

# NeighborWorks Training Institute

## CODE OF STANDARDS FOR INSTRUCTORS

Thank you for your interest in serving as an instructor with the NeighborWorks Training Institute (NTI) and your commitment to the revitalization of America's communities. The Training Institute provides the highest quality community development education in the country to the organizations that are part of the NeighborWorks® network as well as other organizations that work towards neighborhood revitalization.

For many organizations involved in these efforts, NTI is the primary source of such capacity-building assistance. Consequently, the Training Institute must continually deliver state-of-the-art training characterized by excellent content and adult education expertise.

Fundamentally this is possible because the Institutes are the result of ongoing collaborative efforts among participants, instructors, and NTI staff. We value and take seriously the spirit and practice of partnership and believe it is the foundation of our success. You, the instructors, are the unifying element in this relationship. You have direct communication with and feedback from both the participants and the NTI staff. You bring your expertise and enthusiasm to the table.

In this spirit, we want to encourage continuous dialogue so that we can all work together to constantly improve and create the best Training Institutes possible. A major part of this dialogue is our communication to you of the expectations we have for our Institutes and of our instructors. The following standards have been developed as a guide to convey the expectations NTI has for its instructors and the instruction they provide. Questions should be directed to the Training Division.

Our standards fall into the following categories:

1. Course quality (methodology)
2. Course quality (materials)
3. Classroom management
4. What instructors can expect from NTI

## 1. Course Quality and Delivery

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New instructors must attend a Training-of-Trainers Orientation. This is a developmental session that provides introductions to Neighborhood Reinvestment Corporation, the Training Institute, our expectations, standards, policies, and procedures. It also reviews adult learning theory and practice. Please call the Training Division at (800) 438-5547 to enroll.

All instructors now regularly training for NTI will be expected to enroll in one session of either Training-of-Trainers Orientation or Advanced Training-of-Trainers annually. These sessions are to help instructors remain current on NTI standards and quality improvements and receive, as a benefit, professional development in current adult learning and training methods. Our training specialists are available to discuss the two options and make recommendations based upon the skill level of the instructor. Please call the Training Department at (800) 438-5547 to enroll.

Any training method that effectively teaches is, of course, acceptable. But we strongly encourage all instructors to use practical examples and hands-on exercises in the classroom (instructors who employ a variety of methods typically receive above-average ratings from participants and adults retain much more when they are used).

We have an obligation to each instructor to provide candid feedback on course quality, classroom delivery, and the quality of our working relationship. You can expect thoughtful evaluations and suggestions for improvement (if necessary) in either written or oral format in a timely, honest, and objective fashion.

## 2. Course Materials

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All materials instructors present for reproduction must be either a) authored/created by the instructors themselves or b) include express, written permission to reproduce as required by copyright law. (See pages 9-10 of the Handbook for Instructors.) Exceptions will no longer be made.

All course materials, requests for audio-visual equipment, and all other special requests must be submitted to the Training Department no fewer than 30 days prior to the start of an Institute. Please note that if course materials are not received by this deadline, the instructor will be responsible for reproduction and shipment at his or her own expense. If an instructor intends to use materials from a previous Institute or repeat a previous audio-visual request, the Training Department must still be notified at least 30 days prior to the start of an Institute. (See pages 11-12 of the Handbook for Instructors.)

Instructors should use the most appropriate, up-to-date version of materials. Technical documents, such as government rules and forms, should be checked for accuracy before course materials are submitted to the Training Department or otherwise used in the course.

All course materials must be submitted in accordance with the format specifications outlined by NTI. (See pages 9-10 of the Handbook for Instructors.)

## 3. Classroom Management

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Unless otherwise authorized by Training Institute staff, courses begin at 8:30 a.m. and run until 4 p.m. Instructors should allow 90 minutes for lunch from 11:30 a.m. until 1 p.m., and take two 15-minute breaks (between 9:45 a.m. and 10:15 a.m. and between 2:15 p.m. and 2:45 p.m.). Because of the nature of classroom set-up and materials distribution, we ask that instructors check into the Instructor Room at Institutes no later than 7:45 a.m.

Instructors should arrive on time and prepared to teach. If unforeseen situations occur, instructors can receive assistance from NTI staff in the Instructor Room. Should an emergency arise that would prohibit an instructor from honoring his or her commitment to NTI, we expect that instructor to immediately notify the appropriate training specialist.

Instructor and course evaluations are critical to the development of future Institutes and other training events. Instructors should allow sufficient time at the end of the course for evaluations to be completed. (See page 7 of the Handbook for Instructors for the procedures we have established.)

Instructors are required to provide six full hours of training per day.

Instructors are required to take attendance at 4 p.m. each day using the rosters provided by the Training Division.

Certificates may only be presented at 4 p.m. on the last day of class to those participants who actually complete the full curriculum (six hours per day). No exceptions may be made. Instructors must make this clear at the start of each class. Evaluations should be collected at the time of certificate distribution.

NTI encourages instructors to share with staff suggestions on how to improve the curriculum procedures to sustain and enhance the quality of the Institutes. NTI urges instructors to suggest ways to further build relationships among NTI, instructors, and participants.

## 4. What Instructors Can Expect From NTI

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- Candid and timely feedback on performance and working relations
- Timely payment for services delivered and reimbursement for expenses incurred
- Prompt attention to all concerns