



WE DISCOVER, WE GROW

Girlguiding

Towards training excellence: Raising the standard

Introduction

Observation of training practice is conducted as part of the Trainer renewal process in order to help maintain high standards of training in Girlguiding. The Observer is a member of a Country/Region Training team of independent Observers, who are tasked with maintaining consistency and offering support to all renewing Trainers. The Observer will provide feedback to the Trainer, which will highlight the positive aspects of the training and offer development points. This is intended to increase the Trainer's confidence and promote self-development.

In the majority of cases, the observation outcome will be that the session was satisfactory, and the development opportunities suggested by the Observer will form part of the Trainer's Personal Development Plan. Occasionally the outcome will be that the observed session was not satisfactory, in which case the process detailed below should be followed.

Before undertaking an observation the Observer must request to see the Training Plan for the session being observed. She must review this plan using the Observation form and provide feedback to the Trainer prior to the training taking place so that they can amend their plan if required. If necessary, the observation should be delayed. The following documents need to be submitted by the Trainer for their renewal:

- their Training Plan
- their completed Observation of Training form, available online at www.girlguiding.org.uk > Making guiding happen > Learning and development > Helping others to learn > Trainer Qualification > Renewing your Trainer Qualification
- their Role Visit Report
- a current copy of their Personal Development Plan.

Process in case of concerns

When an observation during the Trainer renewal process has not been satisfactory, this should be followed up as soon as possible - and certainly within one week of the training taking place. The Observer should talk with the renewing Trainer about the session and the evaluations, including positive feedback and points of concern.

- Is the Trainer aware of what went wrong and why?
- Were there any mitigating circumstances, for example an issue with the brief or their personal situation?
- How would the Trainer like to be supported in the future?

A record should be made of the discussion, and shared with the Trainer. The Observer should also send these notes to the Country or Region Trainer Coordinator, having told the Trainer concerned that she will be doing so. These notes should clearly identify whether the renewing Trainer accepted

the Observer's views. If she did not the Country or Region Trainer Coordinator may also want to talk with the Trainer's County Commissioner or other relevant person to see if dissatisfaction has been expressed at other trainings.

The Country or Region Trainer Coordinator should contact the renewing Trainer and request a discussion with her to explore the issues further, and give the Trainer an opportunity to express her views on the observed session. The outcome of the discussion should again be recorded, and may include a further observed session. This outcome should be shared with the Chief Commissioner as Trainers are a Country or Region appointment.

The Country or Region Trainer Coordinator will also ask the renewing Trainer to include all the issues raised in her subsequent Personal Development Plan, which should include the support needed to follow up on the issues. The Country or Region Trainer Coordinator should also assure the Trainer that the discussion is confidential, and that the on-going support is intended to help the Trainer and develop her confidence.

The Country or Region Trainer Coordinator will need to ensure that the actions on the Personal Development Plan are carried out and that the Trainer's progress is noted. The Country/Region Trainer Coordinator can seek advice from the Volunteer Development Team (leadership@girlguiding.org.uk), who may also seek advice from the relevant members of the volunteer Learning and Development Team.

If the process still cannot bring satisfactory resolution, the Trainer should be advised to follow the Training concerns procedure.

Tips on supporting Trainers

Remember that we can all have a bad day and that both positive and constructive criticism are important to help the listener receive feedback in a positive manner.

Next steps

Observation by an independent person at a future training may be helpful; a structured format such as the Observation of Training form should be used. The Trainer should be encouraged to do a self-evaluation, and there should be full discussion between Observer and Trainer, with the main points being recorded.

Personal Development Plans could include the following actions:

- suggestions of further trainings for the Trainer to attend
- ongoing support from her Trainer Support Group
- joint training with another supporting Trainer
- a Mentor to work with her for the next few training sessions she delivers
- reading to update herself on training methods and current Girlguiding policies and programmes.

If you feel that the above has not been effective or if you require any help with this process, please do not hesitate to contact the Volunteer Development team at leadership@girlguiding.org.uk.