

TRAINING POLICY AND PROCEDURES

INTRODUCTION

Training is a fundamental aspect of quality assurance for CISV; it helps prepare and equip volunteers and participants for their important roles and responsibilities. Well trained people are of the highest importance to CISV in order to build a healthy organization and to provide a safe environment and a high level of educational experience for programme participants.

DEFINITIONS

CISV International training:

Any training delivered by or on behalf of CISV International. Currently (2015) these trainings are designed to be delivered in person, but virtual trainings will be developed over time. CISV International trainings may be delivered 1) at Regional Training Forums, 2) by or on behalf of CISV International for and upon request from National Associations (i.e. outside of RTFs), and 3) virtually, in future.

Regional Training Forum (RTF):

Event held in CISV's regions which offers common and specific trainings for CISVers on a variety of topics.

Training curriculum:

For each CISV International training, a training curriculum defines the goals and indicators which the training aims to achieve and the main headings of the subject matter content which the training must cover.

Training material:

Approved training sessions and handouts that are written down, or documented in another way, e.g. video, audio recording. Approved training material provides the trainer with detailed instructions for "how to train" the content ("what to train") outlined in a training curriculum.

TTT (Train-the-Trainer):

A Train-the-Trainer course which focuses on training methodology applicable across CISV.

Certified trainer:

CISV International considers a "certified trainer" a person who

- 1) Holds a valid TTT certification
- 2) Is approved by the relevant Regional Coordinator to be qualified in their respective substantive area (e.g. one or several educational programmes, chapter development, risk management, etc.)
- 3) Is a member of the appropriate Regional Delivery Team

See Procedure 1 for details of the certification process.

TTT trainer:

TTT trainers are certified trainers who have been selected for their specialist knowledge and experience on training methodology and are qualified to deliver TTTs.

POLICY

CISV International is committed to developing and delivering consistent and high quality training in order to equip CISVers with the knowledge, skills, and attitudes they need to fulfil

their roles in CISV. To this end, CISV International has established quality standards (see below) which its training must follow and reflect.

Scope of the training policy:

The standards apply to CISV International trainings as defined above. Additional, and to some extent different, quality standards will apply for virtual training. Whatever form CISV International training takes, it must be in line with the principles set out in this training policy.

Note that trainings are often delivered by National Associations as part of their operations. National Associations are encouraged to put in place similar quality standards, but CISV International does not prescribe exact training practice for its National Associations, which are responsible for developing and delivering these trainings.

Minimum Quality Standards for CISV International Trainings:

All CISV International trainings must comply with the following training quality standards, which are developed and monitored by the Training and Quality Assurance Committee.

- 1) **Content:** Mandatory training content as defined in the relevant training curricula, must be followed.
- 2) **Trainers:** In each training at least one trainer must be certified (TTT and substantive content area). A second non-certified trainer is permitted if s/he is knowledgeable in the content area, and if s/he is delivering training as part of the process of becoming a certified trainer.
- 3) **Training materials:** Where approved training material is available, trainers must use it. Official training material is available at <http://www.cisv.org/resources/training/training-materials/>. For further details, see Procedure 3.
- 4) **Methodology:** Training must use methodology consistent with the training methodology in the TTT curriculum and materials.
- 5) **Trainee numbers per training:** To guarantee high quality training, the minimum group size is 8 trainees, maximum is 24.
 - a. Groups of 8-11 trainees shall have 1 trainer
 - b. Groups of 12-24 trainees shall have 2 trainers.
- 6) **Duration:** The length of training has to be appropriate to the amount of content to be covered in it. All trainings delivered at Regional Training Forums run for at least 25 hours.
- 7) **Forums:** CISV International prioritises the delivery of training through our Regional Training Forums. To assist National Associations, CISV International may, upon request, agree to deliver training outside of RTFs if the human resources are available and the training has minimal impact on the success of RTFs. See Procedure 5 for details.
- 8) **Evaluation:** All CISV International trainings must be evaluated in accordance with the approved CISV International evaluation procedures, which will always be available on www.cisv.org/resources/training/international-training/.

PROCEDURES

1. TTT Certification and Recertification

The certification (and recertification) of CISV International trainers is an important mechanism to ensure consistent and high quality across all CISV International trainings. As stated in the

Training Policy, all trainings delivered on behalf of CISV International must have at least one TTT certified trainer. TTT certification and recertification follows the procedures outlined below.

TTT certification:

Trainees who complete the full TTT training receive TTT certification. This certification is valid for at least three years and will expire on 31 December.

Example: If you were TTT certified in April 2013, your certification will expire on December 31st of 2016.

Recertification:

When an individual's TTT certification comes close to expiry, they can then participate in an online recertification process. Training and Quality Assurance Regional Coordinators (Training) conduct the recertification in the last quarter of every year; they contact CISVers whose TTT certification will expire in that year. If a person does not take the opportunity to recertify they will be given one more time to recertify in the following year. After that, recertification is no longer possible and the person can only attain certification through attendance at a TTT.

When completed, recertification is valid for a period of up to two years; an individual may participate in the recertification process on two consecutive occasions. After that, they have to again attend a TTT workshop in person if they wish to maintain their ability to train internationally for CISV.

Example: If you recertify in late 2016, then your certification is valid until 31 December 2018. You could then recertify one more time in 2018 which would give you valid certification until 31 December 2020. On 1 January 2021, in this example, your TTT certificate finally expires.

TTT trainers do not require recertification as long as they remain active as TTT trainers in a Regional Delivery Team. When they step down as TTT trainers, and if they wish to continue training for CISV International, they need to recertify in the year of their stepping down plus two years.

Example: If you step down as a TTT trainer in 2017, then your TTT certificate expires in 2019 and you will need to recertify in that year. You will then be certified for another two years and you can recertify one more time in 2021.

In the case that a CISV International trainer's TTT certification has expired, they must not be the first choice for delivering a training. If the relevant ReCo believes that an exception should be made, however, the ReCo must request an interim certificate from the TQA Committee which is valid for one year only. A request must be sent to training.quality.assurance@cisv.org in writing at least three months before the training in question and include a) a justification of why the exception is requested including a reassurance that no alternative trainer is available, and b) a recommendation stating that and providing evidence that the trainer in question is in good standing (e.g. a list of trainings the trainer has recently delivered, any training evaluations). The TQA Committee will consider the request and will seek to reply within two weeks with a decision. The Training ReCo of the region concerned will be copied into the reply.

Monitoring:

In every Regional Delivery Team, Regional Coordinators are responsible for making sure that all trainers have valid TTT certification. CISV International maintains a database of individuals who have TTT certification, including dates of completion and expiration. This information is

available to CISV International Committee and Regional Delivery Team members, National Associations and Promotional Associations on the intranet [following this link](#).

2. Appointing CISV International Trainers

CISV International trainers are certified trainers (see definitions above in the training policy) appointed by the Regional Coordinators.

Example: A Step Up trainer in the Asia Pacific Region is appointed by the Asia Pacific Educational Programmes Regional Coordinator.

To be a CISV International trainer, an individual must be:

- 1) Holding a valid TTT certification. (See Procedure 1 for details).
- 2) Approved by the relevant Regional Coordinator to be qualified in their respective substantive area. The specific rules to establish whether an individual has the required expertise to be a trainer are set out by the Committee in the respective area.
Example: The Educational Programmes Committee, in consultation with the Training and Quality Assurance Committee, determines the criteria according to which expertise in the Step Up Programme can be established.
- 3) A member of the appropriate Regional Delivery Team. Recruitment into the Regional Delivery Team follows the principles set out in the Terms of Reference for Regional Delivery Teams.

In specific cases and under unforeseen circumstances that make it impossible for a trainer to be found who meets all the above requirements, exceptions to the rules can be made by the Chair of the Training and Quality Assurance Committee together with the International Coordinator Conferences and Events. The Training and Quality Assurance Manager can stand in for either of the above if they are unable to respond within the time required. Any exceptions made do not make a person a certified trainer but are only made to address a particular circumstance in necessity.

3. Approving Training Materials

CISV International collects, quality checks, and publishes written training sessions and handouts at www.cisv.org/resources/training/training-materials/. CISV International trainers are required to use these materials when covering topics for which materials are available.

All CISV International trainers who have new high quality training materials to share with CISVers worldwide are strongly encouraged to submit their training sessions and/or handouts. In order for new training material to be published, the following steps must be taken:

- 1) Submit the session using the Training Session Template and email link available at www.cisv.org/resources/training/training-materials/training-session-template/; handouts or other proposed training materials do not need to be submitted in standardised form.
- 2) Members of the Training and Quality Assurance Committee will ensure that submitted training sessions are quality checked using the quality criteria available at www.cisv.org/assets/Quality_Criteria_for_Training_Sessions. They will also seek expert

advice on the *specific content* or the submitted training session from the relevant Committee. Other training materials are quality checked based on the same principles.

- 3) If needed, the person submitting the training material is asked to adjust the training session or other material. Before approving it, the reviewer can recommend changes until they are satisfied that the proposed material is of high quality.
- 4) Once the training material is approved, it will be published online by the CISV International Office.

Note: Currently (2015) the approved training materials reflect only a small fraction of the great number of sessions that are used by CISV trainers, and only some topic areas are covered. It is up to the community of CISV trainers to improve on this by getting their innovative ideas approved and published, thereby making their mark in CISV training and helping CISVers worldwide to deliver consistently high quality training.

4. Approving a New CISV International Training

CISV International offers a menu of trainings in order to meet the needs of our volunteers and those of the organization as a whole. As needs change, trainings are updated and sometimes trainings are discontinued and others added to the menu. To propose a new training to CISV International, the following steps must be followed.

- 1) Regional Coordinators and Committees of the Board are entitled to suggest new trainings to the Training and Quality Assurance Committee.
Note: Any CISVer can initiate this process; you only need to convince a Regional Coordinator or Committee to support your idea and they will put it forward.
- 2) Proposals for suggested new trainings must be sent in writing and cover the points listed below under *Suggestion for a new CISV International Training*.
- 3) Following an initial assessment, the Training and Quality Assurance Committee will make comments on the proposal and arrange a virtual meeting with the point person submitting the proposal to discuss it further.
- 4) If it is agreed to fully develop the new training (with its own training curriculum and materials), the person submitting it will be asked to incorporate requested changes. Before approving it, the Training and Quality Assurance Committee can recommend changes until they are satisfied that the proposed training is of high quality.
- 5) The final version of the curriculum and training materials for the new CISV International training are submitted for approval to the Training and Quality Assurance Committee.
- 6) If approved, the training curriculum and materials are published by the International Office at www.cisv.org/resources/training/training-materials/.

Suggestion for a new CISV International Training:

If you want to suggest a new CISV International Training, please send the following information to the Training and Quality Assurance Committee using the email address training.quality.assurance@cisv.org.

- Name of the point person submitting the proposal:
- Regional Coordinator or Committee supporting the new training proposal:
- Name of training (or working title):
- Target audience:

- Rationale for this training (*Why do we need this training? How does it improve the existing menu of trainings?*):
- Draft training Curriculum (*what are the main topics/elements covered by the training?*):

5. Procedure for National Associations Requesting a CISV International Training (outside an RTF)

CISV National Associations are entitled to request training to be delivered by CISV International outside of a Regional Training Forum (RTF) if they can demonstrate that their needs are not met by the RTFs offered. Requests for training outside an RTF must be submitted according to the following procedures.

The request must be submitted:

- 1) by a member or an official of a CISV National Association or Chapter and must be supported by a National Secretary or President
- 2) using the headings below under **Request for a CISV International Training**
- 3) to the International Coordinator Conferences and Events at least 16 weeks before the training is expected to take place

The decision on whether the requested CISV International training can be delivered is made by the International Coordinator Conferences and Events, in consultation with the Regional Coordinator responsible for delivering the training that is requested and the Training and Quality Assurance Manager. The requested training can be approved if:

- 1) any anticipated negative impact of the training on RTFs offered in the region will be reasonably minor; and
- 2) the respective Regional Delivery Team has sufficient capacity to deliver the requested training in addition to the trainings scheduled as part of RTFs.

If the request is granted, the following conditions apply:

- 1) The CISV National Association requesting the training covers all expenses associated with the training, including the travel and accommodation of the trainer (which the NA shall organize directly with the trainer)
- 2) The CISV National Association requesting the training coordinates and is responsible for all necessary logistics and that CISV Risk Management Guidelines are followed
- 3) All minimum quality standards for CISV International trainings set out in the Training Policy must be followed
- 4) Sufficient number of trainees has been identified before the request for the training is made

Request for a CISV International Training

If you want to request a CISV International Training (outside an RTF), please send the following information to the International Coordinator Conferences and Events using the email address conference.events@cisv.org.

- Name of the person requesting the training:
- Your email address:
- Your National Association:
- Your Role in your National Association:
- Name of supporting official from your CISV National Association: Secretary or President (delete as appropriate).
- Name of the Training Requested:
- Suggested dates for the training:
- Suggested city/town for the training:
- Rationale (explain why this training is needed and why the need cannot be met through Regional Training Forums):
- Description of the training site (provide sufficient detail so that CISV International can assess the suitability of the site for the training):