

It is essential that this information is read by all ISD Consultants

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1. **GENERAL**

1.1 **DRAFT**

This is a DRAFT version and will be updated according to feedback received from all parties involved in the facilitation process. Each revision will be noted.

1.2 **THE TERMS “FACILITATOR” and “FACILITATION”**

Throughout the manual there are references to “facilitators” and “facilitation”. The word “Facilitator” indicates assistance in a process, but it must be understood that in this process there are TWO TYPES of facilitators :

- A. The ISD Consultant who facilitates the process of training of the
- B. The Community facilitators who facilitate the process of learning in the community.

For ease of reference, all references made in the manual to “facilitators” will indicate **only** the Community Facilitators.

However, the term “facilitation” can refer to both the assistance/training given TO the Community Facilitators as well as OF the Community Facilitators.

2. **INTENDED OBJECTIVES :**

In setting up this manual, the following objectives have been incorporated :

- ♣ providing one single training manual that can be utilized by :
 - ISD Consultants
 - English literate Community Facilitators
 - Zulu literate Community Facilitators
 - Partially literate Community Facilitators
- ♣ addressing the most essential areas
- ♣ maintaining simplicity as far as possible
- ♣ presenting a concept of training (facilitation)
- ♣ documenting training material that can be used as ongoing reference for Community Facilitators
- ♣ presenting ideas to enhance facilitation provided by the ISD Consultant/s and to encourage participation of the Community Facilitators
- ♣ Encompassing in the training manual a form of assessment by the ISD Consultant and by peers through presentation (role play) of material delivery

3. **FORMAT OF PRESENTATION OF MATERIAL**

In the Community Facilitator/s' notes, the text is displayed on the left hand page and pictures are attached on the right hand side, where appropriate. Where no picture is attached, the right hand page can be utilised by the Community Facilitators for making their own notes.

The material is presented in a column format, so as to allow the Community Facilitators to write their own translation or understanding beside the English version of information to be relayed. (This assists in ensuring confirmation of the main issues and is a good method of consolidated learning.)

Note : The ISD Consultant should encourage Community Facilitators to make notes of their own throughout the facilitation process.

In the ISD Consultant/s' facilitation notes, the prompting notes are found on the yellow left hand page. (The fold out page on the right displays the identical contents of the Community Facilitator's manual, so that the ISD Consultant is fully aware of what the Community Facilitators may refer to should there be any queries.)

4. **METHODOLOGY OF FACILITATION**

The methodology of facilitation is as follows :

- ♣ Most concepts which need to be addressed are preceded by a question which is written in italics and which the ISD Consultant will verbally pose to the Facilitators. The ISD Consultant will try to elicit the understanding of the Facilitators where possible. The answers are however noted below each question, so that the material provides a reference for the Facilitators at any later stage. The ISD Consultant needs to initially explain to the Facilitators that these are the types of questions that they might be asked by household or community members. (Note that there are some additional questions that might be asked noted in a section noted “Frequently asked Questions” at the end of the facilitation material.)
- ♣ Prior to commencing each new section, it is essential that the ISD Consultant refers to the notes and prepares the exercises based on facilitation ideas which are on the yellow prompting notes in the file.
- ♣ The concepts to be addressed would then be explained where necessary by the ISD Consultant, as per the appropriate notes.
- ♣ There is a group assessment at the end of each section.
- ♣ The ISD Consultant should ensure that ongoing(continuous) assessment takes place throughout facilitation of Community Facilitators.
- ♣ There is a final presentation by Community Facilitators at the end of the facilitation/training session.

Approximate times have been allocated to tasks (explanation, exercise, presentation) and these are noted to assist the ISD Consultant and the Facilitators to appropriate manage time in their task application.

The following symbols are used :

- | | | |
|---|-------------------------------------|--|
| ℓ | Information : | Reference information provided in the manual |
| ∞ | ISD Consultant information : | ISD Consultant led discussion or information shared/offered by the ISD Consultant |
| Φ | Facilitators : | Exercises/projects/presentations to be undertaken by the Community Facilitator group |
| Υ | Time : | approximate time allocated to a task. |

5. **TERMINOLOGY USED IN THIS MANUAL**

FACILITATION

The process of training and assisting the understanding required of an individual learner.

ASSESSMENT

The process used to ensure that a correct understanding and ability to apply this understanding has been achieved through a process of both learning and application.

ISD CONSULTANT : Institutional and Social Development Consultant.

The ISD Consultant would be the specialist responsible for the training of Community Facilitators. The ISD Consultant would also be involved in the final selection of the Community Facilitators.

COMMUNITY FACILITATORS (FACILITATORS)

The Facilitators would be community members who would initially be selected by the PSC (refer below) and who would attend training (facilitation) undertaken by the ISD Consultant.

Based on assessment undertaken during the course of training, the Facilitator would be selected by the ISD Consultant and relevant bodies within the eThekwini Municipality (refer Section on Summative Assessment) to be community facilitators.

If selected by the ISD Consultant and relevant bodies, then they would be responsible for facilitation in the community, utilising information documented in this manual and in accordance with the norms and standards set out by the eThekwini Water Services.

PSC : PROJECT STEERING COMMITTEE

A representative community based forum which will represent the community and which will aid in liaison between the eThekwini Municipality and the community.

6. ASSESSMENT

CONTINUOUS ASSESSMENT

The ISD Consultant should make notes on the performance of each Facilitator in all areas where tasks are undertaken.

Assessment forms will be provided where required.

The ISD Consultant must advise the Facilitators of the importance of the total assessment process in their appointment.

FINAL (SUMMATIVE) ASSESSMENT

On the final day of the training (facilitation) of Community Facilitators, a presentation must be done by each Facilitator.

On their first day, Facilitators will draw (out of a hat) a subject for presentation and assessment on the final day.

The ISD Consultant needs to advise them of this process and also to reassure them that they will be doing and listening to various presentations during the course of the learning process, so it should become easier as they progress.

It also needs to be understood by Facilitators that this presentation impacts on their appointment as Facilitators but that they will also be appointed according to their community area needs.

The Facilitators must be advised that they will be assessed according to their :

- ♣ understanding of the topic they have been allocated
- ♣ delivery of the topic
- ♣ ability to answer questions related to the topic
- ♣ empathy with their audience

On the final day, the assessment will be undertaken by the ISD Consultant, assisted by appointed representatives of the eThekweni Water Services. A written record of this assessment must be kept, with clearly stipulated outcomes.

NOTE

The eThekweni Municipality will appoint representatives to audit the standards and to ensure that the material content is consistent.

