

## IMPLEMENTATION HANDOUT

### Instructor Training System—Questions and Answers

**1.) Question:** Why did DSP develop the Instructor Training System?

**Answer:** Currently the AARP Driver Safety Program does not have a consistent, standardized method or system to train new Driver Safety Program Instructors. More than 1,500 new Instructors are trained each year using Instructor-training materials that are not current and training methods and times that vary widely. The goal of the AARP Driver Safety Program Instructor Training System project was to develop a system that is nationally standardized, but flexible enough to meet individual state requirements and a system that will improve the quality of training of new Instructors.

**2.) Question:** What are the components of the new AARP Driver Safety Program Instructor Training System?

**Answer:** The new AARP Driver Safety Program Instructor Training System has four basic components: 1) an interview, 2) an orientation to DSP, 3) an Instructor training course, and 4) supervised teaching.

**3.) Question:** How will this new system save money?

**Answer:** This new system should save money in several ways:

- States will not need to print state versions of Instructor training materials.
- The National Office will be able to eliminate at least 8 documents.
- Some forms will be able to be completed on a computer and then emailed, eliminating the need for printing hard copies and paying for postage.
- If after completing the orientation, the Instructor Candidate decides they do not want to teach, time and cost will be saved by not having them further train with a Trainer.
- The initial screening and orientation of the Instructor Candidate will be done locally with the District Coordinator.

**4.) Question:** Do we have to use the new Instructor Training System?

**Answer:** Yes. As of July 2010 the new Instructor Training System, including the forms and guides is required by the National Office to use when training new Driver Safety Program Instructor Candidates. The new nationally standardized system will improve the quality and consistency of the training, but is flexible enough to meet individual state requirements.

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**5.) Question:** When do we have to switch to the new system?

**Answer:** Use of the new Instructor Training System materials should start immediately with all new Instructor Candidates.

**6.) Question:** Who should be trained/oriented to use the new materials?

**Answer:** All current Trainers, Coordinators and Mentors in states should be trained/oriented using the new materials and the state based implementation training outlines provided to the attendees of the National Training Summit.

**7.) Question:** Why are we not training current Instructors in the new materials or at least in the *Introduction and Policy Guide*?

**Answer:** Training of current Instructors is not expected or required, so there is no need to re-train current Instructors. The material is new but the content is primarily the same. All current Instructors will be mailed a copy of the *Introduction and Policy Guide* in September. This guide could be a good discussion item at fall or spring Instructor workshops.

**8.) Question:** How do I train a new Chief Trainer and additional Trainers?

**Answer:** Guidance for training a new Chief Trainer and Trainers can be found on pages 23-26 of the *Leadership Training & Policy Guide*.

**9.) Question:** Why can my state not develop its own system and materials?

**Answer:** The AARP Driver Safety Program is a national program, and we want to have in place a consistent national Instructor Training System.

**10.) Question:** What part does the Mentor play in the new Instructor Training System?

**Answer:** As before, the Mentor continues to play an important role with an emphasis more on advising than assisting.

**11.) Question:** What are the new Mentor and District Coordinator roles?

**Answer:** The new role of the Mentor and District Coordinator can be found in their respective position descriptions which have been revised slightly. You can visit VolunteerNet at [www.aarpvolunteers.com](http://www.aarpvolunteers.com) to save or download a copy.

**12.) Question:** Which documents have been changed?

**Answer:** Changes have been made to at least 10 documents. See the old and new document comparison handout entitled: Comprehensive Training System--Listing of Current and New Documents/Material.

**13.) Question:** What are the primary documents used in the Instructor Training System?

**Answer:** The new system has three major new documents:

- *Introduction and Policy Guide* (used by the Instructor Candidate and District Coordinator during the DSP Orientation)
- *Instructor Candidate Training Guide* (used by the Instructor Candidate during the DSP Instructor Course)
- *Trainers Guide* (used by the Trainer to conduct the DSP Instructor Course)

**14.) Question:** How do we address state specific information?

**Answer:** There are three good places where state specific information can be addressed; during the Orientation, in the DSP Instructor Course and during Supervised Teaching.

**15.) Question:** What Driver Safety Program policies have changed?

**Answer:** No Driver Safety Program polices have changed. In the *Introduction and Policy Guide* some of the language relating to policies and standards has been updated for clarity.

**16.) Question:** How do I know which documents are most current?

**Answer:** See the implementation document on old, new and revised documents entitled: Comprehensive Training System—Listing of Current and New Documents/Material. You should also check the revision date, typically located at the bottom corner near the stock number.

**18.) Question:** How do I give feedback to the National Office on the new materials?

**Answer:** After you use the new materials for training, you can complete an online survey to provide feedback and comments. Go to this link:

<https://survey.aarp.org/cgi-bin/NewDSPTTrainingMaterialsFeedback/index.cgi>.

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The online survey will be available through December 31, 2010. The National Office will use the comments and suggestions received in the survey to respond to comments and suggestions and to make revisions, etc.

**19.) Question:** How does the National Office plan to evaluate the new Instructor Training System?

**Answer:** Beginning in December of this year, and occurring annually from here on out, the National Driver Safety Program Office will survey all new Instructors appointed that year. Due to the implementation of the new system in 2010, we will just survey Instructors appointed from August to December.

Email addresses of newly trained Instructors will be pulled from VMIS (the AARP volunteer database), and a link to an online survey will be sent. The survey will consist of a series of questions to learn about their experiences participating in the Instructor training process. The survey will be managed by AARP's Research & Strategic Analysis Department who will also prepare an annual report.

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