

Moving Beyond Cert IV

Why the Certificate
IV in Training and
Assessment is no
guarantee of front
of room skill

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Have you done your Cert IV?

Whenever I ask this question, the conversation goes something like this:

“

I would rather poke myself in the eye repeatedly with a sharp stick than have to repeat my Cert IV experience.

”

Cert IV Graduate

ME: Do you have your Cert IV?

THEM: (eyes rolling) Yes.

ME: What was your experience?

THEM: (groaning) Terrible!

ME: What was the cost?

THEM: Hundreds of dollars....hours and hours of time.

ME: What did you learn?

THEM: Nothing. Well, not quite nothing. I learned how to photocopy and hole punch piles of paper into a folder of evidence.

ME: What did you learn about being a great trainer?

THEM: Nothing

I believe the TAE is a bit like learning to drive. If the driving instructor is poor, then they will create poor drivers.

Why is it so impractical?

“

I am about three quarters of the way through an online course and really struggling. I am not finding it difficult, just useless. I think I have learned more about filling in forms and templates than anything to do with training or assessment. I honestly can't say that there has been anything in it that would make me a better trainer.

”

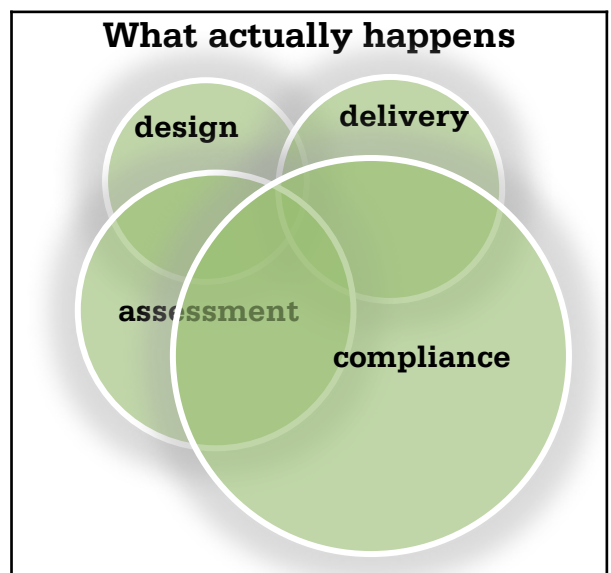
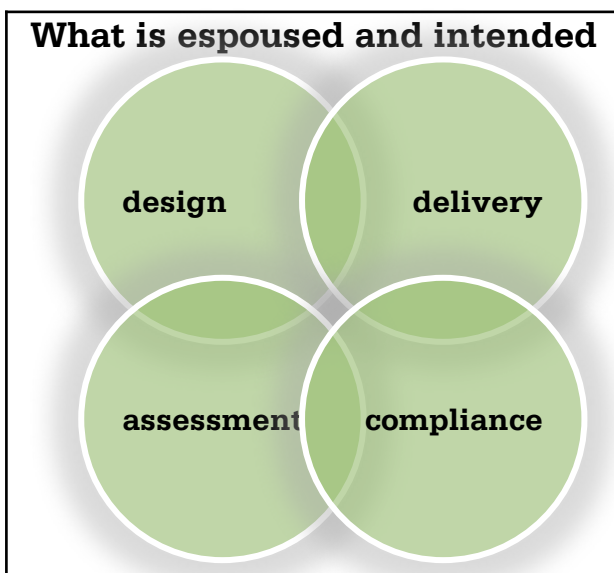
Comment from an online forum

The reason that I believe this qualification is failing our workplace trainers is that the focus is on *compliance* rather than creating engaging learning experiences.

Don't get me wrong. I'm all for ensuring that our trainers meet the requirements of the qualification.

My concern is that there is not sufficient emphasis on the *delivery* of sessions, and teaching participants *engagement strategies*.

Despite the curriculum espousing a balanced approach, and the best intentions of the providers, the reality of the delivery of the program rarely matches what is espoused.



What kind of trainer are you?

Co-Creative

You are teaching at the level of principles, allowing you to be extremely flexible at the front of the room.

You are the physical manifestation of your topic, demonstrating all the concepts, principles and techniques you are teaching through your preparedness, knowledge and love of the topic.

You manage your energy, and the energy of the group by being ready, resourceful and responsive.

Participants walk away from your session in better shape than when they arrived and they describe their experience as engaging, compelling and motivating.

Credible

You are viewed as the expert on your topic and you are moving effortlessly between slides and other media like whiteboards and flip charts. You may not always be liked for what you are doing, but you will certainly be respected.

Your attention is switching from internal to external allowing you to pay attention to where the group is at, and what their needs are in the moment.

Confident

You are well prepared and knowledgeable on the topic you are teaching. You are beginning to bring your content and material to life with relevant stories and activities.

You have a structured approach to your training that matches adult learning principles and sometimes get a bit unstuck if the group has a different agenda, or if something happens to derail your plans.

Competent

You have prepared and reviewed your material (likely for hours) and have a lengthy and detailed session plan, almost down to the minute.

You are probably using PowerPoint for the delivery of your training and would be horrified if the technology failed you as you have put all your preparation eggs into the PowerPoint basket.

Counter Productive

You show up to the front of the room underprepared.

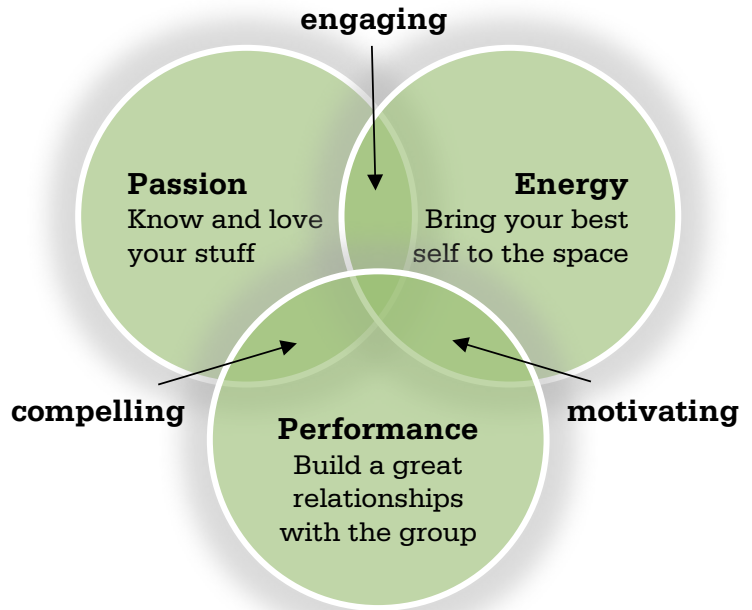
You are likely using and relying heavily on your PowerPoint slides, which are also your script.

You lack the confidence to allow the group to lead the session where it needs to go so stay strictly to your script irrespective of the feedback you are getting in the moment.

Moving Beyond Cert IV

Great workplace trainers are **engaging, compelling** and **motivating**. They are able to do this through the passion and energy they bring to the space, and the way they perform in the moment.

When providers of the Cert IV in training begin to incorporate this kind of thinking into their programs, we will see better skilled and qualified graduates.



When you bring your **passion** to the space you are demonstrating your *preparedness, knowledge* and *love* of the topic.

When you bring the right **energy** to the space you are *ready* (match fit), *resourceful* (access to your full suite of skills and abilities) and *responsive* (able to work in the moment based on feedback).

Finally, you should judge your **performance** by the feedback you are getting. *Build a great relationship* with the group at the start, *foster and develop* it throughout, *leave them in better shape* than when they arrived.



About the author

Donna McGeorge

As a speaker, author and consultant, Donna is all about making work *work*.

Her animated delivery and 'front of room' energy enables people to engage enthusiastically with the issues they are facing and learning about.

She brings her creative and practical approach together with a significant corporate organisation development background to help improve individual, team and organisational effectiveness.

For over 15 years Donna has worked as a trainer, facilitator and speaker in leading corporate environments, including EY, KPMG, Flight Centre, Australian Bureau of Statistics, Nissan Motor Company, Jetstar and ANZ Bank.

She recently returned from 2 years abroad, where she worked closely with the senior leadership team at Ford Asia Pacific in China to help transform organisational design, development, and strategic planning.

Whether it is creating world class presenters, engaging workplace trainers or effective internal consultants, Donna has the experience, knowledge and tools to help your people be the best they can be.

Want to know more?

Donna is a masterful trainer of trainers. If you would like to work with her as a teacher and mentor, go to her website or email her for more information.

Email: D@donnamcgeorge.com

Blog: <http://donnamcgeorge.com/blog/>

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