



# PUBLIC CHILD WELFARE TRAINING ACADEMY

## Trainer Development Policy

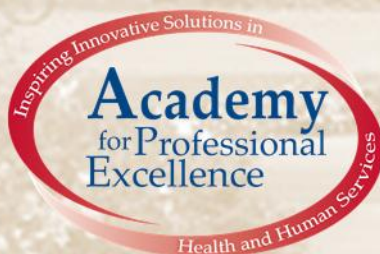
Anita Harbert, Ph.D.

*Executive Director – Academy for Professional Excellence  
Professor Emeritus – SDSU School of Social Work*

Jennifer Tucker-Tatlow, MSW

*Director, Academy for Professional Excellence*

**Updated: September 2013**



PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work and California State University San Bernardino School of Social Work.



**School of Social Work**



# PCWTA TRAINER DEVELOPMENT POLICY

---

## INTRODUCTION

This trainer evaluation plan was developed to provide support to new and experienced Public Child Welfare Training Academy (PCWTA) trainers in fulfilling the mission of the Academy for Professional Excellence.

The policy includes the following sections:

1. Trainer Development
2. Trainer Development Evaluation – Policy & Procedures for Entry and Journeyman Level Trainers
3. Trainer Development Evaluation – Policy & Procedures for Expert Level Trainers

---

## 1. TRAINER DEVELOPMENT

PCWTA's utilizes a number of methods to provide information for trainer development. Data that is used to inform trainer development can come from the satisfaction surveys, the trainer observation form, the trainer response form, and from the formalized trainer development procedure.

### Ongoing Trainer Development Procedure

#### *Satisfaction Survey*

All PCWTA trainings will utilize a standardized satisfaction survey. The information from these satisfaction surveys will be stored in an Access database and summary reports will be provided to trainer. If a training/trainer gets a mean score lower than 4.25 on overall rating of the training and/or overall rating of the trainer, then this training is discussed at PCWTA's Trainer Evaluation Conference Call.

#### *Trainer Observation Form*

All PCWTA trainings that are trained by contract staff will utilize a Training Observation Form and will be completed by anyone providing coverage at a training. The results from this form will be sent to the trainer following the training. NOTE: PCWTA trainings that are trained by Academy for Professional Excellence staff will not have a Trainer Observation Form completed on them.

When a trainer/training gets a mean score lower than 4.25 on the satisfaction surveys, then the comments provided on the Training Observation Form will be used to provide some information on what occurred during the training day.

## PCWTA TRAINER DEVELOPMENT POLICY

---

### **Formalized Trainer Development Procedure**

The following is the formalized trainer development process for all of our trainers. PCWTA trainers are broken up into three categories (1) Entry Level; (2) Journeyman Level; and (3) Expert Level. Each of these three levels has a unique trainer development procedure. PCWTA Ops can choose to schedule an In-Person Training Evaluation at any time. In addition, a trainer may request at any time to have an In-Person Training Evaluation.

#### *Entry Level*

The entry level trainers have child welfare or related experience; established track record within his/her county, or field of expertise, and training experience in county classroom settings; recognized by their county as experts in the field; incorporates current research in curriculum design; participates in Academy T4Ts.

At the trainer's 3<sup>rd</sup> and 10<sup>th</sup> training delivery, a staff member (CWTA Manager, County Consultants, Coach, or Training Coordinators) will observe the entire training delivery and use the Trainer Evaluation Form to provide comments on the training.

Once two in-person training evaluations have been completed, the Entry Level trainer will proceed to the Expert Level evaluation schedule.

#### *Journeyman Level*

The journeyman level trainers fulfills all requirements listed above in Entry level; additionally, has established either multi-county, statewide track record, or successful longevity within PCWTA; Is compliant with all standards and requirements for PCWTA trainers; Via observation demonstrates a sophisticated level of training (interactive, multi-dimensional use of techniques in delivery of training); Via observation incorporates concepts of fairness and equity, adult learning theory and transfer of learning in curriculum development and delivery of training; via training evaluation scores shows a measure of improvement or steadily excellent scores/comments from trainees.

At the trainer's 10<sup>th</sup> training delivery, a staff member (CWTA Manager, County Consultants, Coach, or Training Coordinators) will observe the entire training delivery and use the Trainer Evaluation Form to provide comments on the training.

Once one in-person training evaluation has been completed, the Journeyman Level trainer will proceed to the Expert Level evaluation schedule.

## PCWTA TRAINER DEVELOPMENT POLICY

---

### *Expert Level*

The expert level trainers fulfill all requirements listed above for Entry and Journeyman levels; very well established track record for statewide and/or national child welfare issues; is recognized among state and national child welfare professionals as a leader in the field; has authored publications in the field.

These trainers do not get an in person evaluation unless needed. Instead, once a year, a report is run that incorporates their satisfaction survey scores from the last 12 months and the comments from all of their trainer observation forms. At the Trainer Evaluation Conference Calls, PCWTA Staff will review this report and, as a whole, will create a trainer development plan.

---

## **2. TRAINER DEVELOPMENT EVALUATION – POLICY & PROCEDURES FOR ENTRY AND JOURNEYMAN LEVEL TRAINERS**

1. When the Master Training Schedule is sent by the evaluation team, the Program Assistant will use the Trainer Eval tab on the Master Training Schedule to track the scheduled trainings. To track each training, the Program Assistant will review any new training that have been scheduled and determine whether this new training date should be put onto the Trainer Evaluation Tab. To assure that each training has been accounted for, an “x” will be placed in Column C which has been labeled “E”. For purposes of the Trainer Development Process, a training is specified as a training with the same trainer(s) and the same trainees. This would include the following:
  - a. A single day of training. The training date will be put on the Trainer Eval tab of the Master Training Schedule.
  - b. Multiple days of training (i.e. CYD, CP&CM, P&P, CMI-1, CMI-2). The training date on which the Satisfaction Survey is administered will be the date that will be put on the Trainer Eval tab of the Master Training Schedule. This will typically be the second date of a two day training.
  - c. Three-Hour Trainings. The training date will be put on the Trainer Eval tab of the Master Training Schedule. If an AM Session and a PM Session are offered, then both dates will be counted on the Trainer Eval tab of the Master Training Schedule.
2. At each PCWTA OPS Meeting, the Program Assistant will bring a list of In-Person Training Evaluations that need to be scheduled. During the PCWTA OPS Meeting, it will be decided who should conduct the evaluation (from here known

## PCWTA TRAINER DEVELOPMENT POLICY

---

as “evaluator”). If no one is available to conduct the evaluation on that particular date, then the trainer’s next training date will be evaluated.

3. After the PCWTA OPS Meeting, the Program Assistant will email the trainer informing them of the upcoming in-person evaluation. A template for this email is available.
4. One-month to two-weeks prior to the observation, the Program Assistant will generate the Trainer Evaluation Form and will send this form and the trainer’s bibliography to the evaluator and will cc Trainer Evaluation Staff.
5. Directly after completing this evaluation, the evaluator will meet with the trainer to go over the evaluation.
6. After the evaluation, the evaluator can choose to data enter their comments directly into the Satisfaction Survey Database or provide the filled out form to the Program Assistant who will data enter the comments into the Satisfaction Survey Database.
7. The Program Assistant will generate the report and will send this report to all PCWTA staff members.
8. At the next Trainer Evaluation Conference Call, the evaluator will present this report during this conference call. If the evaluator is not on this call, the facilitator of this call will present this information.
9. After this call, the Training & Evaluation Specialist will send the report to the trainer. The observer will also be cc’d on this email.
10. After the report has been sent, the observer will review the report and any information gathered from the discussion with the trainer.

---

### **3. TRAINER DEVELOPMENT EVALUATION – POLICY & PROCEDURES FOR EXPERT LEVEL TRAINERS**

1. A week prior to the Trainer Evaluation Conference Call, the Program Assistant will generate the scheduled trainers Yearly Evaluation Report.
2. During the Trainer Evaluation Conference Call, the facilitator of the call will lead a discussion focusing on what the trainer is doing well and what the trainer may need some development with. This can include any or all of the following:
  - a. Is the trainer up-to-date with their curriculum outlines?
  - b. Is the trainer up-to-date with each training’s bibliography?
  - c. Is the trainer’s CV up-to-date?
  - d. Should the trainer attend any T4Ts?
3. After the discussion at Trainer Evaluation Conference Call, the facilitator of the call will input a summary of the discussion into the Satisfaction Survey Database.