



Guidelines for Online/ Virtual Training | May 2020

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1.0 Introduction

The current COVID 19 pandemic has greatly impacted the way we live and work. While we will resume service provision, once the restrictions are eased, supporting activities like training, meetings, orientation, supportive supervision, competency assessments, MAT and Operations meeting etc. may continue to be impacted due to restrictions on inter-district and inter-state travel and social distancing norms that would need to be followed.

Disruption always causes chaos, but out of chaos emerges a new order. The present crisis offers us an opportunity to find innovative ways of accomplishing our objectives. This guideline is an attempt to put in place a system and process to be followed to ensure that all virtual/online supportive activities are effective, meet the desired objectives, are monitored and documented.

One of the key supportive activities is training. Normally we conduct in person trainings most of them during the off season (April-Sept). In the current situation this is no longer possible. At a time when staff is not providing services for an extended period of time, the purpose of training is two-fold: one, to continue our refresher training annually as has been our practice and two, to engage with our teams and ensure our skills do not become rusty with prolonged lack of use.

While the guidelines are more focussed on virtual/online training, the principles and guidance can be easily applied to all virtual/online supportive activities.

1.1 Purpose and Scope

The purpose of these guidelines is to ensure that virtual/online interactions among staff are conducted in a systematic manner so that they are effective and accomplish the training/meeting objectives. The scope of these guidelines covers the following:

- A. Essential Requirements for Virtual Training
- B. Means of training
- C. Topics that can be covered
- D. Type of trainings
- E. Number of facilitators and trainees.
- F. Teaching resources
- G. Monitoring and Quality Assurance

2.0 Pros and Cons of Remote/virtual training

Remote/Virtual training comes with both advantages and disadvantages

2.1 Advantages of Online Meetings:

1. **Cost Effective:** Since participants need not travel or need accommodation etc.
2. **Saves Time:** Virtual meetings give people the opportunity to attend from wherever they may be. No need for travel, saving time and effort.
3. **Easy to Organize:** Logistics are easier and virtual meetings are easy to coordinate and can be held at short notice.
4. **Offline Access:** Virtual meeting software enables recording which can be shared with participants unable to attend live session. Recordings can also be used for future reference.
5. **Increased productivity and efficiency:** Easier to organize and participate so more team members can be reached quickly.
6. **Participatory:** Virtual meetings allow interaction through different channels like sharing video, presentation, chat/message, screen sharing etc. This along with the facilitator speaking can give the attendees virtually the same feeling and personalization they would get if they were actually in the same meeting room. Information and feedback can be shared quickly and in real time
7. **Environment Friendly:** Protects the environment by reducing carbon footprint of participants since they don't have to travel.

2.2 Disadvantages of Online Meetings

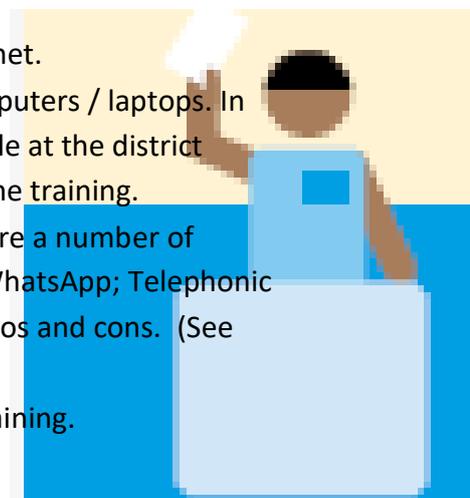
1. **Decrease in personal contact**
2. **Instability in connection-**Disconnection due to poor network connection is the major drawback of online meetings. This sort of interruption can reduce the seriousness and create distraction during online training.
3. **Skill training or activities** that require physical presence are **not possible**.
4. Chance for hacking

However, to make our online training meaningful and effective, we need to formulate and follow certain guidelines which will enable us to make the best use of modern technologies.

3.0 Organizing a Virtual Training

For virtual/ online training to be effective, the organizer/facilitator should ensure the following:

- All participants should have high speed and uninterrupted internet.
- Participants have internet enabled devices –smartphones / computers / laptops. In case of problems with connectivity, the participants can assemble at the district office and the office computer can be used for participating in the training.
- An appropriate platform/software should be identified. There are a number of options available like: Zoom; Skype; Microsoft Team Meeting; WhatsApp; Telephonic conference calls, Google meet, etc. Each platform has its own pros and cons. (See Annexure 1 for details).
- Identify the lead facilitator who will conduct and manage the training.
- Training resources should be modified for online learning.
- Facilitators and Participants need to be identified
- The objectives, agenda, date, time and links/information for joining the training should be shared with participants at least 48 hours before the meeting/training. The links/information should be shared via e-mail, WhatsApp or SMS (see Annexure 3 and 4 for sample notification and agenda)
- Any reading material, handouts etc. should be shared along with the agenda.
- As with regular training in FRHS India, virtual training should be proposed (purpose, agenda and participants) and approved by Clinical Services Director/CEO as required.
- Operations team members – SPM/PCs/PEs should be informed of the scheduled training by sharing the agenda and participant list. Similarly when Operations team is conducting any Operations training, SCSM should be kept informed.



3.1 Topics that can be covered

Topics that can be covered by online or virtual meeting /training sessions are necessarily those that do not require active demonstration of skills.

- Topics that involve transfer of knowledge can be effectively taught by online training, while skill based trainings are not suitable.
- Online trainings are suitable for trainees or participants that already have some degree of skill or knowledge of the subject. It is currently less suitable for imparting fresh knowledge, except for participants that are highly trained and skilled in similar areas.
- Topics that require transfer and active demonstration of skills are not suitable for online training sessions.

In FRHS India, examples of topics that can be covered by virtual trainings and those that are unsuitable for online training are listed below. This is not an exhaustive list and further topics can be added as per requirement.

Suitable for virtual training	Unsuitable for virtual training
Infection Prevention- Standard Precautions	Medical emergency Management- Skills
Infection Prevention- Instrument processing	Hand hygiene
Medical emergency Management- Drugs and Equipment	Clinical procedures – Pelvic examination, IUCD insertion
Medical emergency Management- Scenarios	
Pre- and Post-procedure counselling	
Orientation to Guidelines/Protocols	
Clinical Governance	

3.2 Type of Training

While online training can be adapted to all types of training which involve transfer of knowledge, in FRHS India, we will begin with refresher trainings and orientations. Based on the experience and effectiveness, we will consider it for knowledge based initial trainings.

3.3 Number of Facilitators, Trainees and Duration

The number of facilitator, participants and time required depends on the type of training. Orientation to guidelines and protocols can have larger participants, while pre-post procedure counselling; IP and MEM may require lesser number of participants.

In FRHS India, ideally participants for training should be limited to about 10-12, with an upper limit of 15 trainees.

Duration of the training depends on the type and scope of training. While online trainings can be for any length of time, we would recommend that it be limited to a maximum of 120 minutes to include enough time for question and answer session. This

will avoid participant fatigue. If longer duration is required, multiple online training covering one topic/session each should be organized for the same participants.

3.4 Teaching resources

There are certain guidelines that must be followed to make online training effective.

These are:

- Training resources should be modified for online learning-the traditional resources cannot be used without changes due to shorter attention span in online learning.
- Training materials must be concise, specific and relevant.
- The topic to be covered may be divided into appropriate number of sessions, viz. 2-3 sessions. No single topic should cover more than 3 sessions.
- Preferably, combine speech/audio with slides or video clips.
- Share topic and training materials in advance to all participants.
- Ensure participation by asking trainees to prepare specific aspects of the topic in advance.
- Make the training interactive by asking questions to each person in turn.
- Break up the learning into segments of about 10-15 minutes each, interspersed with question answer segments or another media format.
- Schedule some time at the end of the session to answer questions.
- Prepare a short questionnaire of minimum 5 and maximum 10 questions which can be answered in one word answers. This is to be shared with all participants at the end of the session and the answers must be sent back to the facilitator within 15 minutes after the end of the session.(Annexure 5)



3.5 Monitoring and Quality Assurance

Unlike traditional training sessions where participation can be confirmed with attendance sheets and learning assessed by pre-and post-tests, it is difficult to monitor online learning. Some ways that can be tried to monitor participation and assess effectiveness for different modes of virtual learning are:

- Screenshot of the zoom meeting
- Screenshot of the participants' responses to the questions
- Post training questionnaire results (Annexure 5)
- Feedback of the participants
- Training report prepared by the lead facilitator (Annexure 7)

3.6 Steps to be followed when planning an online training session:

3.6.1 Before the training

1. Identify training need and topic.
2. Identify training participants. Suitable staff of 1-2 COT / Inreach teams can be participants for a training session.
3. Identify best mode for delivering training. This would be according to the availability of internet connectivity and the internet devices available.
4. Finalise the facilitator and training resources, including the post session questionnaire.
5. Share the proposal (purpose, agenda and participants) of the virtual training minimum 3 working days before the training with the Clinical Services Director/CEO for approval.
6. Have a trial run with all the participants in a session before the actual training session.
7. Share the training materials with the participants at least one day before the session.

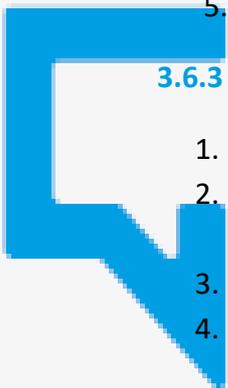


3.6.2 During the training

1. Ask everyone to log on minimum 10 minutes before the scheduled time of the session, so that all technical snags can be addressed in time.
2. In case of Zoom calls, ask everyone to log on with video at the beginning of the session and take a screenshot for confirming participation.
3. Follow training guidelines as listed above during the session.
4. Involve all the participants during the training.
5. Schedule time at the end to answer any questions or doubts.

3.6.3 After the session

1. Share the questionnaire at the end of the session, with the time line for response.
2. Ask the participants to share feedback about the training session in 1-2 sentences. (Annexure 6).
3. Complete the attached reporting format.(Annexure 7)
4. Review the answers at the beginning of the next session.



4.0 Dos and Don'ts

4.1 Dos and Don'ts for Trainers

1. Do confirm by mails/WhatsApp messages that everyone has received the training materials.
2. Do confirm availability of maximum number of trainees for the time period allotted for the training.
3. Do prepare a clear script / transcript before delivering training. This would help to minimize pauses or breaks during the session. (It would be helpful if the trainers practice before the session).
4. Do have a clear outline of the topic to be covered during the session which is clear and relevant.
5. If there are videos or links, do check in advance to confirm they run properly, along with sound effects.
6. In case of videos in a language that may not be understood by all participants, it may be helpful to turn off sound completely and give a voice-over in the local language.
7. Do ask questions of the trainees during the session to ensure active participation and respond to all answers.
8. Do use a variety of activities (PPTs/videos/quiz, etc.) to increase engagement.
9. Do summarize the session learnings in the form of key take-home messages at the end of the session.
10. Do share contact details of the facilitator or supervisor who can offer support if required.
11. Do have a brief recap of the previous session if the topic is covered in more than one session. This can be done by one of the trainees.
12. Do follow up if one of the participants requires extra support.
13. Do share the final report (Annexure 7) within 3 working days of end of training with the line managers, SCSM, SPM and the CSD.

4.2 Dos and Don'ts for Trainees

1. Do review the training materials prior to the training.
2. Do come prepared with a pen and paper for the session, to note down any doubts or important points.
3. Do remember to turn off your phone, just like a normal training.
4. Do remember to keep your microphone on mute during the training, unmuting it when you have to say something.
5. Do use the icon for "Raise your hand" if you want to ask something.
6. Don't interrupt the session, note down all doubts or questions to ask at the end of the session.
7. Do engage with the training and the other participants.

References

- 1) The Beginner's Guide to Creating an Online Training Program;
<https://www.northpass.com/beginners-guide-to-online-training>
- 2) Effective Teaching Online; Effective Teaching Online; By Sharon O'Malley
<https://www.insidehighered.com/digital-learning/article/2017/07/12/7-guidelines-effective-teaching-online>
- 3) 5 Discussion Ground Rules for the Online Classroom; by Tammy Matthews on April 7, 2015; <http://blog.online.colostate.edu/blog/online-teaching/5-discussion-ground-rules-for-the-online-classroom/>
- 4) 12 Best Practices in Online Teaching and Learning- Improving doctoral education online; [Bernard J. Luskin, Ed.D., MFT; https://www.psychologytoday.com/us/blog/the-media-psychology-effect/201903/12-best-practices-in-online-teaching-and-learning](https://www.psychologytoday.com/us/blog/the-media-psychology-effect/201903/12-best-practices-in-online-teaching-and-learning)
- 5) 20 Tips to Facilitate Online class Participation ; Halden Ingwersen in Training Technology; June 04, 2018; <https://blog.capterra.com/tips-to-facilitate-online-class-participation/>

Annexures

Annexure 1

MODES OF TRAINING:

The means of training are necessarily virtual, but the exact mode depends on the topics to be covered, number of participants and most important, the technological tools and the network connectivity available to the participants.

Possible modes are:

- Zoom calls
- Skype calls
- Telephonic conference calls
- Team Meeting
- WhatsApp
- Google meet

Most of these require good network penetration and connectivity. The relative advantages and disadvantages of each are listed in the table below.

Type	Advantages	Disadvantages
Zoom Calls	Can have unlimited number of participants Participants can ask questions directly or through the chat option Can be recorded for later access by those unable to attend. Screen sharing possible Direct connectivity through browser. Can take a screenshot of the participants for confirming attendance	Limited to 40 minutes, except for Zoom business Needs good connectivity Need to download the app on phone for people who don't have laptops.
Skype calls	Unlimited number of participants Screen sharing not possible	Needs good connectivity Need to download the app
Telephonic conference calls	Easier access for all participants Possible with low connectivity	Needs prior sharing of training resources.
Team Meeting	Large number of participants Easier mass mails	Difficult Transition from Outlook Difficult to share links on-app (relies on email links) Needs subscription
WhatsApp	Easiest to access on phone Greater penetration	Limited to 8 participants Poor connectivity and lag High data usage Screen sharing not possible
Google Meet	Free Unlimited number of participants	Needs Google account

Annexure 2:

Suggested teaching plans/schedules for different topics

1. Infection Prevention
Session 1- Standard Precautions and aseptic technique
Session 2- Instrument Processing
2. MEM
Session 1- MEM drugs and equipment
Session 2 – Scenarios
3. Counselling-
Session 1- Pre- and post-procedure counselling

Annexure 3:

SAMPLE NOTIFICATION

Scheduled: Refresher Online training session

Topic: Infection Prevention-Session 2 - Instrument Processing

Date /Time: 01-06-2020/ 3-5 PM

Facilitator: Dr Anil Nehra

Mode: Zoom Call

Teams: Jaipur Inreach/Jaipur 1 & 2

Required participants:

- -----
- -----
- -----

Coordinator: Dr Hivani

Resources used: Infection Prevention Manual (soft copy sent on email)

Please confirm participation and receipt of materials by sending a “Yes” message to Dr Hivani by 5 PM on 28-05-2020.

Annexure 4:

SAMPLE AGENDA FOR A 2 HOUR SESSION

Time	Topic	Methodology
0-10 min	Recap of the previous session	Q & A
10- 20 min	Importance of cleaning and classification of surgical items	PPT- IP session 5 – Instrument Processing
20-25 min	Review	Q & A
25-45 min	Steps of Instrument processing	PPT- IP session 5 – Instrument Processing
45-55 min	Review	IP training resource 5
55- 60 min	Demonstration of steps of instrument wrapping	Facilitator demonstrates on video

60-70 min	Repeat demonstration	Repeat demonstration by one of the participants
70- 80 min	Linen processing	PPT- IP session 5 – Instrument Processing
80- 90 min	Storage and monitoring	PPT- IP session 5 – Instrument Processing
90-100 min	Summary	
100-110 min	Open session, Q &A	
110-120 min	Post training questionnaire and feedback	Post training questionnaire

[Annexure 5:](#)

SAMPLE QUESTIONNAIRE

1. Name the 3 categories of instruments depending on the degree of risk.
2. Name the steps of instrument processing.
3. How do we disinfect non-critical items?
4. How do we disinfect semi-critical items?
5. How do we sterilise critical items?
6. What is the temperature and pressure required for effective autoclaving?
7. How long should the instruments be autoclaved?
8. How long can autoclaved instruments be stored so that they can be used safely?
9. How do we check for effectiveness of the autoclaving process?
10. Name the chemicals used for HLD of instruments.

[Annexure 6:](#)

FEEDBACK FORMAT

Please share your feedback about the training.

- How was the training content?
- How was the trainer delivery? Did you understand the topic?
- Was the training well planned and organized?
- Any other suggestions to improve the training.

Please share your feedback through a WhatsApp or text message before you leave the training session.

Annexure 7:
REPORTING FORMAT



FRHSI Online Training Report Template

Type of Training (Subject/ Standard or Refresher)		Date of training
Name of Trainer	Number of participants	Training materials used
Training evaluation		
Feedback area	Strengths	Areas for Improvement
Training content		
Trainer delivery		
Organisation		
Any Other Comments		
Name of Person Completing Report:		
Date:		

Please attach screenshot of the initial part of the call to record participation.

