

Section 1 | Programme Intro

PROGRAMME NAME	Ace Trainer
LENGTH	3 Days
TARGET AUDIENCE	Teachers, Fresh Graduates, Line Managers and Hospitality Leaders
ATTENDANCE	Min 5 & Max 7 Attendees per session
MODE	Classroom or Web Café based sessions
LEARNING METHOD	Instructional training method – introduction, development & consolidation. Individual Role Plays (2 in class + 1 final assessment) Individual, pairs and small group written exercises involving group discussion Classroom games, Online games, and Quizzes
CERTIFICATION	On achieving the standards required (as per the Assessment Criteria), you will be awarded a Soft Skills Trainer (SST) Certificate of Achievement

PROGRAMME OBJECTIVES

1	Effectively apply the principles of Accelerated Learning to design and structure a group training session, with appropriate content and support material
2	From an identified need, write a training objective for a group training session
3	Complete the required preparation and conduct a group training session that maximizes the level of learning
4	Encourage learner participation, control group dynamics and accommodate different learning styles to promote learning

PROGRAMME OUTCOME

1	Become a new world trainer
2	Learn writing customized content from scratch
3	Be effective: Accomplish specific objectives relevant to participants' success
4	Be efficient: Meet those objectives without wasting time or energy
5	Be engaging: Attract and involve learners and incorporates their experiences to the learning

DAY 1			
Module	Content	Length	Time
MODULE 1 GET STARTED			
1	Introduction, difference between Soft Skills Training, Lecture, Presentation, On-Job Skills Training & Programme flow	45 Minutes	
MODULE 2 ACCELERATING THE LEARNING PROCESS			
2	Training Trends, Information age demand, accelerated learning, Right brain and left-brain model	75 Minutes	
3	VAK learning style model, accommodating all learning style Learning & Development center design, Tips on providing nourishment, Creating welcome environment		
Coffee Break			
MODULE 3 DESIGN MASTERS			
4	Soft Skills Training Structure: INTRO, Engage and Reflect (IER) Model Learn to write content from the scratch, referencing the author and source	75 Minutes	
5	Intro to the Trainer Notes Writing Skills Write measurable objectives for your Soft Skills training programme		
MODULE 4 WRITING INTRO			
6	Three Phases of Soft Skills Training Session	45 Minutes	
7	Skills of adding Interest, Need, Snappy Title, Range & Objectives Adding "What the expert says" in INTRO session		
MODULE 5 ENGAGE			
8	Basic Strategies for Communicating Learning Content Three Steps in Designing the Development Phase	120 Minutes	
9	Build mini session on keyword (ERS Model) Explain, Reinforce and Sell it Adding Stages (Musts, Shoulds and Coulds) Adding questions in a session		
Lunch Break (1 hrs.)			

Module	Content	Length	Time
MODULE 6 REFLECT			
10	Writing consolidation section Methods of consolidating the session	45 Minutes	
11	What type of questions to ask during consolidation session How to close the session		
MODULE 7 GETTING READY FOR TOMORROW			
12	Select your learning partners Do the Mind Map, write the objectives, do the content research	120 Minutes	
13	Write trainer notes with IER structure for the next day's session		
14	Individual coaching by the trainer on trainer notes writing techniques		

DAY 2

Module	Content	Length	Time
MODULE 8 PRACTICUM SKILLS SESSION 1			
15	Getting ready to train, importance of preparation and feedback process Managing nervous moments	240 Minutes	09.00 – 13.00
16	1 st Roleplay sessions 1 to 6 participants (20 minutes roleplay with 20 minutes feedback. Prepare action plan for tomorrow’s session)		
Lunch Break (1 Hr.)			
MODULE 9 VISUAL MASTER			
17	Preparing good quality Visual Aids: PowerPoint Slides, Pictures, Flipcharts, Handouts, Workbooks	75 Minutes	14.00 – 15.15
18	Managing e-Learning, blended learning and gamification		
MODULE 10 MANAGING THE GROUP			
19	Stages of group development, formal and informal stage of development	45 Minutes	15.15 – 16.00
20	Types of groups, dealing with difficult personalities, managing language issues, difference in status,		
MODULE 11 GETTING READY FOR TOMORROW			
21	Homework activity: Mind Map the new content Write trainer notes with IER structure Prepare PPT deck Prepare flip chart Prepare handouts or workbook		

DAY 3

Module	Content	Length	Time
MODULE 12 FUN FACTOR			
22	Types of group work (Buzz group, Pair work & Brainstorming sessions) Managing group activities (briefing, supervising, debriefing)	60 Minutes	09.00 am 10.00 am
23	Create and add a fun factor for afternoon session		
MODULE 13 STORYTELLER			
24	Define storytelling and keys to successful storytelling Learn how to create a story and share with persuasion	45 Minutes	10.00 am 10.45 am
25	15 Minutes create and add a story for afternoon session		
Coffee Break (15 Mins)			
MODULE 14 MANAGING VIRTUAL SESSIONS			
26	Different Platforms of virtual sessions (Zoom, Teams & GoToMeeting) Mannerism while using these platforms.	60 Minutes	11.00 am 12.00 pm
27	Managing the content of the virtual learning Involving virtual audiences (Online polls, Online quizzes and Online games)		
MODULE 15 REVIEW FOR SUCCESS			
28	Define the terms 'review' and 'evaluation' and explain their relevance to learning & development.	45 Minutes	12.00 pm 13.00 hrs
29	State 4 levels of Kirkpatrick evaluation Use different level of evaluation at workplace to show effectiveness of training programmes		
Lunch Break (45 Mins)			
MODULE 16 PRACTICUM SKILLS SESSION 2			
	<p>2nd Roleplay sessions 1 to 6 participants (20 minutes roleplay with 20 minutes feedback).</p> <p>Each attendee will get the individual coaching feedback report and the overall performance % by the Trainer</p> <p>If attendee demonstrated more than 75% (yellow zone) of Ace Trainer programme standards in the second assessment, attendee will be awarded the Ace Trainer Certification</p>	150 Minutes	14.00 – 17.00

FINAL ASSESSMENT GUIDELINES

If the attendee has demonstrated less than 75% (red zone) of **Ace Trainer** programme standards in the second assessment, attendee will be invited for the final assessment within 10 days of completing the programme

Attendee does the following for the final assessment:

- Shares the mind map, full session notes/slides prior to the programme
- Write and run a Soft Skills Training programme
- The session should not be any of the topics that they conducted during the **Ace Trainer** programme
- Session can be virtual or face to face
- Session should close the performance gaps highlighted in the Coaching Feedback Report

If attendee demonstrated more than 75% (yellow zone) of Ace Trainer programme standards in the final assessment, attendee to be awarded the **Ace Trainer Certification**

If attendee gets less than 75% (yellow zone), attendee will be offered a separate coaching session and support to overcome the performance gaps.