

# Quality Assurance Trainer Observation

**Trainer Name:**

**Training/Series Title:**

**Date of Training:**

**Observer(s):**

<b>Section 1: Provides an Organized Learning Experience</b>					
The instructor...	5 Highly Effective	4 Effective	3 Developing Effectiveness	2 Not Effective	1 Not Observed
1. Creates a professional atmosphere (welcoming environment, professional dress)					
2. Arranges for a comfortable environment that supports learning (pens, sticky notes, "fidgets", appropriate seating)					
3. Presents course materials as indicated by instructor guide					
4. Models mutual respect and acceptance of individual differences among diverse learners					
5. Effectively uses technology and support materials to enhance the learning experience					
6. Demonstrates appropriate ability to be directive and maintain the focus and schedule of the training					
7. Delivers training using characteristics of effective speaking (rate/volume of speech is appropriate, encouraging/enthusiastic delivery)					
8. Delivers clear instructions					
9. Anticipates and responds appropriately to unexpected situations and disruptions					
10. Fosters a positive learning community which provides opportunities for all to participate (i.e. name tent, group agreement)					
<b>Comments</b>					
<b>Notes about how the trainer was effective</b>					

## Quality Assurance Trainer Observation

<b>Areas in which the trainer has room for growth</b>	
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<b>Section 2: Demonstrates and Develops Content Knowledge</b>					
The instructor...	5 Highly Effective	4 Effective	3 Developing Effectiveness	2 Not Effective	1 Not Observed
1. Clearly communicates the learning objectives and expected outcomes					
2. Uses appropriate language and examples supportive of content					
3. Consistently links concepts and activities to one another to activate prior knowledge					
4. Demonstrates clear understanding of content					
5. Queries the students or prompts students to explain their thinking and rationale for responses and actions					
6. Asks open-ended questions, promotes higher-order thinking and encourages analytical reasoning					
7. Adapts instruction to meet the needs of participant					
8. Follows/implements training and activities as described in approved training plan					
<b>Comments</b>					
<b>Notes about how the trainer was effective</b>					
<b>Areas in which the trainer has room for growth</b>					

## Quality Assurance Trainer Observation

<b>Section 3: Provides Effective Feedback</b>					
The instructor...	5 Highly Effective	4 Effective	3 Developing Effectiveness	2 Not Effective	1 Not Observed
1. Helps participants connect their responses to the content					
2. Clarifies misunderstandings and incorrectly characterized behaviors					
3. Provides specific positive reinforcement to participants					
4. Scaffolds for students who are having a hard time understanding concept, answering a question, or completing an activity					
5. Provides constructive feedback to extend the students' responses and provide additional information to expand on students' understandings and actions					
<b>Comments</b>					
<b>Notes about how the trainer was effective</b>					
<b>Areas in which the trainer has room for growth</b>					

### Key

<b>5 – Highly Effective</b>	Practice was observed consistently with depth and quality
<b>4 – Effective</b>	Practice was observed frequently with depth and quality
<b>3 – Developing Effectiveness</b>	Practice was observed inconsistently with limited depth and quality
<b>2 – Not Effective</b>	Practice was observed but not effectively implemented
<b>1 – Not Observed</b>	Practice was expected but not observed

TRAINER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

OBSERVER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_