

Dear Training Team,

You can help by providing us the information we need to support your work and to assure quality. Please note, most of the following procedures are not new, however many trainers are unaware of them.

Planning:

When planning your workshops use the following documents to guide your decisions,

- Workshop Planner,
- Shared Workshop Guide,
- Quick Start Guide with number ratios.

At the end of Day Two:

Take time to debrief with your co-trainers, review your learning goals, and make a note of what you want to improve for next time. Your workshop report offers some questions to guide and support your conversation. There is a template of a learning portfolio in your member area on the website.

Complete your workshop report. All trainers are expected to contribute to the report in meaningful ways. Take the time to be sure your report is legible and accurate. We rely on the information you provide. If circumstances dictate the need for a private report please do so with a clear description of the situation.

Copy and Submit:

Copy your reports and participant feedback forms and then submit them within 6-weeks of the workshop date. If you are in a system in which someone else submits your reports and feedback forms you are accountable for the contents and copies.

Workshop Credit:

You receive credit for workshops and answers to your questions for workshops received within the 6-week timeframe.

You receive credit for workshops submitted beyond the 6-week timeframe, however your questions will not be answered.

You will not receive credit for workshops submitted 12-months after the workshop date unless there are exceptional circumstances noted on the report.

You are responsible for tracking your progress along the landscape from Provisional to Registered, to Master and beyond.

Provisional to Registered: you have delivered all workgroup tasks 2.1-3.10 and 4.9, this usually happens in three to five workshops. It is strongly recommended that you deliver all of the workgroup tasks in a non-shared workgroup at least once during your provisional period, and many times thereafter.

NOTE: Do not submit this or the next page with your report.

Registered to Master: In 10 or more workshops you have delivered and mastered all workshop tasks.

Quality Assurance

When the press of circumstances takes you out of standard, let us know what happened, who made the decisions, and why. This information in your report helps us to determine credit and allows the Reader to turn around feedback efficiently.

For example: You will likely receive credit when you note in your report that you had 18 participants registered, 6 of whom showed up, and you decided to go ahead because they and you travelled to get to the workshop. When this detail is not in your report, credit is *held pending response*.

Credit held pending response

In order to make accurate and timely decisions and to provide supportive feedback, we need to read about the press of circumstances in your workshop report. When we do not, credit is automatically *held pending response*. This extra layer of information gathering significantly impacts timely Reader turn-around.

The following are common reasons that workshops are held pending response:

- Your report is unclear or unreadable (especially who did which task),
- We do not receive your report and feedback forms at the same time,
- Your trainer/participant ratio is out of standard, for example 7 trainers and 12 participants,
- Your participant numbers are outside the minimum of 8 and the maximum of 45,
- You delivered the workshop outside of standard procedures, and
- You delivered a non-standard and unapproved workshop for example, without one trainer, or on non-consecutive days.

When credit is *held pending response* you will receive a request for information with a specific timescale for your reply. Upon receiving the necessary information the Reader will review, determine credit, and advise all trainers of the outcome.

Trainer status can be suspended pending the outcome of a Quality Assurance enquiry. We advise the trainer of the suspension immediately and resolution of the matter is a priority.

We need your help

The reader team strives to be timely, consistent, fair, and flexible. We count on your support to complete and submit a clear, legible, detailed, and accurate workshop report. We are all dedicated to creating suicide-safer communities and working together brings us closer to reality.

Kind Regards,

The Quality Assurance Reader Team

NOTE: Do not submit this or the previous page with your report.