

Second report of the National Moderation Panel

April 2007

A summary of the main findings from the self-evaluation carried out by County/Area Training Managers with their Regional Training Advisers from 1 May 2006 to 31 August 2006.



Introduction

This document is written in three sections:

1. Comments and recommendations from the UK Commissioner for Adult Support and the Adult Support Core Team.
2. Comments and recommendations from the Adult Training Working Group.
3. The report itself.

The aim of this report is to:

- provide evidence of the quality and impact of The Scout Association's Adult Training Scheme in England, Wales and Scotland
- provide examples of good practice and share ideas amongst County and Area Training Managers
- inform the Adult Support Team of the support needs of County and Area Training Managers.

This report contains the main findings from the self-evaluation carried out by County/Area Training Managers with their Regional Training Advisers. A County summary for each County/Area who took part in the self-evaluation has been sent to the relevant County Commissioner and Regional Commissioner.

1. Comments and recommendations from the UK Commissioner for Adult Support and the Adult Support Core Team

This year's report covers more Areas/Counties than last year's report¹, which is welcome and we hope for a further increase next year as the process becomes more a part of normal work for the people involved.

It highlights that nearly one half of training is now being delivered using methods other than courses. This represents a huge culture change for The Scout Association through using alternative training methods that meet the needs of our adult volunteers.

It is also encouraging that the problems with the recruitment of Training Advisers, as reported in the last report, did not feature so widely in the responses this year.

Many of the items raised in the report are already being addressed by scheduled Adult Support work. In addition, the report identifies four recommendations for which the core team's responses are as follows:

1. Regional conferences should be organised for 2008 which involve County Training Managers, Local Training Managers, Training Advisers, County Commissioners, District Commissioners and Group Scout Leaders with the objective of improving understanding of the respective roles in training and communication between the line managers and training community.

The core team fully endorses the sentiment of this recommendation and through discussions with the Chief Commissioners and Regional Commissioners will pursue ways in which line managers can be brought more fully into the adult training system. We expect to be able to meet this need through regional and other meetings rather than organising additional events.

2. The review of module 16 (Nights Away) should pay particular attention to the needs of Beaver Scout Leaders.

This recommendation is accepted by the core team. The review of module 16 is scheduled for this year and will address this need.

3. The possibility of printing the criteria for modules, particularly Trainer Modules, on the reverse of certificates should be investigated and if possible implemented.

¹ All areas in Scotland, 68% of Counties in England and 17% of areas in Wales

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This recommendation is accepted by the core team and will be investigated as part of the adult training workload.

4. More national resources should be devoted to the delivery and support of training within Counties and Regions. This would ensure all Counties could offer training, particularly for the supplementary modules and would also help ensure quality of training delivery across the Country.

This recommendation is accepted by the core team and work has already started on delivering trainer training in Counties and Regions, under the Gilwell banner.

Recommendations to the Programme and Development Sub-Committee

There are no formal recommendations from this report, as the work highlighted in this report will be incorporated into the work already underway.

The Adult Support Core Team records its thanks and appreciation to Donna Kerrigan (chair of the National Moderation Panel) and the members of the National Moderation Panel for their work in producing this report and supporting the adult training scheme across the United Kingdom.

Tim Kidd

UK Commissioner for Adult Support

2. Comments and recommendations from the Adult Training Working Group

The National Moderation Panel is a sub-group of the Adult Training Working Group. The National Moderation Panel is tasked with monitoring the quality of delivery of training across the United Kingdom; identifying examples of good practice and areas for concern. The Regional Training Advisers provide support to the County/Area Training Managers in their allocated geographic areas and each year prepare a report from evidence gathered through the self-evaluation tool. There is clear evidence that the support provided by the Regional Training Advisers is very much appreciated and in some areas they are being used very effectively.

The report has provided much useful information about the operation, management and effectiveness of the Adult Training Scheme and will give a clear sense of direction to the Adult Training Working Group in deciding its priorities for the coming year.

Issues identified include the lack of understanding of the training scheme by District Commissioners and Group Scout Leaders and in particular their responsibilities to provide support to Leaders undergoing training. Some weaknesses in the appointment system have been highlighted – in particular the difficulties some Local Training Managers experience in gaining information about new Leaders. There is clearly some work to do on encouraging managers to undergo training.

However, from the report it would appear that the scheme has made significant progress since the last report and there are many examples of good practice to be shared. The fact that most of the counties/areas/regions that responded now have a Training Manager is greatly encouraging.

This report and the work of the National Moderation Panel has developed considerably in the last year; and will no doubt continue to develop in a way which will provide clear and focussed support to those involved in adult training in the United Kingdom.

Sally Yeo

Chair, Adult Training Working Group (until 1 October 2006)

Acting UK Adviser for Adult Training (2 October 2006 – 28 February 2007)

3. Report from the National Moderation Panel - April 2007

The report has four sections:

- i. Statistical evidence covering a number of issues.
- ii. Quality of training delivery - areas of concern and examples of positive practices to improve the quality of training delivery.
- iii. Quality of learning and validation decisions - areas of concern and examples of positive practices to improve the process and consistency of validation decisions.
- iv. Support requested from the Adult Support Team and its intended response.

The data for this report was gathered from September to December 2006.

i. Main findings - Statistics

- **Responses:** The Self Evaluation Tool was completed by:
 - 36 Counties in England (68%)
 - all of the six Scottish Regions (100%)
 - two Welsh areas (17%)
- **County/Area/Regional Training Managers:** Almost all Counties/Areas/Regions that responded have a Training Manager in post. Nearly nine out of ten have validated Module 25, while less than half have validated Module 34.
- **Learning:** The majority of learning is still, unsurprisingly, delivered through courses. Although other methods are also widely used:
 - Courses (56%)
 - Workbooks (3%)
 - 1:1 (4%)
 - Accredited Prior Learning (12%)
 - e-learning (10%)
 - Small groups (8%)
 - Video/DVD (7%)
- **Quality of training delivery:** Training Managers gave the following responses. On a scale of one to four (with one being very satisfied), 88% graded their satisfaction as one or two and none at all was unsatisfied (four). This represents a significant improvement from the previous national report.
- **Consistency of validation decisions:** On a scale of one to four with one being very satisfied, 61% graded satisfaction as one or two, and only 5% were unsatisfied (four). This again represents a significant improvement from the previous national report.

- **Open College Network:** 13% of Counties/Areas/Regions have adults registered for the Open College Network. This represents a slight increase (from 9%).

ii. Quality of Training Delivery

Counties/Areas/Regions continue to monitor the quality of training delivery through evaluation reports, regular meetings with Local Training Managers and observations. A growing number are appointing a County Moderator or Local Training Manager or similar with a responsibility for assessing quality of training delivery. County/Area/Regional Training Managers are generally rigorous in insisting that all those delivering training have the correct qualifications, although this is also raised in concerns and need for support.

Areas of Concern:

- By far the most common concern across the UK is the apparent lack of understanding and commitment of District Commissioners and Group Scout Leaders to the training process. This results in lack of information about new Leaders who require training and also lack of encouragement for Leaders to complete or embark upon their training.
- The appointment process in some Counties/Areas/Regions did not fulfil its commitment to informing the Local Training Manager of new Leaders. Induction of new Leaders did not always include an understanding of a training commitment.
- In the previous report the most common concern had been a lack of Local Training Managers. This was less apparent this time. However, concerns about the quality and effectiveness of Local Training Managers did appear. The loneliness of the Local Training Manager role was mentioned a number of times and this was especially apparent where the Local Training Manager did not have a close working relationship with the District team. A lack of local knowledge is also seen as an issue.
- The lack of qualified presenters and course directors has become a growing concern. As the membership has come to expect more bespoke delivery, pressure is growing on existing presenters. In addition, where County/Area/Regional Training Managers have focussed on getting things right for the learner, the training team has sometimes been neglected.
- A combination of distance learning methods, such as workbooks and e-learning and an inexperienced Training Adviser raised the question of quality.
- Ensuring that the quality of training delivered locally is adequate is still of concern, especially where there is not good communication with the District Commissioner.
- Management modules are trailing behind the others. Encouraging managers to undertake training is a challenge.

Examples of positive practice to improve the quality of training delivery

It is important that these are not considered to be expectations or even necessarily recommendations. Some of these ideas will be inappropriate in certain Counties/Areas due to size and structure. However, it is hoped that these examples, which are in place in some parts of the UK, may be useful to spark ideas across the country.

- A number of Counties/Areas/Regions have held or plan to hold training days or conferences including County Commissioners, District Commissioners, and Assistant District Commissioners etc. in order to bring them into the fold.
- Appointing Local Training Managers across District boundaries to help share good practice and identify learning needs was common. However, it is a growing trend to appoint one Local Training Manager per District who sits on the District team and the County/Area/Region team and so has more local contact but keeps an overview of the County/Area/Region.
- Providing more trainers with the hardware required helps more of them to deliver local training more frequently.
- In some Counties/Areas/Regions training sessions are recorded onto videotape and shared with other trainers for critical analysis.
- Local Training Managers are given sole responsibility for delivering *Getting Started* to ensure a good quality start to the training experience.
- Training packs are prepared for trainers, which include materials and ideas for modules.
- The number of evening module deliveries is growing.
- In some Counties/Areas/Regions a large number of modules are delivered over a weekend, in three or four rooms at a centre. Leaders drop in and out of modules as required.
- There is a growing trend for cross County/Area/Region courses. These may appear in county training calendars or the Scottish Training calendar.
- Regional Clinics in Scotland have had 'demystifying the Adult Training Scheme' as a key aim.

iii. Quality of learning and validation decisions

The quality of validation decisions continues to be monitored in a variety of ways across the UK. The majority of Counties/Areas/Regions did this by asking Local Training Managers to take a major role in checking validation decisions. Most of these did this through regular meetings with their Training Advisers. County/Area Training Managers attended a number of

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these meetings to ensure consistency. There is little change in this, but a growing confidence in validation decisions is emerging as County/Area/Region Training Managers have a better understanding of the light touch needed.

Areas of Concern:

- Monitoring consistency of expectations of Training Advisers from the overzealous to the tick box approach.
- Lack of Training Advisers is mentioned but it no longer has the high profile it had in the previous report.
- Module completion forms not being completed by Training Advisers/Local Training Managers and so module certificates are not reaching Leaders. Similarly with the Wood Badge recommendation form.

Examples of positive practices to improve the process and consistency of validation decisions:

- A help line approach has been developed. A Local Training Manager will be on duty to receive calls from Training Advisers etc.
- Counties/Area/Regions have been identifying 'lost learners'- i.e. Leaders who have been in the Movement for more than five years but not undergone training. These have been invited to gatherings where prior learning validations have kicked started them.
- Regular Training Adviser meetings with Local Training Managers and County/Area/Region Training Managers are becoming the norm.
- Feedback from District Commissioners at regular meetings has helped promote District Commissioner involvement.
- Ensuring that Local Training Managers understand their management responsibilities in managing Training Advisers has improved support and quality.

iv. Support requested from HQ:

- As before, County/Area/Region Training Managers have valued the support of Regional Training Advisers and the self-evaluation process and wish this to continue.
- Many Counties/Area/Regions requested training for the trainers and support in validating the training supplementary modules (27-36).
- An opportunity to share good practice through a national/regional conference for the training community was requested.

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- Clarification of module 16 (Nights Away), particularly in relation to Beaver Scout Leaders.
- More opportunities to communicate nationally and locally with County Commissioners and District Commissioners were requested in order to clarify their role in supporting the training of those they manage/support.
- Membership Services System to be more accessible and useful.
- The technical quality of the e-learning CDs to be improved.
- Strengthening of links nationally and locally between the delivery of the Young Leaders' Scheme and the Adult Training Scheme.
- Criteria of modules to be printed on the reverse of certificates, particularly for the trainer modules.
- Availability of workbooks and training modules electronically.
- Regional module 30 (Supporting Local Learning) training support.
- Module 25 (Assessing Learning) to be reviewed and materials to be available.
- Support for recruitment of Training Advisers.

Recommendations to the Adult Support Core Team:

1. Regional conferences should be organised for 2008 which involve County Training Managers, Local Training Managers, Training Advisers, County Commissioners, District Commissioners and Group Scout Leaders with the objective of improving understanding of the respective roles in training and communication between the line managers and training community.
2. The review of module 16 (Nights Away) should pay particular attention to the needs of Beaver Scout Leaders.
3. The possibility of printing the criteria for modules, particularly Trainer Modules, on the reverse of certificates should be investigated and if possible implemented.
4. More national resources should be devoted to the delivery and support of training within Counties and Regions. This would ensure all Counties could offer training, particularly for the supplementary modules and would also help ensure quality of training delivery across the Country.

Appendix

The National Moderation Panel

The National Moderation panel consists of Regional Training Advisers who support County/Area Training Managers.

The panel is chaired by Donna Kerrigan.

Regional Training Advisers (at the time of the report):

Isabel McNab	Scotland
Iain Fairburn	Cumbria, West Lancs, East Lancs, Northumberland, Durham, Cleveland
Nicola Paisley	North Yorks, West Yorks, Central Yorks, South Yorks, Humberside
Gyles Wren	Merseyside, Greater Manchester East, Greater Manchester North, Greater Manchester West, Cheshire, Staffordshire, West Mercia, Derbyshire,
Richard Brownless	Nottinghamshire, Lincolnshire, Leicestershire, Rutland, Northamptonshire
Maureen Young	Dorset, Devon, Wiltshire, Isle of Wright, Jersey, Guernsey
Andrew Hill	Hertfordshire, Oxfordshire, Hampshire
Margaret Medler	Cambridgeshire, Norfolk, Suffolk, Greater London North, Greater London North East, Greater London Middlesex West, BSGA
Mike Kerrigan	West Sussex, Surrey, East Sussex, Kent, Greater London South East, Greater London South West, Greater London South, BSWE
Ben Balaam	Buckinghamshire, Berkshire, Bedfordshire, Essex, Birmingham, Solihull
Gareth Tanswell	Gwent, Cardiff & vale of Glamorgan, Mid Glamorgan

Vacancies exist in other Counties and Regions of England and Wales.

The Self-Evaluation Tool

The Self-Evaluation Tool (SET) was designed to help the County/Area Training Managers evaluate the quality of the training provision in their County/Area. The SET was designed to be used by the County/Area Training Manager at a meeting with the Regional Training

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Adviser. The self-evaluation process has three phases. Phase one results in the detailed information used to compile the National Report. Phase two and phase three are purely for evaluative use by the Counties. All three phases have a County Summary report as an outcome. This is an agreed document between the County Training Manager and Regional Training Adviser and is distributed to the County Commissioner and Regional Commissioner for information to support the County Training Manager.

A copy of the SET can be found on line.

The SET phase one covered the period 1 May 2006 - 31 August 2006 and was divided into three sections:

1. Section A:
 - i. An introduction to the SET,
 - ii. Information about the County/Area Training Manager's own training,
2. Section B: The quality of training delivery
3. Section C:
 - i. The quality of learning
 - ii. The quality of validation decisions.