Briefing: Introducing you to the Outcomes Star™ core training offer

For organisations using or considering the Outcomes Star™

Triangle offers Outcomes Star training remotely, using a video platform as well as face to face. This guidance is intended to help organisations understand the benefits and requirements for both forms of delivery and decide which will be most effective for them.

It covers:

- An overview of the course content and delivery methods
- What your organisation and training participants need to have in place to participate effectively
- What your organisation and training participants can expect from Triangle
- Safeguards and expectations in terms of health and safety

Training content overview:

The core training course will be delivered over 6 hrs (not including lunch break). It comprises 5 sessions plus an introduction; these are:

- Introduction to the training
- Introduction to the Outcomes Star
- Using the Outcomes Star with service users
- Action planning using the Outcomes Star
- Recording, understanding and using Star data
- Checking the learning and next steps

Each session is delivered using a variety of learning styles and participants will have the opportunity to practice using a Star, engage in discussions and small group work to explore Star use as relevant to your services and sector.

It is a participatory training package and materials will be provided, either electronically or in hard copy to the organisation.

Remote training – an overview

- We can train up to 12 workers and managers remotely in the Outcomes Star core course 'in house'. We also offer some dates for Open training for individual workers
- We assume that all participants are in different locations (e.g. working from home) and have individual devices. We recommend that participants have access to desktops or

laptops for the best learning experience. Mobile phones are not suitable devices from which to access this training.

- All participants need:
    - o A webcam (built in or plugged in). We have found that participants get the most out of the training if they have a camera as it helps them to engage interactively with the training (it is possible without a webcam but **speak to us in advance** if any participants don't have one)
    - o A device that enables them to hear and be heard without interference and, where necessary, that eliminates background noise. (e.g. if working in an office space)
    - o To be reasonably confident using IT and to download Zoom or your organisation's preferred video platform before the start of the day. Guidance is provided at the beginning of the day
    - o An adequate internet connection. This is important to check in advance, especially if people are home-working and if there is heavy internet traffic. The minimum broadband speed for robust Zoom sessions for example is 3.0Mbps (up/ down load) (https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux). A broadband speed checker can be found here: https://www.broadbandspeedchecker.co.uk/

    (Please note: We cannot deliver to participants who are sharing standard devices. (i.e. personal desktops, laptops or tablets)
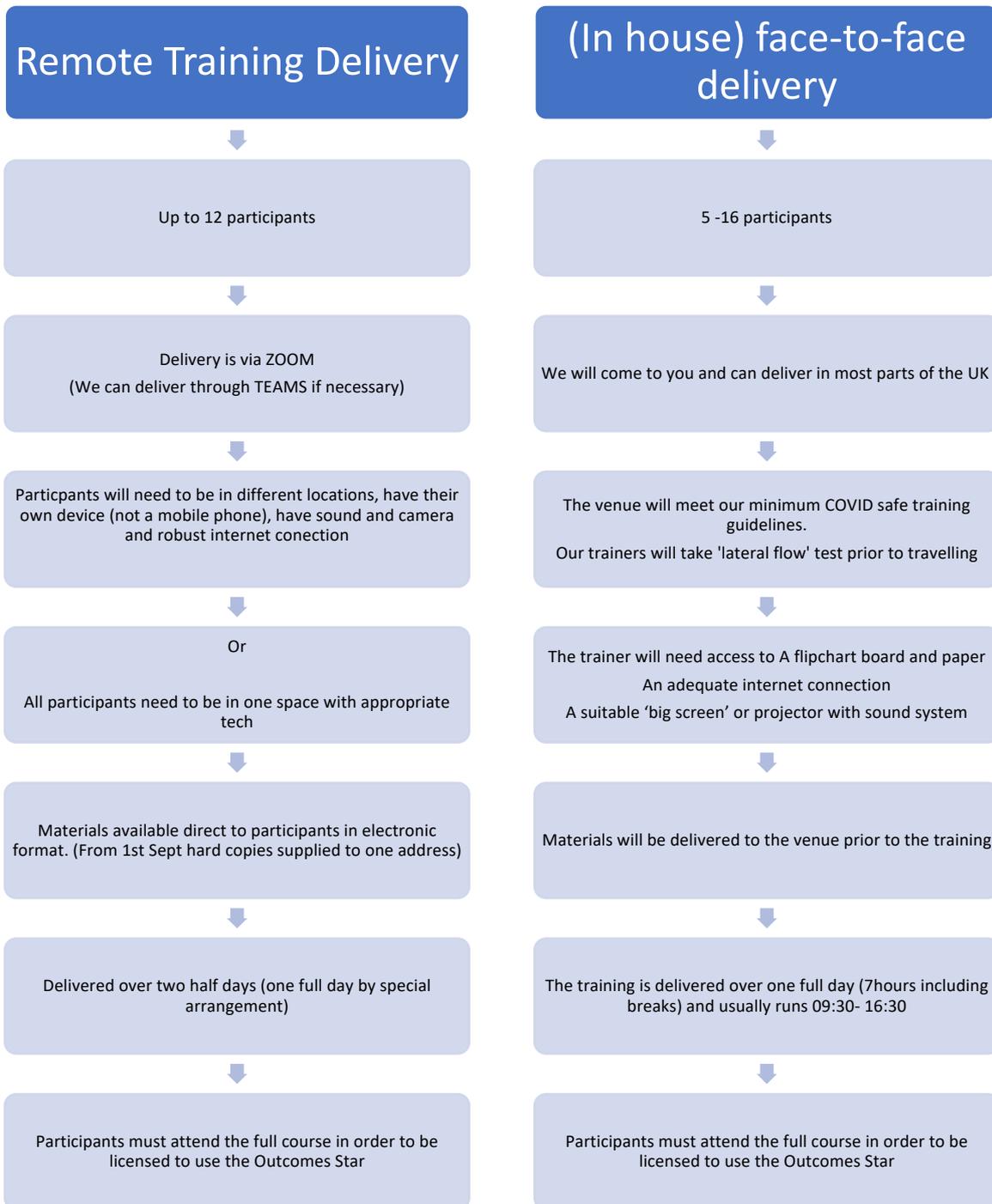
- We can deliver the training remotely to a whole team working in one room as long as the following apply:
    - o There is a suitable 'big screen' and sound system in place. The sound system will need to be sufficient to allow the trainer to hear individual participants as well as for participants to be able to hear the trainer
    - o We will require a manager, senior practitioner or other nominated person to be present and to support facilitation of the training
    - o As part of the pre-training call the trainer will trial the equipment in situ, to make sure that the quality of the training will not be impacted on the day

- At Triangle we use the platform 'ZOOM' platform as we find this provides the best learning experience. Where necessary we can also use TEAMS if ZOOM is not accessible to your organisation.
- We provide all materials, evaluation and follow-up. Star materials in printed format (hard copies) will be delivered by courier or post to one address. Your organisation will be responsible for making sure that each participant receives copies in advance of the training. We will also provide electronic copies to each participant.
- Remote training is delivered in two half days, although we are able to deliver over one full day if necessary.
- It is vital that participants attend all of the course in order to be licensed to use the Star with your service users. If workers miss the training or part of the training they will need to re-book on one of our open courses for which there will be an additional charge.

- Please note that we are not able to record training.

Face-to-face training – an overview

- We can train groups of 5 – 16 workers and managers in the Outcomes Star core course 'in house'
- We can deliver to most locations across the UK
- The training is delivered over one full day (7 hours including breaks) and usually runs 09:30- 16:30
- We will expect the host venue/ organisation to meet the minimum requirements of our COVID Safe training guidelines (please see Page 5)
- We will follow our COVID Safe training guidelines (please see Page 5)
- If trainers are unable to travel due to COVID-19 (such as if they are self-isolating or ill) we will do our best to provide another trainer. If this is not possible we will re-schedule the training or provide the training through a remote platform
- The trainer will need access to:
    - A flipchart board and paper
    - An adequate internet connection
    - A suitable 'big screen' or projector with a sound system
- We provide all materials, evaluation and follow-up. These will be delivered by courier or post in advance of the training
- It is vital that participants attend all of the course in order to be licensed to use the Star with your service users. If workers miss the training or part of the training they will need to re-book on one of our open courses for which there will be an additional charge
- Trainer travel and subsistence expenses will be charged in addition to the course costs

In summary

Remote Training Delivery	(In house) face-to-face delivery
Up to 12 participants	5 -16 participants
Delivery is via ZOOM (We can deliver through TEAMS if necessary)	We will come to you and can deliver in most parts of the UK
Particpants will need to be in different locations, have their own device (not a mobile phone), have sound and camera and robust internet conection	The venue will meet our minimum COVID safe training guidelines. Our trainers will take 'lateral flow' test prior to travelling
Or All participants need to be in one space with appropriate tech	The trainer will need access to A flipchart board and paper An adequate internet connection A suitable 'big screen' or projector with sound system
Materials available direct to participants in electronic format. (From 1st Sept hard copies supplied to one address)	Materials will be delivered to the venue prior to the training
Delivered over two half days (one full day by special arrangement)	The training is delivered over one full day (7hours including breaks) and usually runs 09:30- 16:30
Participants must attend the full course in order to be licensed to use the Outcomes Star	Participants must attend the full course in order to be licensed to use the Outcomes Star

Our COVID safe training guidelines

We are committed to ensuring that our staff and training participants feel comfortable whilst taking part in Outcomes Star training.

This means there are some things we will ask of you when hosting our training and of course some important things you can expect from us, this includes:

What we ask of you

- We will ask you to provide a well ventilated room, with windows, large enough to accommodate the training group and allow participants to move around and sit suitably distanced from each other
- We expect that enhanced cleaning in all public areas (i.e. areas that our trainer will access) takes place
- We will ask that you provide suitable hand-washing facilities in the building as well as hand sanitiser in the training room
- We will expect all participants to wash or sanitise their hands at regular intervals

IMPORTANT, please note: If, when the trainer arrives at the venue, they don't feel that it meets the required standards and do not feel safe to continue, they may request that the venue is changed / upgraded to meet the guidelines or, if this is not possible, to postpone training. The trainer will contact our office and work with you to resolve any issues.

What you can expect from us

- We will take a register and ask people to provide their full name and a contact email address
- Our trainer will respect the COVID safe policies in place at your venue. (Please note it will not be possible for our trainers to wear a face mask throughout the training)
- Our trainer will undertake a lateral flow test on the day before the training and report any positive tests to NHS Track and Trace immediately and isolate in accordance to current guidelines
- We will continue to monitor all of the latest Government advice and make changes to our operation wherever appropriate