

	<p>Poor 1 pts- After problem areas are discussed and resolved, must retake evaluation.</p>	<p>Fair 2 pts- After problem areas are discussed and resolved, must retake evaluation.</p>	<p>Good 3 pts- Does not need to retake evaluation so long as they are able to provide correct answers to problem areas.</p>	<p>Excellent 4 pts- Does not need to retake evaluation.</p>
<p>Classroom Setup and Preparation Facilitator's classroom setup before session starts - with learning materials and registers available</p>	<p>Poor Training venue is not set up before hand. Learning materials are not available to delegates. Relevant posters are not visible in the venue. Attendance registers are incorrect and not available in hard copy.</p>	<p>Fair Training venue is not completely set up before hand. Learning materials are not printed, bound and are not available to delegates. Relevant posters are not visible in the venue. Attendance registers are available in hard copy.</p>	<p>Good Training venue is set up before hand. Learning materials are not printed, bound and are not available to delegates. Relevant posters are not visible in the venue. Attendance registers are available in hard copy.</p>	<p>Excellent Training venue is set up before hand. Learning materials are printed, bound and available to delegates. Relevant posters are visible in the venue. Attendance registers are correct and available in hard copy.</p>
<p>Organization How outcomes of the facilitation skills course are presented that makes sense.</p>	<p>Poor Audience cannot understand presentation because there is no sequence of information.</p>	<p>Fair Audience has difficulty following presentation because facilitator jumps around.</p>	<p>Good Facilitator presents information in logical sequence which audience can follow.</p>	<p>Excellent Facilitator presents information in logical, interesting sequence which audience can follow.</p>
<p>Knowledge of Facilitation Skills knows most of the different facilitation techniques and ways to handle difficult scenarios that a facilitator may face in the classroom.</p>	<p>Poor Facilitator does not have grasp of information; facilitator cannot answer questions about subject nor is able to find how to get the answers.</p>	<p>Fair Facilitator is uncomfortable with information and is able to answer only rudimentary questions. Has some concept of how to find appropriate answer.</p>	<p>Good Facilitator is at ease with expected answers to all questions, but fails to relate to why it would be used for dispatching/call taking purposes. Knows how to find appropriate answers.</p>	<p>Excellent Facilitator demonstrates full knowledge (more than required) by answering all class questions with explanations and elaboration as they relate to call taking/dispatching purposes. Also shows students where to find help information.</p>
<p>Eye Contact/Presence Understanding people's needs by looking for unsure facial expressions</p>	<p>Poor Facilitator presents all information without making eye contact to the rest of the group. Constantly doing things that are distracting the audience away from the training. (tapping, fidgeting, moving mouse around areas of the map not in use, etc.)</p>	<p>Fair Facilitator occasionally uses eye contact. Occasionally does distracting things while presenting. (fidgeting, etc.)</p>	<p>Good Facilitator maintains eye contact most of the time but frequently returns to notes. Some distractions.</p>	<p>Excellent Facilitator maintains eye contact with audience, seldom returning to notes. No distractions.</p>
<p>Body Language and Floor Work Facilitator has a confident body language and is able to move around the floor effectively.</p>	<p>Poor Facilitator does not present a confident body language and does not move around the floor effectively.</p>	<p>Fair Facilitator presents a confident body language but does not move around the floor effectively.</p>	<p>Good Facilitator presents a confident body language and is able to move around the floor.</p>	<p>Excellent Facilitator presents a confident body language and is able to move around the floor effectively without distracting the delegates.</p>
<p>Elocution Presents training in a way that relates to facilitators, is audible, good understanding of tools.</p>	<p>Poor Facilitator mumbles, incorrectly pronounces terms, and speaks too quietly for delegates in the back of class to hear. Does not provide any examples or scenarios of how the facilitation skills will work with their facilitation goals.</p>	<p>Fair Facilitator's voice is low. Facilitator incorrectly pronounces terms. Audience members have difficulty hearing presentation. Provides very little to no examples of how facilitations skills can help with their facilitation goals.</p>	<p>Good Facilitator's voice is clear. Facilitator pronounces most words correctly. Most audience members can hear presentation. Provides little examples of how facilitations skills will help their facilitation goals.</p>	<p>Excellent Facilitator uses a clear voice and correct, precise pronunciation of terms so that all audience members can hear presentation. Also adds great examples and scenarios of how facilitation skills will help their facilitation goals.</p>
<p>Facilitator's Board Work The facilitator uses the whiteboard or flipchart effectively in the classroom.</p>	<p>Poor The facilitator does not use the whiteboard or flipchart.</p>	<p>Fair The facilitator uses the whiteboard or flipchart. The use of appropriate colours is not applied. Handwriting and positioning of the tools requires practise.</p>	<p>Good The facilitator uses the whiteboard or flipchart, using appropriate colours. Handwriting and positioning of the tools requires practise.</p>	<p>Excellent The facilitator uses the whiteboard or flipchart effectively by using appropriate colours, handwriting and positioning of the tools.</p>
<p>Time Management The facilitator manages their time including the breaks.</p>	<p>Poor The facilitator does not manage their time and is not punctual including their breaks.</p>	<p>Fair The facilitator manages their time and is rarely punctual including their breaks.</p>	<p>Good The facilitator manages their time and is mostly punctual including their breaks.</p>	<p>Excellent The facilitator manages their time effectively and is punctual including their breaks.</p>
<p>Practical Activities The facilitator controls and manages practical activities in the classroom situation.</p>	<p>Poor The facilitator is not able to manage and control practical activities in the classroom.</p>	<p>Fair The facilitator manages practical activities in the classroom situation.</p>	<p>Good The facilitator effectively controls and manages practical activities in the classroom situation.</p>	<p>Excellent The facilitator effectively controls and manages practical activities in the classroom situation. The facilitator is able to think "on their feet" and apply practical solutions to complex situations.</p>
<p>Facilitator's Usage of Tools Facilitator's ability to use the projector, laptop, electronic content and sound equipment.</p>	<p>Poor Facilitator is not able to use the projector, laptop, electronic content and sound equipment.</p>	<p>Fair Facilitator is able to use the projector, laptop, electronic content and sound equipment but with much assistance.</p>	<p>Good Facilitator is able to use the projector, laptop, electronic content and sound equipment but with some assistance.</p>	<p>Excellent Facilitator is able to competently use the projector, laptop, electronic content and sound equipment.</p>
<p>Conclusion Facilitator's effective closing of the session and summary of content.</p>	<p>Poor Facilitator does not close the facilitation skills session appropriately. Facilitator does not summarise key points nor do they discuss next steps. Facilitator does not thank delegates for their attendance.</p>	<p>Fair Facilitator closes the facilitation skills session. Facilitator does not discuss next steps and forgets to thank the delegates for their attendance.</p>	<p>Good Facilitator closes the facilitation skills session appropriately, summarising key points. Facilitator does not discuss next steps and forgets to thank the delegates for their attendance.</p>	<p>Excellent Facilitator closes the facilitation skills session appropriately, summarising key points. Facilitator discusses next steps and thanks the delegates for their attendance.</p>
<p>Programme Evaluation Form Facilitator explains the purpose of the evaluation form and provides sufficient time for the delegates to complete the form.</p>	<p>Poor Facilitator does not explain the purpose of the evaluation form and does not provide sufficient time for the delegates to complete the form.</p>	<p>Fair Facilitator explains the purpose of the evaluation form but does not provide sufficient time for the delegates to complete the form.</p>	<p>Good Facilitator does not explain the purpose of the evaluation form but does provide sufficient time for the delegates to complete the form.</p>	<p>Excellent Facilitator explains the purpose of the evaluation form and provides sufficient time for the delegates to complete the form.</p>
<p>Facilitator's Portfolio of Evidence Portfolio of Evidence containing learning materials, attendance registers, programme evaluations and visual aids.</p>	<p>Poor POE contains no learning materials, attendance registers, programme evaluation forms or visual aids. The POE is not in a file in an organised manner.</p>	<p>Fair POE contains learning materials. The POE materials are combined but not in a file.</p>	<p>Good POE contains learning materials, attendance registers, programme evaluation forms. The POE is arranged in a file.</p>	<p>Excellent POE contains learning materials, attendance registers, programme evaluation forms and visual aids. The POE is neatly arranged in a file in an organised manner.</p>
<p>Facilitator's Toolkit for Delegates Facilitator provides a toolkit for delegates that will be facilitating the content.</p>	<p>Poor Facilitator does not provide a toolkit for delegates that will be facilitating the content.</p>	<p>Fair Facilitator some content for delegates that will be facilitating the content.</p>	<p>Good Facilitator provides a toolkit for delegates that will be facilitating the content.</p>	<p>Excellent Facilitator provides a comprehensive toolkit for delegates that will be facilitating the content.</p>