



# Pre-course information

For people becoming Licensed Trainers



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# Contents

The Outcomes Star is an innovative family of tools designed to help services both support and measure change when working with people. Licensed Trainers play a key role in helping services to use the Star effectively as well as being a growing community of experts and practitioners helping to inform and shape Triangle's work around the Stars.

You have received this document because you have applied to be a Licensed Trainer for the Outcomes Star in your organisation. This document explains what a Licensed Trainer is and what the two-day course to become a Licensed Trainer entails. Please read this information before you attend your first day of training.

<b>01</b>	What is a Licensed Trainer? .....	3
<b>02</b>	What does being a Licensed Trainer involve?.....	4
<b>03</b>	What should I expect from the Licensed Trainer training?.....	6
<b>04</b>	What do I need to do to prepare for Licensed Trainer training? .....	10

## Contact Triangle for further information

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-  020 7272 8765

## What is a Licensed Trainer?

A Licensed Trainer is someone who has been trained and licensed by Triangle Consulting Social Enterprise to run the core Star training course for the Outcomes Star within their organisation.

The scheme promotes consistent and professional use of the Outcomes Stars. This helps ensure the Star is used effectively, positively and accurately to support and measure change when working with people. Licensed Trainers must have completed the two-day train-the-trainer training (either through an in-house or open course). Licensed Trainers must also have an active Licensed Trainer licence which is renewable annually.

### Who can be a Licensed Trainer?

Licensed Trainers need to have a training qualification or be able to demonstrate equivalent knowledge, experience and skills. Often those with keywork experience are well placed to deliver Outcomes Star training. See section three for more information on the competencies expected of Licensed Trainers.

Triangle strongly recommend an internal recruitment process to identify the right people and we often support and advise organisations with this. Contact us for more information if you feel your organisation could benefit from this.

### Why should I become a Licensed Trainer?

The Licensed Trainer scheme provides both you and the organisation you work for with a number of benefits which include:

- Licensed Trainers provide your organisation with an internal source of expertise about the Outcomes Star family of tools – helping to quality assure your Star data, to promote effective use in keywork and to develop keyworker's skills and abilities in dealing with issues as they arise.
- The scheme demonstrates a credibility to funders and other stakeholders, as it shows a commitment to quality use of an outcomes tool.
- Having internal Licensed Trainers is more cost-effective for large organisations when compared with other routes for Outcomes Star training, and it means Star training can be delivered more flexibly to suit your organisation.
- It facilitates the integration of Outcomes Star training with other training and induction programmes for frontline keyworkers and managers.
- It supports the ongoing professional development and performance of people who become Licensed Trainers.

Being a Licensed Trainer has helped in my personal and professional development. It has given me the confidence to ensure that the Star is rolled out effectively in my organisation.

**Licensed Trainer and project manager, national charity**

## What does being a Licensed Trainer involve?

Being a Licensed Trainer can require a considerable investment of time from you and money from your organisation. Triangle provide you with a variety of resources and support to help you make the most out of your role.

The terms for becoming a Licensed Trainer for the Outcomes Star and what a Licensed Trainer is entitled to are set out below.

### Before you start

For in-house Licensed Trainer courses, Triangle will have been working with your organisation to support you to implement the Star as effectively as possible. For open courses, we endeavour to contact every participant before the course in order to understand more about your organisational context and therefore ensure that your needs are met successfully.

Areas that we need to understand before you begin your course include:

- How the Star fits with the keywork practice in your service.
- What licencing arrangements will be made for all members of staff you train to use the Star.
- Other key areas around implementing the Star well, for example, buy-in across the organisation and ongoing management and supervision processes around your use of the Star.

If you feel that you or others in your organisation would like more support with the overall approach to implementing the Star, please contact Triangle at any stage to discuss this.

### Please note

In addition, before becoming a Licensed Trainer, you must have knowledge and understanding of the Outcomes Star. This is usually achieved through having completed the 'core' Outcomes Star training before completing the Licensed Trainer training, and/or extensively using the

Star in practice. If you need to complete the 'core' training first, costs for this are included in the overall cost for each Licensed Trainer and it can be arranged in a number of ways – contact Triangle to discuss this if it has not already been addressed for you.


### The terms of an Outcomes Star Licensed Trainer agreement

A Licensed Trainer:

- Must have knowledge and an understanding of the Outcomes Star (see above).
- Must complete a two-day Licensed Trainer course and demonstrate the required competencies (see section three).
- Must have an active Licensed Trainer licence, renewable annually.
- Must only train staff within the organisation you are employed by and must not commercialise Outcomes Star training by charging training fees or other income-generating activity (all variations to this must be explicitly agreed via a separate written agreement with Triangle).
- Should be aware that licences for each member of staff they train to use the Star are not covered by the Licensed Trainer licence, and that their organisation should have a separate provision for these.

### What a Licensed Trainer is entitled to:


- The Outcomes Star Training Manual for delivering core Outcomes Star training, including session plans, trainer notes, handouts and all necessary guidance for running Star training.
- Access to an email/ring back support service from Triangle – participants receive a rapid response either by email or a telephone conversation from their named trainer support.
- Regular e-mail updates and access to new versions of the Stars as they are published.
- Access to our Licensed Trainer network CPD event program, delivered monthly and remotely. We can also offer in-house Licensed Training CPD training. Trainers are required to complete six hours of CPD per year.



The Training Manual makes me feel more confident in delivering the core Star training. It means I can focus on how people are engaging with the Star and how it should be used.

**Licensed Trainer, County Council**





Triangle provided a fantastic trainer, very engaging and entertaining. We are on break at the moment but can honestly say it's been flawless from start to finish.

**Curriculum Coordinator, Itec Training Solutions Ltd, Cardiff**



## What should I expect from Licensed Trainer training?

The Licensed Trainer training is designed to give you the knowledge, skills, values and resources that you need to deliver Star training confidently, competently and effectively for your organisation.

How the two days break down is set out below, followed by an outline of Triangle's competency framework for assessing Licensed Trainers and awarding licences to train in the Star.

### Aims of the course

To ensure that participants are competent and confident to deliver Outcomes Star training in their organisation.

### Training methods

- Observing an existing trainer
- Reflective learning
- Questions and discussion
- Observed practice

### Overview of day one

- You will be provided with a Training Manual for the core Outcomes Star training course plus any additional handouts relevant to the Stars you will be training in.
- Triangle trainers will deliver the core Outcomes Star training course. They will lead each session or part of it, then pause and highlight the key learning points, reflect and debrief before moving on to the next session.
- You may be invited to have a practice in some sessions throughout the day.
- At the end of day one, we will discuss and allocate which sessions people will prepare for delivery on day two.

### Between day one and day two

- You will be provided with ready-made PowerPoint slides and any other necessary resources.
- You will need to prepare to deliver at least one session from the Training Manual, as agreed with Triangle on day one.
- We recommend you set aside one working day to work on this preparation.
- If you are using the Star Online system in your organisation, you will also need to complete specific additional tasks related to the Star Online – these can be done within the same working day.

### Overview of day two

- You will deliver your allocated session from the Training Manual to the rest of the group.
- This is intended to be a supportive session where peer and trainer feedback will be shared to help develop Star knowledge and training skills.
- You will provide feedback to other participants using the BOOST model.
- Triangle trainers will assess your delivery using the core competencies framework for Licensed Trainers.

## What is the core competency framework for Licensed Trainers?

The Licensed Trainer core competency framework sets out the skills and knowledge required to successfully complete the Outcomes Star Licensed Trainer course.

In addition to the practical skills and knowledge, we expect that Licensed Trainers will hold the following values:

- That service users have the right to be self-determining.
- That change is possible – however small those changes are and however long they take.
- That working collaboratively with the client is the key to engagement and empowerment.
- That service users should be supported holistically using strengths-based interventions, consistent with best practice for their sector.

The benefits of using a core competency framework means that participants will have a clear understanding of the success criteria, of what is expected of you and how this will be assessed. For Triangle, it means we have a clear, consistent framework for providing feedback and that we can identify individual learning or development needs and opportunities.

## How the core competency framework will be used

When assessing participants knowledge, the trainers will pay specific attention to the aims of the session being delivered and will expect to see them demonstrated by the participant. For example, if you are demonstrating Session 1, Triangle will be looking for a good understanding of the Journey of Change as well as a familiarity with the purpose and background of the Outcomes Star.

To be licensed as very competent, the participant must achieve an excellent skill/knowledge level (above the standard competency) in a minimum of two out of the three competencies for each section. To be licensed as competent, participants must achieve the standard competencies, as stated below, in all areas. This does not include the Star Online section.

The trainer will provide each participant with a copy of the completed core competency framework and inform them of what standard was achieved.

If Triangle have any serious concerns, we will raise them with you during the course. At the end of day two we should be able to confirm your status as a Licensed Trainer. If you do not demonstrate the competencies effectively, we can offer additional support and recommend co-training (potentially with an additional cost required).

Standard achieved	Criteria	Licence type that can be issued
Very competent	Demonstrated an excellent level of knowledge and skills	Can train internally
Competent	Demonstrated a sufficient level of knowledge and skills	Can train internally
Needs further support	Demonstrated a limited level of knowledge and skills	Can only co-train with prior agreement OR not licensed



## The core competency framework and sections in detail

	What you must do	Evidence to show competence
01 STAR KNOWLEDGE	a) Have a good understanding of the Outcomes Star approach, its key purpose and background (linked to Session 1, although participants can demonstrate elements in Session 3 delivery).	<ul style="list-style-type: none"> <li>Participant was able to demonstrate a good understanding of the Star.</li> <li>Participants covered:               <ul style="list-style-type: none"> <li>What the Outcomes Star is</li> <li>What outcomes are</li> <li>How the Star can help services to engage well with service users</li> </ul> </li> </ul>
	b) Demonstrate a good understanding of the key features of the Outcomes Star suite of tools.	<ul style="list-style-type: none"> <li>Participant gave clear and consistent messages on the key features of the Star.</li> <li>Participant covered key terms, for example collaborative, person centred, holistic, and strengths-based or distance travelled tool and/or in Session 3 showed a good understanding of options, SMART, prioritising.</li> </ul>
	c) Have a good understanding of the Journey of Change and how it relates to service users and interventions (linked to Sessions 1 and 3).	<ul style="list-style-type: none"> <li>Participant demonstrated a good understanding of the Journey of Change, clearly explaining the key stages relevant to the Star they are training in.</li> <li>Participant referred to the relevant guide during their session.</li> </ul>
02 TRAINING SKILLS	a) Deliver learning using teaching methods that engaged learners and produced a positive learning environment.	<ul style="list-style-type: none"> <li>Participant used the Training Manual to plan and deliver a concise session.</li> <li>Participant clearly communicated learning outcomes.</li> <li>Participant provided opportunities for all learners to participate during the session.</li> </ul>
	b) Confidently and clearly set a training exercise involving participants using at least one visual aid to support learning. For example, the use of a flip chart.	<ul style="list-style-type: none"> <li>Participant set up a training exercise, clearly stating the learning outcome(s).</li> <li>Participant gave clear instructions, supervised the group activity and used visual aid(s).</li> </ul>
	c) Facilitate a group discussion about the Star: responsively encouraging participation and responding appropriately to any questions asked.	<ul style="list-style-type: none"> <li>Participant engaged learners using a variety of questioning and engagement techniques (for example, open questions) and responded appropriately.</li> </ul>

I have to say, that was a really enjoyable and informative session. A lot of people could take a leaf from your book, such a pleasant group of people to be involved with. Please pass on my respect and appreciation.

**National Lead for Individual Carers Supports,  
Family Carers Ireland**


## What do I need to do to prepare for Licensed Trainer training?

There are two documents to read before attending the Licensed Trainer course – this document (“Pre-course information”) and the “Essential pre-course reading” document.

If you have any questions about any of the areas covered in these documents, or you feel your service could benefit from more advice or support from Triangle about using the Outcomes Star, then get in touch with us or talk to the training manager or account manager at Triangle who is working with your organisation.

Please also make sure that you are very familiar with the version of the Outcomes Star that your service is using, and the various resources that are available with it. This is particularly useful if it has been a considerable time since you originally completed the core Outcomes Star training. There is no other preparation required as you will be provided with all the necessary resources and information at the training course.

We look forward to welcoming you as a Licensed Trainer and seeing you at the training course.



Being a Licensed Trainer with Triangle has been helpful - it is great to teach others the benefits of using a person-centred tool like the Star.

**Licensed Trainer, County Council**





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