

## Core competencies of the Facility Trainer

Facility Trainers must fulfill all core competencies while performing the Facility Trainer Role.

The Trainer will:

1. Have a high degree of knowledge of overall subject matter.
2. Demonstrate a high degree of knowledge and delivery of self-care subject matter
3. Demonstrate a high degree of knowledge and delivery of bladder and bowel subject matter.
4. Demonstrate a high degree of knowledge and delivery of transfers subject matter.
5. Demonstrate a high degree of knowledge and delivery of locomotion subject matter.
6. Demonstrate a high degree of knowledge and delivery of communication subject matter.
7. Demonstrate a high degree of knowledge and delivery of social cognition subject matter.
8. Demonstrate an ability to handle questions overall.
9. Demonstrate an ability to handle questions regarding self-care.
10. Demonstrate an ability to handle questions regarding bladder and bowel.
11. Demonstrate an ability to handle questions regarding transfers.
12. Demonstrate an ability to handle questions regarding locomotion.
13. Demonstrate an ability to handle questions regarding communication.
14. Demonstrate an ability to handle questions regarding cognition.
15. Demonstrate confidence.
16. Demonstrate an effective style of delivery adapted to audience.
17. Demonstrate an effective use of teaching strategies that facilitated discussion and learning.
18. Demonstrate they can actively engage the audience.
19. Contribute to a supportive, interactive learning environment.
20. Demonstrate an effective listening technique and asks for clarification to ensure understanding of the participants.
21. Contribute to customer satisfaction.
22. Handle stressful situations effectively.
23. Utilise examples that were appropriate to the type of patients seen by the organisation.
24. Customise the presentation to the organisation.
25. Demonstrate a knowledge of rehabilitation industry as it relates to the presentation.
26. Demonstrate effective time management.
27. Identify outstanding issues and complete or arrange appropriate follow-up.
28. Demonstrate ways to refine and/or improve presentation style.
29. Actively solicit and respond to feedback.
30. Take responsibility for solution-oriented, constructive feedback.
31. Be aware of the impact of his/her behaviour and teaching style.

AROC reminds Trainers that they must remain credentialed with an exam score of  $\geq 85\%$  (credentialing lasts two years), and participate in a Trainer Refresher course every four years.

AROC reserves the right to assess a Facility Trainer at any time, and may provide feedback in relation to credentialing at a facility or scoring idiosyncrasies in exams sat by participants of workshops provided by the Facility Trainer.

AROC may withdraw Facility Training rights at any time and AROC reminds trainers that once awarded Facility Trainer status this allows you only to train at the facility you are working in.

**Any training you do outside of the facility you are working in will be considered null and void unless prior approval from AROC is sought.**

Please refer to the Facility Trainer Protocol (accessible in the FIM Resource portal) for more details.