## CO Provider Onboarding Plans

### Recommended CO Provider Onboarding Plan

CORE’s Recommended CO Provider Onboarding Plan includes four phases. Each phase applies a combination of online and in-person training and development activities to be completed by a new CO provider with supervisor guidance.

Phase 1: Orient This phase is an opportunity for a new CO provider to establish foundational knowledge on refugee resettlement and the role of CO. The supervisor should work to ensure proper time is allotted for the new CO provider to complete these activities, as well as make himself/herself available for follow-up check-ins as necessary. This phase may also include an organizational overview if not provided elsewhere during the organization’s usual onboarding process.

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| **Activities** | **Assigned** | **Deadline** | **Completion Date** | **Signature** |
| Complete organizational orientation (as applicable) | Both |  |  |  |
| Register for [CORE’s Online CO Certification Course](https://coresourceexchange.org/co-certification-course/) | CO Provider |  |  |  |
| Complete the following lessons from the Online CO Certification Course:* **Introductory Level**

*Lesson 1, The Refugee Resettlement Journey** **CO Provider Onboarding Level**

*Introduction to CORE* | CO Provider |  |  |  |
| CO Provider |  |  |  |
| Conduct one-on-one check-in on learning and discoveries | Both |  |  |  |
| Other (fill in additional items as necessary) |  |  |  |  |

Phase 2: ExploreAfter the new CO provider has established foundational understanding of refugee resettlement and the role of CO, he/she should begin to explore more of the intricacies of implementing and delivering CO with his/her supervisor’s guidance. Throughout each phase, the supervisor should continue to engage the new CO provider around learning and discoveries via check-ins.

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| **Activities** | **Assigned** | **Deadline** | **Completion Date** | **Signature** |
| Complete the following lessons from the Online CO Certification Course:* **Introductory Level**

*Lesson 2, Cultural Orientation Defined** **CO Provider Onboarding Level**

*Know Your CO Objectives and Indicators* | CO Provider |  |  |  |
| CO Provider |  |  |  |
| Review relevant CO curricula and assessment materials, including, but not limited to:* [*Welcome to the United States: A Guidebook for Refugees*](https://coresourceexchange.org/resource/english-welcome-guide-textbook/)
* *Overseas Assessment Toolkit*
* [*Making Your Way: A Reception and Placement Curriculum*](https://coresourceexchange.org/resource/making-your-way/)
* [*The Cultural Orientation Assessment Handbook*](https://coresourceexchange.org/resource/cultural-orientation-assessment-handbook/)
 | CO Provider |  |  |  |
| Observe delivery of CO  | CO Provider |  |  |  |
| Conduct one-on-one check-in on learning and discoveries | Both |  |  |  |
| Other (fill in additional items as necessary) |  |  |  |  |

Phase 3: Develop In the third phase of the onboarding plan, the new CO provider can begin to develop his/her skills in CO delivery. Communication and collaboration with the supervisor is still critical during this phase to reinforce learning and support professional development.

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| **Activities** | **Assigned** | **Deadline** | **Completion Date** | **Signature** |
| Complete the following lessons from the Online CO Certification Course:* **CO Provider Onboarding Level**

*Build a Lesson Plan for Any Context** **Introductory Level**

*Lesson 3, Working Effectively with Interpreters* | CO Provider |  |  |  |
| CO Provider |  |  |  |
| Observe interpreter interaction | CO Provider |  |  |  |
| Conduct one-on-one check-in on learning and discoveries | Both |  |  |  |
| Practice delivering CO (co-facilitation) | Both |  |  |  |
| Conduct one-on-one check-in following co-facilitation | Both |  |  |  |
| Other (fill in additional items as necessary) |  |  |  |  |

Phase 4: AdvanceDuring the final phase of onboarding, the CO provider has the opportunity to develop his/her skills further. The supervisor should encourage advancement and communicate with the CO provider on his/her overall progress.

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| **Activities** | **Assigned** | **Deadline** | **Completion Date** | **Signature** |
| Complete the Online CO Certification Course, **Intermediate Level**  | CO Provider |  |  |  |
| Review [Six Principles of Adult Learning](https://coresourceexchange.org/resource/knowles-six-principles-poster/), [Student-Centered Learning](https://coresourceexchange.org/resource/student-centered-learning-poster/) and [Cognitive Load and Memory](https://coresourceexchange.org/resource/cognitive-load-and-memory-poster/) Posters  | CO Provider |  |  |  |
| Conduct one-on-one check-in on learning and discoveries | Both |  |  |  |
| Supervisor observes CO delivery | Both |  |  |  |
| Feedback session after CO delivery | Both |  |  |  |
| Complete the Online CO Certification Course, **Advanced Level**  | CO Provider |  |  |  |
| Conduct one-on-one check-in on learning and discoveries | Both |  |  |  |
| Other (fill in additional items as necessary) |  |  |  |  |

### Onboarding Plan Template

The following template can be used by a supervisor and new CO provider to develop an onboarding plan. In completing the template, be sure to review the Onboarding Tips for CO Providers and Supervisors and reference the course and resource catalogs.

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### Onboarding Tips for New CO Providers

Below are a few tips that may help you, as someone new to providing CO, gain the knowledge and skills needed to provide CO.

**Pace Yourself**

As a new CO provider you may be juggling learning new information with developing skills while also managing other roles and responsibilities. Keep this in mind when you work with your supervisor to develop your onboarding plan and determine a realistic pace.

**Develop Skills**

Ensure that your learning does not stop with the completion of lessons in CORE’s Online CO Certification Course. Develop skills discussed in these lessons through application and practice in the delivery of CO and, as applicable, other tasks at work. For example, identify new ways to incorporate student-centered learning concepts into your CO session and then implement those techniques. Part of skill development includes communicating and working collaboratively with your supervisor and other staff, as appropriate. Therefore, when you deliver a new technique, consider inviting others to observe or ask them to provide guidance based on their own experiences.

**Patience**

It is important to demonstrate patience not only with yourself, but also with your learners. For example, during CO delivery a lesson may not always work as planned. Perhaps certain activities have worked with one group of learners, but not the next. Remember, these things are a natural part of the learning process. Be observant and proactive in identifying actions for future improvement.

**Flexibility**

In addition to patience, flexibility is a critical quality for a CO provider. Have alternative plans so you can change them as necessary in the moment. Acknowledge that even the best planned CO session may not go as envisioned. The ability to shift during a CO session is something that may not come easily at first, but this will change over time as you gain experience and develop new skills.

### Onboarding Tips for Supervisors

Below are a few tips that may help you, as a supervisor, onboard a new CO provider. Be sure to keep these in mind as you review the Onboarding Plans.

**Assess Need**

Consider the new CO providers’ existing knowledge and prior experience, and adapt their onboarding plan to meet those needs. For example, you may have new CO providers that have worked in refugee resettlement for years but do not have teaching backgrounds. Their needs will be different than a new CO provider that has never worked in refugee resettlement and has some experience in teaching.

**Check-In**

Engage with new CO providers through check-ins and discover what they are learning from both in-person and online activities. These check-ins will help to monitor progress of the onboarding plan and are an opportunity to address and/or assess additional needs.

**Collaborate**

Go beyond check-ins and identify opportunities to collaborate with the new CO providers. For example, co-facilitate a CO session with them, applying concepts from the online lessons. It is recommended to identify these activities in the onboarding plan to ensure accountability. Note that collaboration can also extend beyond CO delivery. For example, encourage CO providers to share relevant resources with colleagues through presentations or staff meetings.

**Facilitate Learning**

The completion of the onboarding plan is just the beginning. You should identify ways to facilitate continuous learning and development for new CO providers as time permits. This can be done through your organization and/or by staying aware of new resources and learning opportunities available through CORE.