We Are Digital Remote Training Quality Assurance Marking Criteria

	Question	Options	Criteria
**Behaviour**		
1	Was the Trainer approachable, polite and professional?	Yes	The trainer presented themselves professionally throughout the lesson, was polite in all of their responses to the learner, and was able to relate to the learner making them approachable. The trainer was on time for the lesson and ready to teach. Please leave detailed notes to back up why you have given a 'Yes'.
1	Was the Trainer approachable, polite and professional?	No	The above criteria has not been met. Examples could include (but not limited too) inappropriate comments which could be considered discriminatory/offensive, swearing, aggressive language/gestures, ignorance, snobbery, generally unpleasant. Please leave detailed notes to back up why you have given a 'No'.
2	Did the Trainer effectively manage the lesson and the learner?	Yes	The trainer demonstrated that they could manage the lesson and learner maintaining the pace and structure of the lesson, appropriately handling any disruptions, and adapting to any unexpected situations. Please leave detailed notes to back up why you have given a 'Yes'.
2	Did the Trainer effectively manage the lesson and the learner?	No	The above criteria was not met. Please leave detailed notes to back up why you have given a 'No', as the above list is not exclusive.
3	Did the Trainer use effective language and remain positive throughout the lesson?	Yes	The trainer made an effort to adapt the language they used to teach to meet the audience and to use positive phrases/wording throughout the lesson. Please leave notes of any best practice examples witnessed
3	Did the Trainer use effective language and remain positive throughout the lesson?	No	The trainer did not adapt the style of language they used to match the audience being taught, and/or used negative language that could have been avoided. Please leave detailed notes to back up your answer.
**Rapport and Teaching Techniques**		
4	Was the pace of the lessons delivery suitable for the learner?	Yes	The trainer ensured that the pace of the lesson was appropriate for the learner and the material being taught. They also showed that they could adapt this pace if required.
4	Was the pace of the lessons delivery suitable for the learner?	No	The above criteria was not met. Please give detailed notes to support your decision.

5	Was the Trainer flexible and adaptable in their teaching delivery method?	Yes	The trainer was able to change their teaching method quickly in response to the learner's requirements, demonstrating their ability to gauge the requirements of the learner. E.g. learner participation, testing, narration etc..
		No	The above criteria was not met. Please leave detailed notes to support your decision.
6	Did the Trainer engage with the learner?	Yes	The trainer made an effort to engage the learner in the lesson content throughout the lesson. E.g. welcomed comments and feedback
		No	The trainer did not make any, or very little, effort to engage the learner with the lesson content. E.g. The trainer dominated the lesson and did not allow the learner much interaction in the subject matter.
7	Did the Trainer use their time effectively?	Yes	The trainer used the full time allotted to the lesson effectively and filled any extra time they may have had to the learners advantage.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
8	Did the Trainer continually check the learning of the learner?	Yes	There are multiple methods which the trainer can use to ensure that their audience is learning during the lesson including, but not limited to, tests, pop quizzes, questioning the learner, re-caps. E.g. "Can you see the screen, can you read it? Are you following?"
		No	The above criteria was not met. Please leave detailed notes to support your decision.
9	Did the trainer make effective use of screen sharing where applicable?	Yes	The trainer effectively used screen sharing capabilities to demonstrate, and to check on the learners progress.
		No	The trainer did not use screen sharing capabilities at all, or did not use them to their fullest potential. Please provide notes to back up your answer.
		N/A	Either the session was conducted over the phone or the video conferencing software used did not have this capability.

10	At the end of the lesson, did the Trainer recap to ensure that the lesson content was understood?	Yes	There was a recap at the end of the lesson aimed at embedding what had been taught in the lesson. The recap was a comprehensive summary of everything covered in the lesson and included what would be covered in the next lesson if applicable. learners were given the opportunity to ask questions and request recapping of certain topics
		No	There was no recap at the end of the lesson, key items were missed in the recap and/or a summary of the next lesson was not covered. Please leave detailed notes to support your decision.
		N/A	The lesson did not require a recap, for example, some Assisted Digital lessons.
Preparation/Knowledge			
11	Did the Trainer introduce the subject including the aims and objectives of the lesson clearly at the beginning?	Yes	The trainer clearly and concisely explained the aims and objectives of the lesson at the beginning. This should also be completed at the beginning of any additional lessons if more than one lesson was conducted.
		No	The above criteria was not met. It was clear that the learner was unsure what was to be included as part of the lesson. Please leave detailed notes to support your decision.
12	If this is not the first lesson, were the aims and objectives restated, and the previous lesson re-capped?	Yes	A full recap of the previous lesson as well as the aims and objectives was covered at the beginning of any follow-up lessons.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	This isn't a follow-up lesson.
13	Did the trainer demonstrate their knowledge of the video calling platform being used to perform the session?	Yes	The trainer was able to demonstrate their knowledge of the video calling platform being used to a reasonable level throughout the session.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	The session was completed over the phone.

14	Did the Trainer demonstrate a clear understanding of the subject?	Yes	The trainer was able to demonstrate that they have a clear understanding of the topics being covered during the lesson and were able to teach them effectively.
		FAIL	It was clear that the trainer did not understand some or all of the subject matter being covered in the lesson. Please leave notes to support your decision.
15	Did the Trainer deliver the lesson in line with the objectives set out by WAD/the client in the Lesson Brief?	Yes	It was clear that the trainer had read the Lesson Brief, ensured that all Mandatory Requirements were covered as a priority and only covered Additional Content as described in the Lesson Brief.
		FAIL	Some or all of the Mandatory Requirements set out in the Lesson Brief were not covered as part of the lesson, resulting in WAD not meeting its contractual obligations with the client. NB: If assessing one part of a multiple part lesson, the Mandatory Requirements may be covered in a different lesson.
Use of WAD facilities			
16	Did the trainer make use of any WAD online resources to better facilitate the lesson?	Yes	The trainer made use of all appropriate online facilities available to them to conduct the lesson including, but not limited to; Universal Credit Portal and Learn My Way
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	Online facilities either provided or promoted by WAD were not appropriate.
Administration			
17	Were all the correct surveys completed at the appropriate times for the session being assessed?	Yes	The trainer made sure that all the correct surveys were completed at the appropriate time based on the Lesson Brief and/or their booking confirmation details.
		No	Surveys were completed at the wrong time, the wrong survey was completed and/or the trainer coached the learner with their responses.
		Fail	One or more of the surveys required by either the learner or the trainer were not completed.

18	If applicable, have all equipment form(s) been completed and submitted for any equipment supplied by either WAD or the client? (should be within 24 hours of first day)	Yes	All appropriate equipment forms have been completed and returned to WAD as instructed on either the Trainer Brief or the calendar invite notes.
		FAIL	One or all of the equipment forms required were not provided and/or completed within the prescribed timeframe.
		N/A	Equipment forms were not required for the lesson being assessed.
Diversity and Equality			
19	Did the Trainer support all individual learning needs without prejudice?	Yes	The trainer supported all individual needs presented to them within the lesson. They treated the learner with respect irrespective of their ethnic background, life-style choices or social standing. NB: If there is a specific support requirement that the trainer cannot support, they should have reported this back to Head Office.
		FAIL	The above criteria was not met. Examples of this could include, but are not limited too, the trainer terminology that could be considered racist, sexist or homophobic. Please leave detailed notes to support your decision.
Security and Safety			
20	Did the Trainer ensure that they complied with GDPR? (e.g. Logout of any websites or systems, and ensure they had permission to act on the learner's behalf, if applicable)	Yes	The trainer ensured that if they gained permission before acting on the learner's behalf, for example, in some FI lessons the learner may ask the trainer to call their energy supplier on their behalf - the trainer must obtain permission to do so beforehand and ensure that they do not take any of the information away with them. The trainer also did not record any personal information of the learners.
		FAIL	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	There was no requirement to log into secure websites in order to complete the lesson.

21	If screen sharing, did the trainer ensure no company or personal information was visible on their screen?	Yes	Trainer took all steps possible to ensure that the learner did not show any personal/sensitive details on their screen during the session, for example, when setting up online banking the trainer did not see the screen. NB: Some learners may accidentally show this information to the trainer despite the trainers best efforts to prevent/dissuade this. In this instance this needs to be reported to WAD immediately, and the trainer only penalised if they failed to address this to the learner.
		FAIL	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	Screen sharing was not used to conduct the session

Presentation			
22	Was the Trainer appropriately dressed?	Yes	The trainer was dressed appropriately for the lesson - ideally smart casual. A standard of modesty should be observed, and consideration of clothing with slogans, logos or symbols must not be offensive.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	The session was completed over the phone.
23	Was the trainer's background professional and presentable (or blurred where possible) whilst on the video call?	Yes	The background of the trainers working environment was professional and presentable.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	The session was completed over the phone.

Financial Inclusion Specific			
24	Did the trainer download module handbooks to the learners device for them to refer back to?	Yes	The trainer downloaded the handbooks to the learners device.
		No	The trainer did not meet the criteria above, and/or did not offer to show the learner the handbooks.
		N/A	This is a not an FI lesson or the learner did not want any of the handbooks.

Assisted Digital Specific			
25	Was the trainer careful not to provide any immigration advice?	Yes	The trainer ensured that they only provided the learner with assistance/support to complete their application for EUSS/UKVI.

		FAIL	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	The lesson being assessed is not part of the Assisted Digital Project.
26	If the learner's application was unfinished at the end of the lesson, did the trainer ensure that they knew how to continue to completion?	Yes	It is clear that the trainer did all they could to prepare the learner to complete their application if it was unfinished at the end of the lesson.
		No	The above criteria was not met. Please leave detailed notes to support your decision.
		N/A	The lesson being assessed is not part of the Assisted Digital Project. The application was completed during the lesson.
Digital Bridge Specific			
27	Did the trainer ensure that they did not use Zoom for the video call?	Yes	If the session was conducted via a video call, Zoom was not used.
		FAIL	Zoom was used to conduct the video call.
		N/A	The lesson being assessed is not part of the Digital Bridge Project or the session did not take place via a video call.

1-2-1 Remote Trainer Assessment

Trainer Name and ID		**Score**	**0%**
Learner/Customer Name and ID			
Workstream			
Date and Time		**Auto-Fail**	
Session Length			
Assessor's Name			
Just In Time Consent to Observe received?			

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	Use of WAD facilities		
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	Administration		
17	Were all the correct surveys completed at the appropriate times for the session being assessed?		
18	If applicable, have all equipment form(s) been completed and submitted for any equipment supplied by either WAD or the client? (should be within 24 hours of first day)		
	Diversity and Equality		
19	Did the Trainer support all individual learning needs without prejudice?		
	Security and Safety		
20	Did the Trainer ensure that they complied with data protection regulations? (e.g. Logout of any websites or systems, and ensure they had permission to act on the learner's behalf, if applicable)		
21	If screen sharing, did the trainer ensure no company or personal information was visible on their screen?		
	Presentation		
22	Was the Trainer appropriately dressed?		

23	Was the trainer's background professional and presentable (or blurred where possible) whilst on the video call?		
	Financial Inclusion Specific		
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