <li>• Employer solutions</li> <li>• Mapping</li> <li>• Accreditation</li> <li>• Development Skills</li> <li>• Consultancy</li> </ul>
Publications	T: +44 (0)844 543 0000 T: +44 (0)844 543 0033 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> <li>• Logbooks</li> <li>• Centre documents</li> <li>• Forms</li> <li>• Free literature</li> </ul>

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