

**This month, BIGGA'S Education and Training Manager, Ken Richardson, comes in to land after a particularly hectic month, and delivers some important Education and Training updates**

## Education and Training roundup

This has been a busy Spring for the Education and Training Department, following up on the Learning Experience, completing this year's series of Education and Training Courses, attending a wide range of Seminars and conducting computer training courses.

I have driven almost 3,000 miles on BIGGA business since January so if you have tried to contact me and had no success then you know why. This month is destined to be no less hectic as I have to fit everything into two weeks before I depart for Antigua.

### You've got mail!

If you've got an email account why not send an email to the education department, where we can place you into our exclusive education email address book. We can then keep you up-to-date with education news and events as they happen.

Send an email to:  
 education@bigga.co.uk  
 ken@bigga.co.uk  
 sami@bigga.co.uk

### BIGGA Essay Competition

How would you like to have an extra £500 to spend on Christmas this year?

All you need to do is: Write between 1500 and 2000 words on 'Poa Annua, friend or foe' and submit your entry to reach BIGGA HOUSE by October 31, 2001. There are three categories:



1. Golf Course Managers/Head Greenkeepers and their deputies.
2. Assistant Greenkeepers and Students aged 25 and over.
3. Assistant Greenkeepers and Students aged 25 and under.

Send your completed entries to Essay Competition, BIGGA HOUSE, Aldwark, Airedale, York, YO61 1UF

### The Learning Experience 2001

If you missed the National Education Conference or Seminar Programme in January, at Harrogate or if you want to see and hear the presentations again, you can discover what happened by purchasing a video of the event.

Education Conference Videos all sessions £80 including VAT and postage

Education Conference Videos individual sessions £22 including VAT and postage

Seminar Session Videos all sessions £80 including VAT and postage

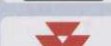
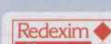
Seminar Session Videos individual sessions £22 including VAT and postage

Individual presentations £10 including VAT and postage

Please note that the Keynote speech by Richard Noble is not available. Contact Sami at BIGGA HOUSE for an order form, or visit the BIGGA website, where you can fill out an order form online. Further details can be obtained from education@bigga.co.uk



The Fund provides the key to the future for greenkeeper, golf club and game. Individuals and companies can join the Golden Key Circle and Silver Key Circle. For details, please contact BIGGA on 01347 833800



## A guide to 'on the job' training

Regular readers will remember that I wrote an article last year about On the Job Training. Most training that takes place on the golf course is 'on the job' with many Golf Course Managers already running training sessions for their staff and, in some cases, assessing competence on the completion of training. As many people seem to have missed the article it is reproduced below.

### What is involved in 'On the Job Training'?

The first thing to ask is What do my staff need to know? This involves the use of a technique known as a Task Analysis. This simply means breaking the job down into its component parts and may be simple or more complex depending on the job. For example, Cutting a new hole is a straightforward process which requires few decisions except where to cut the hole. On the other hand, applying fertiliser can require a number of decisions to be made eg, when, how, what, why.

There are some basic steps that you need to take when you are conducting a training session. These are:

### Introduction

1. Put your staff at ease. Conduct training in comfortable surroundings (if possible). Encourage them to ask questions and take part in any discussions. Let them know that training is taking place and not assessment.
2. Tell them why the training is taking place and how your training session relates to other training sessions and other jobs.
3. Check what they know already and identify gaps in their knowledge and skills.
4. Get them interested by explaining why the training is important.
5. Show them all the new tools, equipment and materials that they will use and give them a list of 'buzz' words.

### Content

Show your staff how to complete the task, using the procedure that you identified in your task analysis.

Put all of the component parts into context and try to give your staff a mental picture of what is required.

Explain the critical points as you progress.

Keep checking that they understand.

Show staff how to do the first stage of the job, stressing key points as you progress.

Let staff practise the first stage and make sure that they can explain their actions.

Continue until each stage is mastered.

Let staff complete the whole process, giving feedback and encouragement where needed.

### Conclusion

Summarise the whole procedure

Issue any notes, manuals, operating procedures

Point out the best method of doing the task and why

Review the required performance in terms of time, standards and safety requirements

### Check if there are any questions

If all of the above seems to be common sense then think about what can and does happen in training sessions or, far worse, in the use of untrained staff. How many of you have been told to 'Go out and cut the first three greens' when you have not been trained on the mower, do not know the height of cut, do not know what to do if players approach, have not been given health and safety brief etc?

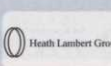


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