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*This guide aims to help you get the most out of your training session by suggesting how best to use the BVS training DVD and the supporting material held on the CD-ROM.*

*This training package contains a DVD and wealth of supporting material held on the CD-ROM. It has been designed as a flexible training resource that can be used by both managers with limited training experience and seasoned trainers. We suggest you print out this Trainer's Guide for reference. You may reproduce the supporting training materials provided on this CD-ROM exclusively for the titles that you have purchased.*

*If you are new to training, this guide acts as a good starting point for developing your awareness of training issues, though it should be recognised that training and development is a complex subject area. You may also wish to consider attending 'train the trainer' training to develop your own skills.*

## 1 How to use the DVD

The DVD can be used to train staff on a specific subject or be incorporated into a structured training session covering several inter-related topics.

The content can be watched straight through from start to finish or paused at specific points to facilitate group based discussion on particular issues or key learning points. DVD chapters also exist to provide you immediate access to particular topics within the subject and allow you the opportunity to structure the delivery of the learning in exactly the order you prefer. Use the Lesson Plan provided to make the most of the training session and DVD.

In addition, the DVD can be watched by individuals, either as a self study resource within a personal development plan or part of refresher training.

Whilst it may seem common sense, don't assume that the intended training venue has a DVD player or that it works. Check these things out in advance to prevent any last minute panics.

## 2 Preparing for a Training Session

A short time spent preparing will help you to deliver a more effective training session.

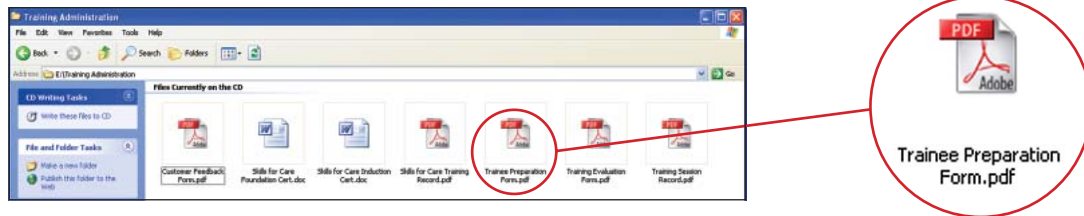
You may wish to consider the content of the DVD and think about when you will pause this - perhaps to facilitate a group based discussion or carry out an exercise to re-enforce a particular learning point.

Familiarise yourself with the content of the DVD and the lesson plan. Consider the most appropriate structure of the session and any proposed pause points. Do you want to use all the material included for the session? Would it be useful to bring visual aids from your own care setting? Maybe a fire extinguisher; your policy and procedure documents; a sample Care Plan - whatever might be relevant to the session. Don't forget to also consider when you will possibly break for coffee or lunch if the session is longer than a few hours.

Finally, be sure to give yourself time at the beginning of the session to share any housekeeping arrangements with the group, for example, the location of toilets and what to do in the event of the fire alarm sounding. If the training venue is unfamiliar to you, you may have to find this information out in advance of running the session.

## 3 How to use the Trainee Preparation Form

On the CD-ROM in the Training Admin folder you will find the Trainee Preparation Form.



You may wish to get trainees to complete this in advance of commencing the training session. This is because:

- For training to be effective, it is important that the trainees have a clear understanding as to why they need the training and how this will assist them in their role. If they are not sure as to why they are attending the session, or its relevance to their job, they are unlikely to be receptive and less likely to apply the key learning points back in the workplace.
- A trainer needs to be mindful of any motivations, attitudes, assumptions, beliefs, values and abilities trainees could bring to the session that may either act as a barrier to learning or assist to highlight key learning points.

As the training session draws to a close get the trainees to reflect upon their learning by reviewing the Trainee Preparation Form before asking them to fill out a Training Evaluation Form.

## 4 How to use the Training Pack

The Training Pack, containing a Lesson Plan and supporting material, has been designed to help you run a more effective training session. Use the Lesson Plan, which contains play and pause points and discussion topics, in conjunction with watching the DVD to help reinforce the key learning points. The additional supporting materials, including exercises, information sheets and handouts, are also incorporated within the Lesson Plan. These are full of valuable information and provide the participants with a chance to take part in extra discussions and exercises to help boost their understanding of the subject.



You will find the training pack for your resource within the subject specific folder. Your password to open your training pack can be found on the inside of your DVD case.

## 5 How to get the most from trainee participation

Trainees are more likely to learn and retain newly acquired knowledge if the training delivered is seen as relevant to them, interactive and memorable in nature.

The use of discussions and exercises are excellent techniques to re-enforce or extend learning presented in the video sections and fully engage the audience.

To get the most out of these be sure to consider the following:

### Discussions

- Understand the purpose of the discussion and consider the range of possible thoughts and opinions the trainees' are likely to share
- Think about how you will facilitate the discussion so that it ultimately leads to the discussion of the key learning points that you want to share with the trainees

- Use your active listening skills, saving your opinion until the end
- Encourage participation from all present, don't just accept contributions from those who are readily willing to share their thoughts and opinions in an open forum
- Encourage people to question things they don't understand
- Protect minority thoughts or opinions from being rubbished by others, but do allow for debate where a range of opinions may exist in respect of the topic under discussion
- Don't be negative about wrong answers or ideas, but do positively share with trainees the correct answers or give them suggestions and thoughts that will help them reframe their current thoughts or opinions



### Exercises

- Understand the purpose of the exercise and clearly explain this to those present at the outset
- Ask if anyone has any questions
- Have enough handouts to go around
- Give enough time for each group to carry out the exercise
- Give enough time for each group to give feedback. If repeat answers are presented by subsequent groups providing feedback acknowledge this, don't just dismiss the follow on teams efforts due to duplication
- Where answers are wrong explore how the group came to their chosen position and discuss the topic further to bring about a better understanding of the issue
- As with discussions, encourage debate and protect minority thoughts or opinions
- Summarise relevant feedback that support the key learning points to be drawn from the exercise and add to this if any important points have been missed

## 6 How to use the Question & Answer Sheets

The Question Sheets are a good way to establish whether the participants have achieved a satisfactory level of understanding. Both of these resources are provided in the Training Resources folder on the CD-ROM.

You should check the answers given against the Answer Sheets (also provided) and also discuss any incorrect or unsatisfactory answers. Use your discretion when marking the Question Sheets, as sometimes there may not be a right or wrong answer. The important thing is the trainees' level of understanding. It is suggested that if the trainees answer less than three quarters of the questions correctly, they should watch the DVD again and complete another Question Sheet and be provided further guidance from the trainer in the areas of identified weaknesses.

Note, the questions can also be used as a basis for small group work or to stimulate a large group based discussion. Depending on the number of trainees, small groups (3-4 people) can be formed and allocated one or more questions to work on and then invited to give feedback to the large group.

## 7 How to use the Training Evaluation Form

This form is located in the Training Admin folder on the CD-ROM.

Evaluating the effectiveness of training in respect of the successful take up of newly acquired knowledge and skills in the trainees is an essential element of training. Failing to do this means you can not be confident that the training actually led to changes in staff behaviour and performance back in the workplace. Evaluation activities can take place at several points in the training cycle.

### During the training session

Probing trainee understanding by asking questions and/or using group based





discussion during the training session will enable you to immediately assess whether trainees have grasped a particular concept or understood how it is to be applied back in the workplace.

Remember, you can always modify your session 'on the fly' to spend more time focussing on any area that the trainees seem to be having difficulty understanding.

### **After the training session**

As the training session draws to a close get the trainees to reflect upon their learning by reviewing the Trainee Preparation Form they completed and then filling in the Training Evaluation Form.

### **Post training**

Do not underestimate the importance of also evaluating training whilst the trainee is back on the job or during the staff appraisal. Both instances provide an opportunity for the manager to discuss with the trainee whether and how they have applied what they have learnt within a workplace setting. It also enables the manager to identify any further training needs that may have arisen as a direct consequence of the training given.

## **8 Training Administration**

At times record keeping can seem a time consuming and pointless task, particularly when working in a busy environment and constantly dealing with a number of conflicting priorities. However, maintaining good training records has many potential benefits. They include:

- Being able to demonstrate for legal or regulatory purposes that staff have received training in a particular subject.
- Enabling the manager to assess a trainee's progress.
- Managing the performance of individuals through evidence based supervision, being able to refer to training attended in staff appraisals.

BVS can assist with your record keeping activities...

## **9 How to use the Attendance Record**

If you are using the DVD as a stand alone training resource, you may wish to keep a record of all the trainees that attended the training session. Trainee Question Sheet scores can be recorded and a record kept to show the inspectors.

Attendance Records can be found in the Training Administration folder on the CD-ROM.

## **10 How to use the Certificate of Completion**

In the Subject Specific Resources folders on the CD-ROM there are subject specific certificates. The Certificate of Completion can be issued to trainees that have demonstrated a satisfactory level of understanding in the subject matter.

You may wish to use the Question Sheets (also provided on this CD-ROM) to assess trainee understanding before issuing the Certificate.

**NB: If you can, print the certificate out in colour on heavier paper or card as it looks more professional.**



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### ***How to use the Skills for Care Common Induction Standards Progress Log***

If you are doing induction training you will find included on your CD-ROM is the Skills for Care Common Induction Standards Progress Log and Certificate, reproduced for you here with kind permission from Skills for Care. You will find this in the Training Administration file on the CD-ROM.

For those working within the Care Council for Wales Induction Framework, this is also included with kind permission from the Care Council for Wales in the Training Administration file on the CD-ROM.

A progress log for the relevant induction should be kept for each worker, either Skills for Care or Care Council for Wales depending on whether you are working in England or Wales. Care settings based in Scotland, Northern Ireland or Eire may also find these useful templates for induction training.

Use the Progress Log to record the progress of new workers as their learning develops through the 12 weeks of their induction.

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### ***Help us to help you!***

We at BVS are keen to continually improve and extend our product offerings to meet your training needs.

Why not spend just a few minutes letting us know how you found the resources. Please email us at [feedback@bvs.co.uk](mailto:feedback@bvs.co.uk), or fax your comments to us on **0845 644 2877**

***We value all feedback received.***