Process Manual : Training the Trainers (including Training Manuals)

Training is a very important aspect of the work being done by Computer Shiksha since it is through these 'Train the Trainer' programmes that we help the trainers from each of the centers to understand how they will run the Computer Shiksha classes at their centers. However before the training programme can be started we need to check on some important parameters so that the training can proceed smoothly.

Up until now we have been conducting at least one training programme per month for each of which we try to get about 30 trainers from different centers/schools. It is normal for 2 trainers to attend from the same center so that they can provide back up to each other. We also try to offer lodging and boarding facilities to trainers from different centers during the training programme free of cost. They may also need guidance to locate the training venue which we provide through our Helpline or through a dedicated person from our team.

Once we have confirmations from the trainers who would be attending the Training we need to prepare the material for the Training programme. This material includes :

1. We need to print one set of manuals for each trainer (Manuals for Paint 1, Writer 1 & 2 and the Hardware manual) for their use during the training

2. Next we need to arrange for sufficient number of computers depending upon the number of trainers. We also need to set up the computers for the Training programme.

3. Once the computers have been set up for the Training we also need to install the software on these namely OpenOffice, VLC, Adobe Reader etc. which are needed for conducting the training.

4. Then we need to set up the projector also and try out running some videos on it for training purposes. All these arrangements are needed to be made a day or two before the actual training.

5. All the trainers are required to fill a Facilitator's form which gives us information details like the trainers name, school name, school address, contact numbers etc.

6. Based on the information provided in the facilitator forms we prepare an attendance sheet for the trainers so that the daily attendance of the trainers can be marked in this sheet.

7. All the trainers are provided with the Action Plan, Fact Sheet and Post Training Information sheet and sessions are conducted about each of these such that all of them have a good understanding about the functioning of Computer Shiksha.

8. This training session lasts for 8 days and in one day there are 3 sessions thus a total of 24 sessions. Each of these sessions is pre-defined and the CS trainers are aware of all that they need to cover in these sessions. This allows us to use these 8 days to teach the trainers about the basics of computers and to practically teach them how they are going to use the videos to conduct Computer Shiksha classes. Besides this we are also able to use the last two days or a little more time to teach the trainers about Hardware and also about basic software recovery routines.

Let us now see what all we cover in these sessions during the training and how are the various topics covered !

1. Day 1 has 3 sessions. The first session covers information about Computer Shiksha with the aid of the Fact Sheet about CS and discusses how and why it was established and what it aims to achieve etc.
The 2nd session describes the course developed by Computer Shiksha and also talks about software installation and about which software is to be used.
The 3rd session discusses about the Paint module and also about how this module needs to be taught.

2. The first session on Day 2 revises the Day 1 learning and also helps understand how to resolve any issues faced while teaching the Paint 1 class. And the remaining video is used to complete the class.
During the 2nd session further videos of Paint 1 are covered and using them the trainers are given video training.
The 3rd sessions revises what has been taught during the day and the trainers get to practice how to conduct the Paint 1 module classes using the videos.

3. On Day 3 again the first session is for revising teachings of Paint 1 and covering the remaining videos to conduct classes.
In the 2nd session all the videos of Paint 1 are practiced and it also focuses on providing solutions to possible issues that may come up during teaching Paint 1.
Paint 1 gets completed during the 3rd session. Then the trainers are introduced to OpenOffice and are given basic information about Writer.

4. On Day 4 during the first session the Writer 1 videos are begun and using these various topics of the Writer module are covered. The 2nd session also continues with the Writer module. Similarly the 3rd session is also used for Writer 1 and also for a quick revision of the teachings of the day.

5. In the first session of Day 5 issues / problems that may come up during the teaching of Writer 1 are discussed and it also includes discussions on possible solutions. During this session itself Writer 2 is introduced and it's videos are also begun.
The 2nd session focuses on teaching methodology for Writer 2 and also provides for practice sessions of the trainers.
The 3rd session covers the remaining part of Writer 2 and also provides for a revision of the day's learning.

6. The first session of Day 6 is devoted for practicing the learnings of all that has been taught so far like Paint 1, Writer 1 and Writer 2 and questions related to these are discussed.
Then the Hardware class is begun which deals with aspects related to what is hardware and how we can resolve issues related to hardware.

During the 2nd session the trainees are taught about issues related to plug in, plug out, VGA, POWER CABLE, KEYBOARD etc.
The 3rd session is devoted to learning the steps for Windows installation and important parameters to be kept in mind when installing and working with Windows.

7. During the first session of Day 7 revision of what was taught during the previous day is done and information about different hardware tools is shared. The process of making a bootable pendrive is also taught.
During the 2nd session using the hardware manual how Windows is installed is taught.
During the 3rd session technical issues and their solutions are discussed.

8. During the first session on Day 8 there is a revision about the Action Plan and about Important Points before CS classes can be started. This is followed by Certificate Distribution to the trainers who have completed their training.
The 2nd session is devoted to projector handling issues and their solutions. Issues like if there is no power supply to the projector or there is no display are tackled.
During the 3rd session the trainers are taught about how to use video calling on Whatsapp using which they can seek help from the CS Helpline to repair their own systems. Practical sessions are also included here.

At the end of the training all the schools / NGOs are given a speaker set, pen drive with all the course software. Each school / NGO gives us a material receipt on receipt of this material which is properly signed off by the school representative and which states that for that center the material like Manuals (Paint1, Writer 1&2 and Hardware manual), speaker set and pen drive has been provided.

This way the 8 day training is successfully completed. After this training a feedback letter for each trainer is prepared which provides feedback related to the trainers performance during the training in alphabets like E for Excellent, G for Good, A for Average or N for Needs improvement. Besides this attendance record for each day of the training for all the trainers is also maintained.