



# **SSCB Multi Agency Learning and Development Quality Assurance Pack**

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## Introduction

A core business objective of the SSCB is to “ensure that single agency and multi-agency training is effective and contributes to a safe workforce”.

Therefore the SSCB have a process to quality assure the multi agency training it delivers and commissions. This is to make sure that the SSCB audit and measure the impact of multi agency safeguarding training to ensure that this training is effective and contributes to a safe workforce.

The quality assurance process consists of several stages:

- SSCB Trainers Pool
- Commissioning External Trainers
- Quality Assurance
- Evaluation and Impact Analysis

## SSCB Trainers Pool

Multi-agency foundation module training in Surrey is delivered by a Pool of Trainers consisting of professionals from partner agencies and external freelance trainers. This model has proved to be effective in collaborative working.

A minimum criteria will be applied to those applying to become a multi-agency trainer and to those already within the SSCB Training Pool.

<b>Criteria for SSCB Multi –Agency Trainers</b>
➤ A minimum of two years experience of direct employment in a safeguarding role.
➤ Experience of managing child protection cases, contribution to child protection conferences and child protection plans/ core groups.
➤ Experience as a trainer within own organisation.
➤ Evidence of effective multi-agency working, through contribution to safeguarding and promotion of working together.
➤ Can demonstrate sufficient knowledge and understanding of the focus of safeguarding training.
➤ Must demonstrate a passion for developing others through multi-agency learning in order to improve safeguarding practice.
➤ Can comply with the Trainer Agreement with SSCB and their own organisation, including completion of SSCB Train the Trainer programme, or professional equivalent.

All SSCB multi-agency trainers will be expected to exhibit the following attributes:

<b>Quality Standards for SSCB Multi –Agency Trainers</b>
➤ <u>Knowledge</u> - Trainers should have a sound understanding and knowledge of the subject matter, legislations and guidance, and also learning styles and training techniques in order to respond to learners' needs.
➤ <u>Presentation</u> - Ability to project voice to a room of delegates and ability to use a range of communication skills to present materials to match all learning styles and abilities.
➤ <u>Motivation</u> – Must be able to encourage participation and engagement from the whole group.

➤ <u>Challenge</u> – Promote learning through positive challenge of opinions and practice, including your own, whilst maintaining the focus on the best outcomes for children. Trainers will have the competence to challenge poor practice and to report any practice issues to the SSCB Training Manger.
➤ <u>Adaptability and flexibility</u> - Must be confident in handling change, and responding to the varying needs of learners, changes to timescales and exercise formats where appropriate to maximise appropriate discussions and learning.
➤ <u>Impact on learning</u> - Must be effective in making the link between training and the reality of practice. Trainees should be enabled to relate to the training content and challenge and develop their own practice.
➤ <u>Reflection</u> – Will promote and create the opportunity for professional reflection to support learning during the training event, but also into practice.
➤ <u>Evaluate</u> – Promote and create opportunity to evaluate the learners’ experience of the trainer, course content and contribute to measuring the impact of training on practice.
➤ <u>Working Together</u> – Will value collaborative working in training to promote this in safeguarding practice.

If a trainer meets the above criteria, they will then be asked to attend three days training to equip them with the skills to deliver Working Together Safeguard Children introduction, CSE Level 2, Foundation Module 1 and Foundation Module 2.

The SSCB then provide support by giving the trainers the opportunity to observe experienced trainers as well as observing the new trainers in practice. Once they have completed the *Train the Trainers* course and had opportunity to observe an experienced trainer, they will be asked to sign up to the SSCB Trainers Pool Trainers Agreement (appendix one) and take part in the SSCB Quality Assurance process. External trainers must submit a copy of their CV.

### **Commissioning External Trainers**

SSCB commission a range of external trainers to deliver specialist courses as part of the SSCB training programme.

This process involves sourcing an appropriate trainer/organisation, reviewing training materials, requesting a copy of the trainers CV and references (where applicable) and ensuring the Surrey message is included as well as SSCB and Surrey procedures.

Details of the proposed trainer/organisation are shared with the Learning Development and Communications (LDC) standing group and their views sought. If approved, the SSCB will commission the trainer/organisation and send them a Commissioning Letter (appendix two).

### **Quality Assurance**

All trainers in the SSCB Trainers Pool are asked to complete a trainers evaluation form after each course (appendix three).

Trainers must attend at least one SSCB Trainers Update per year. This is to provide trainer with up to date information, latest developments and introduce any changes to the SSCB training materials. This is also an opportunity to gain feedback about the training materials to ensure what is being delivered is effective and has an impact on the workforce.

Each trainer will be observed delivering training at least once every two years using the SSCB Training Quality Assurance Form For SSCB Trainers/Trainers on SSCB Single Agency Approved Training Register (appendix four)

## Evaluation and Impact Analysis

Donald Kirkpatrick, first published his Four-Level Training Evaluation Model in 1959, in the US Training and Development Journal. The model was then updated in 1975, and again in 1994, when he published his best-known work, "Evaluating Training Programs."

The four levels are:

1. Reaction.
2. Learning.
3. Behaviour.
4. Results.

SSCB have adopted this model.

**Stage One** – delegates are asked to complete a Personal Action/Development Plan & Learning for the Organisation at the training course (appendix five).

**Stage Two** - all delegates are asked to complete an evaluation form post course. Currently this is via Surrey Says and for September 2016 onwards will be through the new SSCB booking system.

**Stage Three** - Three months after each course, a sample of delegates are asked to complete an SSCB Impact Analysis of Safeguarding Training via Surrey Says (appendix six)

**Stage Four** – Telephone interviews or focus group based on results from the SSCB Impact Analysis. At stage three, delegates are asked to provide their contact details if they wish for the SSCB to contact them to discuss the training and their learning in more detail. This may either be via a telephone interview or focus group depending on the level of responses.

## Appendices

**Appendix One** - SSCB Trainers Pool Trainers Agreement

**Appendix Two** – Commissioning Letter

**Appendix Three** – Trainer Evaluation

**Appendix Four** - SSCB Training Quality Assurance Form For SSCB Trainers/Trainers on SSCB Single Agency Approved Training Register

**Appendix Five** - Personal Action/Development Plan & Learning for the Organisation

**Appendix Six** - SSCB Impact Analysis of Safeguarding Training via Surrey Says



## SSCB Trainers Pool Training Agreement 2016-2017

<b>Course Titles</b>	SSCB Foundation Module Programmes
<b>Commitment</b>	<p>Partner Agency trainers - one foundation module per six month programme</p> <p>Changes to this agreement must be agreed with your Line Manager and SSCB Training and Commissioning Officer</p> <p>External trainers – delivery as and when required and coordinated via SSCB Training and Commissioning Officer.</p>
<b>Anticipated duration of work</b>	<p>10:00 – 16:30</p> <p>Module 1, 2 and 3</p> <p>Plus preparation time including time to prepare with co-trainer for Module 2 and 3.</p>
<b>Venues</b>	To be confirmed
<b>Fee</b>	<p>No fee charged by partner agency trainers (as part of their agency contribution to SSCB).</p> <p>External trainers – fee of £350 inclusive.</p>

### SSCB Trainer agrees to:

- Deliver training to meet the aims and outcomes of the SSCB Foundation Module courses.
- Work within policy guidelines supplied by SSCB Training and Commissioning Officer.
- Attend a minimum of one 'Trainer Update' course per annum.
- Attend Training 'Refresher' courses when provided and other relevant courses as advised, to remain updated and confident in safeguarding children training and related topics.
- Return course register within three working days of course delivery.
- Complete a trainer evaluation form after the delivery of each course.
- Comply with quality assurance processes implemented by SSCB.
- External trainers to provide a copy of their latest CV and contact details of two referees.
- External trainers to provide details of public liability insurance.
- External trainers to provide details of any professional bodies.
- Provide their own IT equipment – laptop and projector (where needed). Please note, some venues may have this equipment provided.

## SSCB agrees to:

- Provide 'Train the Trainer' courses and refreshers.
- Provide a Training Schedule with training dates in advance of Training Programme completion and where possible take into account preferred training days, venues and programmes.
- Book and pay for a venue that is an appropriate training environment and is suitable for the delivery of training.
- Advertise and recruit participants to the programme.
- Provide the trainer with the following documentation:
  - ✓ Updated lesson plans, power points and associated handouts/exercises (electronic copies)
  - ✓ Register one week prior to the course
  - ✓ Details of co-trainer
  - ✓ Venue map one week prior to the course
- Book a venue with flipchart and screen where available.

A minimum criteria will be applied to those applying to become a multi-agency trainer and to those already within the SSCB Training Pool.

### Criteria for SSCB Multi –Agency Trainers

- A minimum of two years experience of direct employment in a safeguarding role.
- Experience of managing child protection cases, contribution to child protection conferences and child protection plans/ core groups.
- Experience as a trainer within own organisation.
- Evidence of effective multi-agency working, through contribution to safeguarding and promotion of working together.
- Can demonstrate sufficient knowledge and understanding of the focus of safeguarding training.
- Must demonstrate a passion for developing others through multi-agency learning in order to improve safeguarding practice.
- Can comply with the Trainer Agreement with SSCB and their own organisation, including completion of SSCB Train the Trainer programme, or professional equivalent.

All SSCB multi-agency trainers will be expected to exhibit the following attributes:

### Quality Standards for SSCB Multi –Agency Trainers

- **Knowledge** - Trainers should have a sound understanding and knowledge of the subject matter, legislations and guidance, and also learning styles and training techniques in order to respond to learners' needs.
- **Presentation** - Ability to project voice to a room of delegates and ability to use a range of communication skills to present materials to match all learning styles and abilities.
- **Motivation** – Must be able to encourage participation and engagement from the whole group.

➤ <b>Challenge</b> – Promote learning through positive challenge of opinions and practice, including your own, whilst maintaining the focus on the best outcomes for children. Trainers will have the competence to challenge poor practice and to report any practice issues to the SSCB Training Manger.
➤ <b>Adaptability and flexibility</b> - Must be confident in handling change, and responding to the varying needs of learners, changes to timescales and exercise formats where appropriate to maximise appropriate discussions and learning.
➤ <b>Impact on learning</b> - Must be effective in making the link between training and the reality of practice. Trainees should be enabled to relate to the training content and challenge and develop their own practice.
➤ <b>Reflection</b> – Will promote and create the opportunity for professional reflection to support learning during the training event, but also into practice.
➤ <b>Evaluate</b> – Promote and create opportunity to evaluate the learners’ experience of the trainer, course content and contribute to measuring the impact of training on practice.
➤ <b>Working Together</b> – Will value collaborative working in training to promote this in safeguarding practice.

Please note that SSCB must be notified by telephone or email of any cancellations as soon as possible before the course date.

Signed on behalf of SSCB Training and Commissioning Officer	
Name of Trainer	
Signed by Trainer	<i>(type name if submitting electronically)</i>
Date	

Return to [sscb.training@surreycc.gov.uk](mailto:sscb.training@surreycc.gov.uk)

External trainers only

- ✓ CV attached (external trainers only). No need to resend if you have already submitted a copy of your CV.

Name of Referee	Your relationship to them	Contact details
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**Public Liability Insurance**

<b>Insurance Company</b>	<b>Policy Number</b>	<b>Expiry</b>

**Professional Bodies/Awarding Bodies – please give details**

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## Appendix Two

Surrey Safeguarding Children Board  
Fairmount House  
Bull Hill  
Leatherhead  
Surrey  
KT22 7AH

INSERT NAME AND ORGANISATION

INSERT DATE

Dear INSERT NAME

### Confirmation of Booking

I am pleased to confirm that you are booked to deliver the following SSCB multi-agency course:

INSERT DATE, TIME AND TITLE OF COURSE

Your fee is INSERT FEE per full day course including all expenses and INSERT FEE per half day course including all expenses (DELETE WHERE APPROPRIATE)

Therefore the total payment is INSERT TOTAL total

SSCB will provide you with:

- Up to date training materials
- A copy of the course register at least one week prior to each course (emailed)
- Tea/coffee available at each venue (please note lunch is not provided)
- Venue will have a flipchart and projector unless otherwise stated.
- A purchase order for the total cost above
- Payment on receipt of a delivery and course register (please note, payment will only be made when we have received the course register).

You will provide:

- Delivery of the SSCB multi-agency courses as listed above in line with course materials/lesson plans.
- Return course registers within three working days of the course delivery.
- Any feedback relating to the course and participants via the trainers evaluation form
- Training laptop

If you have any questions about the information in this booking confirmation please contact Stacey Westbrook on 01372 833917 or at [sscb.training@surreycc.gov.uk](mailto:sscb.training@surreycc.gov.uk)

Yours sincerely,

SSCB Training and Commissioning Officer  
SSCB  
Fairmount House  
Bull Hill  
Leatherhead  
Surrey  
KT22 7AH



## SSCB Trainer Evaluation Form

<b>Name</b>	
<b>Course title</b>	
<b>Course date</b>	
<b>Co –trainer (if applicable)</b>	
<b>Venue</b>	

<b>Did you have enough time to prepare for the course?</b>
<b>Do you feel you were able to meet the course aims and learning outcomes?</b>
<b>If no, please say why.</b>
<b>Were there any issues with the venue?</b>
<b>Were there any issues with the training materials?</b>
<b>Were there any issues or challenges relating to the participants?</b>
<b>Would you like SSCB to follow up these issues with the participant?</b>
<b>Please comment on your co-trainer partnership?</b>
<b>Are there any further comments you would like to add?</b>

Thank you for taking the time to complete the Trainer Evaluation form, this will help the SSCB monitor the effectiveness of our training programme and administrative processes.

Please return the completed form to [sscb.training@surreycc.gov.uk](mailto:sscb.training@surreycc.gov.uk)

## Appendix Four



# SSCB Training Quality Assurance Form For SSCB Trainers/Trainers on SSCB Single Agency Approved Training Register

This form is part of the SSCB Training Strategy and Toolkit. All SSCB Trainers (internal and external), commissioned trainers and trainers on the SSCB single agency approved training register will be observed at least once every two years to ensure they are effectively delivering safeguarding training to ensure professionals are competent in safeguarding children and young people in Surrey.

This process will also support SSCB trainers as part of their continued professional development.

Many courses will have two trainers; we do not expect both trainers to be observed during the same course. Please indicate below which trainer you will be observing.

Trainers will receive a copy of this evaluation. Please inform the trainer that you are observing and undertaking this quality assurance.

<b>Course:</b>
<b>Date:</b>
<b>Trainer being observed:</b>
<b>Co trainer (if applicable):</b>
<b>Observer Name and Email:</b>

Please rate on the basis 1 – 5 and tick as appropriate: 1= poor, 2 = adequate, 3 = satisfactory, 4 = good, 5 = excellent.

How would you rate the following?		1	2	3	4	5	N/A
1	<b>Housekeeping</b> <i>Trainers are required to tell delegates about housekeeping issues.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Things to consider:</u> Does the trainer go through a housekeeping exercise? This should include: Toilets/ Fire alarm / exits / assembly. Timekeeping: break times / refreshments / finish time. Any special needs of group. Mobile phones / Blackberries etc. Personal safety – trainer/delegates. Safeguarding (sensitive issue). Hearing Loop.							
2	<b>Ice Breaker/Introductory Exercise</b> <i>Please assess trainers on the effectiveness of the chosen Icebreaker/Introductory Exercise and how delegates are introduced to each other</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the following?		1	2	3	4	5	N/A
<p><u>Things to consider:</u> Does the trainer use an appropriate icebreaker/introductory exercise? Does the trainer encourage full participation in the icebreaker/introductory exercise?</p>							
3	<p><b>Learning Principles</b> <i>Trainers should ensure 'learning principles' are discussed up front in the training</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Things to consider:</u> Are the learning principles explained clearly? Does the trainer allow the delegates to create their own ground rules/principles?</p>							
4	<p><b>Course Aim(s) &amp; Learning Outcomes</b> <i>All learning outcomes must be outlined very early on in the course and must be met by the end of the course.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Things to consider:</u> Ensure you have access to the course aim and learning outcomes – available from the SSCB Training and Commissioning Officer.</p>							
5	<p><b>Visual Aids and Handouts</b> <i>Please assess trainers on the quality and content of the visual aids and handouts.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Things to consider:</u> Do visual aids and handouts; Include the course title? Include the course objectives? <u>Are they:</u> Appropriate to the course? Relevant? Varied? Up to date? Reader-friendly, succinct text? Do they use plain English? Do they avoid over-use of resource(s) e.g. videos or “death by Power Point” Is the text font &amp; size appropriate</p>							
6	<p><b>Course Content</b> <i>Please assess the content of the course as a whole.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Things to consider:</u> Meets aim(s) &amp; learning outcomes. Focused / accurate / current. References to reliable &amp; reputable sources. Level is appropriate. Course filled with useful information not ‘padding’. There is a clear sense of direction and relatedness from ‘topic’ to ‘topic’. Recognises diversity in learners, and wider society</p>							
7	<p><b>Trainer Knowledge and Experience</b> <i>Please assess the knowledge and experience of the trainer</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Things to consider:</u> Knowledge of subject area incl. recent, relevant legislation, research &amp; best practice. Demonstrates links between practice &amp; theory. Identifies routes to reference material. Open &amp; honest about what they don't know and genuine in efforts to find out &amp; report back. Responds knowledgably to questions asked Prepared to use participants existing knowledge &amp; experience. Messages are consistent with good practice</p>							

How would you rate the following?		1	2	3	4	5	N/A
8	<p><b>Trainer Knowledge and Discussion of Learning from National and Local Serious Case Reviews.</b>  <b>Trainers Knowledge of Safer Surrey principles.</b></p> <p><i>Please assess the knowledge of the trainer and the discussions of Serious Case Reviews</i></p> <p><i>Assess the knowledge of Safer Surrey</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><u>Things to consider:</u>  Did the trainer refer to national serious case reviews? Did the trainer refer to local serious case reviews?  Did the trainer highlight the learning from these reviews?  Did the Trainer include principles form Safer Surrey?</p>						
9	<p><b>Trainer Delivery Style / Voice Pace and Clarity</b></p> <p><i>Please assess and comment on the above points.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><u>Things to consider:</u>  Appropriate. Varied. Interactive. Creative. Correct level for participants (recognising different levels within the group). Avoids use of jargon. Avoids use of acronyms unless necessary. Sensitive (in terms of gender, ethnicity, religion, sexual orientation and disability). Positive attitude. Appropriate use of humour/language. Openness.</p>						
10	<p><b>Time Keeping and Facilitator Skills</b></p> <p><i>Please assess and comment on the above points.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><u>Things to consider:</u>  Ability to refocus group when necessary. Awareness of need for “time out” / support. Ability to recognise need for discussion of unplanned issues whilst keeping course on track. Maintains good personal timekeeping. Encourages and values contributions from all participants. Deals sensitively with group members dominating discussion or digressing from the topic.</p>						
11	<p><b>Facilitation of Group</b></p> <p><i>Please assess and comment on the above points.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><u>Things to consider:</u>  Reluctant group members are encouraged to participate. Sensitivity to issues raised. Sensitivity to individual &amp; group needs. Effective management of the group dynamics. Adjust style to suit energy level of group and topic. Response to questions &amp; contributions. Awareness of participants’ additional needs  Challenges any negative behaviours between participants. Offers opportunity to explore topics/issues raised during feedback in more detail, if appropriate &amp; relevant</p>						
12	<p><b>Relationship with Co Trainer (if applicable)</b></p> <p><i>Please assess and comment on the above points.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the following?	1	2	3	4	5	N/A
<u>Things to consider:</u> Effectiveness of co training. Cohesiveness of team work. Communication between trainers						
Overall, how would you rate the event?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supporting Comments:

Suggestions for development:

Signed (observer):

Date:

Please return completed quality assurance forms to [sscb.training@surreycc.gov.uk](mailto:sscb.training@surreycc.gov.uk) or SSCB Training and Commissioning Officer, SSCB, Fairmount House, Bull Hill, Leatherhead, Surrey KT22 7AH.

The SSCB will give a copy of this form to the SSCB trainer who was observed.



## Appendix Five

### Personal Action/Development Plan & Learning for the Organisation

Course Title:

Course Date:

Actions I will take forward from training to implement immediately.

- 1.
- 2.
- 3.

Actions I will take forward and implement over the next 3-6 months. This might involve other team members and organisational issues.

- 1.
- 2.
- 3.

Please take the opportunity to share this with your line manager at your next review/supervision in order that they can support you in successfully implementing your Action Plan.

Name:

Date:

***Your workforce development officer/SSCB training officer may contact you and request to see a sample of action plans to help evaluate the impact of the training on practice.***

***Three months after attending this course, you may be selected to take part in an Impact Analysis. You will be emailed a link to an online survey to help SSCB measure the impact of SSCB training courses.***

## Appendix Six

### SSCB Impact Analysis of Safeguarding Training via Surrey Says – sample questions

Statement 1: *I have made changes to my regular practice in response to what I learned on the training.*

Select options - strongly agree, agree, disagree or strongly disagree

Please comment

Statement 2: *The training has increased my skills in working with children and young people.*

Select options - strongly agree, agree, disagree or strongly disagree

Please comment

Statement 3: *The training has improved my confidence when working with children and young people.*

Select options - strongly agree, agree, disagree or strongly disagree

Please comment

Statement 4: *I believe that I am more effective in my role as a direct result of the training.*

Select options - strongly agree, agree, disagree or strongly disagree

Please comment

Statement 5: *I have shared aspects of this training with my colleagues.*

Select options – Yes, No

Please comment

Statement 6: *I would recommend this training to others.*

Select options – Yes, No

*Statement 7: I have worked towards completing or further developed my Personal Action/Development Plan & Learning for the Organisation document (you would have been sent this after the course apart from Foundation Module 1 as you would have already have completed a Learning Action Plan for this).*

Select options – Yes, No

Please comment

## Final Review

If you would like to be contacted to discuss this consultation further and provide feedback to the SSCB about the impact our training has had, please provide your name and contact number and a member of the SSCB will contact you.