Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

UNCRC Training "Catch up" Sessions Year 2 & 3: Participant Evaluation

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1. Summary

The University of Wales Trinity Saint David (UWTSD), School of Social Justice and Inclusion and School of Early Childhood were awarded the tender to: "*…produce and deliver sector specific training on the United Nations Convention on the Rights of the Child", to* 9 children and young people workforce sectors over a 3 year period.

In line with the Welsh Government's delivery schedule (see Figure 1) additional "catch up"[1] sessions were delivered during year 2 and 3, this involved delivering an additional 27 (in total) sessions to the following sectors:

- Education
- Social Care
- Child Care
- Police
- Youth Justice
- Local Authorities

In total 546 participants engaged in the "catch up training" sessions (see Figure 2). Participant perspectives taken from a training evaluation questionnaire illustrate ***86% felt that the training was of an excellent and very good standard, 12 % good*** (See Figure 3). All sectors illustrate that the training was viewed positively (see Figures 3-7); demonstrating that the training has been very well received and met the project aims and objectives.

The majority of participants found the training to be valuable and the feedback demonstrates that knowledge and understanding of the UNCRC has increased with the desire evident to implement the knowledge into their practice as well as share it with their colleagues / organisations—children / young people and parents. The delivery of the sessions were viewed positively with the interactive activities and group discussions being of value; the facilitator's style of delivery was seen as effective—engaging and appropriate with each sector.

The success of any future training it is suggested may rely on continuing to ensure meaningful engagement with sectors to ensure the training, materials and delivery meets their needs.

[1] Catch up sessions : the term used to describe additional sessions to deliver in WG contract

2. Background

Produce and Deliver Sector Specific Training on the United Nations Convention on the Rights of the Child.

The University of Wales Trinity Saint David (UWTSD, School of Social Justice and Inclusion and School of Early Childhood were awarded the tender to: "…*produce and deliver sector specific training on the United Nations Convention on the Rights of the Child", to* 9 children and young people workforce sectors over a 3 year period.

Aims of Project

The two aims of the project are as follows:

1. Provide a comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices.
2. Encourage each sector to take ownership and introduce the training into their learning and development programme.

Project Outcomes

The project intends to produce the following outcomes:

- To increase awareness of the UNCRC and children's rights in Wales.
- To increase understanding of how the sectors impact on children's rights
- To enable the sectors to realise their importance in enabling children and young people to access their rights and subsequently take ownership and integrate the training into their own workforce planning.

Year 2 & 3 Catch up Sessions (additional sessions run in line with WG Contract)

In line with the delivery schedule (Figure 1) outlined in the contract additional "catch up"[2] sessions were delivered during year 2 and 3:

Figure 1: Welsh Government UNCRC Training Delivery Schedule.

Year 1 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Total	21 sessions
Year 2 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Year 2 - 3 sectors (year1 sectors) x 3 catch up sessions	9 sessions
Total	30 sessions
Year 3 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Year 3 - 6 sectors (years 1 & 2) x 3 catch up sessions	18 sessions
Total	39 sessions

This involved undertaking additional sessions with the following sectors:

- Education
- Social Care
- Child Care
- Police
- Youth Justice
- Local Authorities

In total 546 participants engaged in the "catch up training" sessions (see Figure 2). Participant perspectives taken from a training evaluation questionnaire illustrate ***86% felt that the training was of an excellent and very good standard, 12 % good*** (See Figure 3). All sectors illustrate that the training was viewed positively (see Figures 3-9); demonstrating that the training has been very well received and met the project aims and objectives.

[2] Catch up sessions : the term used to describe additional sessions in WG contract

3. Summary of Sessions and Participant Numbers: UNCRC Sector Specific Training "Catch up Sessions Year 3.

Figure 2 presents an overview of the sectors and number of sessions delivered for the year 2 & 3 catch up sessions.

Figure 2: Year 2 & 3 Catch-up-sessions

Sector	Sessions	Participant Numbers
Education	Year 2 x 3 Sessions : • 1 School, • 2 x PGCE BA /QTS students Year 3 x 3 Sessions: • 2 General Session; • 2 x PGCE Session; • 1 x Conference presentation for Educators	6 115 7 132 40 **Total 200**
Social Care	Year 2 x 3 Sessions : • 1x Hafan Cymru Spectrum Project Staff • 2 x CAFCASS Year 3 x 2 Sessions • 2 x General Session[3]	12 45 32 **Total 89**
Child Care	Year 2 x 3 Sessions • 3 x sessions Child Care Students Year 3 • 1 x General Session • 2 x Child Care students	90 14 30 **Total 134**
Police	Year 3 • Gwent Police x 2 • South Wales Police x 1	17 15 **Total 32**
Youth Justice	Year 3 3 x sessions Gwynedd Ynys Mon	**Total 37**
Local Authority	Year 3 • 2 x Gwynedd Ynys Mon Local Authority • 1 x Neath Port Talbot Local Authority	20 34 **Total 54**
Total		**546**

[3] Additional session ran for Education

4. Participants Perspectives:

Year 2 &3 (Education, Social Care, Police, Child Care, Local Authorities, Youth Justice).

Evaluation of the training was carried out through a post training session questionnaire, which sought both formative and summative feedback (see appendix 1 for a copy of the questionnaire utilised). Ethical approval for the evaluation was provided by UWTSD Ethics committee, the evaluation adhered to strict ethical procedures including: ensuring participant anonymity and compliance with the UWTSD data management and storage policy (http://www.uwtsd.ac.uk/library/research-data-management/).

It can be demonstrated from the evaluation evidence that the majority of participants 86% found the training to be of an ***excellent*** **an** ***very good*** standard, understanding and awareness the UNCRC has increased with the desire evident to implement the knowledge into their practice as well as share it with their colleagues/organisations—children / young people and parents. The delivery of the sessions were viewed positively with the interactive activities and group discussions being of value; the facilitator's style of delivery was seen as effective—engaging and appropriate with each sector.

Participants Feelings in relation to the UNCRC Training.

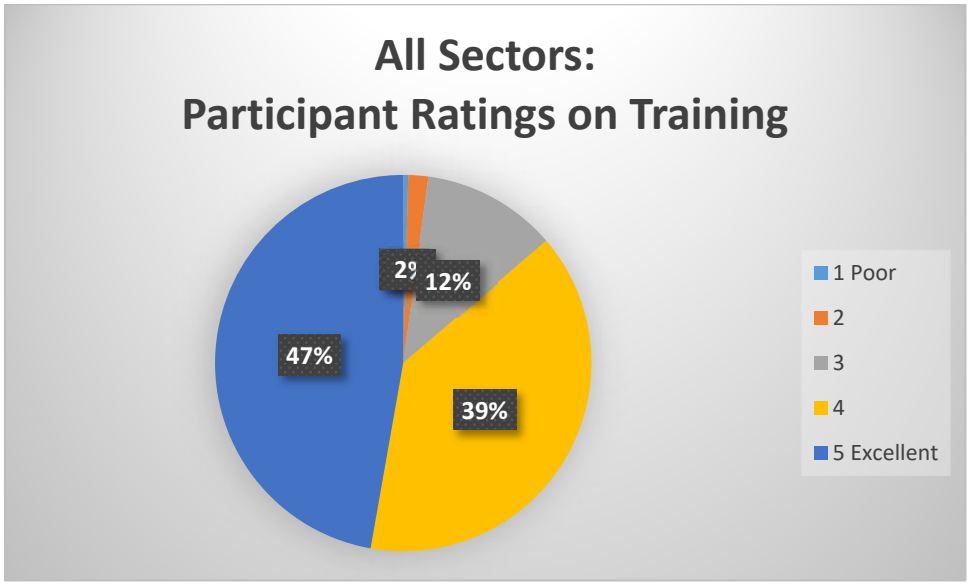
Of the 546 participants who undertook the training, 272 completed the questionnaires. However, 272 is a sufficient sample size to enable robust analyses across the sectors. The low number of evaluation forms is as the result of a number of reasons: for example for the PGCE / BA QTS students there were large numbers and time was of a premium therefore it was difficult for participants to complete questionnaires.

Figures 3-7 illustrate participants ratings of the UNCRC training they engaged in, they were asked to indicate their ratings on a Likert scale between 1-5, with 5 being excellent and 1 being poor. The figures illustrate that for each sector the majority of participants scored that they felt the training was of an excellent and very good standard, this is clear across all three sectors as indicated in Figure 3. Figures 4-7 also indicate that for each individual sector the majority felt that the training was of an excellent / very good standard (Q1).

All Sectors

Of the 546 participants, 272 completed the questionnaires. Of all sectors 47% participants felt that the training was of an excellent standard and 39% a very good standard, 12% felt it was a good standard and 1% poor.

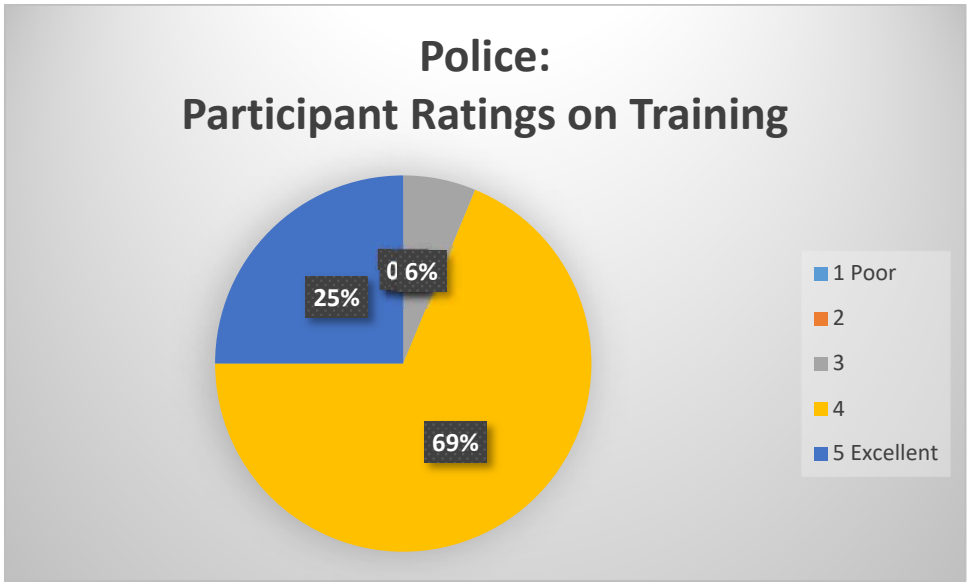
Figure 3: All sectors



Police

Within the police sector 25% felt the training was of an excellent standard and 69% a very good standard', 6% of a good standard nobody rated the training as satisfactory or poor (0%)

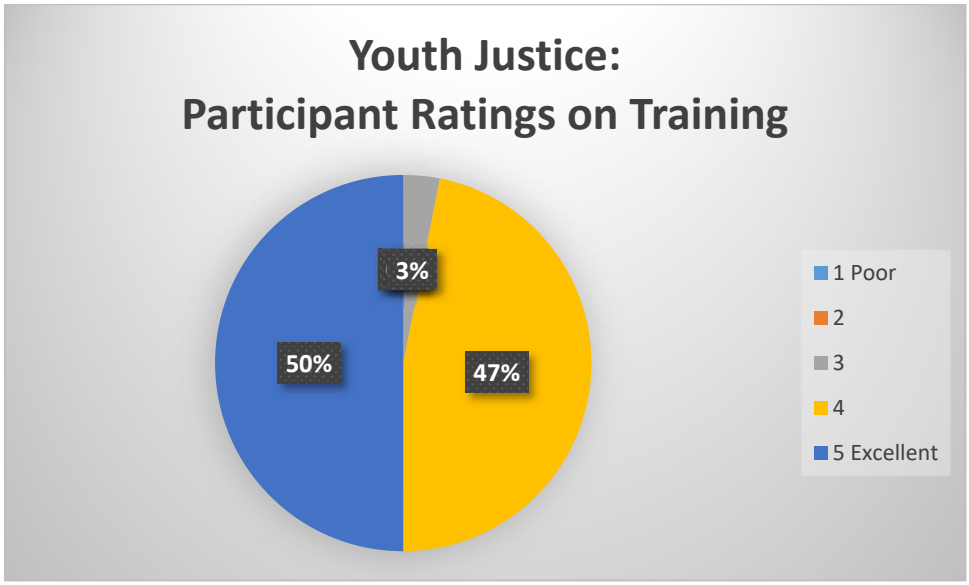
Figure 4: Sector Police



Youth Justice

Within the Youth Justice sector, the majority 50% felt that the training was of an excellent standard and 47% a very good standard and only 3% indicating a good standard. Nobody rated the training as a good, satisfactory or poor (0%).

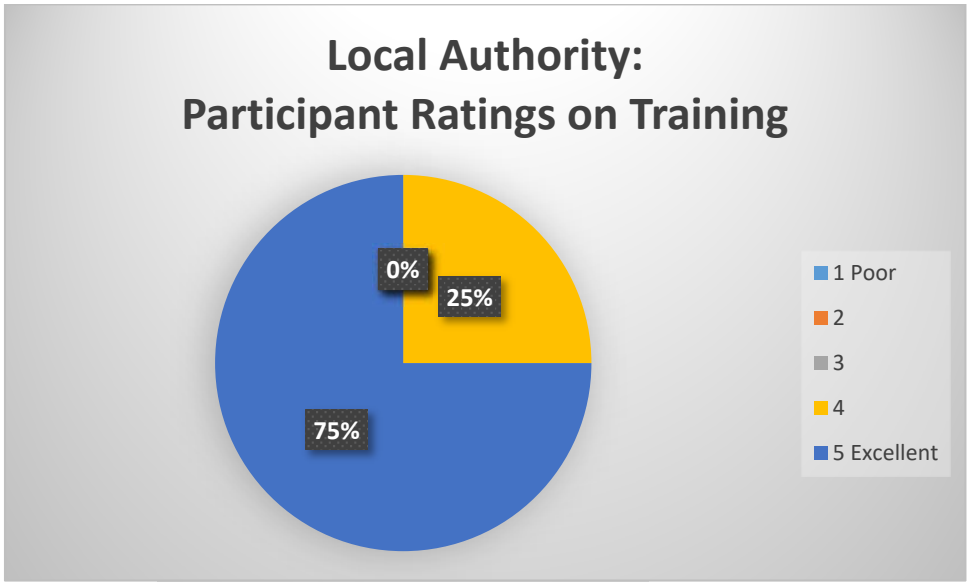
Figure 5: Sector Youth Justice



Local Authorities

Within the Local Authorities sector 75% felt that the training was of an excellent standard and 25% a very good standard, 0% felt it was of a good standard. Nobody rated the training as satisfactory or poor (0%).

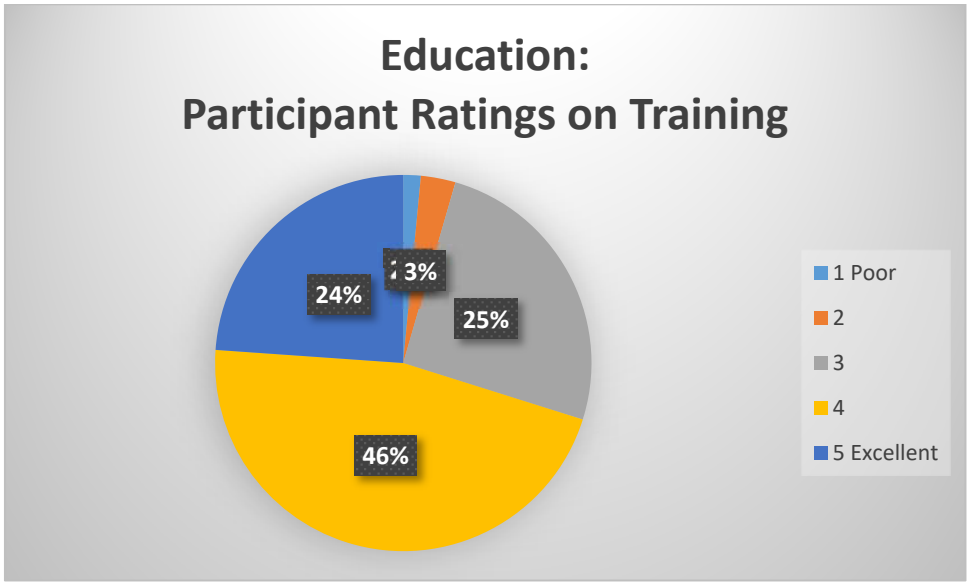
Figure 6: Local Authorities



Education

Within the Education sector 24% felt that the training was of an excellent standard and 46% a very good standard, 25% felt it was of a good standard. Only 5% rated the training as satisfactory or poor (0%).

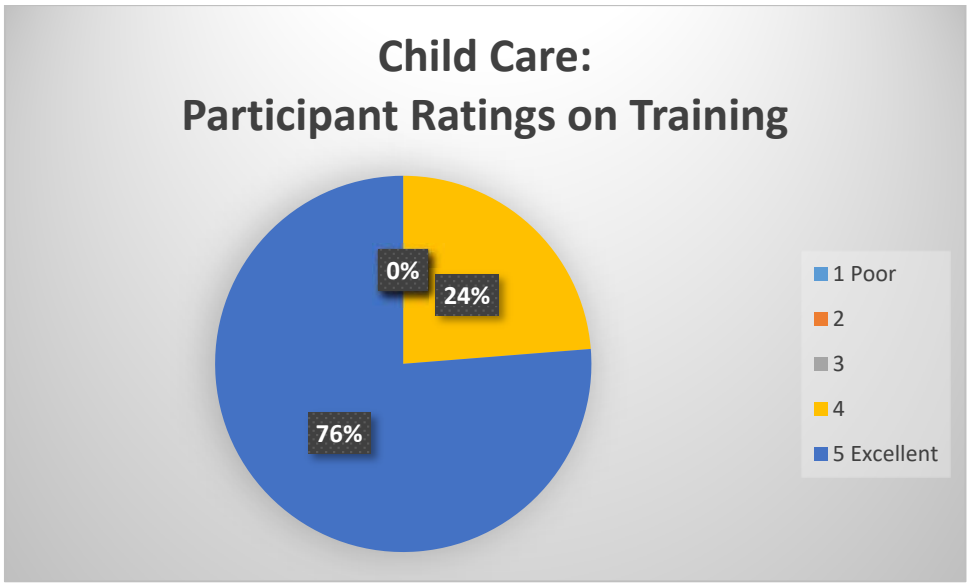
Figure 7: Education



Child Care

Within the Child Care sector 76% felt that the training was of an excellent standard and 24% a very good standard with nobody rated the training as satisfactory or poor (0%).

Figure 8: Child Care



Social Care

Within the Social Care sector 34% felt that the training was of an excellent standard and 47% a very good standard, only 15% felt it was of a good standard with 4% rating the training as satisfactory. Nobody rated the training as poor (0%).

Figure 9: Social Care

Participants Reasons in relation to their rating on the UNCRC training (Q1a)

The qualitative data gathered suggest that the key reasons that their ratings of Excellent 5 & Very Good 4 were:

1.	Group Discussion
2.	Use of interactive activities
3.	Gaining Understanding / Informative / educational / how to make a difference
4.	Resources: Animated videos / and presentations
5.	How to put the UNCRC in to practice
6.	Well-presented and delivered / relaxed but professional/ friendly / enthusiastic / knowledgeable/ positive
7.	Interactive/Enjoyment of session /engaging/ fun / problem solving
8.	Informative
9.	Good knowledge of trainers
10.	Up to date

The qualitative data gathered suggest that the key reasons that their ratings of 3 (only 12% of total) and below (0%)

1.	Videos not exciting/repetitive and boring
2.	Not learning anything new.
3.	A small % did not find participatory activities positive.

What participants valued most from the training (Q2)

A number of key themes around what was valued most from the training identified:

1.	Increased knowledge
2.	Welsh Language Provision
3.	Group Work/group discussions
4.	Opportunity for Discussion
5.	Articles/ Better Understanding of importance of rights
6.	Resources used : Videos / Presentations
7.	Activities : e.g. power walk
8.	Refreshing existing knowledge
9.	Understanding advocating on behalf of Young People
10.	Information relevant to own work practice

What participants valued least from the training? (Q3)

1.	Videos not exciting (a small number 9)
2.	Too many videos
3.	Sessions either 'too long' or 'too short'
4.	More examples of how it relates to own practice

What additions participants would make to the training? (Q4)

1.	Longer session (1) /longer discussions
2.	Shorter sessions
3.	More case studies e.g application to safeguarding (1 police)
4.	Viewpoint of families who have interaction with agencies
5.	The role of policy makers and managers
6.	Copies of resources : handout with links to resources
7.	Discussion on how to challenge agencies failing to meet UNCRC
8.	Examples of how to do this in practice e.g. Police, Youth Justice, Education
9.	What next?

How Participants will use the work explored today? (Q5)

The majority of people noted that they would share the training with their workforce sectors and children and Young people.

1.	Share with Work Force (The main use of the training) e.g • Gives more confidence • More professional approach • Share resources with colleagues • Use in workforce training
2.	Be proactive in promoting rights • Know how to support young people's ability to exercise rights
3.	Will inform own practice
4.	Clear ideas about how to improve practice
5.	Reflect on what I and organisation need to do differently

6.	Put into practice e.g: • With families • Create lessons in school • Will use some of the videos with pupils in school
7.	More aware of Children's rights when working with agencies
8.	Better understanding
9.	Reinforcing knowledge and practice
10.	Ensure consistency in training / contribute to training
11.	In daily Work / reflect on Children's in relation to my practice
12.	Inform young people of their rights and help them have their voice heard
13.	Use it when working with partner agencies
14.	Disseminate

How the training could enabling children and young people to access their Rights (Q6)

Participants felt that the training would enable children and young people to access their rights in the following ways: Sharing knowledge with the work force and staff working with children and Young people was a priority for the majority of participants:

1.	by making 'adults' aware of the rights allows them to share the knowledge and encourage chidlren to be aware of and access their rights./ by making us informed to empower young people to access their rights
2.	by speaking to police about their rights and local government officials
3.	easy to access information
4.	empower young people/ I am able to help the children know their rights and understand them
5.	given them a voice better information
6.	having a better awareness to promote their rights as a teacher and incorporate them in all aspects of learning
7.	hold events for SC to voice their own concerns about their experiences in education
8.	hopefully raise awareness for all of us so we know how to tackle it.
9.	I will have more confidence in practice to advise young people
10.	infor about their rights website update in schools ask
11.	opportunities to meet their rights
12.	knowledge is power - if you don't know about these rights how could you act on it
13.	making them aware, making people who work closely with children aware so they are adhered to
14.	Promote the UNCRC at hubs and work
15.	resources provided
16.	the police will be able to educate children/ Through internet/thorough our work
17.	trainee teachers will be more aware of how they can support them
18.	we can relay as police officers back to the relevant partners again to help young people. Seat recruitment

UNCRC training that participants are engaged in (Q7 & 8)

A small number of participants stated that they had engaged in training across all three sectors as can be seen in the tables below. The majority had not engaged in any training and therefore illustrating the need for such training within these sectors. Some stated level 3 Youth and Community Work; others indicated the training they had on the day.

	Police	Youth Justice	Local Authority	Education
Deliver Training	0	0	0	0
Received Training	3	14	5	7
Not Received and Training	0	0	0	0
No answer	0	0	0	0

Participants views on the style of the training (Q9 &10)

The feedback on the style of training / facilitation was across all sectors very positive; common themes throughout all sector feedback was:

1. That staff were:

   "Relaxed"
   "Professional"
   "very friendly, knowledgeable trainers"
   "approachable"
   "very engaging"
   "very clear content"
   "very amenable, pace/style appropriate and presenters demonstrated good knowledge and facilitated discussion"
   "they were brilliant"
   "the delivery of the training was good and varied"
   "relaxed"
   "pleasant, inclusive, clear"
   "organised, friendly staff"
   "friendly"
   "a lot of confidence and"

2. The group discussions and interactive activities were greatly appreciated:

   "visual and hands-on"
   "was nice having a small group as very comfortable to speak"
   "INFORMATIVE"
   "very good it allowed members of the group to get involved"
   "interactive"
   "small informal group in a nice environment"
   "Mix of videos activities so I didn't switch off just listening"
   "presentation and collaboration"
   "open and talkative - really good way to give the information"
   "good in being interactive, using videos, role play etc."
   "enjoyed group tasks very informative trainers"
   "effective, interactive e.g. quiz and diamond"
   "byddwn nhw hoffi yr cwrs yn Cymraeg"

Areas to consider further:

3. Approximately 12 participants did not enjoy the discursive and participatory element; these individuals were mostly represented by teacher trainees:

   "too many videos"
   "didn't link to lesson plans"
   "not enough time"
   "rushed"
   "need examples to support delivery"

5. Conclusions and Recommendations

Participant Feedback

The project in year 2 and 3 has successfully delivered catch up sessions to the Police, Youth Justice and Local Authorities, Education, Child Care and Social Care sectors.

The participant evaluation questionnaires illustrate that the training has been well received with the majority finding the training excellent or very good (86%) a very small percentage— 12% saw the training as good. The qualitative feedback is on the whole also of an excellent and very good standard. It is clear that the majority of people will utilise this training in their "daily work" and share the training with their colleagues/organisations, children/young people and parents in their own workforce contexts. The key aims of the project were to:

1. Provide a comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices.
2. Encourage each sector to take ownership and introduce the training into their learning and development programme.

It is evident that the majority of participants on the training felt their knowledge had increased and they would be sharing their knowledge and resources within their own contexts, the key aim of the project is therefore being worked towards positively. The feedback suggests that "knowledgeable staff "are one way to ensure that the UNCRC is embedded into practice, the training evidently has increased knowledge and understanding.

Delivery of Training

While the overall feedback on the raining was very positive a key point for consideration will be further reflected upon:

a. The majority of participants welcomed the opportunity for discussion and group work, it is important that within the training all participants feel they are engaged and able to take away new knowledge and understanding to implement into practice. Consideration to be given to ensuring enough time is available to explore implementation into practice and resources available to support participants to achieve this.

Engagement of Sector:

The content and mode of delivery was defined by the initial sector engagement sessions at the start and throughout year 1 and year 2. As a result the training appears to have met the majority of needs with the sectors as further evidenced in this evaluation report. Future training needs to ensure that meaningful engmaent with sectors continues and appropriate time and resources are provided for this to take place.

Resources:

The majority of participants appeared to appreciate the videos as a means of raising knowledge and awareness of UNCRC. A number of requests have been made for the videos, they are all available on the UWTSD website: https://www.uwtsd.ac.uk/uncrc/resources/ they will enable the opportunity for participants to contribute to share and embed knowledge of the UNCRC in to their practice.

Final Comments

It is evident that the training has been successful and potentially impactful across the sectors. Continued sector engagement and reflection on appropriate session planning for each sector for future training will continue to ensure positive outcomes.

6. Appendix 1: UNCRC Training Evaluation Questionnaire.

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UNCRC: Children's Rights Training

Please could you complete this evaluation form?
All responses will be anonymised.

Date		**Time**	
Gender	☐ Male ☐ Female	**Venue**	
Your Organisation			
I would be happy to be contacted at a future date.	☐ YES ☐ NO	Name; E-mail:	

1. Please **CIRCLE** a number to
2. indicate your **FEELINGS** about the training with
   a. 5 being **EXCELLENT**
   b. 1 being **POOR**

1	2	3	4	5

1a. Please give your **REASON(S)** for making the selection:

2. What did you value **MOST** from the training and **WHY**?

3. What did you value **LEAST** from the training and **WHY**?

4. What **ADDITIONS** to the training would **SUPPORT** your work?

5. How will you **USE** the work explored today?
6. In what way will the training **ENABLE** children and young people to **ACCESS THEIR RIGHTS**?
7. What training do you **ALREADY DELIVER** in regard to UNCRC support your work?
8. Please indicate any training you have **ALREADY UNDERTAKEN** regarding **UNCRC**?

Title of Training	Delivered by . . .

9. Please comment on the **STYLE** of the training and the **FACILITATION** carried out
10. Are there **ANY OTHER COMMENTS** about today's training you would like to make?

Thank you for attending and completing this training questionnaire

PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

UNCRC: Children's Rights Training

Please could you complete this evaluation form?
All responses will be anonymised.

Date		**Time**	
Gender	☐ Male ☐ Female	**Venue**	
Your Organisation			
I would be happy to be contacted at a future date.	☐ YES ☐ NO	Name; E-mail:	

3. Please **CIRCLE** a number to
4. indicate your **FEELINGS** about the training with
   a. 5 being **EXCELLENT**
   b. 1 being **POOR**

1	2	3	4	5

1a. Please give your **REASON(S)** for making the selection:

2. What did you value **MOST** from the training and **WHY**?

3. What did you value **LEAST** from the training and **WHY**?

4. What **ADDITIONS** to the training would **SUPPORT** your work?

5. How will you **USE** the work explored today?
6. In what way will the training **ENABLE** children and young people to **ACCESS THEIR RIGHTS**?
7. What training do you **ALREADY DELIVER** in regard to UNCRC support your work?
8. Please indicate any training you have **ALREADY UNDERTAKEN** regarding **UNCRC**?

Title of Training	Delivered by . . .

9. Please comment on the **STYLE** of the training and the **FACILITATION** carried out
10. Are there **ANY OTHER COMMENTS** about today's training you would like to make?

Thank you for attending and completing this training questionnaire