

Becoming a WorldHost Approved Training Provider

Welcome to WorldHost.

To become an Approved Training Provider (ATP), licenced to deliver WorldHost products, including Principles of Customer Service (POCS), you must attend and successfully pass the WorldHost Licenced Trainer Workshop (LTW).

To attend the LTW you will need to satisfy all of the prerequisite vetting criteria as summarised in this document. Once accepted on to an LTW the other key elements to become an ATP are as follows:

1. Submit an application to become a Licenced Trainer.
2. Full attendance at the 3-day Licenced Trainer Workshop.
3. Complete two, fifteen-minute micro deliveries.
4. Successfully meet the criteria outlined in the competency-based evaluation report.
5. Final sign-off by People 1st International.

1. Submit an application to become a Licenced Trainer

As a Prospective Training Provider (PTP) you should submit an application so that People 1st International can assess your eligibility to complete the Licenced Trainer Workshop.

Completed applications should be returned with any supporting documentation to trainingops@people1st.co.uk

Your application will be assessed by the WorldHost Quality Assurance team, who will review the application and check that all of the prerequisite criteria have been met prior to confirmation of attendance at a Licenced Trainer Workshop.

Criteria include:

- A. Formal teaching/training qualifications
- B. Training experience
- C. Work experience
- D. Personal qualities
- E. External feedback

The vetting process exists to ensure that only applicants with the appropriate skills and knowledge are accepted on to the LTW. In the event of your application being rejected, you will be notified by email and advised what the gaps in your application were.

2. Full attendance at the 3-day Licenced Trainer Workshop

The next step is to attend the Licenced Trainer Workshop (LTW). This event lasts for 3 days. You are required to attend all 3 days in full.

Day 1: Principles of Customer Service - Programme content and training collateral / How to deliver

Day 2: Brand standards / Using the Portal / Invoicing / Micro delivery 1

Day 3: Certification / Quality Assurance / CPD / Business recognition / Micro delivery 2

Key information about programme content, delivery practice and how to run your own programmes will be shared. A large proportion of the LTW is designed to test your capability as a Trainer through the completion of micro deliveries. The LTW and in particular the micro deliveries will be used to inform your suitability to become an Approved Training Provider (ATP).

The LTW will be delivered by one of People 1st Internationals appointed Senior Trainers (ST).

3. Complete two fifteen-minute micro deliveries

A key component of the LTW is the requirement to participate. The LTW has been designed to inform, apply knowledge and assess your suitability to become an ATP, this means that not only will we show you what to do, we expect you to show us that you can do it.

To demonstrate that you are capable of meeting the required standards expected to deliver the WorldHost suite of training programmes you will be required to successfully complete two fifteen-minute micro deliveries. Each micro delivery will be evaluated by the ST responsible for delivering the LTW. The evaluation will be competency based and will take into consideration peer evaluation and self-reflection. Both micro deliveries will be video recorded as part of the quality assurance process. The final recordings will be shared with People 1st International as evidence and will be used to inform final sign off of ATP's.

4. Successfully meeting the criteria outlined in the competency-based evaluation report

People 1st International have designed a bespoke competency based evaluation report to be completed in conjunction with your participation on the LTW and completion of the two fifteen-minute micro deliveries.

The evaluation criteria are designed to assess and inform People 1st International of participants suitability to become fully signed off Approved Training Providers.

It is the responsibility of the Senior Trainer to complete the evaluation report, this will be submitted to People 1st International within 5 working days of completing the LTW. The micro delivery videos will also be sent as supporting evidence.

5. Final sign-off by People 1st International

Upon receipt of the final evaluation report and micro delivery videos, People 1st International will review all of the evidence and approve or decline participants. This process will be completed within 10 working days of receiving all of the relevant documentation from the ST. This process will not commence until the evaluation report and videos have been submitted.

Approved

In the event of successfully achieving a sufficient level of competency to pass the LTW you will become an Approved Training Provider. A congratulatory notification will be sent by email. This communication will include certification, next steps and further instructions on how to access the portal once all of the licencing documentation has been completed.

Declined

In the event of being declined as an Approved Training Provider you will receive a notification by email. This communication will include feedback regarding the decision and instructions on the appeals process. You have 14 days to appeal the decision. In the event of an appeal being lodged, the final decision will rest with the Director who is responsible for the operational running of the WorldHost brand.

The Director will review the evaluation reports, view the video footage and consult with the ST and PT for further explanation of their original decision. The Directors decision will be final.

Micro delivery

Whenever you deliver a workshop or training session there are many variables. Each and every session is different, therefore, the parameters by which you are judged must have some fluidity.

Some of the competencies can be applied every time you deliver a training session or workshop and some can only be applied if the situation arises, for example, you cannot judge someone on how they react in the event of a fire if there is no fire.

For the purpose of the LTW we have created a core set of competencies which will guide the ST when they evaluate your performance during the micro deliveries. The competencies are necessary to ensure that the process is consistent and transparent, ensuring a fair and justifiable decision can be reached.

There are 6 key areas where you will be judged:

1. Planning and Preparation
2. Workshop Delivery
3. Subject/Sector Contextualisation
4. Participant Management
5. Communication Skills
6. Equality, Diversity and Inclusivity

A copy of the competencies has been attached.