

Print this to consult during entire training process, and check off your milestones

Courage to Care offers a clear and robust process in attaining accreditation for program delivery and maintaining this accreditation. The training process is intended to:

- support trainees throughout the process so each trainee knows what to expect at each stage.
- help each facilitator develop competence and confidence.
- maintain consistency in content and delivery.
- provide an effective and engaging program for students.
- protect the Program's integrity and reputation.
- bolster the pride and confidence of our program delivery teams in what they do.

RESOURCES

ALL RESOURCES for Program delivery teams: couragetocare.org.au/resources/volunteer-resources/

SUMMARIES FOR MENTORS AND TRAINEES: couragetocare.org.au/resources/volunteer-resources/

FULL LIST OF TRAINING MODULES: couragetocare.org.au/training-modules-listing/

ONLINE PROGRAM ROSTER to check upcoming programs and submit preferred dates tiny.cc/C2CprogramRoster

If you have questions about the rostering process, check tiny.cc/RosteringFAQ

KEY CONTACTS

Roster: For all questions relating to rostering for programs, please contact the rostering coordinator roster@couragetocare.org.au

Volunteering: For questions on how to start your training journey and other volunteering options, please contact Lisa Lewis volunteer.coordinator@couragetocare.org.au

Education/training: For the nitty-gritty on training accreditation, mentoring and training modules, contact Zoi Juvris at program.manager@couragetocare.org.au

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TRAINING STAGES

**TRACK YOUR
PROGRESS**
tick off milestones

1. INTRODUCTION TO COURAGE TO CARE

All volunteers are required to complete the following formal training as part of the registration process even if they have no intention to train for program delivery:

- Core Concepts** (online self-guided module with quiz)
- Safety Protocols** (online self-guided module with quiz)

Core Concepts	
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Safety Protocols	
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2. SELECTING THE PROGRAM: OBSERVER STATUS

Before committing to training, a volunteer may choose to observe one MYP and/or one SYP program at a school to decide whether program delivery is the right choice.

- (A) **BEFORE ATTENDING:** If it has been 12 months since completion of **Core Concepts** and **Safety Protocols**, these modules must be revised before you can be rostered to attend a program (and you must also have a current Working With Children Check registered with Courage to Care).
- (B) **TO BE ROSTERED AS AN OBSERVER:** Check the online roster for upcoming programs and submit your available dates.
- (C) **DURING WORKSHOP:** Respect the professionalism of the team. Always check with the relevant team member regarding the boundaries of your role as you learn.
- (D) **AFTER ATTENDING** the MYP and/or SYP program advise the program manager to **confirm**
 - a. you want to train in your selected program stream, MYP or SYP
 - b. your readiness to be paired with a Buddy.

Revise foundation modules?	
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Current WWCC?	
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Submit program roster dates	
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Confirm training readiness	
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3. FIRST STAGE TRAINING: TRAINEE1 STATUS

Training includes formal modules and hands-on training with mentors

- (A) **PAIR WITH A BUDDY:** The Program Manager will pair you with a Buddy on receiving notice of your readiness to be paired. You and your new Buddy will receive an email introducing you to one another.
- (B) **COMMENCE FORMAL MODULES:** Your Buddy will guide you through your training journey and advise you on when to complete the various training units and what other background resources will be helpful to you, such as the Righteous stories and Local Upstanders.

Meet with Buddy	
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Complete SYP1/MYP1	
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Complete EQ1	
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MANDATORY during this stage of training

- SYP1** or **MYP1** Program overview (online) – completed before first Trainee1 observation
- EQ1** equipment familiarisation (in person)
- FD1** facilitation skills (online)

Complete FD1	
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OPTIONAL during this stage of training

FD2 groupwork and classroom management skills (online reading + practical workshop)

Consider FD2	
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(C) COMMENCE HANDS-ON TRAINING: You observe at least two different Lead Facilitators at different programs.

Your Buddy need not be one of these Lead Facilitators. You will be specifically paired with a volunteer who has completed Lead Facilitator training – **don't swap** to another facilitator.

(There is some flexibility; some people need more support than others; speak with your Buddy to determine how much support you need.)

Check the online roster for upcoming programs and submit your available dates.

Submit program roster dates	
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You will not be rostered until:

- You have been paired with a Buddy
- You have met at least once to prepare together for this stage of training
- You have completed Foundation modules and SYP1 or MYP1

(D) BEFORE ATTENDING EACH PROGRAM:

- Prepare with your Buddy every time.
- Buddy will discuss what to expect, what to look for; introduce you to **PMI** (pluses, minuses, improvements) grid.
- The LF will provide you with a copy of their own Facilitation plan so you can compare the plan to the actual facilitation.
- Buddy will brief the Lead Facilitator on your journey thus far.

Prepare with Buddy	
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Practice using PMI grid	
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(E) AFTER ATTENDING EACH PROGRAM: Discuss the experience with the Lead Facilitator, and then with your Buddy to integrate key learnings.

- The discussion with the LF will probably take place after you return from the program, by phone or in person. Discuss your impressions using the **PMI grid**.
- To the discussion with your Buddy, bring the **LF Facilitation plan** and the **PMI grid** you completed so you can discuss it.
- The LF will be in touch with your Buddy to provide feedback.

Debrief with Lead Facilitator	
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Debrief with Buddy	
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(F) CUSTOMISE THE FACILITATION SCRIPT:

During the whole of this training stage, as you become familiar with the program and learn the core messages and techniques, work with your Buddy to develop your customised version of the Facilitation plan/script

Work on your Plan with Buddy	
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- (G) **FACILITATION PRACTICE:** Schedule a complete run-through of your facilitation plan with your Buddy as a test run. Find a time that works for you both and book **EQ2** practice facilitation with your buddy.

See the link at the top of this checklist for all training modules.

EQ2 Test run your Plan on equipment	
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4. SECOND STAGE TRAINING: **TRAINEE2** STATUS

- (A) **COMMENCE STAGE 2 TRAINING:** Your **Buddy will advise the Program Manager and roster administrator** that you have met the three criteria to move to the next phase of training and you are ready to begin supported facilitation. The three criteria are:

- a. You have acquired sufficient competence in skills and knowledge.
- b. You have built the confidence required.
- c. You have drafted a robust and flexible **Facilitation plan/script** that is ready to pilot.

Buddy approves draft Plan	
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After your achievement is recorded you can apply to be rostered for supported facilitation.

- (B) **BE ROSTERED FOR SUPPORTED FACILITATION:** You facilitate one workshop at three different programs with the support of at least two different Lead Facilitators in total.

Your Buddy need not be one of these Lead Facilitators. Once you have been rostered, please don't swap to another facilitator – Lead Facilitators have been specifically trained for the role.

(There is some flexibility; some people need more support than others; speak with your Buddy to determine how much support you need.)

Submit program roster dates	
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Check the online roster for upcoming programs and submit your available dates.

- (C) **OPTIONAL:**

FD2 facilitation and classroom management skills (online reading + practical workshop)

You may wish to consider this training module if you have not already done so.

See the link at the top of this checklist for all training modules.

Consider developing your skills further	
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You will not be rostered for supported facilitation until:

- **You have drafted a robust Facilitation plan approved by your Buddy.**
- **Your Buddy agrees that you are ready.**
- **Your Buddy has advised the program manager of your readiness.**

- (D) **BEFORE ATTENDING EACH PROGRAM:**

- a. Prepare with your Buddy before EACH program
- b. Buddy will brief you on the issues you will discuss together afterwards and introduce the **Trainee Feedback grid** which LF will complete.

Prepare with Buddy	
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c. Buddy will be in touch with the Lead Facilitator to brief them on your journey thus far.

d. Provide the Lead Facilitator who will support you with a copy of your draft Facilitation plan at least one day in advance. **The supported facilitation will not proceed if the LF does not have a copy of the plan,** and you will instead observe the LF as at previous programs.

LF gets your Plan in advance	
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e. Before you facilitate, brief the LF on what areas of facilitation are of particular concern to you so the LF can focus constructive feedback correctly.

Brief LF on your needs	
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(E) AFTER ATTENDING: Discuss the experience with the Lead Facilitator, and then with your Buddy to integrate key learnings.

a. Complete a **PMI form** as soon as you get home to reflect on your evaluation and how you can turn around the minuses and continue to improve.

PMI self-reflection	
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b. Discussion with the LF after you return from the program, by phone or in person. Discuss your impressions and feelings; Lead Facilitator will provide completed **Trainee Feedback grid** to support your continuing development.

Debrief with Lead Facilitator	
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c. The LF will be in contact with your Buddy to provide feedback.

Debrief with Buddy	
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d. To the discussion with your Buddy, bring the completed **Trainee Feedback grid** from LF, and your own **PMI** self-reflection.

e. Following the discussion with your Buddy, revise your plan as needed. Facilitation plan review is an ongoing process of refinement and improvement.

Revise your plan	
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5. ACCREDITATION AS A COURAGE TO CARE FACILITATOR

The final step to graduating as a Courage to Care facilitator is a facilitation appraisal during supported facilitation at a school program.

FOR MYP

The facilitation appraisal for the purposes of accreditation as a solo facilitator is conducted by our volunteer **accreditation auditor**.

Our current accreditation auditor is Sabi Chakman. Sabi’s professional background is as an educator and teacher trainer. In addition, Sabi is the chair of our Education Sub Committee, is involved in developing our Upstander programs and training syllabus, is experienced in facilitating all our Upstander programs, and is a much loved and respected member of our volunteer family.

This peer appraisal is exactly the same as other supported facilitations but with the benefit of Sabi’s expert insight, her gift for constructive feedback, and her practical, consistent, and down to earth approach. You will be in good hands!

You are ready for an accreditation appraisal with Sabi when:

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- You feel you have reached the level of confidence and competence needed to go solo
- Your Buddy agrees you have the skills required.
- You have finessed your Facilitation plan/script.

Prepare with your Buddy	
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- Advise Program Manager that you are ready for a facilitation appraisal
- Forward a copy of your draft plan to Sabi **in advance. Appraisal will not proceed without this.**
- Discussion with Sabi after the facilitation.

Request appraisal	
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FOR SYP

The facilitation appraisal for the purposes of accreditation as a solo facilitator will be conducted by the rostered Lead Facilitator.

You are ready for a facilitation appraisal when:

- You feel you have reached the level of confidence and competence needed to go solo
- Your Buddy agrees you have the skills required.
- You have finessed your Facilitation plan/script.

Prepare with your Buddy	
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- Advise the program manager that you are ready for facilitation appraisal.
- Forward a copy of approved draft plan to Lead Facilitator **in advance. Facilitation will not proceed without this**
- Discussion with Lead Facilitator after the facilitation

Request appraisal	
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6. ANNUAL REACCREDITATION

- We ask all team members to keep up with changes and innovations introduced to programs by revising some online modules annually.
- In addition, for ongoing skills development, we ask you to complete **ONE** elective module annually.
- You will receive an email in early January each year with an individual accreditation record to remind you of the annual training modules to be completed so you can remain eligible for program rostering.

Annual refresher training	
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Annual elective skills building	
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