

Approved Trainer Assessment Standards

Sponsoring ATO	ILX	Assessor	Dick Bennett	Date	08/09/11
ATO running course observed	ILX	Scope of trainer Accreditation	PRINCE2		
Trainer Name	Ala' Yasin Abuhijleh	Product/s Assessed	PRINCE2		
Course sessions observed	Organisation	Product Session Presented	PRINCE2		

Training Skills

Standard Ref	Standard	Answer	Evidence Shown	Remarks
TS1	Does the trainer display good communication and coaching skills in the training environment?	Yes	Sessions watched.	Ala was very confident on his feet. He worked without notes and was in full control of the content. He was mobile round the room, addressing all delegates. He covered much of the material via questioning of the delegates, a very effective but risky approach. He managed this aspect very well, ensuring that he got to the correct answer each time.
TS2	Can the trainer demonstrate a good grasp of the key points of the session(s) and are they able to impart these to the delegates?	Yes	Sessions watched.	He was clear that he was covering the subject for a second time, this being the practitioner part of the course. As such he needed to remind the delegates of the information covered so far, establish that they had retained this, and add the extra layers of detail required. He did all this very effectively.
TS3	Can the trainer demonstrate familiarity with, and facility of use of, all the course materials, including any exercises and case studies?	Yes	Sessions watched.	Given this was a largely revision session, he ran it in a very interactive way, using the visuals to give it structure and to act as summary. He referred back to flip charts used in previous days, and used this medium to summarise some points being

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				made.
TS4	Can the trainer provide accurate and appropriate answers to questions asked by delegates?	Yes	Sessions watched.	He handled questions well. He checked carefully that he understood exactly what was being asked and that the answers he had given were satisfactory to the delegate. Where it introduced a new subject such as a question regarding Project Assurance and Quality Assurance, he was happy to move to the new area, in this case Quality, and address the point being asked, before returning to the main subject.

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Product Knowledge

Standard Ref	Standard	Answer	Evidence Shown	Remarks
PK1	Can the trainer demonstrate an understanding of the contents of the product/method?	Yes	Session watched plus follow-up interview.	He gave accurate information throughout his session on Organisation. This included additional areas covered such as Quality. During the following interview he enlarged on the Quality theme, touching on areas such as Products and Configuration Management, he again gave information which was both an accurate description as per the manual, and sensible interpretations of the essence of the method.
PK2	Can the trainer demonstrate an ability to interrelate and link different parts of the product/method?	Yes	Session watched plus follow-up interview.	He explained the relationship between Quality Assurance and Project Assurance. He related the content of the Quality theme to the process model, the various roles and responsibilities, and to related subjects such as Product Descriptions and Configuration Management. He explained the various linkages in the defining and delivery of quality together with the products involved, and which roles would be involved.
PK3	Is the trainer familiar with the relevant syllabus?	Yes	Session watched plus follow-up interview.	He correctly described the format of the syllabus. Also as part of his training he familiarised himself with it.

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Standard Ref	Standard	Answer	Evidence Shown	Remarks
PK4	Is the trainer aware of the ATO, the scheme owner & APMG's responsibilities for the product/method course delivery and for examinations?	Yes	Session watched plus follow-up interview.	He correctly defined the responsibilities as OGC being the owner of the method, APMG being responsible for the setting of standards and accrediting the training companies against these standards, plus providing the exam, and the ATO as responsible for providing training to standard, and overseeing the conduct of the exam.
PK5	Is the trainer familiar with examination administration, including the invigilation of the examinations?	Yes	Session watched plus follow-up interview.	He correctly described the way that the room needed to be laid out for the exams, what the delegates were allowed to have available and also identified the need for photo Id.
PK6	<u>Non-English Speaking Trainers Only</u> Does the trainer know and use correct and up-to-date glossaries of terms?	N/A	N/A	English language training.

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Product Application

Standard Ref	Standard	Answer	Evidence Shown	Remarks
PA1	Can the trainer furnish relevant examples to bring the product/method to life?	Yes	Session watched plus follow-up interview.	He used IT examples from his past experience to illustrate practical applications of quality via suggested people who might fill roles on a project, and examples of actual documents which would fulfil the job of some of the PRINCE2 products. He also talked through examples of how areas like project support can be filled in practice.
PA2	Can the trainer relate the product/method to the needs of different types and sizes of environments?	Yes	Session watched plus follow-up interview.	He talked through tailoring options for Organisation, such as the way in which roles might be combined in small project and discussed the effect on a project being part of a programme in areas like the way that the Project Board roles would be filled, and the relationship between quality checking and definition at project and programme levels.

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Issues Log

Definitions of Priorities

- Priority 1 Major deficiencies in knowledge and/or training performance leading to a recommendation of B or C. All priority 1 issues must be addressed and the corrective actions taken submitted within one month of receipt of formal report from APMG.
- Priority 2 Identified shortcomings in knowledge and/or training inconsistencies, warranting further evidence of demonstrated improvements and/or other remedial work. All priority 2 issues must be addressed and the corrective actions taken submitted within 3 months of receipt of formal report from APMG.
- Priority 3 General comments from the assessor, considerations for improvement to technique/style of training, or minor issues which should not affect certification as an approved trainer. Priority 3 issues will be reviewed at next surveillance / reassessment visit.

Standard Ref	Description of Issue	Priority	Proposed Corrective Action by ATO	Assessor Sign off
	None			

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Timescale for Closing Priority Issues

It is the responsibility of the ATO to close out priority issues within the timescales stipulated above. Should an ATO not be able to close out each priority issue within the timescale, they are required to contact APMG prior to the expiry date and provide an explanation. In the event that any timescale is exceeded then the matter is referred to the Accreditation Manager and may lead to more severe action such as suspension.

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Trainer Approval Report

Explanation of Categories

- A. Competent to deliver Training Courses in the product(s)/methodologies/frameworks mentioned above
- B. Borderline
- C. Fail

Category A Trainers in this category will normally, subject to APMG approval, be certificated as Approved Trainers. A trainer with priority 2 issues will have their certification subject to the closure of all these issues within the stipulated timescales.

Category B Trainers in this category will have shortcomings identified regarding either their training ability, their knowledge of the training materials, or their product/methodology/framework knowledge as itemised in the issue log above. The trainer is permitted to deliver courses under the guidance of an approved trainer. All priority 1 issues raised must be resolved within one month and priority 2 issues resolved within 3 months before full certification can be considered. If APMG does not receive a response to the issues raised within the specified deadlines (above) the trainer application will be archived. In the case of trainer re-assessment the trainer's accredited status will be suspended

Category C Trainers in this category will have shown a sufficient lack of training ability, and/or product/methodology/framework knowledge to mean that they cannot be certificated. A priority 1 issue will have been raised as a minimum. After a period of remedial work the trainer can re-apply for accreditation if desired.

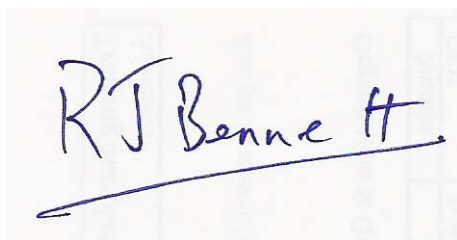
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Assessor Recommendation

From a review of the material presented and the way in which it was delivered the Trainer has been assessed in the following category for the above product(s): A

Assessor Comments (if applicable):-



Assessor Signature:

Date 11/09/11

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Reassessment (if applicable)

Assessors Recommendation

From a review of the material presented, the way in which it was delivered, and review of corrective actions the Trainer has been assessed in the following category for the above product(s):

Assessor Comments (if applicable):

Assessor Signature: Date.....

Certification Confirmation:

Decision:- Approved

Signature: _____ *Clare Maddison* _____ Date: _____ 13/09/11 _____