TRAINING COURSE OBSERVATION RECORD

Sure Start Children's Centres
North Halifax Partnership

FEEDBACK FROM TRAINING OBSERVATION FOR TRAINING RUN FOR GROUP OF PARENTS AND JOBSEEKERS JULY 2018

Course Title	Customer Service				
Tutor	Jill Webb				
Course Venue					
Date	26th June 2018	**Duration of observation**	2 hrs	**Session**	**4 of 4**
No. of participants	3	**Observed by**	NHP Manager		

Assessment grades: 1 - Outstanding
2 - Good
3 – Requires Improvement
4 - Inadequate

PERFORMANCE CRITERIA	**GRADE**	**COMMENTS/REASON**
SESSION PLANNING		Jill had just finished her introductions when I arrived; she was recapping on the previous sessions and what learning outcomes had been covered so far on the course. Jill then went on to explain how the session would run that day.
Space is safe (i.e. exits clear)	1	
H & S information & Safeguarding information has been discussed		
The aims and objectives of the session were explained	1	
If the course is to be assessed were the methods to be used clear and appropriate?	N/A	
Planning demonstrates an adequate understanding of learners' learning needs (including additional support needs) and personal (ethnicity, age, gender, domicile issues) circumstances.	1	
Overall grade	**1**	
DELIVERY		Jill gave out printed resources detailing areas covered over the previous weeks , Jill included links to useful websites so course participants could source further information The course clearly met the intended outcome which were an Introduction to Customer Service, teaching learners the skills and behaviours necessary to deliver excellent customer service including how to create positive impression on customers , why customer service is so important and what to do if customer service fails. Jill gave participants time to respond ask questions and was sensitive to their individual needs e.g. encouraging participation but not forcing. Jill made the training relevant to their experiences and roles the participants were
Resources provided were suitable and appropriate to the course	1	
Resources provided were of good quality and promoted equality of opportunity	1	
The session was well managed and paced to suit the needs of the participants	1	
The session followed the aims and objectives outlined – (see activity planner)	1	
Questions used were appropriate and encouraged participant engagement	1	
The trainer was confident and demonstrated good subject knowledge	1	
The trainer demonstrated flexibility of approach	1	
All parents/carers are treated with respect	1	
Children are treated with respect	NA	
Overall grade	**1**	

TRAINING COURSE OBSERVATION RECORD

		carrying out or were hopeful to do in the future.
LEARNING EXPERIENCE FOR PARENTS/CARERS (ADULT/ACCREDITED LEARNING)		Jill was very enthusiastic throughout the observation, and was very knowledgeable. Participants were asked to complete activities and role play encouraging them to develop the skills and confidence necessary in a customer service role. The whole session was very positive , everyone was valued and respected , time was given to ask questions and for group discussion At the end of each role play Jill highlighted what had gone well and then asked for ideas as to how it could be even better. Lots of opportunity to asks questions participants were eager to ask Jill question about areas they struggled with and how this could be overcome, Jill didn't just give her opinion she asked the group for their ideas involving everyone.
Observed learning taking place is as per the learning objectives for the course	1	
Trainer communicates high expectations, enthusiasm and passion about their subject to learners	1	
Trainer encourages independent and critical thinking	1	
Trainer deploys effective discipline strategies that enable a positive and productive learning environment	1	
Learners responses to one another and to the trainer demonstrate good levels of respect	1	
Learners are given encouragement and praise.	1	
Session demonstrates an adequate response to learners' learning needs (including additional support needs) and personal (ethnicity, age, gender, domicile issues) circumstances.	1	
Overall grade	**1**	

Grading	**Grade given**
SESSION PLANNING	1
DELIVERY	1
LEARNING EXPERIENCE FOR CHILDREN	
LEARNING EXPERIENCE FOR PARENTS/CARERS (FAMILY LEARNING)	
LEARNING EXPERIENCE FOR PARENTS/CARERS (ADULT/ACCREDITED LEARNING)	1
Overall Grade	**1**

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GRADE CRITERIA

Grade 1 - Outstanding

- Training is consistently challenging for learners and activities match exceptionally closely to learner needs
- Trainers promote exceptional working relationships that inspire highly interactive learning
- Trainers use materials, activities and language extremely successfully to promote positive values of diversity
- Trainers have very high levels of subject and vocational expertise and communicate this with outstanding clarity and passion
- Trainers use questioning extremely effectively to stimulate learners thinking, engage them in learning activities and check understanding and progress
- Assessment activities are extremely rigorous and very well organised
- Trainers give clear and constructive feedback so that learners know exactly how well they are doing, and what they need to improve their work
- Session planning and execution demonstrates a comprehensive understanding of, and positive response to learners learning needs and additional support and personal circumstances
- Trainers create highly effective opportunities for learners to develop their skills (Literacy, Numeracy , Language)
- Trainers use resources in a highly innovative and creative way to promote effective learning
- Learners progress is significantly better than expected