

# On-the-Job Training

Access to family planning methods from knowledgeable, skilled providers is an essential component of any family planning program. Service providers must not only be trained but also learn on the job to improve their skills and strengthen their capacity. On-the-job training allows real-time and self (360 degree) evaluation to rectify any shortcomings.



## STEP 1: Assess training needs

Before conducting training activities, conduct a training needs assessment (TNA) to assess the providers' existing knowledge, attitudes, techniques, skillsets and performance. The TNA will help determine the current capacities and training gaps among your staff and develop a training plan based on the respective family planning skills that you would like to develop/strengthen of your staff.



## STEP 2: Select the type of training to conduct

Determine what type of on-the-job training works best for providers in your setting. This could include in-service training, in-reaches, on-site mentoring, refresher training, and/or e-learning for continuous learning and professional development. These different approaches can be combined to suit your needs.



## STEP 3: Plan the training schedule

Based on the results of the TNA that you conducted in Step 1, you should determine the training schedule based on topics/skills that have been identified as gaps. Also, you should be able to identify individuals with the necessary skills that can help with facilitating the trainings.



## STEP 4: Conduct the training activities

Make sure the training activities are as hands-on as possible, and that the trainees have the opportunity to observe experts, immediately practice what they learn and ask questions as they go along.



## STEP 5: Re-assess post-training knowledge, skills and needs of staff

Once the training is complete, conduct a post-training assessment to assess providers' knowledge, attitudes and performance. From this assessment, you can learn the impact of the training and the extent to which you need to provide ongoing support, including additional mentoring, supportive supervision and refresher trainings as needed.



## STEP 6: Monitor the on-the-job training program regularly

Continually monitor and assess your on-the-job training program – the individual components such as on-site mentoring, refresher training or in-reaches as well as the overall training program as a whole. Assess the capacity of staff to complete their work, the learning process of the staff and note any new gaps or challenges that emerge.

### Tips

- Make sure that learning goals for on-the-job trainings are clearly defined and shared with the participants.
- Pairing structured on-the-job training with other complementary training approaches can help ensure that the training fully addresses the needs of the trainees.
- Consider using pre-developed competency-based checklists to assess that the skills the providers are improving during the training activities.