

**CIRCULATION: PUBLICITY & DEVELOPMENT
COMMITTEE**

FM MS 04

BRANCH SECRETARIES TRAINING

**COURSE: REASONS TO URGE AND APPEALS INTERVIEWS
RECRUITMENT**

RESULTS OF TRAINING SESSIONS HELD TO DATE:

Bridgend	20 April, 2001	(7 attending)	RTU
Bristol	15 June, 2001	(8 attending)	RTU
Brighton	22 June, 2001	(7 attending)	RTU
Dorchester	3 July, 2001	(7 attending)	RTU
Colchester	25 Oct, 2001	(4 attending)	RTU
St Albans	1 Nov, 2001	(5 attending)	RTU
Perth	6 Nov, 2001	(6 attending)	RTU
Perth	9 Nov, 2001	(9 attending)	RTU
Northop Hall	22 Feb, 2002	(9 attending)	RTU
Hampson Hse	15 Mar, 2002	(13 attending)	RTU
Southwick	5 Apr, 2002	(7 attending)	RTU
Appleby	11 Apr, 2002	(10 attending)	RTU
Twigworth Ldg	11 Apr, 2002	(7 attending)	Recruitment
Bridgend	12 Apr, 2002	(8 attending)	Recruitment
Southwick	14 Jun, 2002	(9 attending)	Recruitment
Southwick	21 Jun, 2002	(9 attending)	Recruitment

124 attendees (at 25 June 2002)

RESULTS OF ALL QUESTIONNAIRES RETURNED:

(Please note not all attendees answered all questions)

CONFIDENTIAL

	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	No View %
1. The content was relevant to my role	1	0	27	70	1
2. Met my objectives	1	0	44	54	1
3. Will be of practical use to me	1	0	22	75	1

TRAINER

Strongly Disagree Disagree Agree Strongly Agree No View

The Trainer:

1.	Gave a well organised presentation	1	0	25	73	0
2.	Showed thorough subject knowledge	1	0	20	79	0
3.	Made effective use of audio visual materials	1	2	36	59	2
4.	Actively ensured everyone who wanted to contribute was able to do so	1	0	17	80	1
5.	Made sure trainees had understood the points being made	1	0	28	70	0
6.	Provided useful handouts	2	3	31	62	0

(please note handouts figure skewed by no handout being available at Perth on 6 Nov 2001 - attendees did, however, receive this at a later date)

COURSE ADMINISTRATION

Very Poor % Poor % Good % Very Good % No View %

How would you rate:

1.	Effectiveness of joining instructions	0	2	40	46	10
2.	Location of Venue	1	1	48	46	2
3.	Training room	1	2	52	43	0
4.	Refreshments	0	8	45	46	0
5.	Venue facilities	0	2	53	40	2

COMMENTS: (PLEASE SEE ATTACHED)

Results received as at 25 June 2002

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COURSE: REASONS TO URGE AND APPEALS INTERVIEWS

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Bridgend	20 April, 2001	(7 attending)	RTU
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Northop Hall	22 Feb, 2002	(9 attending)	RTU
Hampson Hse	15 Mar, 2002	(13 attending)	RTU
Southwick	5 Apr, 2002	(7 attending)	RTU
Appleby	11 Apr, 2002	(10 attending)	RTU

92 attendees (at 25 June 2002)

RESULTS OF RTU QUESTIONNAIRES RETURNED:

(Please note not all attendees answered all questions)

CONTENT

	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	No View %
1. The content was relevant to my role	1	0	29	66	1
2. Met my objectives	1	0	45	52	1
3. Will be of practical use to me	1	0	23	74	1

Results received as at 25 June 2002

FM SM 04

TRAINER

	Strongly Disagree	Disagree	Agree	Strongly Agree	No View
The Trainer:					
1. Gave a well organised presentation	1	0	28	70	0
2. Showed thorough subject knowledge	1	0	21	77	0
3. Made effective use of audio visual materials	1	3	39	53	2
4. Actively ensured everyone who wanted to contribute was able to do so	1	0	18	78	1
5. Made sure trainees had understood the points being made	1	0	29	67	0
6. Provided useful handouts	2	4	33	58	0

(please note handouts figure skewed by no handout being available at Perth on 6 Nov 2001 – attendees did, however, receive this at a later date)

COURSE ADMINISTRATION

	Very Poor %	Poor %	Good %	Very Good %	No View %
How would you rate:					
1. Effectiveness of joining instructions	0	2	43	39	13
2. Location of Venue	1	1	49	45	3
3. Training room	0	3	51	43	0
4. Refreshments	0	5	42	51	0
5. Venue facilities	0	1	52	41	3

COMMENTS: (PLEASE SEE ATTACHED)

Results received as at 25 June 2002

FM MS 04

BRANCH SECRETARIES TRAINING

COURSE:

RECRUITMENT

RESULTS OF TRAINING SESSIONS HELD TO DATE:

Twigworth Ldg	11 Apr, 2002	(7 attending)	Recruitment
Bridgend	12 Apr, 2002	(8 attending)	Recruitment
Southwick	14 Jun, 2002	(9 attending)	Recruitment
Southwick	21 Jun, 2002	(9 attending)	Recruitment

33 attendees (at 25 June 2002)

RESULTS OF ALL QUESTIONNAIRES RETURNED:

(Please note not all attendees answered all questions)

CONTENTS

	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	No View %
1. The content was relevant to my role	0	0	19	81	0
2. Met my objectives	0	0	42	58	0
3. Will be of practical use to me	0	0	19	78	0

TRAINER

Strongly Disagree Disagree Agree Strongly Agree No View

The Trainer:

1.	Gave a well organised presentation	0	0	16	84	0
2.	Showed thorough subject knowledge	0	0	16	84	0
3.	Made effective use of audio visual materials	0	0	26	74	0
4.	Actively ensured everyone who wanted to contribute was able to do so	0	0	13	87	0
5.	Made sure trainees had understood the points being made	0	0	19	81	0
6.	Provided useful handouts	0	0	26	74	0

COURSE ADMINISTRATION

Very Poor % Poor % Good % Very Good % No View %

How would you rate:

1.	Effectiveness of joining instructions	0	0	30	66	0
2.	Location of Venue	0	0	45	52	0
3.	Training room	0	0	55	42	0
4.	Refreshments	0	16	52	29	0
5.	Venue facilities	0	3	55	36	0

COMMENTS: (PLEASE SEE ATTACHED)

P&D Committee – Reference Branch Secretaries Training circulation of 25 June. Apologies, please would you replace Evaluation Comments pages as some of the comments were cut-off mid-sentence!

Comments

RTU EVALUATIONS

Couldn't have been better, and was put in plain English
Excellent presentation - came over very professionally. Learned a lot as not having been to an RTU
Enjoyed the Session very much

Excellent in all respects
V useful & informative, needs to be rolled out asap to all B.Sec's
Very interesting and useful day
Excellent presentation.
Many thanks.
Excellent Meeting

Many thanks for a very useful day

Excellent

I look forward to more events of this kind and have others on my committee wishing to attend. Well done Kate.

There should be regular refresher courses as well to ensure we remember what has been learnt and to be up to date with new rule changes
Very instructive and within one particular group there were some experienced Branch Secretaries who gave us the benefit of their wide experience within our Federation.
Include: Procedures for dealing with losses where Hoizon software is claimed to be at fault
Learned more about the organisation as a whole (NFSP)

Very interesting first foray into this field
Federation to ensure all members are aware of procedures to follow in the case of discipline cases
Suggest use of videos showing scenarios where action taken right or wrong - tape pauses so that group/individuals can discuss
Membership and how to run a branch would have been a better first session
Would have liked on first training to have learnt more of what my role as secretary really entails
Very impressed. It was much better than anticipated and I feel more confident to speak to members re any problems and outcomes of same.
Practice is the next step and I agree wholeheartedly about sitting in with the next disciplinary case in my area
Very worthwhile course. I feel much more confident and better equipped to represent my members.
Training was a fruitful experience and hope to carry forward all the facts.
POID - roles, etc. Facts on number of RTU's etc per annum to all evaluation of use/type etc.
Having examples to work out proved very helpful. We had as much information as we could absorb. Excellent.
The day was well worth it. Instructor had very good knowledge of subject and put it across well in a way I understood. Throughout the whole presentation made sure we understood what was being said.
Everything was covered in the course

Handouts and a guide to help spm effectively handle an RTU or notes that could be looked at later time

Obviously as Br Sec we would require to have copies of various spm's contracts, ie, MSPO, Mailwork, etc. How can these be obtained?

Need more handouts. Flip chart instead of learning tearing sheets of paper

Copies of contracts could be made available. Woprtwhile learning expereince. No handouts available

More handouts

Spread over 2 days at it was much too heavy to take in 1 day. The role play exercise was in my view one of the best learning exercises.

Excellent. A flow chart to asst Fed members would be good as a check list

Very full and intensive day. Showed the detail you need to know to support members in trouble.

Very informative and well presented training session

I feel that the RTU handout could be fuller

I found this training session very good as I have had nothing to do with appeal interviews in the past.

Perhaps an earlier start may be useful.

Role Play is useful but must be specific if benefit is to be gained. Give individual briefs to each role player and let them act it out.

This training session was useful to me as I have never been asked to attend a RTU meeting. Now I feel I have a better knowledge of what is required at a RTU.

Case studies should have been circulated in advance to allow case preparation.

1) May be future subjects should start in the order of things a Branch Secretary has to do, from day one of his/her post. 2) Keep new BS separate from experienced ones.

POID Interview could have been given more time. Excellent presentation - long
Still not fully sure re agreed timetables, nor fully convinced that POL make full efforts to meet these. Obviously once we are fully conversant with the timescales we need to push POL to ensure they adhere to these.

Correct rules and regulations relating to procedures and timing for RTUs and the information that could help us point out that faults in the PON procedures.

Find the prospect of representing members rather daunting. Members require representation by experienced branch secs.

In depth knowledge is required and should only be undertaken if have sufficient time to do the role correctly.

Excellent informative day - well structured and long overdue. An efficient way of providing adequate instruction of the issues required by Br Sec/delegate.

A really good base of knowledge to start from.

Well presented, much needed course thank you!!

Very well presented, always wanted to be on one of these. Excellent course, should have been done much earlier years ago. Better late than never. Well done Kate. Thank you.

Very good. I came to this course with no experience and now feel confident in representing a member.

Future gathering of branch Secs where past scenarios can be used for discussions and possible model answers.

When security is breached what are the allowable guidelines? The most beneficial parts of the day was the exchange of experiences.

Losses & Gains? Essential new Branch Secs receive the training.

P&D Committee – Reference Branch Secretaries Training circulation of 25 June. Apologies, please would you replace Evaluation Comments pages as some of the comments were cut-off mid-sentence!

Comments

MEMBERSHIP EVALUATIONS

An excellent presentation given in a professional manner. All points covered were of great importance to carrying out an effective job in recruiting new members.

Flowcard/progress form for new appointees could be helpful.

Very good day, very worthwhile.

Would like to be able to have the technical machinery, ie, projector & laptop to be able to hold our own branch meetings in a more professional manner.

Enjoyed the course and found it stimulating, was good to see others getting involved.

A very pleasant and worthwhile experience. Full participation by everyone present. Our Branch must gain in members from the ideas and incentives we have been given by

A very good and useful presentation.

Well presented and enjoyable, useful information "Best Practice" passed on. More training sessions - improve officer qualities. Thank you.

Very useful, I enjoyed the course, I was able to contribute my fears, problems, etc, openly and was given constructive feedback and solutions. This learning opportunity helps to build inner confidence to deal with matters relating to the NFSP.

I found the day very useful with a good cross participation of the members and presenter