



Course
Facilitators

PROGRAM 101



Program Overview

Welcome to the Course Facilitators program. You've been selected to join a group of high performing Learners who will lead our efforts to support new peers on the platform. You'll empower them to navigate courses and communities, understand their goals, and guide them to success.



VISION

We envision a platform every Learner is setup for success and connected with fellow Learners across the world.

MISSION

We're creating a community of Social Impact Leaders who support each other's growth. We introduce new learners to courses and communities that will support their goals, provide mentorship to guide their learning, and ensure that the platform is running smoothly.

ROLES



Junior Facilitator

Time commitment is 3 months (1-2Runs)

- **Course Facilitator**

Introducing and supporting new learners in the course as well as leading discussions.

Senior Facilitators

Time commitment is 4-8 months (3-4Runs)

- **Orientation Leader**

Onboarding and training new course facilitators and still acting as a facilitator

- **Quality Assurance**

Ensuring that the platform is functional for our learners and reporting issues to be fixed.



Team Leaders

Time commitment is 9-12 months (4-6Runs)

- **Cohort Leader**

Working closely with a team 10-15 learners supporting their success through the course.

- **Team Builder**

Leading teams that have a facilitator, supporter, recruiter.



PROGRAM COMPLETION

Program Responsibilities

COURSE FACILITATOR

- Facilitate engagement on the discussion board.
- Answer learner questions about the platform and course content.
- Help learners form their own groups.
- Track your progress on using tracking documents.
- Join cohort monthly calls.
- Work closely with other facilitators.

GETTING STARTED

Step 1. Join the CF Platform

Step 2: Activate your badge

Step 3: enroll in the course you are a facilitator for.

Step 4: Navigate the discussion board in the course

Step 5: Introduce yourself to the learners in your course and answer questions.

Engagement Examples

Hiii all how are you all?, hope you all are doing great .let me introduce myself , i am umme ammara from India . i am your course facilitator. i am a teacher,mentor, counselor and life skill trainer. i am always there for you guys so if u need any help feel free to contact me or email me. happy learnig .



SHOOREN

COURSE FACILITATOR

3 days ago

@machuek2300 said in [Do You Have A Question or Issue? Do You Know Who Your Course Facilitators Are?:](#)

What I would like to know is all about **certificate**
How are we going to get our certificate after completion of course??

You get a digital certificate upon successful completion of course. For that you have to go to your dashboard, where you can see "My Certificates" your certificates are there.

SENIOR FACILITATORS ORIENTATION LEADER

- Supporting new facilitators with get started.
- Answer facilitators questions about the platform and course content.
- Help new facilitators understand program documents.
- Working closely and Weekly checking in with new facilitators.
- Join cohort monthly calls.

GETTING STARTED

Step 1. Introduce yourself to new facilitators.

Step 2. Welcome new facilitators to slack and Cop.

Step 2: Help New Facilitators activate their badges.

Step 3: Help them get started in the courses.

Step 4: Explain program documents to the new Facilitators.

Engagement Examples

+234 805 676 2982 ~DR. IKHIDERO AIGBOJE

+94 70 147 9314 ~Amaani Jinaqasa

Do we have any documents regarding the posts we upload on the discussion boards?

There are documents for your use as a Course Facilitator. The playbook enables @Philanthropy U to know how often you got into the course platform and how long you were there. The tracking document should be filled by you on a weekly basis to record the number of posts that you made as you interacted with the learners. Fill the tracking documents preferably on Mondays to record activities of the previous week.

10:31 AM

Am I yet to start the course facilitating work. 5 days ago I requested to be put through on how to get started but got no response till now.

(1)Your starting point is when Sunga announces that a course would start soon with a request for Facilitators. (2)You indicate your willingness and wait for the list of willing Facilitators to be compiled by Sunga. (3)You then confirm your readiness for the course. (4)You move on by registering for the course in order to have access to the course. You go to the introduction page and introduce yourself and welcome the learners. (5)When the course starts, you begin to engage learners by asking them relevant questions that will facilitate learning. You also answer questions posed by learners. (6)Where you don't know the answer, you bring the question to the general Facilitators platform here. Answers will be proffered. You learn from the answers and go back to the course platform and give them answers. I hope this is useful for your startup. Welcome .

12:32 PM

SENIOR FACILITATORS

QUALITY ASSURANCE

- Follow learners platform questions on the discussion boards.
- Reporting discovered defects to Phil U for correction.
- Collaborate with facilitators in documenting problems with learners.
- Follow up with learners and facilitators if problems have been resolved
- Asking learners suggestion for improvements to the platform to make the experience easy.
- Categorize learner problems into course and technical problems
- Join cohort monthly calls.

GETTING STARTED

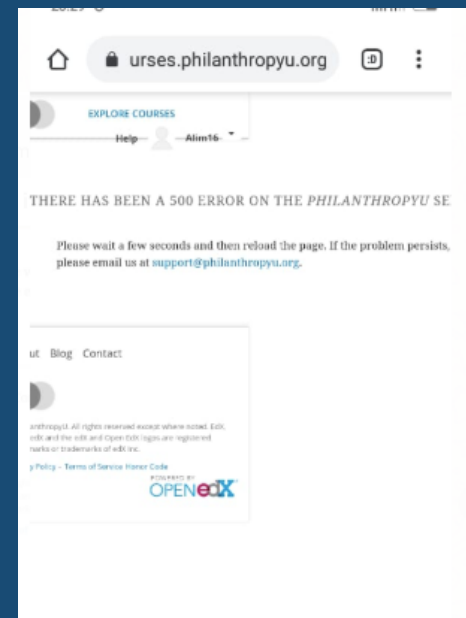
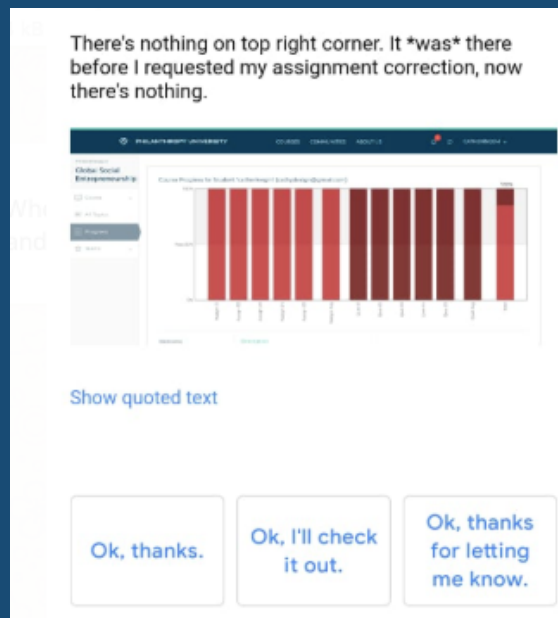
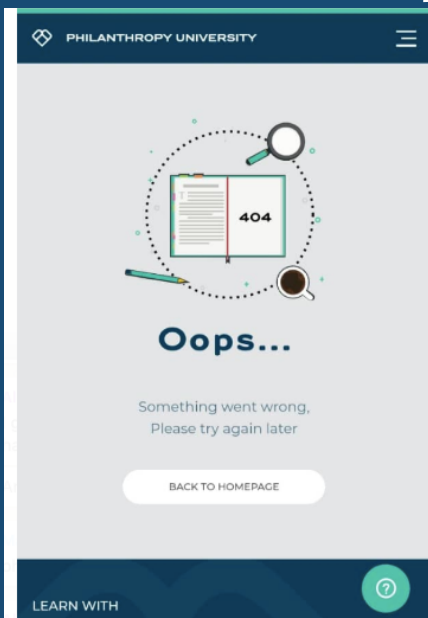
Step 1. Introduce yourself to learners and facilitators.

Step 2. Navigate the discussion board to find learners questions and concerns.

Step 3: Using a template, follow up with a learner about their problem.

Step 4: Document in detail all the errors and problems noticed.

Problem Examples



SENIOR FACILITATORS

COHORT LEADERS

- Working closely with a selected number of learners.
- Weekly check ins with learners on their progress and struggles.
- Motivating learners by sharing your own success stories and progress.
- Sharing weekly tips to success on discussion boards with learners.
- Collaborate with Course facilitators in identifying learners struggling especially in low engagement courses.
- Source feedback from the learners to share with the team.
- Join cohort monthly calls.

GETTING STARTED

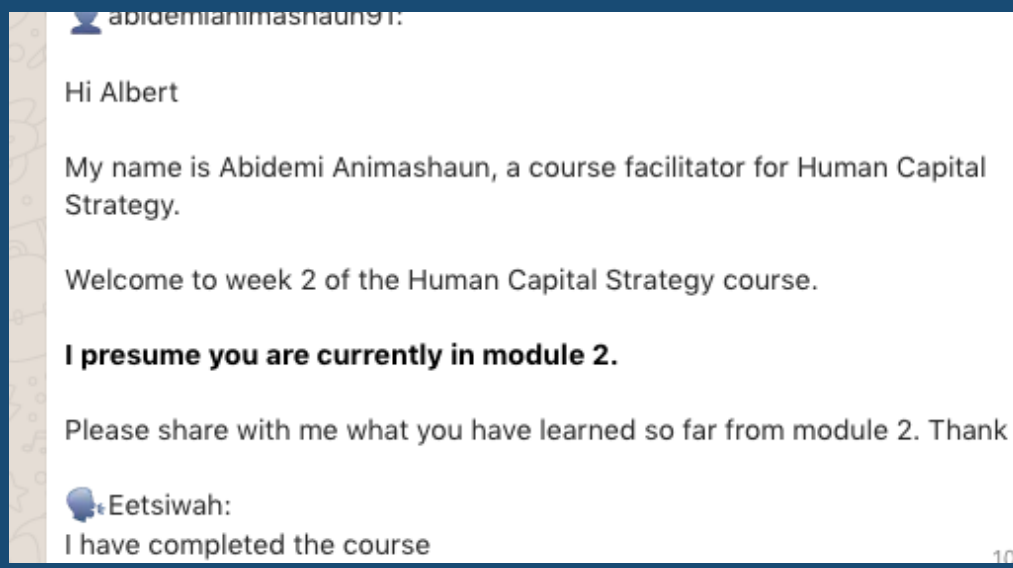
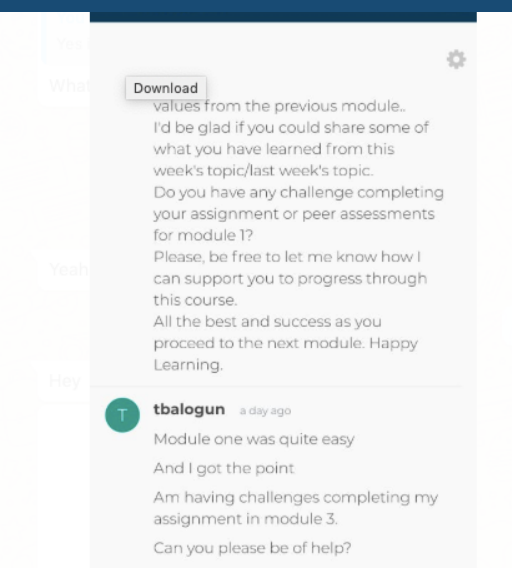
Step 1. Navigate the discussion board pick 7-10 learners.

Step 2. Introduce yourself to the learners (template provided)

Step 3: Schedule weekly check ins with learners.

Step 4: Track learners progress and report their journey.

Engagement Examples



TEAM AND LOCAL LEADERS

TEAM BUILDER

- Recruiting new facilitators.
- Leading and motivating all the members of the CF program.
- Mediating difficult conversations between facilitators.
- Sharing weekly tips to success with course facilitators.
- Starting engagements on the program platforms.
- Source program feedback from the facilitators .
- Host meetups in their area or region.
- Checking in with facilitators about their progress.
- Join cohort monthly calls.

GETTING STARTED

- Step 1. Introduce yourself to all the active facilitators.
- Step 2. Remind Facilitators of Courses Progress.
- Step 3: Schedule weekly check in/ Q&A with your team.
- Step 4: Track facilitators progress and report their challenges.
- Step 5: Support your facilitators in their journey.
- Step 6: You are a conversation starter so own it.





FAQ

HOW DO I ACTIVATE MY BADGE?

The course facilitator badge is used for Learners identifying you in the courses. For you to activate the badge please follow the instructions found on this post.

HOW DO I LEVEL UP?

Facilitators will level up when they complete are the program requirements for their current role. For example a junior facilitator who has completed the program requirements for facilitators for one course run can become an orientation leader: helping new learners.

HOW DO I GET SUPPORT AND INFORMATION?

We use the Course Facilitators Community of Practice for program updates and accessing program documents, However, will be transition to Slack (a live messaging platform) for our community support. This includes facilitators asking questions, providing feedback, and collaborating. find us on Slack!

HOW DO I USE MY PROGRAM DOCUMENTS ?

There are two important documents for all the facilitators in the program. The playbooks and Tracking documents.

- Playbooks: Give you easy access to the course you are a facilitator for as well as demonstrates how you can engage with the learners.
- Tracking Document: This helps you track your own progress. You will use this to record your public posts with the learners.



HOW DO I TRACK MY PROGRESS?

Follow these steps to claim track your progress.

- Step 1. Go to your profile on the Philanthropy U platform
- Step 2. Click on the three white dots to your right
- Step 3. You will see edit, topics and post. Click posts
- Count the number of posts you have made for that week and put the count in the document.

A COURSE I SIGNED UP FOR JUST OPENED . WHAT HAPPENS NOW?

When a course you signed up to facilitator opens enroll in the course. If you are a facilitator introduce yourselves to the learners. Ask them questions and try to answer the questions they have.

HOW DO I KNOW IF I'M DOING A GOOD JOB?

I have no doubt you are doing a great job, If you need help with your work please reach out to the other facilitators in slack but also utilize the support and presence of facilitators that are facilitating the same course with you and the team leader.

WHAT IS SLACK AND HOW DO I USE IT?

Slack is like Whatsapp but better. essentially a chat room for our whole program, designed to replace email as a primary method of communication and sharing.

Please Read





WHAT ARE THE VARIOUS SLACK CHANNELS?

Slack is your home base for engaging with the Phil U Community! All facilitators are online seeking support and supporting others, So feel free to ask any question you may have!"

CHANNELS:

#01-general: Program Updates

#02-New Features: Updates on new features and their functionality

#3-99 problems: All bugs and platform related problems

#04-feedback: Ideas to improve the program and Phil U

#5-opportunities: Share opportunities!

#-Course Related: Problems and issues related to specific courses.

#-collaborative space: Work with Facilitators from your current course run.

WHAT ARE COHORT CALLS AND WHY SHOULD I JOIN?

Every cohort and group of facilitators will have a monthly call with the program Manager and available product team members. There will also be biweekly course check in calls if your course is running. All these calls are to make sure you feel supported by other facilitators and gain great understanding and insight of all new program updates and platform updates.

WHAT SHOULD I DO NOW?

Hooray! You're almost ready to go :) Before you get started on your first job, there are a couple things we'll need you to do to get you set up for success:

1. Set up Slack and meet your fellow facilitators
2. Join our community of practice and introduce yourself to the other facilitators.
3. Activate your badges so that the learners recognize you by your role.
4. Happy Facilitating!!!!



COMMUNITY CODE OF CONDUCT

Philanthropy U is committed to building an interactive, engaging and collaborative community for community leaders like you. By agreeing to participate as a facilitator fellow for the Philanthropy U Program you are agreeing to abide by the following rules.

Respect

Always treat your fellow facilitators and all our learners with respect and understanding.

Our facilitators work with leaders from all over the world at different stages in their career.

If you ever have any concerns, contact the program manager directly.

Creativity & Positivity

Everyone on this platform is here to learn, Be creative in asking your questions to engage the learners. Be positive in your own work and cheering them on. You have engaged with the material and the platform more than most of our learners, You are the experts and be confident in that.

Learn and Collaborate.

Learning never stops, we believe in constantly asking questions. receiving and giving constructive feedback. Knowledge is power. The more we know, the more we can continue to grow & strengthen our community! be open to feedback from others and be kind in giving feedback to other facilitators.

Participation in the Course Facilitators Program is contingent on upholding the above values.