Standard Operating Process -Front-End User (Health worker/Counselor)Training

1. **Logistics of the training**

- Finalize the place of training
  - in-person
  - remotely
- In-person training - Identify the following
  - mode of transport
  - venue
  - accommodation(if overnight stay is required)
- Remote Training - Identify the channel which is most suitable for conducting the training
  - Zoom
  - Google meet.
- For in-person training additional logistics such as Projector, pens notepad etc.

2.Pre-training Evaluation (Points to keep in mind before planning a training session)

a. Scheduling of the date

- The date needs to be decided with concurrence with internal team members and the client.
- The application should be ready at least one day before conducting the training. Majority of application features should be completed and bugs should be fixed.

b. Trainees -

- Before planning the session it's important to understand the participants. It is useful to gather information regarding eg. their average age and qualification. This will help with making changes in standard curriculum and the agenda.

c. **Timings of the training**

- Time should be allocated as per the schedule. This needs to be checked with the client. If a full day training cannot be scheduled, the training can be conducted in two days and the schedule can be modified accordingly.
- Time allotment also depends on the qualification of the health workers. For HW with basic qualifications more time to be allotted for technical app training as well as scheduling of extra hands on practice sessions.

d. Understand the workflow of the project and modify the training accordingly.

3.Pre- training Checklist (Remote)

1. Link of the training to be generated and shared with the participants and point persons.
2. Tentative Agenda to be shared ahead of time with the participants and point person. Any changes can be made as per requirement.
3. Prepare registration sheet to gather the attendance
4. Role play and case studies to be translated and shared with participants.
5. Evaluation Checklist to be prepared(if required)
6. Feedback form to be prepared and kept.
7. Application testing to be completed by the Program team.
8. Training User IDs for the participants to be shared ahead of the training session.
9. Latest Login credentials and details to be taken from Technical team
10. Presentations to be used by all facilitators for training prepared and kept in one single folder.
11. Implementation Engineer to be assigned to the training.

Agenda Template of Training

Goal:

To develop knowledge base among field workers and counselors about functioning of project and standard operating procedures thereof, and to impart them with skills of uploading details of clients who are seeking advice.

Objectives:

At the end of the training, the participants will be able to

1. Tell the journey of the client
2. Tell SOPs of help line
3. Tell benefits of teleconsultation
4. Download app in their mobile/tablets
5. Take consent of client
6. Tell how will they maintain privacy and confidentiality
7. Upload information gathered from client
8. Connect clients to back end counselors/helpers
9. Demonstrate communication skills as per given checklist at role play situation
10. Demonstrate counseling skills as per given checklist at role play situation

Session Name	**Method**	**Time Suggested**	**Media**
Registration and assembly		30 mins	Registration google forms
Introduction and objectives	Lecture discussion	30 mins	Zoom
Workflow and SOPs	Lecture discussion	30 mins	Zoom
Download and set-up	Demonstration	30 mins	Zoom and mobiles of participants
Demonstration of app	Demonstration	1 hour	Zoom
Practice of upload	Practice	2-3 hours	Mobiles
Counselling	Lecture discussion	1 hour	Zoom
Communication	Lecture discussion	1 hour	Zoom
Role play	Role play- Participatory	1 hour	Zoom, check list
Learnings from role play		30 mins	Lecture discussion

<u>Standard Registration form</u> :- Template link

Ensure that it is made in google form and link sent to the participants to fill it.

<u>Standard Feedback form</u> :-

Feedback form is to be designed as per the scheduled session. This can be modified as per changes in the schedule.

<u>Standard Evaluation form</u> :-

Evaluation checklist can also be modified as per the schedule as well as the per the type of project.

<u>Post-Training Checklist</u>

1. Provide case studies to the participants to practice on.
2. Follow-up for the feedback form
3. Follow-up with participants for user support
4. Create a whats app group including the implementation engineer in-charge to ease the user support.
5. Analyse the feedback form and report