

QUALITY

ASSURANCE

PROJECT



Training of QA Trainers Instructor Manual



The Quality Assurance (QA) Project is funded by the U.S. Agency for International Development (USAID), under Contract Number HRN-C-00-96-90013. The QA Project serves countries eligible for USAID assistance, USAID Missions and Bureaus, and other agencies and nongovernmental organizations that cooperate with USAID. The QA Project team consists of prime contractor Center for Human Services; Joint Commission Resources, Inc.; and Johns Hopkins University (including the School of Hygiene and Public Health [JHSPH], the Center for Communication Programs [CCP], and the Johns Hopkins Program for International Education in Reproductive Health [JHPIEGO]). The QA Project provides comprehensive, leading-edge technical expertise in the design, management, and implementation of quality assurance programs in developing countries. Center for Human Services, the nonprofit affiliate of University Research Co., LLC, provides technical assistance and research for the design, management, improvement, and monitoring of health systems and service delivery in over 30 countries.

TABLE OF CONTENTS

PART ONE	PARTICIPANT MANUAL	
OVERVIEW	1
INTRODUCTION	Course Design	4
	Evaluation.....	5
	Course Syllabus.....	6
	Course Outline.....	8
PRECOURSE QUESTIONNAIRE	How the Results Will Be Used.....	10
	Questionnaire I1	
	Assessment Matrix	14
CASE STUDIES	Case 1: How and Why People Learn.....	16
	Case 2: Creating a Positive Training Climate.....	16
	Case 3: Creating a Positive Training Climate.....	17
	Case 4: Creating a Positive Training Climate.....	17
JOB AIDS	Using the Job Aids	18
	Classroom Presentation Skills	19
	Skills used in Leading Exercises	21
EVALUATION	Training of QA Trainers Course Evaluation.....	22
OVERHEADS	Chapter 1 -An Approach to Quality Assurance Training	1-1
	Chapter 2 -Creating a Positive Training Climate	2-1
	Chapter 3 -Using Audiovisual Aids	3-1
	Chapter 4 -Using Interactive Training Techniques	4-1
	Chapter 5 -Using Competency-Based Assessments	5-1
	Chapter 6 -Teams in Training.....	6-1
	Chapter 7 -Conducting a QA Training Course.....	7-1

PART TWO

INSTRUCTOR MANUAL

**PRECOURSE
QUESTIONNAIRE**

Introduction 1
Answer Key 2
Assessment Matrix 5

CASE STUDIES

General Notes7
Discussion Questions..... 8
Case 1: How and Why People Learn..... 9
Case 2: Creating a Positive Training Climate..... 11
Case 3: Creating a Positive Training Climate..... 13
Case 4: Creating a Positive Training Climate..... 15

**MIDCOURSE
QUESTIONNAIRE**

Using the Questionnaire 17
Questionnaire 18
Answer Key 25

CHECKLISTS

Using the Checklists 30
Checklist for Classroom Presentation
Skills..... 31
Checklist for Skills used in Leading
Exercises..... 33
Checklist for Qualification as a QA Trainer 34