

TRAINERS REFERENCE MANUAL

Table of Contents

INTRODUCTION	2
OBJECTIVE:.....	2
SCOPE:.....	2
1. INTAKE PREPARATION.....	3
2. ORIENTATION DURING INTAKE	3
3. TRAINING.....	3
3.1 CATS.....	3
3.2 Handouts.....	4
3.3 Practical.....	4
3.4 Basic Life Support Course	4
4. INTERNSHIP PREPARATION	5
4.1 Internship Orientation Day	5
5. INTERNSHIP PERIOD	5
6. REVISION WEEK.....	6
7. EXAMINATION WEEK.....	6
8. FAREWELL DAY/SESSION.....	6

INTRODUCTION:

Welcome to the Trainers' Manual for Training at Care 360! This comprehensive manual is designed to provide trainers with valuable guidance and resources to effectively deliver the training. Whether you are a seasoned trainer or new to the role, this manual will serve as an essential companion, equipping you with the necessary tools to facilitate the professional development of our students.

OBJECTIVE:

The primary objective of this manual is to ensure that trainers at Care 360 have a standardized framework to deliver training. By adhering to the guidelines and principles outlined within this manual, trainers will have the opportunity to create an engaging and supportive learning environment that promotes the acquisition of knowledge, skills, and competencies required for success in the caregiver. Ultimately, we aim to produce competent and compassionate caregiver professionals who will make a positive impact on patient care.

SCOPE:

This manual covers the guidelines to be effected and implemented in the life cycle of training of a class from before the date of intake to the point where trainees finish their exams.

While this manual serves as a valuable resource for trainers, it is important to note that it does not replace your expertise and experience as a healthcare professional. Rather, it aims to complement your knowledge and provide a framework to enhance your instructional abilities. As a trainer, your unique insights and real-world experiences are invaluable in creating a meaningful and impactful learning experience for our students.

We encourage you to use this manual as a reference and adapt the content to suit the specific needs of your training sessions. The healthcare landscape is continuously evolving, and as trainers, it is our responsibility to stay updated with the latest advancements and best practices. Therefore, we welcome your feedback and suggestions for improving this manual so that it remains a relevant and valuable resource for all trainers at Care 360.

1. INTAKE PREPARATION

The following **MUST** be completed at least 5 days before the intake date to prepare for an approaching intake.

- Trainer: Preparing and sharing a new entry exam for printing with Data personnel. Communication, critical thinking, and attitude are all covered in the admission test. The admission tests have a pass value of 80%.
- Trainer: From the Sales team, confirm the total number of trainees planned to enroll.
- Trainer: Confirm that the intake paperwork has been printed and that all preparations have been completed and finalized by the Friday before the intake.

2. ORIENTATION DURING INTAKE

The orientation day/session should be run by the trainer. He/she will guide other speakers and presentation of the orientation.

- Trainer: Welcome message to the trainees and share the orientation program with them.
- Trainer: Issuance, marking, and return of the entry tests, also ensuring to maintain a record of attendance.
- IT department: Admission paperwork.
- IT department: Login link, Online registration, WhatsApp link.
- Finance department: Fee update method and link.
- Academic Dean: Intro on Care360 institutes and branches, both courses, TechSkills, Homecare 360, Partners, Registration fee
- Head of Care: Welcome message from the management, Discipline and dress code, internship placement, complaints channel,
- Trainer: Course outline, attendance, pass mark, start, and end time, channel of communication, choose class representatives, Q&A

3. TRAINING

3.1 CATS

- CATs must sum up to a total of no less than 6 CATs.
- CAT 3 to be set by the Head of Care and shared with the trainer on the day of examination.
- CAT 6, set by the Head of Care encompasses the entire content and is therefore likely to be lengthier than the preceding CATs.
- The trainer sets a new all the CATs.
- Phones, luggage, and reading materials are not permitted in the exam room.
- Invigilation must be done by at least two persons, preferably the trainer, and the Training Assistant.
- The pass mark for each individual CAT is set at 70%.
- If a trainee fails to meet the aforesaid pass mark, he or she will be allowed one retake no more than seven days after the first try, with the average of the initial CAT and the retake serving as the final mark for that CAT.
- The 6 CATs have a pass mark of 64% on average. A trainee who fails to meet the average will have the course extended by two weeks for revision before sitting for another CAT, which will be a retake CAT set by the trainer.
- The trainee will only begin the internship after being cleared by the trainer and the trainer is sure that they are a performing student in theory.
- Failure to meet the pass mark in this CAT retake results in the issuing of a certificate of attendance.
- All marks must be entered on the score sheet before the internship orientation day; no trainee may begin an internship with any CAT marks missing from the scoresheet.
- By the end of class, the trainer MUST upload to Google Drive via IT and Data personnel the CATs that were distributed to the class and their corresponding grading schemes.
- Exam malpractices will result to cancellation of the examination, and initiation of the disciplinary process as the examination policy.

3.2 Handouts

- Trainers should assess the handouts in a way that allows the trainer to determine whether or not the trainee has grasped the handout. Each class has ten handouts.

- Handouts can be in the form of a CAT or any other means permitted by the head of care.
- The pass mark for the handout is set at 80%.
- If a trainee fails to meet the aforesaid pass mark, he or she will be allowed only one retake within 7 days of the first attempt, and the average of the original and retake marks will be the final mark for that session.
- The average score (based on ten handouts) is set at 70%.
- All grades must be recorded on the score sheet before the internship orientation day.
- No trainee may be accepted for an internship if there are any missing handout marks on the scoresheet.
- By the end of class, the trainer MUST upload to Google Drive via IT and Data personnel the handouts that were distributed to the class and their corresponding grading schemes.
- Exam malpractices will result to cancellation of the examination, and initiation of the disciplinary process as the examination policy.

3.3 Practical

- The trainer will, in presence/absence of head of care, conduct a minimum of two internal practical exams at Week 4 and Week 7 of training. This is to be entered into the score sheet as well. How do we do this.
 - Inform trainees early in advance from the day of entry.
 - Set a practical assessment/scoring tool for the practical, advising you how to award the scores.
 - In week 4, send a list of the practical you have trained to the Head of Care,
 - The Head of Care will shuffle the practical against the students' names and send the allocated practical by Thursday week 4, and share to trainees too,
 - Conduct the practical exam the Deepali way, in Head of Care's presence or not, and score the trainees.
 - Give comprehensive feedback to the trainees at the end of the practical exam to the trainees.
 - Share the scores with the trainees.

3.4 Basic Life Support Course

- Trainer: By week 5, send the trainees the First Aid information Google form to fill out. Use the link provided below. <https://forms.gle/Ygh9LJVrXhCeVELK7>
- Trainer: Create BLS & Bloodborne Infections accounts on NHCPs for all trainees by week 7 of class. As a starting point, see the link below. [https://drive.google.com/file/d/1_NmYGdvaHyLNFQYkBCokjsyW2SDJin1u/view?usp=](https://drive.google.com/file/d/1_NmYGdvaHyLNFQYkBCokjsyW2SDJin1u/view?usp=sharing)
- Using the guide provided on Google Drive, instruct the trainees on account navigation and certificate upload. Use the link below as a reference. <https://docs.google.com/document/d/1wiflckBLM8Ns0pOKOYor6q5XLXt1A8oJ/edit?usp=sharing&oid=112393882670007193869&rtpof=true&sd=true>
- Trainees have 4 weeks to finish the course, download the certificate, and print it.
- Trainees are to submit their certificate for printing by the time they sit for exams, using the link below. <https://forms.gle/4n1u4VNT1kUrQFsU9>

4. INTERNSHIP PREPARATION

- Training Assistant: ALL documentation must be submitted to the IT department by the end of week three.
- Training Assistant: By week three of training, the trainer and training assistant must ensure that passport photos and uniform sizes have been taken.
- Internships must be booked by end of week 2 of training.
- The exam
- Head of Care: Confirm the readiness of hospitals to accommodate trainees at least 14 days before orientation day.

4.1 Internship Orientation Day

- Trainer: Facilitate the internship orientation day.
- Stock department: Issuance of school uniforms and name tags.
- IT department: Issuance of the clinical objective list, assessment forms, and updated letters.
- Trainer. Head of Care: Take them through the communication channels, discipline issues, missing duties, grooming, and assessment pass mark.

5. INTERNSHIP PERIOD

- For those doing both courses, the HSA internship will be 4 weeks, followed by a childcare internship of 2 weeks.
- For those only doing childcare course, the internship will be 4 weeks.
- Trainer: Confirm they have all reported to the internship on day 1.
- Trainer: Escort trainees on their first day, for the hospitals that demand that to happen, and in other special cases.
- Training: Schedule and conduct hospital visits as follow.
 - Week 1: Tag along students on reporting day, for the required hospitals.
: Plan for week 2 visits and share the schedule with Head of Care.
 - Week 2: Conduct physical hospital visits after booking the appointment with the nurse at least a day before the visit.
Every hospital visit MUST achieve all the following.
 - *Identify and address any challenges among trainees,*
 - *Provide updates on the internship and plan forward,*
 - *Assess the trainees' skill competence, with emphasis on vitals, insulin, oxygen administration, and NGT.*
 - *Gather feedback from the hospital management on the progress of the trainees and forthcoming placements.*
 - *Comment on the students' log book.*
 - Week 3: Conduct on-call follow-up with the nurses and student team leaders.
: Plan for week 4 visits and share the schedule with Head of Care.
 - Week 4: Conduct hospital assessments in all hospitals alongside the nurse.
 - The student MUST be cleared for assessment by the nurse,
 - The logbook must be fully filled,
 - Pass mark for internship assessment is 80%, failure to which the trainee will redo a 2- weeks internship in a different hospital.

- The student MUST sign the assessment form immediately after assessment,
- The original copy of the assessment form must be submitted to the school
- Recommendation letters are not mandatory.

6. REVISION WEEK

- On day 1 and day 2, collect all marked and stamped original assessment forms for filing.
- On day 1, shuffle and allocate the trainees' practical to do during their exam. (ONLY THOSE APPROVED BY THE IT DEPARTMENT)
- Trainer: confirm all trainee exam bookings with the finance department.
- Trainer/Assistant: Assist trainees in revising for both practical and theoretical exams via return demos, tablets, and revision problems.
- Trainer: Before the completion of revision week, communicate the test schedule as well as their practical with Deepali and other trainees.
- All exam-related communication MUST be through the Exam WhatsApp group.

7. EXAMINATION WEEK

- Training Assistant to conduct practical exams for all trainees and follow up on those who do not show up.
- Oversee the I-Care final exams while ensuring that no phones are allowed in the test room.
- Prepare confirmation letters for all trainees who took the exam, according to the IT department.
- The I-Care exam has a pass rate of 70%.
- If the trainee fails to meet the pass mark, he or she will be given the option of retaking the exam or receiving a certificate of attendance by writing to the finance department.
- Retakes of the I-Care exam cost KSh. 15,000.
- If the student fails the retest, the learner receives a certificate of attendance.
- All students MUST sign in during the ICare exam days.
- Exam malpractices will result to cancellation of the examination, and initiation of the disciplinary process as the examination policy.

8. FAREWELL DAY/SESSION

- This session will take place immediately following the final ICare exam.
- This session will be overseen by the Trainer.
- Training assistant: share confirmation letters to all trainees.
- Finance department: Inform trainees about the next certificate plan.
- Head of Care a farewell speech to the trainees, appreciation prizes, and gifting.
- Homecare Team: Gather information for use during interviews.