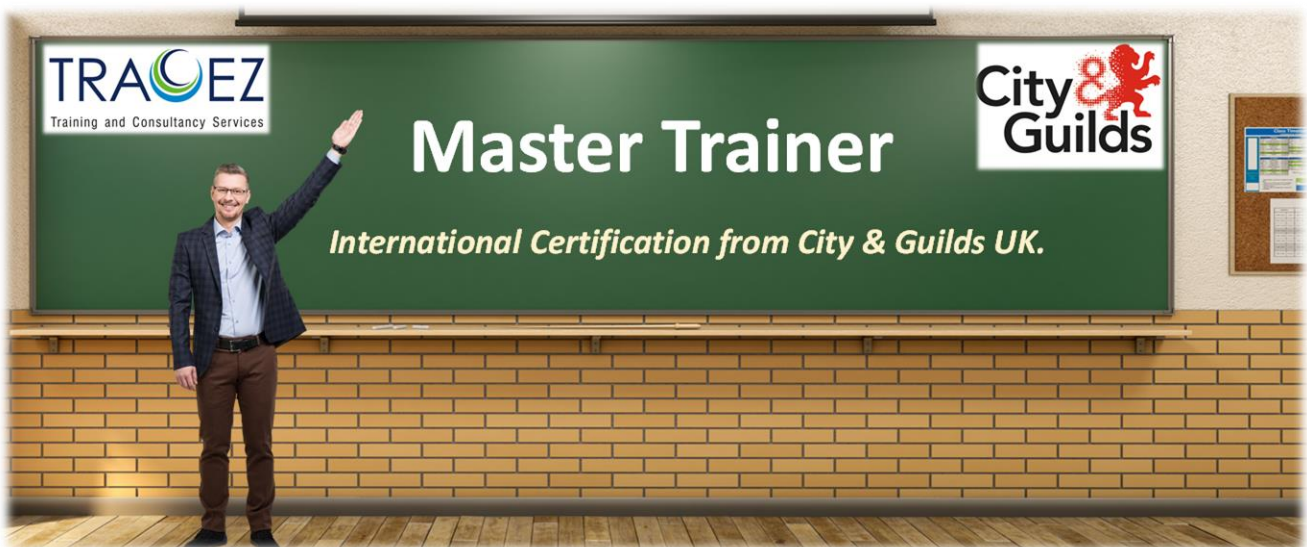# City & Guilds

Digital certificates and Digital credentials from City & Guilds

City & Guilds certified Master Trainer

Duration: 5 days

Introduction

 This is an exclusive program to develop capability of trainers to develop, deliver and evaluate; experiential and effective training sessions. This program is very ideal for all experienced and new trainers. This course provides proven set of critical methods, processes, tools and techniques for the planning, development, delivery and assesses the effectiveness of training programs.

This program will be useful for all training personnel and also for those who are looking forward to take up a trainer role.

Train the trainer modules will focus to develop the basic skills, to understand the audience, specific content development, delivery, communication & presentation, assess effectiveness of training, motivating & counselling, relationship building, team work, etc. that required for all L & D professionals .

Learning Outcomes

Main capabilities developed Includes;

- Skills to understand the audience/learners

    - Competency gaps

    - Business needs

    - Learning culture

    - Language proficiency

    - Learner expectations

- Capability to carryout TNA – Training Need Analysis

- Prepare the learning objectives.

- Capability to Develop delivery/session plans

- Capability to Develop Training materials (PPTs and Handouts)

- Prepare handouts specific to achieve the learning objectives

- Prepare Assessment questions & answer banks

- Develop tools for assessing the effectiveness of training

- Deliver experiential and interactive training sessions

- Skills to motivate candidates and address questions from candidates

- Carryout end of course assessment

- Assess effectiveness of the training delivered, etc.

Additional Learning

- Apply adult learning concepts, develop supportive climates, and customize off-the-shelf materials.

- Use training activities and alternatives to lecture, strategize for different learning needs, and create effective questioning techniques.

- Prepare properly for a training session, and prepare participants to foster learning.

- Manage and encourage participants of all backgrounds and learning styles.

- Present and facilitate a training program, including use of audio visuals and handouts.

- Learn about different types of questions and ability to develop right type of assessment questions for each specific training.

- Evaluate program impact at different levels using a variety of methods.

- Ability to create an active & engaging learning environment, etc.

Course Modules & Delivery Plans

Main Modules	Detailed content	Duration	Mode of delivery
Introduction	• Introductions • Ice breaker • Sharing expectations • Pre Assessment • Training & Development • Characteristics /skills of a good Trainer • Trainer Vs Lecturer **Activity: list down the skills of a trainer and discuss in teams/class**	2 hours	• PPT slides • Interactive discussion • Video • Activity-
Competency Based Training	• What is competency? • Competency levels • Competency focus areas • Competency Development & role of training • Job Competency profiles – JCP **Activity: Prepare JCP for a job position and discuss in class**	1 hour	• PPT slides • Interactive discussion •
Competency Gap Analysis & Development methods	• Competency Gap Analysis - CGA • Tools & methods for CGA • Competency Development Methods	1 day	• PPT slides • Activities • Interactive discussion
Training Need Analysis	• TNA- Objectives • Training & Business Needs • Organisational Development • Competency Gaps & TNA • TNA for A, K, S gaps • Sources of Training Needs • TNA Methodologies **Activity: Carryout Sample TNA**	3 hours	• PPT slides • Activity • Interactive discussion • Game
Training Planning & Scheduling	• TNA to Training Plans • Delivery Details: When, Where, What & By whom • Training Schedules/Calendar	1 hour	• PPT slides • Interactive discussion • Video

	Activity: Prepare Training Calendar templates		
	DAY 2		
Training: types, Selection & Effectiveness	• Induction /On boarding training • On-the-job & Classroom training, • Leadership training, • Development training, • Coaching, mentoring & work place learning, • Assignments based Training, • Accredited / certified training , • E Learning • Blended Learning, etc. **Activity: selection/decision on Training program**	2 hours	• PPT slides • Activities • Interactive discussion
Adult Learning Styles	• Principles of Adult Learning • Adult Learning Assumptions • Kolb's Learning Styles • Visual & Oral Learners • Print & Tactile Learners • Interactive & Kinaesthetic Learners	2 hours	• PPT slides • video • Interactive discussion • Game
Fundamentals of Instructional Design	▪ Fundamentals of Instructional system design ▪ ADDIE - Analysis, Design, Development, Implementation & Evaluation	1 hour	• PPT slides • Activities • Interactive discussion
Learner Analysis	▪ Analysis of Learning Styles ▪ Learners job roles & Deliverables ▪ Learning abilities & Culture ▪ Language proficiency/levels ▪ Business Needs of Organisation ▪ Learner levels – Technicians/ Assistants to Executive Manager levels	1 hour	• PPT slides • Interactive discussion

Learning Objectives	• Focus areas while preparing Learning Objectives • Measurable Objectives/Outcomes • Task centred outcomes • Sequence/prerequisites for each learning outcomes • Practical Activity – Preparation of Learning Outcomes **Activity: Prepare Learning Objectives**	2 hours	• PPT slides • Activities • Interactive discussion
DAY 3			
Delivery Plans	▪ Duration for each session ▪ Delivery methods ▪ Time allocation and Management ▪ Activities and assignments that focussing real life scenarios	1 hour	• PPT slides • Activities • Video Interactive discussion
Handout preparation	▪ Pre-reading materials ▪ Handout design – best practices ▪ DOs & Don'ts while preparing handouts	1hour	• PPT slides • Interactive discussion
PPT slides	▪ Slide templates ▪ Slide contents ▪ Selection of colours & Fonts as per Company styles ▪ Slide preparations- best practices ▪ Linking videos and other documents ▪ Animations: when, where & how to use ▪ PPT slides for different levels and Types of Training **Activity: preparation of ppt templates**	2 hours	• PPT slides • Activities • Video • Interactive discussion
Assessment Questions & Answer banks	Assessment during program delivery ▪ End of Program assessment ▪ Objectives of Assessment ▪ Preparation of questions that are not vague but direct	2 hours	• PPT slides • Activities • Interactive discussion

	▪ Decision on type of questions- Open/Close/leading/hypothetical ▪ Objective types Vs Explanatory **Activity: preparation of written & Oral questions**		
Instructional methods	▪ Lectures with support of PPT and other documents. ▪ Develop/organise training aids ▪ Brainstorming activities ▪ Work focussed activities ▪ Videos ▪ Case Studies ▪ Role plays ▪ Games, etc.	2 hours	• PPT slides • Video • Interactive discussion
DAY 4			
Basics of Communication skills for trainers	• Introduction to Communication • Meaning of Communication • Dealing with different communication styles & technologies • Barriers to communication • Hearing, Listening & Learning • Active Listening. • Using non-verbal communication • Handling questions from the audience • Presentation Tools and Aids	1 hour	• PPT slides • Activities • Interactive discussion • Video
Pre- checks for training delivery	• Setting up the classroom • Audio/Video equipment setting • Testing of systems in advance, etc.	1 hour	• PPT slides • Activities • Interactive discussion
Training Delivery	▪ Art of facilitation/delivery • Understanding the crowd ▪ Setting the climate/Ice breakers ▪ Collaborative Vs Competitive Learning ▪ Dynamics of the trainer	5 hours	• PPT slides • Activities • Interactive discussion Videos

	• Personality & Dressing • Body Language: Building Confidence, Power & Authority • Handling the crowd • Handling Questions- Relevant and Irrelevant ▪ Creating interactive sessions ▪ Effective use of learning Aides ▪ DOs and Don't s during training delivery • Motivating participants **Activity: list down the roles of trainer and discuss in teams and also with whole group**		
DAY 5			
Measuring the effectiveness of Training Programs	• Kirk Patrick's evaluation frame work • CIRO approach • CIPP model • ROI of Training- Jack Philips model	2 hours	• PPT slides • Activities • Interactive discussion
Practical – Training Delivery	• Module preparation by Candidates (10 minutes) • Delivery –Observation & feedback by all candidates • Post Assessment • Training Feedback • Distribution of Certificates • Close out	6 Hours	• PPT slides • Activities • Interactive discussion

Course structure

Total 3 days classroom based training

- o **40 % Lectures, Power point presentations, & discussions involving participants**
- o **20 % Case studies, Videos & Games**
- o **40% on practical assignments for teams & individuals.**
- o Pre & Post course assessments

Certification

All participants who successfully completes the program will receive 'Executive Master Trainer Certificate directly from City & Guilds UK, satisfying the following conditions

- 100% attendance in the class

- Submit all the course work and assignments

- Successful completion of the End of course Assessment

ASSURED