Terms of reference: Training Feedback Committee

Document Administration

Version	Date	Summary of Changes
V0.1	18/10/23	1st Draft for review with ST
V0.2	20/03/24	2nd Draft for review with ST
V0.3	27/03/24	3rd Draft with Training Delivery team
V0.4	26/06/24	4th Draft with Training team amends
V0.5	05/08/24	5th Draft with Training team amends – clean copy
V1.0	14/08/24	Curriculum owner review – Ranj Jouhal

1. Stakeholders

1.1 Key Stakeholders / Attendees

This document requires input from the following stakeholders, who are involved with the review and implementation of change following feedback received on training:

Name	Title
Ranjeet Jouhal	Head of Training Delivery
Claire Webster	Network Learning Design Manager
Christine Moore	Regional Lead Training Manager
Maree Young	Regional Lead Training Manager
Shaun Turner	Learning Technologies Manager
Tony Forster	Compliance Learning Manager

1.2 Other Stakeholders / possible Attendees

Key stakeholders – to be invited on a rolling or ad-hoc basis to Training Board sessions:

Name	Position	Capacity
Anne-Marie Hearne	SPM Training Lead	NBIT roll out / feedback of Training
James Taylor	Service Centre Manager	BSC Feedback
Jessica Cookson	Retail Implementation Manager	Retail Feedback
Shaun Kerrison	Head of Postmaster Engagement	PM / AM / NFSP Feedback
Christine Heaton	Head of Partner Operations -Strategic Partners	Retail Feedback
Alison Clarke	Head of Network Monitoring and Reconciliation	BSC Feedback
Simon Worboys	Head of Network Support & Resolution	BSC Feedback
Mike Lowe	Head of Operational Excellence	Branch Assurance Feedback
Iain Robertson	Head of Retail Operations	Retail Feedback

2. Contents

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3.   Introduction

Training Feedback Committee is the key forum for the discussion and coordination of activities in relation to feedback received about branch training. It provides structure and accountability for any feedback that requires training collateral or methods of training to be improved.

4.   Objectives

- Ensure Postmaster and colleague feedback is captured, analysed and actioned where appropriate.
- Develop a strategic approach to improvements in training.
- Provide a forum for discussion and agreement on recommendations or areas for improvement.
- Identify risks to any areas as a result of feedback provided.
- To review and refine the mechanisms used to capture feedback.

5.   Scope

The committee will consider all aspects of the feedback and related activities to the extent that it aims to take a 'bird's eye view' of current practices and material. The feedback could come from a number of sources and any actions taken because of the feedback will be documented in a central feedback improvements log.

5.1 Feedback Survey repository

The live feedback surveys we have ownership of as a team are as follows:

- Classroom Trainer Feedback forms
    - o   Basic Transactions/Back Office/Basic Transactions Part 2 https://forms.office.com/e/eyybpcAgBY
    - o   Investigating Discrepancies - https://forms.office.com/e/r0kDxmbNd0
- Onsite Trainer Feedback forms

- o   Onboarding Activity https://forms.office.com/e/fNxHSs46p2
  - o   Interventions - https://forms.office.com/e/4BJQkDxscW
- Post Go Live Feedback form - https://forms.office.com/e/MbAmRL0V2u
- LMS Feedback Survey (You will be required to log in to the LMS): Course: UAT - New Feedback Survey - Clean copy 1 (learning.uk.com)

All questions are reviewed annually as part of the Feedback Committee process.

5.2 Out of scope: What the Feedback Committee is not intended to do

- Replace existing processes for monitoring and responding to feedback.
- Review elements of feedback outside of the Training Team accountability (e.g. Onboarding, BSM)

6.   Conduct of meetings

6.1 Frequency

The meetings would be pre-arranged, held via Teams on a monthly basis.

6.2 Attendees

6.2.1 Minimum attendees

We would be looking for a minimum of 3 attendees for the meeting to take place with one of the attendees being a Training Lead team member. We would be happy for stakeholders to delegate responsibility to someone from within their team to attend in their absence.

6.2.2 Attendance

Key stakeholders would be expected to attend monthly. Other stakeholders may have a periodic attendance or optional attendance as required, based on the agenda topics.

6.3 Agenda

6.3.1 Minutes / Notes

Minutes would be taken to ensure we are documenting, assigning and tracking actions/issues to provide an evidential base on the actions taken in response to feedback.

6.3.2 Performance data

- Headline YTD feedback survey response data to be collated and provided as part of the agenda to discuss the performance of:
  - o   LMS
  - o   Classroom
  - o   Onsite Trainer
  - o   Post Go Live Survey
  - o   Branch hub
- Main themes of feedback and relevant sample comments highlighted.

6.3.3 Annual review of Feedback surveys (if applicable)

Accountable for Annual review of questions in various surveys – see section 6.1

7. Outcomes

7.1 Decision making

Decisions to be made by consensus. If not possible, Head of Training Delivery makes final decision.

We have documented ownership of the different Feedback in a RACI document – see Appendix 1, both in terms of

- Collation and presenting of feedback
- Implementing required change

7.2 Feedback actions

Feedback is assessed and managed by the relevant person according to the Feedback Process map – See Appendix 2. Each piece of feedback is to be given a RAG status – investigate / 'fix' / no action.

7.3 Central Feedback Improvement Log

Held centrally and completed in line with meeting outcomes. Documents improvement /change required / timelines / responsibilities and tracks status.

Content improvements – Detailed on the Design teams Business Change log Business Change log 2024.xlsx

Other improvements – General Training Improvement Log Training Delivery Resource Centre (sharepoint.com)

8. Appendix

8A ppendix 1: RACI

	Ranj Jouhal	Shaun Turner	Claire Webster	Maree Young	Chris Moore
Collate and present Feedback from:					
LMS: Course Ratings	I	R	A	I	I
LMS: End of programme survey	I	R	A	I	I
LMS functionality feedback	I	R	I	I	I
Classroom survey	I	I	I	R	R
Onsite Trainer survey	I	I	I	R	R
Post Go-Live survey	I	R	I	C	C
Internal feedback from Trainers	I	I	I	R	R
Retail team feedback	R	I	I	I	I
Other Feedback e.g. NFSP /Adopt an Area	R	I	I	I	I
Implement required changes to:					
Digital Training collateral content e.g. eLearning	I	R	R	C	C
Printed Training collateral	I	I	R	C	C
Classroom Operations	I	I	C	R	R
Classroom Trainer delivery	I	I	I	R	R
Onsite Trainer delivery	I	I	I	R	R
Onsite Trainer collateral	I	I	C	R	R

8.2 Appendix 2: Feedback Process map

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                                                    ┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
                                                    │ No - Requires        │     │ Add to Training      │     │ Training Feedback    │     │ Log improvement made │     │ Report back to       │
                                                    │ discussion           │─────│ Feedback Committee   │─────│ Committee meeting    │─────│ and action taken in  │─────│ original source if   │
                                                    │ (Red)                │     │ Agenda & suggest     │     │ held                 │     │ Central Improvement  │     │ required             │
                                                    │                      │     │ relevant decision    │     │                      │     │ Log & report back to │     │                      │
                                                    └──────────────────────┘     │ makers               │     └──────────────────────┘     │ original source if   │     └──────────────────────┘
                                                                                 └──────────────────────┘                                  │ required             │
┌──────────────────────┐     ┌──────────────────────┐                                                                                      └──────────────────────┘
│ Feedback received    │     │ RAG Rating applied   │     ┌──────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ from source &        │─────│                      │─────│ Yes                  │     │ Log improvement made │     │ Report back to       │
│ reviewed by Owner    │     │ Is it a simple       │     │ (Amber)              │─────│ and action taken in  │─────│ original source if   │
│ as per RACI          │     │ "quick fix"?         │     │                      │     │ Central Improvement  │     │ required             │
└──────────────────────┘     └──────────────────────┘     └──────────────────────┘     │ Log & report back to │     └──────────────────────┘
                                                                                        │ original source if   │
                                                                                        │ required             │
                                                           ┌──────────────────────┐     └──────────────────────┘
                                                           │ No action to be      │     ┌──────────────────────┐
                                                           │ taken (Green)        │─────│ Report back to       │
                                                           │                      │     │ original source if   │
                                                           └──────────────────────┘     │ required             │
                                                                                        └──────────────────────┘
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