UNICEF UK BABY FRIENDLY INITIATIVE
GUIDANCE FOR BABY FRIENDLY TRAINING DURING THE CORONAVIRUS (COVID-19) OUTBREAK

GUIDANCE SHEET 6: PLANNING IN-HOUSE TRAINING

Delivering Baby Friendly services at this time can be difficult. However, babies, their mothers and families deserve the very best care we can provide. This document on planning in-house training for staff is part of a series of guidance sheets designed to help you provide training remotely and/or face-to-face.

MEETING THE BABY FRIENDLY STANDARDS

Given the current circumstances and limitations placed on us during the pandemic, most services need to find alternative ways of delivering training to enable them to meet the following Baby Friendly standards:

- all new staff to receive training within 6 months of joining the service
- all staff to receive annual updates.

Whilst we recognise that some services will not be ready to recommence training for some time, many are now considering how they will re-establish training to achieve/maintain Baby Friendly accreditation. This guide is intended to provide answers to queries and initial suggestions on how training may work.

FREQUENTLY ASKED QUESTIONS

Can we provide training that is not delivered face-to-face?

Yes, you can provide training that is not delivered face-to-face so long as the desired content is covered effectively (see curriculum checklist for guidance). Keep in mind that even if the information can be delivered effectively, it may be harder to win over 'hearts and minds' due to the sensitivity of the content.

Many services are finding it possible to return to the classroom with effective social distancing measures and may not need to consider online training. However, some challenges are being reported, including issues with room bookings or small group sizes, meaning that sessions may need to be repeated. This could potentially be overcome by providing 'blended learning', i.e. a mixture of face-to-face and online training with access to existing e-learning packages and other materials.

Can we use Train the Trainer materials to develop our online solutions?

Yes, these can be used to develop online training so long as they adhere to the copyright. You may wish to use the slides to develop a voiced-over PowerPoint or e-learning package, for example. Materials provided by Baby Friendly are for staff training purposes only and are not to be used to generate financial reward. They should be shared via staff access-only platforms and not via public websites, YouTube, etc.

Will virtual training count for assessment purposes?

Yes, this can be used as evidence for assessments at Stage 2 and re-assessment if you can demonstrate that all the required learning outcomes can be met. We suggest you record staff completion of each part of the training package to provide evidence that the required number of staff have completed the full training. You can confirm the effectiveness of the training by conducting an audit of the knowledge and skills of staff who have participated in the training as you would normally. This can be conducted via video if necessary. You may need to update your training curriculum to reflect the new training package.

Can we use this virtual method for our two-day course for new staff?

Yes, in principle you can. However, it will require some creative planning to ensure that staff remain engaged throughout the course (see tips for delivering online training below). It is useful to consider:

- Pre-learning materials that could be made available to staff prior to the course, such as e-learning materials or education sheets
- Whether any practical aspects could be completed in advance, such as asking staff to carry out a breastfeeding assessment to bring to the course
- Existing materials that could be used as a teaching aide
- Whether you want to maintain any of the content as face-to-face training (e.g. skills sessions)
- Staff's levels of access to online learning and how this might impact effectiveness (e.g. available space, Wi-Fi connection, computer access, privacy, etc.)
- Potential facilities that could provide socially distanced face-to-face teaching sessions.

Can we use this virtual method for our annual updates?

Yes, in principle you can. As these generally tend to be shorter sessions, they probably lend themselves better to being delivered in this way. Making the most of the opportunity by ensuring varied delivery methods and enabling scheduled breaks should help with staff engagement.

How will we know that the training is effective?

Consider auditing a cohort of trained staff to ensure that the training has been effective. It would be sensible to do this before rolling out training so that any necessary amendments can be made.

TIPS FOR DELIVERING EFFECTIVE ONLINE TRAINING

- **Determine what platform to use:** Many services are using Microsoft Teams or Zoom, however it is important to speak with your IT department for guidance on what system you are permitted to use and what would be most effective in your service.

- **Get to know the technology:** Allow enough time to familiarise yourself with the functionality so that you feel confident to roll out the training. You can access training and help from your IT department.

- **Ensure participants are familiar with the technology:** Provide written guidance for participants on how to join the training, basic trouble shooting, ensuring internet reliability, etc. Include an overview of available functions and the different ways for them to engage.

- **Practice being the facilitator:** The facilitator is the main point of reference for the duration of the course so it is worthwhile to do a few run-throughs to see what issues you may encounter. Having two tutors on hand is useful, as one can observe the group or monitor the chat box while the other talks. One tutor can also be responsible for trying to bring some energy into the room.

- **Use a variety of available functions:** Familiarise yourself with the available tools, including the chat box, virtual hand function, polling, muting button, etc.

- **Explain etiquette:** Participants should be reminded of the etiquette for the day, which may include keeping their video on to encourage a sense of community and muting themselves to limit background noise. Participants should also be reminded to put up their virtual hand and unmute themselves if they wish to speak and remember to put their virtual hand down if they no longer wish to speak.

- **Build a sense of community:** Engage in some icebreakers to help build a sense of virtual community or go around so that everyone can share something of interest to the group.

- **Schedule breaks:** Be aware that sitting and looking at a computer screen uninterrupted for long periods is difficult, tiring and not conducive to learning. Break the sessions up frequently and encourage participants to stand up, rest their eyes and move about. Remember, the trainers need rest as well.

- **Use different delivery methods:** Break the training up into bite-sized sessions using different methods such as slides, videos, quizzes, group work in breakout rooms, Q&As, etc. Some sessions could be pre-recorded and used on the day.

- **Build interest with pre-learning activities:** Use a blended learning approach by giving some work to do beforehand, such as reading, e-learning, or completing a workbook. Remember to make time to check learning and pick up on queries.

- **Seek technical support:** Let your IT department know when you expect to be delivering training and explore how to access help in case of technological difficulties.

- **Ask for feedback:** Ask attendees to provide feedback so you can evaluate your sessions, build on what works and make changes moving forward.

USEFUL RESOURCES FOR DELIVERING ONLINE TRAINING

- Unicef UK Baby Friendly Initiative e-learning packages for health professionals
- Microsoft Teams and Zoom guidance