

DOCUMENT CONTROL	
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INTRODUCTION

Training is a fundamental aspect of quality assurance for CISV because it helps prepare and equip volunteers and participants for their important roles and responsibilities. Well-trained people are very important to CISV. They make CISV a healthy organization able to provide a safe environment and a high level of educational experience for programme participants.

DEFINITIONS

CISV International training: any training delivered by or on behalf of CISV International. CISV International trainings may be delivered 1) at Regional Training Forums, 2) for and upon request from National Associations outside Regional Training Forums, and 3) partly or fully online.

Regional Training Forum (RTF): event held in CISV's regions which offers common and specific trainings for CISVers on a variety of topics.

Training curriculum: a training curriculum defines the goals and indicators the training aims to achieve, and includes the main headings of the training content.

Training material: approved training sessions and handouts that are written down, or documented in another way; e.g. video, audio recording. Approved training material provides the trainer with detailed instructions for delivering the content outlined in a training curriculum.

TTT (Train-the-Trainer): a Train-the-Trainer course which focuses on training methodology applicable across CISV.

CISV International trainer: a CISV International trainer is a person who

- 1) holds a valid TTT certification
- 2) is approved by the relevant Regional Coordinator (ReCo) to be qualified in their respective area (e.g. one or several educational programmes, chapter development, risk management, etc.)
- 3) is a member of a Regional Delivery Team or Committee

See Procedure 1 for details on the certification process and Procedure 2 regarding appointment of trainers.

TTT trainer: TTT trainers are certified trainers who have been selected for their knowledge and experience on training methodology and are qualified to deliver TTTs.

POLICY

CISV International is committed to developing and delivering consistent and high-quality training in order to equip CISVers with the attitudes, skills and knowledge they need to fulfil their roles in CISV. To this end, CISV International has established quality standards to be followed and reflected by the training.

Scope of the Training Policy

The standards outlined in this policy apply to all CISV International trainings as defined above. Virtual trainings follow different quality standards. All CISV International trainings, regardless of the delivery method, must be in line with the principles set out in this policy.

Note that National Associations (NAs) often deliver trainings as part of their operations. NAs are encouraged to put in place similar quality standards, but CISV International does not prescribe exact training practice for its NAs. NAs are responsible for developing and delivering their trainings.

Minimum Quality Standards for CISV International Trainings

All CISV International trainings must comply with the following quality standards developed and monitored by the Training and Quality Assurance Committee (TQAC).

- 1) Content: mandatory training content as defined in the relevant training curricula must be followed.
- 2) Trainers: in each training at least one trainer must be certified (TTT and specific content area). A second, non-certified trainer is allowed if the person is knowledgeable in the content area.
- 3) Training materials: trainers are required to deliver their training based on approved training material, where available. It is up to the trainers to adjust each training to the needs of the specific group of trainees and the dynamics of a specific training. The continuous improvement of training materials in each area depends on the cooperation between the relevant trainers, ReCos, and Committee. Official training material is available at <https://cisv.org/resources/training/planning-training/>.
See Procedure 3 for further details.
- 4) Methodology: trainers must use methodology consistent with the training methodology outlined in the TTT curriculum and materials.
- 5) Trainees number: to guarantee high quality training, groups must be made of 8 to 24 trainees.

- a. Groups of 8-11 trainees shall have 1 trainer
- b. Groups of 12-24 trainees shall have 2 trainers.

Exceptions can be asked for by submitting a written request to training.quality.assurance@cisv.org at least seven weeks before the training is due to take place. The request must explain:

- why the training should take place with less than 8 trainees,
- that all efforts have been carried out to recruit more trainees,
- that all efforts will be carried out to recruit more trainees if exception is granted.

- 6) Duration: the length of the training has to be appropriate to the amount of content to be covered. All trainings delivered at Regional Training Forums run for at least 25 hours.
- 7) Forums: CISV International prioritises the delivery of training through Regional Training Forums. To assist NAs, CISV International may, upon request, agree to deliver training outside of RTFs if human resources are available and the training has minimal impact on the success of RTFs. See Procedure 5 for details.
- 8) Evaluation: All CISV International trainings must be evaluated in accordance with the approved CISV International evaluation procedures available at <https://cisv.org/resources/training/find-international-training/>.

Monitoring

The TQAC works with all relevant Committees, ReCos, and other stakeholders to monitor training quality in accordance with the above training quality standards, the below procedures, the Regional Training Forum Hosting Guide, and the relevant Terms of Reference.

PROCEDURES

1. TTT Certification and Recertification

The certification and recertification of CISVers is an important mechanism to ensure consistency and high quality across key areas of responsibility in CISV. Certification and recertification follow the procedures outlined below and apply to the specified work areas. The person who receives certification or recertification is referred to as certificant or recertificant.

People required to hold a CISV International certification

- CISV International trainer
- CISV risk management officials (i.e. Local, National and Regional Risk Managers)

How to obtain a CISV International certification

Initial certification is obtained through training in the relevant area.

Work area	TTT	Risk Management
Standard for receiving certification	Active and appropriate participation in the full in-person TTT training.	Active and appropriate participation in the full in-person risk management training, including the submission of a risk management plan.
Assessment	TTT trainer assesses that the certificant has actively participated in the full in-person training and can be expected to deliver future high-quality trainings independently.	Risk management trainer assesses that the certificant has actively participated in the full in-person training and that the submitted risk management plan meets the required standards.
Certification	Printed TTT certificate, awarded by trainer at the end of the training.	Printed risk management certificate, awarded by trainer at the end of the training.

Validity of the certification

CISV International certifications are valid for three full years following the year of the in-person certification and will expire on 31 December unless the person recertifies.

Example: If you were certified in April 2018, your certification will expire on 31 December 2021.

Recertification

Online recertifications are carried out in the last quarter of every year by the Regional Coordinator and their Managers. The recertification process is advertised and CISVers whose certification will expire in that year are contacted.

If someone whose certification is about to expire does not take the opportunity to recertify or fails the recertification, a new opportunity will be available the following year. After that, recertification is no longer possible and an in-person training is mandatory to obtain the initial certification.

Recertification is valid for two years. An individual may recertify online only twice. After that, attendance at an in-person training is mandatory to obtain a new initial certification.

Example: If you recertify in late 2018, then your certification is valid until 31 December 2020. You could then recertify one more time in 2020, which would give you valid certification until 31 December 2022. On 1 January 2023, your certificate finally expires and your only option is to go back to an in-person training to get the initial certification.

Recertification exceptions

In some cases, CISVers may be exempt from requiring a recertification, if their knowledge of the work area is up to date. These cases are:

- when a CISV International trainer delivers a training, the trainer is awarded the certification
- when a CISV International trainer helps deliver the recertification training, the trainer is awarded the recertification

Interim TTT Certificate

When a CISV International trainer's TTT certification has expired, all efforts should be made to find an alternative trainer to deliver trainings. However, if the relevant ReCo believes that an exception should be granted, an Interim Certificate, valid for one year, can be requested to the TQAC.

The request must be sent to training.quality.assurance@cisv.org at least three months before the planned training dates. The request must include:

- the reason why the exception is being requested,
- the confirmation that no other trainer is available to deliver the training in question
- a statement, backed by evidence, that the trainer in question is in good standing; e.g. list of recent training delivered, training evaluation, etc

The TQAC will examine the request and seek to reply within two weeks with a decision. The Training ReCo of the relevant region will be copied in the reply.

Monitoring of the validity of certificates

CISV International maintains a database of certified individuals and respective certifications validity. This information is available to members of CISV International Committees and Regional

Delivery Teams, as well as to officials of all National Associations and Promotional Associations at [this intranet link](#).

TTT certificates: in every Regional Delivery Team, ReCos are responsible for making sure that all trainers have valid TTT certifications.

Risk management certificates: The Risk Management community distributes responsibility as follows:

Monitoring entity / person	Certificate holder
International Risk Manager	All Regional Risk Managers
Regional Risk Manager	Member of the relevant Regional Delivery Team
National and Promotional Association	Local and National Risk Managers

Sanctions for non-certified National / Local Risk Managers

National and Promotional Associations without certified National Risk Managers have begun to face sanctions in 2019.

National and Promotional Associations without certified Local Risk Managers will begin to face sanctions in 2020.

If a NA/PA did not have a certified National Risk Manager registered in the CISV International Directories on 1 May 2019, the NA will not receive any Programme invitations for the following year, other than the Programmes that will be hosted. If there is still no Risk Manager in place by 1 May 2020, the NA will not participate or host in the following year.

If a Chapter does not have a certified Local Risk Manager registered on the CISV International Directories on 1 May 2020, the NA's Round One invitations for the following year will be reduced proportionally based on the number of chapters within the NA. The minimum reduction is 10%.

Example: NA has 20 chapters, 1 chapter does not have a certified Local Risk Manager on 1 May 2020. Round One invitations for 2021 will be reduced by 10% even though 1/20 chapters represents 5%. If 4 chapters do not have a Certified Local Risk Manager on 1 May 2020, invitations for 2021 will be reduced by 20% (4/20 chapters = 20%).

If there is still no certified Local Risk Manager in place by 1 May 2021, the reduction will continue and CISV International will review the National Association's hosting plan for the following year.

2. Appointing CISV International Trainers

CISV International Trainers are appointed by the ReCo of the relevant Region.

Example: a Step Up trainer in the Asia Pacific Region is appointed by the Asia Pacific Educational Programmes Regional Coordinator.

Appropriate trainers in the relevant Regional Delivery Team are to be appointed to deliver training on behalf of CISV International. Exceptions can be made by the relevant ReCo together with the relevant Manager only to address a particular unforeseen circumstance. TQAC must be notified about the exception.

3. Approving Training Materials

CISV International collects, quality checks, and publishes written training materials. The purpose of CISV’s training materials is to support all CISV trainers by enabling them to deliver training which

- is consistent with CISV’s mission and educational approach,
- is consistently high-quality, regardless of the place it is delivered and of the trainer,
- conveys up to date, correct, and easily accessible information and instructions.

CISV International trainers are encouraged to develop and use new high-quality training materials. When new training material is used in a CISV International training, the trainers are required to submit their training sessions and/or handouts, etc. All required information regarding how to submit training materials is available at <https://cisv.org/resources/training/planning-training/>

TQAC will ensure that training material undergoes a quality management process based on published quality criteria. TQAC will seek expert advice on any specific training content from the relevant Committee before publishing new training material.

In order to be approved, training material must be checked against the four criteria listed below. These criteria are the basis for the Minimum Quality Standard number 3 (above in the document). The four criteria are numbered as a checklist to help the relevant individuals and teams to review materials systematically.

1. Training materials are aligned with CISV’s educational approach and principles (internal consistency)	Check if the material reviewed fulfils the criterion
1.1 Training materials must be inclusive and respectful of CISV’s diverse and multi-cultural audiences.	
1.2 Each training session is designed to address one or several specified training goal(s) and ASK indicator(s). These goals and indicators guide the session and provide one important measuring criterion for its evaluation.	
1.3 Training sessions apply the “learning by doing” approach (experiential learning) to the appropriate extent; e.g. all trainers must find a way to train on relevant rules and policy in an engaging and effective way, however, this may involve the need to memorize some facts, which may not be seen as a usual part of experiential learning.	

1.4 Training sessions use a theme taken from a Content Area where appropriate.

1.5 Training materials packages provide trainers with necessary additional information and guidance that is not covered by training sessions; e.g. an introduction letter to the package, the relevant training curriculum, a link to the pre-training questionnaire, trainer tips, etc.

1.6 Training materials packages provide guidance on how trainers should evaluate training in multiple ways and moments. Individual sessions must be evaluated but this may also take place mid-way or at the end of the training in order to fit with the plan of how the training as a whole is evaluated with participants.

1.7 The Training materials package covers all indicators and elements of the relevant training curriculum.

1.8 The Training materials package connects individual training sessions so the whole training builds on individual sessions. The overall duration of the training, as described in the training materials package, must be in line with the Training Policy and the RTF Hosting Guide.

2. Training materials give trainers flexibility

2.1 Training materials must give trainers flexibility to adjust to the specifics of the training group and group dynamics. Flexibility can be achieved in different ways; e.g. within one training session there can be various delivery options, a training materials package can provide a choice of different training sessions to train on one topic.

2.2 Training materials packages must accommodate different time requirements; e.g. trainers who deliver their training at an RTF may have more time available than those who deliver the training in their chapter or NA. Training materials should give trainers options for how to deliver a short or a long version of a session and the training as a whole.

3. Training materials are presented in the most accessible way possible and using the relevant templates

3.1 Training materials must follow CISV brand guidelines. See: http://www.cisv.org/assets/Looking_Good_CISVs_Brand_Guidelines
Training sessions and slides must be based on CISV templates. In training session templates, all fields have to be completed and any instructions that are intended only for the writer of the training session have to be deleted. When slides are used, the detailed speaker's notes should be in the slides, not in the training session template.

3.2 Training materials must be written in simple and accessible language. Where appropriate, abstract concepts can be introduced as long as they

are explained clearly. How they can be transferred from paper to practice must be clearly explained.

3.3 Where necessary, additional materials and resources must be provided in the training materials. Alternatively, a link must be provided. Ideally, additional resources are easily accessible within CISV; e.g. on www.cisv.org or in print. CISV official information should not be duplicated in training sessions, a link should be provided. Reference should be made to specific pages or sections so that they are easily found. Additional reference information should be included in a training session; e.g. as an appendix. Where necessary, it can be provided as an additional document in the training materials package.

3.4 Whenever ideas of others are used, training sessions must acknowledge that. Readers should be able to follow up on and read more based on the references (e.g. books, articles, web pages, etc) provided in the training session.

3.5 Where language conventions are in place, they have to be followed; e.g. the training audience is identified as ‘trainees’ rather than ‘participants’ because the latter term is generally associated with programme participation in CISV.

3.6 Timestamps should be avoided whenever possible to avoid unnecessary quick ageing of training material.

4. Training materials are up to date

Note: All training materials are reviewed every year; the process is led by the relevant manager, with support from the relevant Committee and Regional Delivery Teams.

4. Suggesting and approving a new CISV International Training

CISV International offers a range of trainings in order to meet the needs of the volunteers and those of the organization as a whole. As needs change, trainings are updated, some may be discontinued, while others are added .

If you wish to suggest a new CISV International Training, please provide the Training and Quality Assurance Committee with the necessary information by completing [this online form](#).

TQAC will assess and make comments on the proposal and arrange a virtual meeting with the submitter to discuss further. If TQAC is satisfied with the proposal and the suggestion is approved, the new training will be fully developed with the relevant Committee. Any new CISV International training requires approval by the TQAC.

5. Procedure for National Associations Requesting a CISV International Training outside an RTF

CISV National Associations are entitled to request training to be delivered by CISV International outside of an RTF provided that they can demonstrate that their needs are not met by the RTFs offered. Requests for training outside an RTF must be submitted using [this online form](#), provided that a sufficient number of trainees has been identified.

The request must be submitted at least sixteen weeks prior to the expected training date by a member or an official of a CISV NA or Chapter. The request must be supported by a National Secretary or President.

The relevant Regional Training Coordinator consults with the ReCo responsible for the training requested and decides if the training can be delivered. The requested training can be approved if:

- 1) any anticipated negative impact of the training on RTFs offered in the region will be reasonably minor; and
- 2) the respective Regional Delivery Team has sufficient capacity to deliver the requested training in addition to the trainings scheduled as part of RTFs.

If the request is granted, the following conditions apply:

- 1) The NA requesting the training will cover all expenses associated with the training, including travel and accommodation of the trainer (to be discussed directly between the trainer and the NA)
- 2) The NA requesting the training will be responsible for all necessary logistics, and for complying with CISV Risk Management Guidelines
- 3) All minimum quality standards for CISV International trainings set out in the Training Policy must be followed.