

Introduction to Outcomes Star™ Core Training

For organisations using or considering the Outcomes Star™

Triangle offers Outcomes Star training remotely or face to face. This introduction sets out the benefits and requirements for both forms of delivery to support organisations in deciding which will be most effective for them.

It covers:

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

1 Training content overview

The core training course consists of an introduction, followed by four sessions.

Our training delivery caters for different learning styles and learners will have the opportunity to practise completing a Star, engage in discussions and small group work to explore Star use relevant to your services and sector.

To ensure accessibility during the training, we consider the needs of all learners to meet their needs to the best of our abilities.

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

Duration: 6 hours learning content

Sessions:

1. Introduction to the Outcomes Star
2. Using the Outcomes Star with service users
3. Action-planning and using the Outcomes Star
4. Checking the learning and next steps

2 Remote training overview

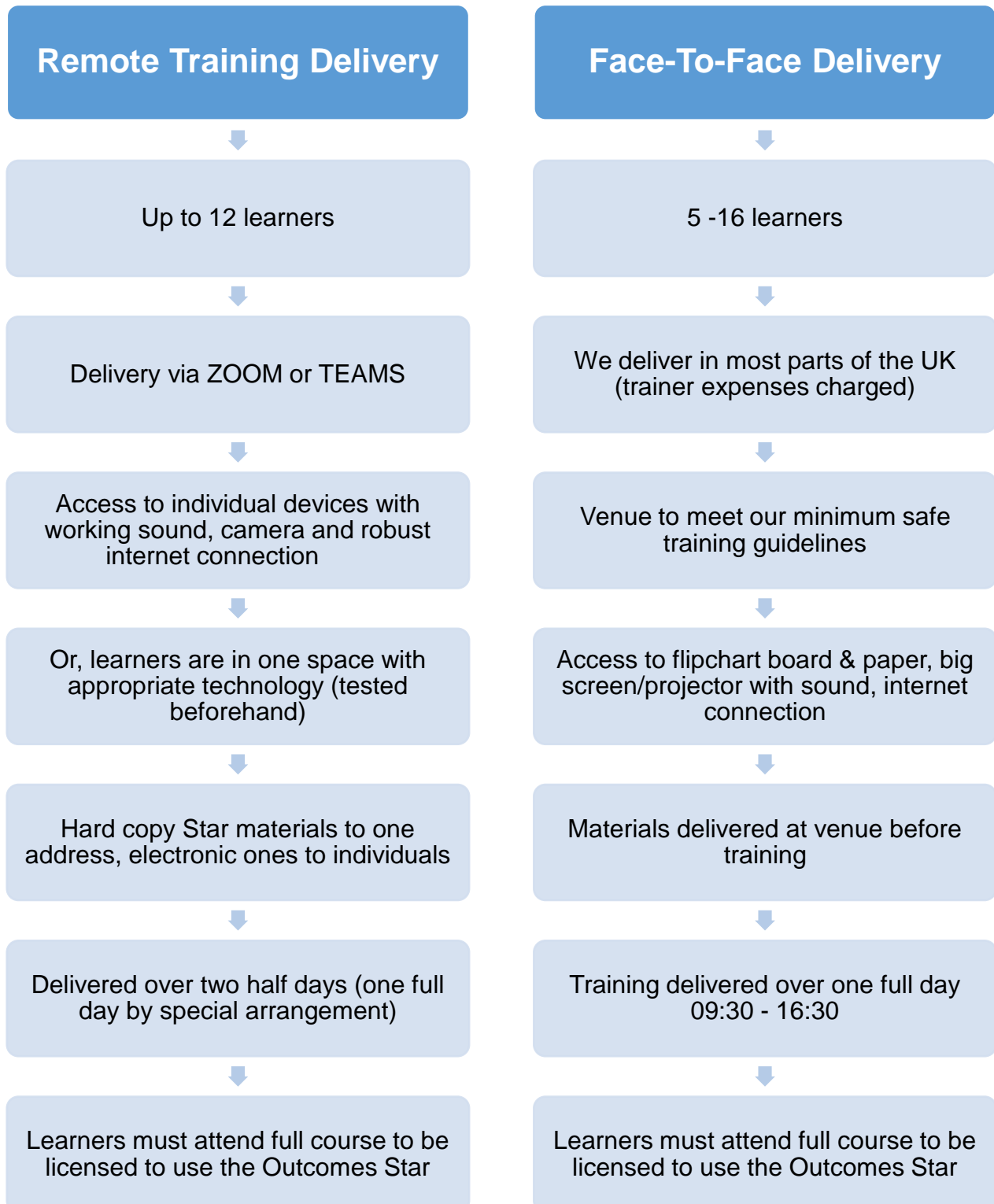
- We train groups of 4 - 12 learners remotely in the Outcomes Star core course 'in house'.
- We also offer a timetable for Open training sessions for individual practitioners.
- We assume that all learners have access to their own individual devices and are working from home or are in separate locations. We recommend that learners use desktops or laptops for the best learning experience. **Mobile phones** are not suitable devices from which to access this training.
- All learners need:
 - A webcam (built in or plugged in). We have found that learners 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 learners do not have one)
 - 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).
 - To be confident using IT and to download Zoom or Teams before the start of the day. Guidance is provided at the beginning of the day.
 - An adequate internet connection. This is important to check in advance, especially if people are home-working and if there is heavy internet traffic. Your internet connection should be at least 2.0Mbps to utilise all Teams features and 3.0Mbps for robust Zoom sessions. Check your broadband at <https://www.broadbandspeedchecker.co.uk/>
- We cannot deliver to learners 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 if the following apply:
 - 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 learners as well as for learners to be able to hear the trainer.
 - We will require a manager, senior practitioner, or other nominated person to be present and to support facilitation of the training.
 - 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.
- We provide all materials in printed format (hard copies) by courier or post to one address. Your organisation is responsible for ensuring that each participant receives copies before the training. We provide electronic copies to each participant.
- Remote training is delivered in two half days. This fits with best practice for online learning and will support your practitioners to retain more of the learning. If necessary, we can deliver, although we can deliver over one full day.

- It is vital that learners attend the full course to be licensed to use the Star with the people you support. If learners 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.

3 Face-to-face training overview

- We train groups of 5 - 16 learners in the Outcomes Star core course 'in house'.
- We deliver to most locations across the United Kingdom.
- Training is delivered over one full day and usually runs from 09.30am to 4.30pm.
- We will expect the host venue/ organisation to meet the minimum requirements of our Safe Training Guidelines (please see Page 5).
- We will follow our Safe Training Guidelines (please see Page 5).
- If trainers are unable to travel due to illness or other reason, 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:
 - Flipchart board and paper
 - Adequate internet connection
 - Suitable 'big screen' or projector with a sound system
 - HDMI cable
- We provide all Star materials, which are delivered by courier or post in advance of the training.
- It is vital that learners attend the full course to be licensed to use the Star with the people you support. 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.

4 In summary



5 Our safe training guidelines

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

This means there are certain things we will ask of you when hosting our training and of course some important things you can expect from us.

What we ask of you

- We will ask you to provide a well-ventilated room, with windows, which is large enough to accommodate the training group and allows learners to move around and sit suitably distanced from each other.
- We expect that the training area and all areas our trainer will access is clean and meets health and safety guidelines.
- We will ask that you provide suitable hand-washing facilities in the building.
- We will expect all learners to observe health and safety guidelines.

IMPORTANT, please note: When the trainer arrives at the venue, if they do not feel it meets the required standards and they 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 health and safety policies in place at your venue. (Please note, however, that it will not be possible for our trainers to wear a face mask throughout the training).

6 Questions and support

If you have any questions about Outcomes Star training, please contact us on info@triangleconsulting.co.uk or 0207 272 8765.

For more information about the Outcomes Star, visit our website www.outcomesstar.org.uk.