

## WP3 TRAINER IDEAL KNOWLEDGE PROFILE

### Level: Training designer

**Training/course designers:** trainers who have been trainers for several years, who participate effectively to the Training process , who usually design courses, write publications and relevant documents, who teach to other trainers, etc....

**The Knowledge levels should be defined within the following range :**

**0 no knowledge possessed, o minimum and not good enough to be applied**

**1 basic knowledge**

Basic knowledge and limited application ability : he is able to work about simple activity under somebody responsible for his results,

**2 good knowledge - he works autonomously**

Knowledge/ability as to be able to work autonomously also in complex situations and he is responsible for his own results

**3 – high knowledge level/ability/experience**

He is able to modify the method use in the activity , he can contribute to similar methodology production,

He is an expert of the subject and he can transfer easily the knowledge to other people measuring effectiveness, assuring results to be achieved

Knowledge	Ideal level	Processes, methods, tools , etc...	Ability - To know-how	Ideal Levels	Methodologies
1. The main aims of the Health National and local System	3	Norms, procedures, documents about programmes, codes approved	✓ To be able to evaluate and integrate one's own knowledge before to perform the training activity requested (maximum training effectiveness).	3	Self-assessment tools Check-lists
2. The organization of the National and local Health Service such as public and private Health assistance, Hospital organizations, territorial health services, .....	3	National and local laws, social and health plans, government resolutions.	✓ To be able to manage effectively and with efficiency all the tools necessary to the Trainer activities, evaluating its functionality before the training fulfilment (i.e. bibliographic research, software for PC presentations, audiovisual tools, etc..)	3	-Specific Tools -Training Need analysis -Training Plan fulfilment - Management Methodologies, Team works, Self-assessment, Audit, Educational – didactic communication, Satisfaction
3. Community health needs : Individual or collective condition, defined by partial or total lack of one of more material goods (such as money) or immaterial as health, that should be perceived or not perceived, or by the wish to maintain the obtained levels.	3	Health Reports, Statistic and Demographic Studies	✓ To be able to measure/self-assess one's own knowledge using feedback results received by participants, and consequently to activate adequate improvement activities and/or integration.	3	survey/questionnaires, Analysis and related data interpretation for improvement actions
4. National health resources organization : collection of different goods such as personal, material, equipments, physical spaces, funds, ..) necessary to any kind of organization, to produce items or services	3	Organization Charts, Function Charts, Rules and Laws	✓ To be able to use properly the main technological supports for didactics (magnetic boards, PC projectors, etc..)	3	Specific Courses, didactic experience share during tutor, senior trainer, expert.
<b>Reference Knowledge</b>					
5. Training culture within Health sector/ field (Hippocrates, etc)	2	Didactic textbooks, documents made by Educational Scientific Organizations	✓ To be able to act effectively according to the organizational roles assigned and shared :	3	Deep Knowledge of the Trainer Job Description
6. Health systems history and evolution	2	Specific Bibliography, Rules and regulations, normative, formal resolutions	✓ To be able to put into practice all the Trainer role ability , as the specific knowledge profile used within the different health structures	3	Performance Indicator used as monitoring activities
7. History and philosophy of Medicine and Health and his dimensions definition	2	Bibliography			Training on the Job Projects co-managements
<b>LAWS, RULES AND REGULATIONS</b>					
Knowledge about laws, rules and regulations concerning professional responsibilities, penal and civil responsibilities, applied to the Training process in the Health sector/ field.	3	Laws, regulations, resolutions, Codes, Internal Regulations, Reference textbooks, Bibliography			

Knowledge	Ideal level	Processes, methods, tools , etc...	Ability - To know-how	Ideal Levels	Methodologies
1. Context analysis where the training has to be provided	3	Social and economic analysis of the present context, local epidemiologic knowledge	✓ To be able to apply effectively planning tools : training planning guidelines, national contracts, national indications, ....)	3	Workproject and Workplanning Tools, Activities made with Senior Trainers/Experts
2. Definition of the Training output users	3	Flow-Chart, Manuals Procedures	✓ To be able to apply effectively all the tools for the training initiatives/course designing : need analysis report, social/economics report analysis, etc..	3	Planning Tools Designing Tools and Format, Specific Reports,
3. Classification of the Training output users , divided as context, needs, results to be achieved, etc...	3	Flow-Chart, Manuals, Procedures Working Operations Questionnaires, Team Work	✓ To be able to apply effectively all the evaluation tools available, (about consistency and adequacy with the training objectives, training effectiveness, relevance to the training in the organizational and professional context) and in particular job descriptions, procedures, work instructions, standards, indicators, ....)	3	Format ,specific report Activities made with Senior Trainers/Experts
4. Training need analysis	3	focus groups Main Benchmarking principles, Best Practices , Competitors	✓ To be able to understand and integrate the flow chart descriptions (procedure) directly related to the Training Process (objectives, activities, results, evaluation)	3	Surveys Methods, Specific Courses, Activities made with Senior Trainers/Experts
5. Comparison/Benchmarks with similar courses available for users	2	Analysis, bibliographic research	✓ To be able to use effectively all the indicators necessary to the performance control (quality, effectiveness, efficiency, ...)	3	Seminars and specific courses
6. Training project design	3	Checklist, Planning Tools	✓ To be able to correlate the Training Process to the Patient well-being and the Health promotion (for example teaching a specific technique as the venous blood sample assuring the patient the minimum pain)	3	Activities supported by Senior Trainers/Experts
7. Training project fulfilment	3	Checklist/Indicators, Planning tools			
8. Training activities and projects evaluation (effectiveness, correlation to course aims, etc..)	3	Internal audit, peer to peer,			
9. Main indicator measurement and use of the Trainer main activities : -At least 75% of participants give a positive answer Learning Test questions (Cognitive area) -At least 75% of participants fill the satisfaction questionnaire -At least 75% give positive answers of their satisfaction about the Trainer	3	Specific Indicators Data Analysis Tools			

**LEARNING / TEACHING SYSTEM – training designer**

Knowledge	Ideal level	Processes, methods, tools , etc...	Ability - To know-how	Ideal Levels	Methodologies
1. Methods and tools for updating the Trainer Knowledge, in respect to scientific knowledge and new technologies (i.e. Medline, OVD, etc,,,) )	3	Examples : Medline, OVID, Training and refreshing courses, Work teams participation to define diagnostic - therapeutic paths	✓ To be able to apply methods and tools for knowledge updating (i.e. to analyse a scientific article with a critical approach , identifying the fundamental issues to be transferred into the clinic practice)	3	Seminars Specific courses Others
2. Best didactics and methods for the Training setting (i.e. active participation methods, presentation tools, etc...)	3	Specific Courses, Coaching/tutoring activities made by Senior/experts	✓ To be able to apply methods and tools to perform bibliographic research (OVID, Medline, Data bank, internet research, ... ).	3	Seminars Specific courses Activities supported by Senior Trainers/Experts
3. Methods and tools to perform bibliographic research	3	Checklist, Internet tools			
4. Evaluation methods for the Training effectiveness in terms of learning levels and proper use of the knowledge acquired by participants within the organization where they belong.	3	Checklist, Questionnaires/surveys analysis, , Coaching/tutoring activities made by Senior/experts Performance evaluation, others	✓ To be able to apply effective didactics and methods concerning the Training /Learning process such as active participation (i.e. role play methods, workshop methods , etc...)	3	Seminars Specific courses for trainers, Activities supported by Senior Trainers/Experts
					Specific courses for Trainers, evaluation techniques and tools , satisfaction surveys/questionnaires Activities supported by Senior Trainers/Experts

## TRAINING PROCESS MANAGEMENT – training designer

Knowledge	Ideal level	Processes, methods, tools , etc...	Ability - To know-how	Ideal Levels	Methodologies
<p><b>SECURITY ( national law and related regulations, or similar)</b></p> <p><b>Knowledge about :</b> - national law and related regulations within work environment in Health sector/field</p>	2	Laws, regulations, resolutions Internal regulations Specific Textbooks for Health spreading	<p><b>SECURITY MANAGEMENT (626 national law and related regulations)</b> To be able to apply laws, rules and regulations about Security in work environments and in particular in Health sector/field</p>	2	Seminars and tools about Laws and regulations application
<p><b>QUALITY MANAGEMENT SYSTEMS</b></p> <p><b>Knowledge about :</b></p> <ol style="list-style-type: none"> <li>main regulations as UNI ISO Standard about quality system management (i.e. ISO 9000:2000, ISO 14000, ISO 30000) with related procedures and work instructions.</li> <li>main applications of the above regulations within Health sector/field</li> </ol>	2	Main ISO 9000 Norms and Reference Standards	<p><b>QUALITY SYSTEM MANAGEMENT</b> To be able to apply the main regulations about Quality Systems within Health sector/field, in particular related to the Training Process</p>	3	Seminars and tools about Norms and regulations application
<p><b>HUMAN RESOURCE SYSTEM PROCEDURE</b></p> <p>Main procedure related to Human Resources systems in Health sector/field</p>	2	Norms and internal procedures about HR/Personnel Management	<p><b>HUMAN RESOURCE MANAGEMENT</b> To deal with the main critical issues of Human resources management Ability to use the main tools to manage human resources in the Health field</p>	3	Seminars and courses Active roles in Human Resources Management (i.e. health resources coordinator )

**SKILLS- senior**

**Adequacy Level required**

**Communication**

Fluent and effective public speaking
Active Listening
Effective teaching techniques
Group dynamic management
Analysis/Synthesis ability
Sentence Rephrasing/Reformulating
Flexibility in transferring programs/teaching elements

1	2	3	4	5	6	7	8	9
1	2	3	4	5	6	7	8	9
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**Organisational Behaviour**

Being available to change : activity, tools, approach, etc..
To Work for improving the people Health
To be ethical and deontological (code of deontology, law and rules)
To be able to use evaluation and assessment tools
To be active in proposals and suggestions to improve process training and tools

1	2	3	4	5	6	7	8	9
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1	2	3	4	5	6	7	8	9

**Relationship**

To work effectively in teams
Attitude to deal with collaborators/colleagues/head of functions (management skill)

1	2	3	4	5	6	7	8	9
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