

Effective Mentoring and Coaching Resources



Frequently Asked Questions



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Q: What's in these packs?

Each pack contains a CD which is full of original material including:

- Animations or video clips based on real-life examples of what typically crops up in every day exchanges
- Tasks and activities for just about everything – from getting started to debriefing
- Evidence about mentoring and coaching from research and practice
- Case studies with real life examples of schools that are implementing mentoring and coaching
- An interactive planning tool that will allow you to plan your workshop
- An off the shelf sequence for working through the materials to get you started

plus printed materials

- A facilitator's guide to provide accessible answers to all frequently asked questions
- A lively booklet full of hints and tips to help you get underway in using the materials and to stimulate discussion with colleagues

All housed in a convenient ring binder.

Q: Who are the resources designed for?

The packs are specifically designed to cater for the individual needs of different schools and can be used by all CPD leaders, regardless of your previous experience knowledge and experience. You can use the packs to design and run workshops and twilight sessions, structure meetings work with colleagues on a one-to-one basis or on your own to get you up to speed.

Q: What titles are contained within the EMAC suite?

The Effective Mentoring and Coaching suite contains the following titles:

Joining up linking coaching and mentoring with school development and performance management

Taking hold putting professional learners in charge of their own development through coaching

Doubling up securing learning and accreditation benefits from mentoring

Letting go developing coaches' skills in increasing professional learners' independence



Pulling through developing mentors' ability to support professional learners in drawing on evidence and expertise

Pulling together ensuring the right mix of challenge and support in co-coaching

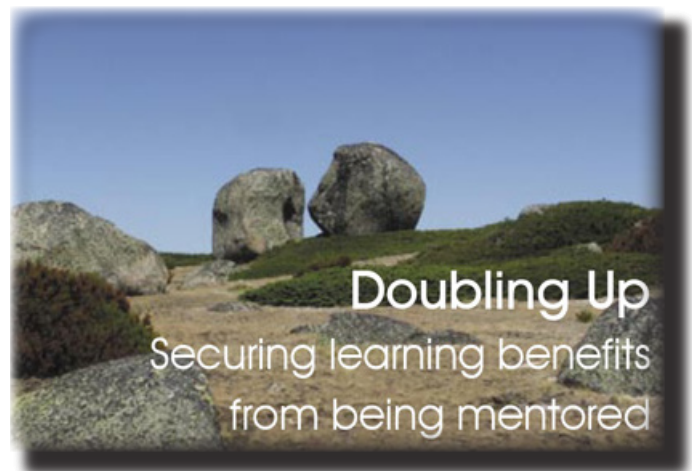
Q: What types of tasks & activities are included in the packs?

- Taster activities to get colleagues interested and to give you an idea of their existing thinking and skills
- Diagnostic activities to help colleagues recognise critical incidents and reflect on and analyse their developing skills in tackling them
- Activities for developing understanding to introduce colleagues to the skills they need and develop the understanding of how these change across difference contexts
- Skill development activities to help colleagues develop their skills as coaches, mentors and professional learners

Q: Are there any training programmes associated with these resources?

The resources are designed to be used without external training being essential to getting started but an introductory training session has been found to be helpful, engaging and confidence boosting even by those who are already experienced in mentoring and coaching.

We are pleased to run customised CPD session for individual schools, local authorities and groups of schools. Contact alison.halford@curee.co.uk for more information.



Q: I'm not sure which pack would be most helpful; what would you recommend?

• **Not currently involved in extended CPD?**

If you currently do not have much systematic planning of and support for CPD going on in school (other than one day INSET sessions) but have access to colleagues with an interest in learning at any age or stage we would suggested that one great place to start is **Letting Go**. This pack is designed to increase colleagues' skills in coaching. Powerful as it is to be coached there is now extensive evidence suggesting that learning to be a coach is even more powerful than being coached in extending professionals learning and teaching skills.

• **Not currently extensively involved in coaching and mentoring but interested in Leadership?**

The **Joining Up** pack will help provide clarity on how to link performance management and pupil learning through mentoring and/or coaching.

- **Based at a school with a relatively high staff turnover?**

The **Pulling Through** pack is a good starting place for schools with lots of new recruits and/or NQTs because of the emphasis on mentoring for induction, introducing colleagues to a new culture and establishing a positive ethos around asking for and providing specialist expertise and information.

- **Already doing some mentoring and coaching?**

Taking Hold is a great starting point if you are already involved with coaching or **Doubling Up** if you have extensive mentoring systems e.g. for NQTs. These packs will help to build the professional learning muscles of all the teachers in your school increasing their appetite for professional learning organised around their work and their skills in making the most of the opportunities on offer.

- **Interested in building bottom up support for CPD and co-coaching?**

The **Pulling Together** pack offers a really positive and practical way of building mutual confidence, support and commitment to systematic and sustained professional learning by focusing on how to recognise the need for specialist support and to balance support and challenge within reciprocal coaching relationships.

- **Interested in taking coaching forward in your school?**

Taking hold focuses on the professional learners in a coaching relationship & **Letting go** focuses on what coaches can do to enhance the effectiveness of coaching.

- **Interested in taking mentoring forward in your school?**

Doubling Up focuses on the professional learners in a mentoring relationship & **Pulling Through** focuses on what mentors can do to enhance the effectiveness of mentoring.

- **Interested in developing mentoring and coaching in your school at a whole-school level?**

Joining Up focuses on what CPD Leaders can do to make mentoring and coaching systematic across the whole school.

Q: How do I find out more about what's in the packs?

There is a sample of the materials in the packs on our website at <http://www.curee-paccts.com/mentoring-and-coaching/effective-mentoring-and-coaching-suite/samples>

Q: How do I use the packs?

All of our reviewers, including self-confessed technophobes, have commented on the user-friendliness of these resources. The menu system helps you access, assemble and retrieve everything you need and are interested in at the click of a mouse in an intuitively supportive way. For any session that you would like to run, whether it is a twenty minute activity at the start of a meeting or a twilight session or INSET day, the packs will help you assemble every handout, video clip, PowerPoint presentation and model answer you need.

On each CD there is a help file which provides a lot of useful information to help you get the most out of the resources.

The packs also contain suggested pathways through the materials to help you to get started. The two publications within the packs, Facilitator's Guide and Pack Booklet, provide a complete index of the resources in the pack and hints and tips on the planning and practicalities involved in using the resources.



Q: Can I get any help with using the packs?

You can log any questions you have on the online EM&C user forum and CUREE staff and other users will provide responses. You can also download the FAQ as a PDF document which contains technical support questions and answers. We are also able to provide customised training sessions for individual organisations and groups of schools. Contact Alison Halford at alison.halford@curee.co.uk for more information about this option.

Q: Can I get accredited for using the packs?

Not at present but we will notify EM&C users should this option become available.

Q: What happens if I don't like the pack when I get it?

We hope that customers' expectations are met and downloading the samplers of the packs from the CUREE website prior to purchase will help make sure this is the case.

CUREE exhibit at a number of CPD conferences around the country and would be very happy to provide demonstrations of the packs should you come along to visit our stand. You can also try out a small sample of the activities and see the packs demonstrated at our training events.

In order to make the resources available to schools and colleges at a very low price, no technological security controls are incorporated in the product and therefore we are unable to offer a returns policy on the EM&C resources.

Q: Can I have a review copy?

We are not distributing review copies to individual schools since there is a sample of the materials in the packs on our website at: <http://www.curee-paccts.com/mentoring-and-coaching/effective-mentoring-and-coaching-suite/samples>

Q: What benefits will I gain through using these resources?

School improvement

The packs are all based on rigorous evidence about what works for teachers and for pupils. The **Joining up pack** in particular is focused on linking CPD and performance management to enhanced student achievement. But all the packs contain ideas for building ownership through collaboration and encouraging teachers to contextualise approaches to their own particular pupils or subjects.

Time saving

If finding the time for CPD is a problem in your school, these packs will make it possible for you to create sustained learning by enabling you to build an integrated and systematic whole from bite-sized activities threaded into work that you and your colleagues are doing anyway. Coaching does involve making time for high quality, structured learning conversations rooted in day-to-day evidence about your pupils' learning experiences – but these packs show you how to manage that creatively and efficiently, reducing precious time away from the classroom and maximising the learning value of time in it.

The active learning tools within the packs can be adapted for use in the classroom with pupils too so they have double benefits!

The range of activities is designed to enable you to fit them into the day-to-day rhythms of school life.

Every single resource you need to run sessions for and with colleagues is assembled here from detailed session plans, through to video clips and active learning activity hand outs to model answers. The accompanying resources for activities simply require printing and photocopying!

Cost saving

For the cost of one day's supply cover you will have the tools to build a sustained in-house CPD programme for colleagues, which will enable you to build, long-term, a mentoring and coaching culture and infrastructure.

Q: Why should I care about mentoring and coaching?

School improvement and managing the performance of all staff are high on every school's agenda. There is considerable evidence that effective mentoring and coaching are powerful learning tools to help you with both of these key issues. There's also plenty of evidence that there's a lot of superficial practice about. If you want to improve the performance and confidence of your school and your colleagues, you need to deploy mentoring and coaching skills effectively.

Q: There are loads of resources available for mentoring and coaching. Why should I spend money on these?

You could send a couple of your managers on training days to help them improve their skills in these key areas, but all the evidence suggests that without sustained, complementary in-house collaborative activity, tailored to the needs of the whole school this isn't likely to feed through into benefits for young people. These packs will help you to run in-house programmes to meet your needs and those of your colleagues.

While there are plenty of resources around, it can be hard to find what you need, and work out how to use it. In these packs you can find what you need very quickly, along with useful, fun and practical ideas on how to use the resources. The facilitator's guide will help you every step of the way: from planning your programme of development, to providing you with practical activities, handouts, presentations and video clips.

Q: How much do the packs cost?

Because the cost of each pack includes a licence for all your staff, the price varies according to the size of your school.

- £145 per pack for small primary schools (less than 60 pupils)
- £155 per pack for primary schools (more than 60 pupils) and special schools
- £199 per pack for secondary schools and sixth form colleges



You'll get a discount if you buy more than one pack - 15% off your second and subsequent packs. And if you buy the whole suite you'll get an extra 10% discount on top.

There are also discounts for buying several copies of the same pack, so if you know other schools which are interested in developing mentoring and coaching, you could order together to get a bigger discount.

Prices do not include VAT. The cost of postage and packing depends on the number of packs ordered and starts at £8 for one pack.

For more information about purchasing options and licensing models for groups/ consortia of schools and for intermediaries offering CPD support to schools, please contact Alison Halford on alison.halford@curee.co.uk

Q: I do not work at a school. How can I purchase the packs?

Three licensing models for intermediary organisations have been developed for the use of the Effective Mentoring and Coaching (EMAC) suite of resources.

- ITE provider licence (mentoring)
- ITE provider licence (co-coaching)
- Local Authority licence

The intermediary licensing models are annually renewable and permit the licensee to use the EMAC resources with teachers and other practitioners in schools when the licensee is present. They do not permit the licensee to supply any copies of the materials to non-licensed institutions or to “train the trainers” (i.e. provide CPD programmes for people who will themselves then train other people to use the EMAC resources).

If you do not fit within any of the licensing models described below the alternatives are to bulk-purchase the EMAC resources on behalf of the individual schools you wish to work with (discounts apply) or to become a franchised trainer.

For more information and details on the licence costs for intermediaries, please contact Alison Halford on alison.halford@curee.co.uk.

Q: What is included in the cost of the packs?

As well as a hard copy of the facilitators guide, an introductory booklet, and a CD containing a planning tool and all the resources you will need, the cost of the pack includes a school licence for all your staff to use the materials in the pack forever – you will never need to renew your licence.

Q: How do I pay?

We will send you an invoice for the packs you have ordered, which will be payable within 28 days. A purchase order number from your school is required before your order can be processed.

Q: Is there a discount for buying more than one pack?

You'll get a discount if you buy more than one pack - 15% off your second and subsequent packs. And if you buy the whole suite you'll get an extra 10% on top.

There are also discounts for buying several copies of the same pack, so if you know other schools which are interested in developing mentoring and coaching, you could order together to get a bigger discount.

For more information about purchasing options and licensing models for groups/consortia of schools and for intermediaries offering CPD support to schools, please contact Alison Halford on alison.halford@curee.co.uk

Q: How much does it cost for postage and packaging?

The cost of postage and packaging depends on the number of packs that you order and starts at £8.00 plus VAT. Goods are posted via Royal Mail standard parcel delivery service. We would be happy to arrange alternative delivery methods (price upon request).

Q: How can I order EMAC?

You can order the EMAC products by completing the order form which can be found at:

<http://www.curee-paccts.com/files/publication/1236785164/Order%20Form%20V6.pdf>

You can then send your completed order form by either:

- fax to +44 (0)24 7663 1646; or
- post to CUREE Ltd, 4 Copthall House, Station Square, Coventry CV1 2FL
- scanning and e-mailing to serena.dong@curee.co.uk

Q: Can I purchase the packs using e-learning credits?

No, EM&C is not registered for this. E-learning credits are now closed.

Q: What do I need to run the videos on my computer?

You'll need a multi-media PC or Apple Mac. You may already have software to run the videos on your computer. We recommend Real Player which can be downloaded from www.uk.real.com/player/ but QuickTime will work too, although you won't be able to stop and start the video clips <http://www.apple.com/support/downloads/quicktime652forwindows.html>.

Please notice that this is not the latest version of the QuickTime player. If you install the latest version you may find that the videos will not play properly.

Sometimes there are problems linked to the individual computer's settings, but your technical support should be able to deal with these. We will regularly update these FAQ's with any known technical issues, so check here regularly if you have any problems.

Q. I have QuickTime/RealPlayer installed on my computer, why won't the videos run?

Check which version of QuickTime you have installed. If you have version 7 you may find that the videos do not play correctly due to changes Apple have made in this latest version.

Please uninstall version 7 and download version 6 here:

<http://www.apple.com/support/downloads/quicktime652forwindows.html>

Q: Why isn't the resource pack working properly on my Mac?

Check which version of the resource pack you have by looking at the CD.

Version 1.0 is not supported for Macs

Version 1.1 is supported for Macs

If you are a Mac user and have brought version 1.0 please contact Serena Dong (serena.dong@curee.co.uk) to discuss exchanging it for version 1.1.

Q: How do I collapse the submenus?

Version 1.0: The submenu will stay visible until you click on a new menu choice

Version 1.1: Double-click on the menu choice to collapse the submenu

Q: How can I resize the video so that I can use it with my colleagues?

The video that appears inside the Effective Mentoring and Coaching frame is designed to allow you to preview the content. You cannot change the size of this so you are unlikely to want to use it with your colleagues. You can open a resizable version of the same video in a new window by clicking on the link in the resources column.

Q: Why won't the PowerPoints open on my Mac?

We have provided the latest freely available PowerPoint viewer produced by Microsoft on the CD. However, it was last updated in 1998 and as a result this software may not install properly on Macs that have been produced in the last 6 years. There may be other viewers available but these are not free.

Q: How do I open the PDFs?

You will need a recent version of Acrobat Reader (version 7 or later) both to look at them and to print them. Earlier versions of Acrobat Reader may not print the documents faithfully.

Q. How do I add the videos/animations to my list of resources for use with the 'Planning a Workshop' tool?

- Go to the index of resources
- Find the animation/video you want to add to your list in the index and click on it to see the resources appear in the right hand column
- You can now select each of these resources individually by clicking on 'add to list' or you can select the entire visible set by clicking on 'Select ALL' at the bottom of the column.

Q: Do you offer technical support?

We don't anticipate that you will have any difficulty in accessing the materials on a PC. You can visit the EMAC support pages on the CUREE website. If you think that your pack may contain a technical fault please e-mail emac@curee.co.uk describing the problem.

Q: Can I make copies of the packs or edit them?

Buying the pack gives you a licence to print multiple copies of the documents on the CD to use within your institution. You may also copy the electronic materials onto a central school server. It is possible to edit some of the materials, for example the PowerPoint presentations allow you to customise them for your own school. You must, however, respect CUREE's copyright and you may not supply any copies of any of the packs' content to anyone outside the school.

Q: Can I print the materials?

All the materials on the CD can be printed off, some of them can be customised for your own school.

Q: Can I save the materials to look at later?

The CD can be copied onto a server so that anyone on your network can use the materials.

Q: Can I access the resources from home?

If you have access to your school network then you can access the resources from home.

Q: Can packs be installed on both teachers' personal computers at home and on their school computer or will it be necessary to buy another pack?

The licence covers all 'normal' users within your school, whether at home or at school. But they may not copy the disc and pass it on to other friends or colleagues in other schools or take it with them to a new school that does not have a licence.