



**International Stress  
Management Association UK**

Promoting stress prevention and well-being

# **Trainer Approval Application Pack**

# APPROVED STATUS FOR ISMA<sup>UK</sup> MEMBERS AS TRAINERS

## BACKGROUND, AIMS AND PROCEDURES

### Background

ISMA<sup>UK</sup> is the leading professional Body for Stress Management Professionals. The Executive Committee in support of its plan to ensure that ISMA<sup>UK</sup> continues to hold this position has recently reviewed its approved status process for members who work in the field of delivering stress management training, coaching and therapy.

Bearing in mind the diverse nature of our membership and the varying types of stress management training now being requested, by both individuals and employers, it has been decided to offer three categories of ISMA<sup>UK</sup> accredited trainers

**Individual Stress Management Trainers** – this is for members training groups of individuals to develop appropriate strategies, within themselves, for managing stress.

**Organisational Stress Management Trainers** – this is for members who specialise in training groups of staff within a wide range of differing types of private and public organisations, in the prevention and management of work-related stress. Such training must be in line with current HSE best practice.

Members with at least one year's full membership and at least 18 months relevant training experience may apply for approval for either or both of the trainer categories above.

**Approved Train the Trainers** – this is for members who specialise in training individuals to become stress management professionals. It is anticipated that this category will be available to those with a proven record in achieving excellence in quality of stress professionals that their organisations graduate.

Members with at least one year's full membership and at least 5 years relevant training experience may apply for Approval.

### **The Aims of the Approval Process**

1. To establish a **Register of Approved Course Trainers** who can provide a recognised level of competency to deliver both individual and corporate stress management training.
2. To offer a standard of education and training delivery that has credibility, quality and promotes best practice. This being demonstrated by Approved trainers who are committed to:
  - The ISMA<sup>UK</sup> Code of Conduct and Guide to Ethical Practice
  - Delivering the content of ISMA<sup>UK</sup> stress management core knowledge
  - Maintaining best practice by continuing appropriate professional education and development
  - Using training and educational techniques that promote learning
3. To uphold and advance the quality assurance role that ISMA<sup>UK</sup> plays in the field of stress and stress management.

## **Benefits of Approved Trainer Status**

The Approved Trainer status will be a nationally recognized training delivery standard that ISMA members can use to promote the excellence of their training.

Approved Trainers will be able to use the ISMA Approved Trainer logo on their Business Stationary and promotional Material (within approved ISMA UK Guidelines) provided they remain approved and full members of ISMA

ISMA will keep a list of Approved trainers and this will be made available to those who request it and via the ISMA website

### **Approved Stress Trainer**

It is anticipated that as more ISMA members become Approved that they may well in the future be able to act as supervisors for other stress trainers.

## **1. ISMA<sup>UK</sup> Approval process overview for Individual Stress Management Trainers and Organisational Stress Management Trainers**

This pack is designed to give an overview of the membership requirements, knowledge and experience in delivering stress management related training required to be considered for accreditation as a recognized ISMA<sup>UK</sup> trainer. Additionally it sets out the required information that members will need to submit in order to be considered as an Approved trainer recognized by ISMA<sup>UK</sup>

### **Who can apply?**

Members with at least one year's full membership of ISMA and at least 18 months relevant training experience may apply for approval for either or both of the trainer categories.

To become an Approved Train the Trainer of Stress Management Practitioners you must be a full member of ISMA and have been training people to become Stress Management Professionals for at least 5 years

### **What is the Cost?**

The total cost is £150. There is a £50 non refundable fee on application to cover administrative costs with the balance of £100 due on acceptance. Should a candidate not succeed there is no fee for resubmission if made within 12 months.

There is an ongoing registration fee of £20 per annum in subsequent years.

### **How long will approval last?**

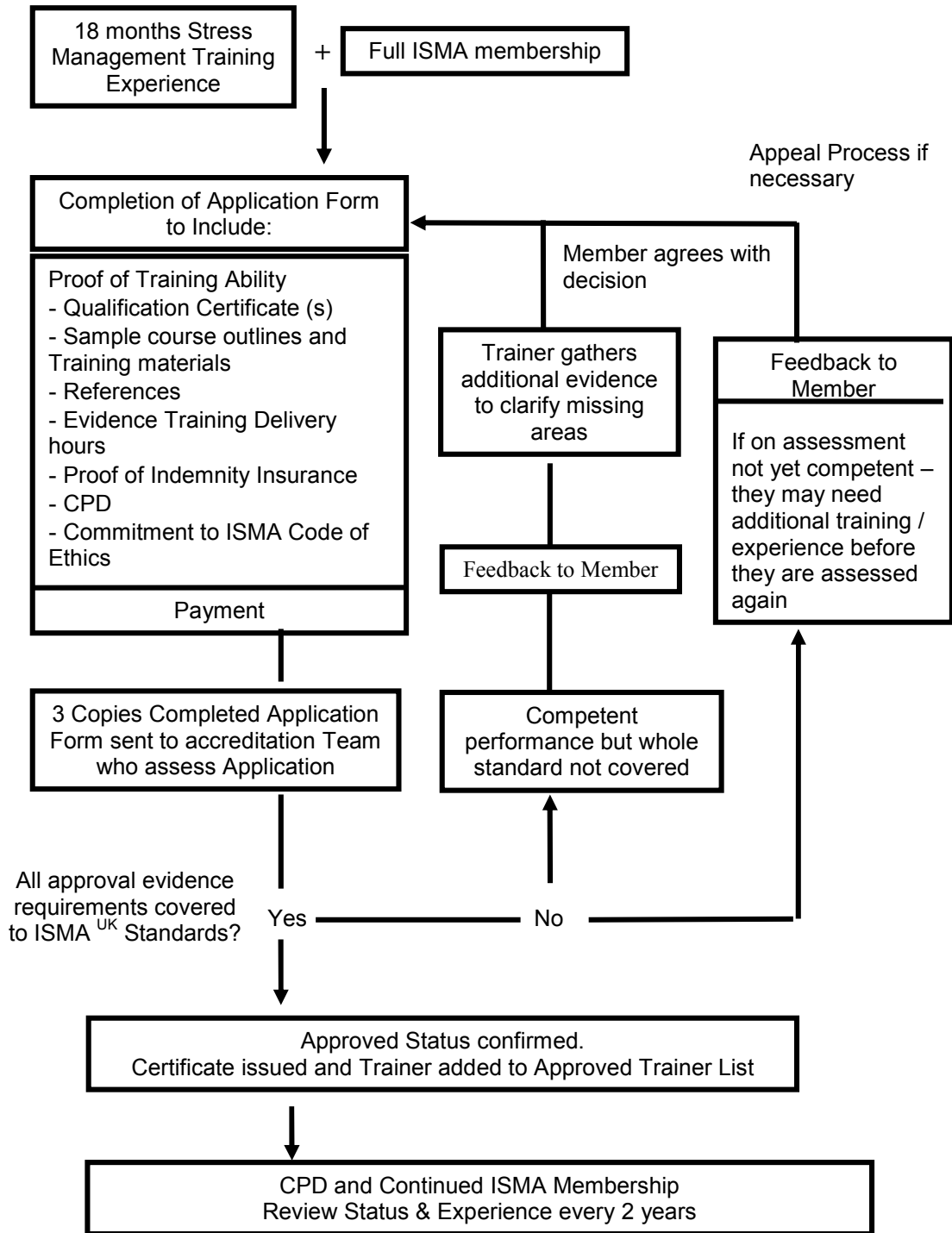
Two years providing you remain a member of ISMA. After two years you will be expected to provide evidence of ongoing delivery experience, CPD and continued customer satisfaction to receive further approval.

### **Trainer Approval Criteria**

Standard membership of ISMA is awarded for your Stress Management Qualifications and experience. It is not a requirement of standard membership that you have any training qualifications. As the Approved Trainer(s) are additional ISMA membership categories we need to ensure you have the additional qualifications or skills to meet these requirements.

You need to demonstrate at least 18 months experience in delivering stress related training. It is likely that this will also include a minimum of 60 hours face to face delivery with clients.

# ISMA UK Approval Process for Members as Trainers



## How do I keep my own commercial confidentiality of material submitted?

ISMA has no intention of asking members to submit business details that they would regard as commercially sensitive to their own business. We do however need to ensure that you have the depth of experience to become an Approved trainer. A sample is given below of Evidence of Training Delivery.

Course Title & Overview of content, Client Type *, delegate numbers	Duration	Dates
A line managers guide to carrying out workplace risk assessments	1 day	5.1.07
Interactive session. HSE guidance, completion my own companies stress risk assessment tool, completion of case studies to check understanding. Multi National Oil Company, 10 people		
How to recognize stress in yourself and fellow employees and simple strategies for dealing with this, Local Authority head office staff, 20 people	0.5 days	18.1.07

## Promotion of a professional image of Stress Management Training in the UK

Evidence of both your delivery methods and any handout material conveys a professional image to your clients. This will be demonstrated by three ways – a sample lesson plan, use of Professional Referee's and a **SMALL** sample of your supporting documentation.

Again we understand commercial sensitivity of our members and respect this. We do reserve the right to ask for a sample. **This needs to be PAPER based only.**

## Sample Training and handout material

1. **Sample lesson plan** for a training session that lasts at least 2 hours, to include listing training method and resources being used

2. **Sample Presentational Material.** If you use Graphical presentations – 1-5 PowerPoint Slides\* (\*or similar) printed out – see below – as you can see we do not expect you do include any commercially sensitive material.

The screenshot shows a Microsoft PowerPoint window with the following content:

- Slide 1:** National Stress Awareness Day™  
Course Title would be here
- Slide 2:** National Stress Awareness Day™  
**Course Objectives**
  - To gain awareness of the core skills needed to be a workplace stress coach
  - Communication skills and overcoming barriers
  - Giving & receiving feedback
  - Planning and delivering coaching on the job
- Slide 3:** National Stress Awareness Day™
  - ISMA's theme for 2006
  - What will you do to make a difference?
 Includes the 'smile away stress' logo.
- Slide 4:** National Stress Awareness Day™  
Maslow's Hierarchy of Needs  
A pyramid diagram with four levels: Physiological (bottom), Security, Social, and Self-Actualization (top).

The taskbar at the bottom shows the Start button, Citrix Program, Contacts, Re: ISMA a..., Accreditati..., Oct 06 ISM..., Overdue - ..., Microsoft..., 2 Internet..., and the system clock at 11:36.

## **References and who is suitable to be a referee?**

Documented evidence of the training you deliver meets ISMA's requirements in delivering current best practice in Stress related advice, guidance and training in the training field you specialise in.

We require **2 references** for those members applying for Approval as either an individual or organisational stress management trainer.

We require **3 references** for those members applying to be Approved as a Train the Trainer. One must be from someone who has seen you train others to be stress management professionals.

We understand that dependent upon the Approval you are applying for or stage in your career your choice of referee (s) may vary.

### **Professional Referee**

This should be from a suitable qualified person who knows you and your work.

### **Supervisors Referee**

Whilst it is not a formal requirement of ISMA membership to undertake supervision, we appreciate that due to the nature of their work, many of our members do undergo supervision as part of their professional practice.

Professional or supervisors reference should be from somebody that is a true professional i.e. Full ISMA member, Chartered CIPD, Chartered Manager CMI, Chartered Psychologist, Chartered Biologist (IOB), Chartered Health/Safety (IOSH), Approved Counsellor, UKCP Registered Psychotherapist etc.

### **Approved Stress Trainer**

It is anticipated that as more ISMA members become Approved that they may well in the future be able to act as supervisors for other stress trainers.

### **Client Reference**

#### **How should references be submitted?**

There is no mandatory format for submission of references. To facilitate ease of completion of references we have produced a pro-forma document that can be given to those who are willing to act as your referee. **It is not mandatory that this form is used.** However the form gives an indication of the area of your professional stress management training we are asking your referee's to comment upon.

Fundamentally we are looking for Referee's to comment upon:

Your professionalism  
Stress Management Related Knowledge  
Ability to successfully train others

Again for Commercial confidentiality we appreciate that you may not wish your referees to list what organization they work for. We will require sufficient information to ensure that they are suitably able to comment on your professional performance.

## **Evidence of your commitment to Continuous Professional Development (CPD)**

We require evidence of ongoing CPD including some specific stress related learning. We appreciate that members may have mandatory forms to complete as part of other professional memberships

**Please provide evidence of at least 30 hours CPD over the last 12 months.** This can be in a format of your choice.

However in general we would expect a mix from some of the following: private study & reading, informal or formal training, attending ISMA Regional events, seminars and conferences, producing articles for publications such as Stress News, reflection on personal practice

## **Evidence of current Professional Indemnity Insurance**

### **Approval Panel**

The Trainer Approval Panel is made up of mixture of ISMA committee members and experienced Stress Management practitioners experienced in assessment. It is anticipated that those who are Approved may wish to sit on the panel in the future.

Each application will be examined by three members of the panel, with one person nominated to take the role of the Chair of any particular application. They will examine the provided material and may contact you to seek additional information or clarification prior to a decision.

If you are successful, you will be informed of this and your details added to the approval register.

If you are unsuccessful you will be given reasons of where your application does not meet the approval criteria.

You have the right to appeal this decision and the process is outlined below.

### **Appeals Procedure**

ISMA members have the right to challenge the assessment decision made by the Approval Panel. The following steps are to be followed if a member wishes to exercise this right.

1. The Member should first discuss his/her opinions with the Panel Chairman to see if the issue can be clarified by simple discussion. If still not satisfied with the decision the Member may appeal. He/she must notify the Panel Chairman of the intention to appeal. An appeal must be made in writing to the Trainer Approval Co-ordinator within 14 days of being notified of the approval decision in question.
2. The Trainer Approval Co-ordinator will nominate another member of the approval panel not involved with the original assessment to conduct an appeal and inform them of the appeal within 5 working days.
3. The independent third party will collect information from the member and Approval Panel and give a decision within 14 days of appeal being referred to them. They will inform the Trainer approval Co-ordinator of their decision and it will be communicated with the member
4. The Independent Third Parties decision will be final.

Comprehensive records will be made of any appeal and subsequent actions and findings in line with ISMA guidelines

**3 Copies** of Completed Application form, supporting material and a Cheque for £50 should be sent to:

**ISMA UK, PO Box 491  
Bradley Stoke  
BRISTOL  
BS34 9AH**

### ISMA Approved Trainer Application Form

Please fill the details below exactly as you would wish it to appear in the members' register.

Title	Forename (s)	Surname
ISMA membership number		Full Member Yes / No
Address:		
Post Town	Postcode	
Home Telephone		
Fax / Mobile		
Home Email		
Work Telephone		
Fax / Mobile		
Work Email		
Occupation / Job Title		
Organisation (Employer or Trading Name)		
What type of approval are you seeking? (complete all that apply)	<input type="checkbox"/> Individual <input type="checkbox"/> Organisational <input type="checkbox"/> Train the Trainer	
Please confirm the following: <input type="checkbox"/> I confirm I have read the ISMA Code of Conduct & Guide to Ethical Practice and will adhere to it in my professional Training <input type="checkbox"/> I have current professional indemnity insurance & enclose proof <input type="checkbox"/> I enclose details of 2 / 3* referee's and agree for the referee's to be contacted <input type="checkbox"/> I agree to engage in relevant CPD activities and submit proof of this <input type="checkbox"/> I enclose information on the training I deliver and copies of certificates of any training qualifications I hold <input type="checkbox"/> I enclose proof of at least 18 months training delivery (or 5 years Train the Trainer* experience- as applicable) <input type="checkbox"/> I include payment of £50 and agree to pay the balance amount if Approved		
I confirm that the information I have provided with this application is accurate and a true sample of my Stress management training activities		
Signature and Date		
* It may be some time since you became an ISMA member – please complete the personal details section as fully as possible to ensure our records are up to date. If Approved please state what contact details you wish to be made available: Work / Personal		

**NOTE:-**

The Code of Conduct may be read at:

<http://www.isma.org.uk/site/isma/content-folder/isma-members/code-of-conduct>

Copies of the Comprehensive Knowledge may be downloaded from :

<http://www.isma.org.uk/files/ISMAXX0001/pdfs/knowledge.pdf>



**Evidence of Ability and Experience in Delivering Stress Related Training Material**

The Approval Panel recognise that not every member will have a formal training qualification or indeed it may be some time since you completed your training. 'Standard' ISMA membership does not ask for training or teaching qualification details – so we may not have this information on file therefore you need to give more detailed information of your training ability for you to be considered as an Approved stress trainer

Formal Training Qualifications Held & Dates achieved (Indicate all held)

7307       Cert Ed /or  PGCE       CIPD Cert. in Training Practice

Date

City and Guilds 9281 / 9285     National Vocational Qualifications

Date

UK Schools teaching qualification      Date

Other College/ University / Independently taught programme – please give details:

Date:

Please enclose copies of any certificates you wish to be considered in supporting your application

**Training Experience**

If you have no formal teaching or training qualifications, please either explain below how you are able to deliver stress related training or reference other inclusions you are submitting to prove this

If you have completed any stress related training since you were made a full ISMA member please give brief details below:

**Evidence of Specific Training Delivery**

You need to demonstrate at least 18 months experience in delivering stress related training. It is likely that this will also include a minimum of 60 hours actual face to face delivery with clients

<b>Course Title &amp; Overview of content, Client Type *, delegate numbers</b>	<b>Duration</b>	<b>Dates</b>



**Reference Supporting an individual in becoming an ISMA<sup>UK</sup> Approved Stress Management Trainer**

Name of Trainer you are providing a reference for:			
Your Name:		Your Position:	
Organisation:			
Contact Details Tel:		Email:	
Course Title, Date & Duration of Course:			
In what capacity are you commenting upon the trainers ability to deliver stress related training – Please tick all that apply for the following fields <input type="checkbox"/> commissioned the training <input type="checkbox"/> attended the training <input type="checkbox"/> Professional Referee			
<b>Pre course Preparation</b> <input type="checkbox"/> The trainer discussed my /our needs and a programme was developed / agreed to meet them <input type="checkbox"/> Any pre course contact was timely and professional <input type="checkbox"/> I would like to see an improvement in pre course preparation from this trainer			
<b>To what extent did the course meet its aims and objectives?</b> <input type="checkbox"/> Clearly stated <input type="checkbox"/> were fully met <input type="checkbox"/> partly met <input type="checkbox"/> not at all met			
<b>Delivery &amp; Structure</b> Was the course delivered? <input type="checkbox"/> about the right level <input type="checkbox"/> too high a level <input type="checkbox"/> too low a level How well structured was the course? <input type="checkbox"/> poorly structured <input type="checkbox"/> fairly well structured <input type="checkbox"/> very well structured How skilled was the presenter in delivering the course material? <input type="checkbox"/> very skilled – made the material interesting / understandable <input type="checkbox"/> good overall delivery <input type="checkbox"/> would benefit from more experience in delivering training sessions			
<b>Business Course Specific</b> related questions <input type="checkbox"/> N/A to the course I attended  <input type="checkbox"/> the trainer was able to relate the course material to my/our business context <input type="checkbox"/> the trainer gave good guidance for use of Risk Assessments in Stress Management <input type="checkbox"/> poor Risk Assessment guidance <input type="checkbox"/> N/A to this course  How useful was the course for your role at work? <input type="checkbox"/> not at all useful <input type="checkbox"/> useful <input type="checkbox"/> very useful  Stress and the current position with regard to case law / HSE guidance <input type="checkbox"/> I believe I was given good up to date examples and guidance <input type="checkbox"/> the trainer was either not knowledgeable or poor at giving law related information <input type="checkbox"/> N/A to this course			
<b>Individual Stress Management Techniques</b> <input type="checkbox"/> N/A to the course I commissioned / attended  <input type="checkbox"/> the course gave a good overview of what stress is and how it can effect an individual <input type="checkbox"/> the course gave me poor understanding of what stress is <input type="checkbox"/> appropriate to course aims, the trainer gave good guidance on how stress can be managed <input type="checkbox"/> I came away with very little practical tools or knowledge on how my own stress can be managed <input type="checkbox"/> I feel better able to recognise /manage my stress as a result of attending this particular training <input type="checkbox"/> I gained very little or no benefit from attending this training			

**How useful were the handouts you received?**

did not receive handouts     poor     met requirements     excellent

Overall how would you rate this trainers performance in delivering stress related training material?

Other comments

**Would you recommend this trainer to others?**

Yes

No

Signed

Date:

**DO NOT GIVE THIS FORM TO THE PERSON FOR WHOM YOU ARE PROVIDING A REFERENCE**

Please return this form direct to us at:-

**ISMA UK, PO Box 491  
Bradley Stoke  
BRISTOL  
BS34 9AH**