



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

UNCRC Training Year 1: Participant Evaluation





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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.

To date 21 training sessions on the UNCRC have been delivered to the: i. education, ii. Childcare and iii. social care sectors. The participants who attended the training represent a cross section of each of the individual workforce sectors (see Tables 1-3), with a number of people responsible for strategic developments within their workforce as well as key operational staff. The Education and childcare sectors demonstrate the highest participation, with Social care the lowest. In total 310 participants have engaged in the training.

Participant perspectives taken from a training evaluation questionnaire illustrate of the 310 participants of all sectors **88% felt that the training was of an excellent and very good standard**: the majority 50% felt that the training was of an excellent standard with 38% a very good standard, 11% felt it was a good standard and 1% poor (See Figure 1). All three sectors illustrate that the training was viewed positively (see figures 2-4); demonstrating that the training has been very well received.

The majority of participants found the training to be valuable and the feedback demonstrates that knowledge and understanding of the UNCRC has increased and there was a clear desire to implement the knowledge into their practice as well as share it with their colleagues—children and young people. The delivery of the sessions was viewed positively with the interactive activities and group discussions being of most value.

The future success of the project will rely on continuing to ensure meaningful engagement with sectors to ensure the training, materials and delivery meets their needs.

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.

Participant perspectives taken from a training evaluation questionnaire illustrate of 310 participants of all sectors **88% felt that the training was of an excellent and very good standard**: the majority 50% felt that the training was of an excellent standard with 38% a very good standard, 11% felt it was a good standard and 1% poor (See Figure 1). All three sectors illustrate that the training was viewed positively (see figures 2-4); demonstrating that the training has been very well received.

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 1

Within year one the training focused upon three sectors: childcare, education and social care. Each sector was entitled to 7 sessions (a session being 3 hours, half a day).

To meet the aims and of the project and ensure that all training was sector specific and contextualised appropriately, UWTSD worked with key representatives of these three workforce sectors to inform the delivery, materials, and training. UWTSD worked with Eliesha Cymru to develop animated videos to support the interactive training.

Summary of Sessions and Participant Numbers: UNCRC Sector Specific Training June 2016.

Tables 1-3 illustrate to date that 21 training sessions on the UNCRC have been delivered to the: i. education, ii. childcare and iii. social Care sectors. The participants represent a cross section of each of the individual workforce sectors (see Tables 1-3), with a number of people responsible for strategic developments within their workforce as well as key operational staff. The education and childcare sectors demonstrate the highest participation, with Social care the lowest. In total 310 participants have engaged in the training.

UWTSD has been asked to deliver a number of additional targeted sessions including with key social care providers such as CAFCASS (see Tables 4-6). It is the intention to deliver to these sectors in year 2 to meet the contract requirement of 3 catch up sessions per sector Tables 4-6 outlines the organisations targeted for each sector to date.

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Table 1: Education Sector: Session Delivery / Participants

| Sessions | Participants | Work force/ Job Roles | Participant Numbers |
|-------------------------|--------------|--|---------------------|
| | | Primary School | |
| | | Head Teacher | 3 |
| | | Deputy Head | 1 |
| | | Chair Of Governors | 1 |
| | | Class Room Teacher | 26 |
| | | Teaching assistant | 10 |
| | | Secondary Schools | |
| | | Class Room teacher | 5 |
| | | Play Group | 1 |
| | | FE College Senior manager | 1 |
| | | Local Authority Education | |
| | | Participation Officers | 2 |
| | | Education department | 5 |
| | | Secondary Phase Director | 1 |
| | | Senior manager and ALN and Inclusion | 1 |
| | | Engagement and participation Officers | 5 |
| | | Apprentice | 1 |
| | | Estyn | 1 |
| | | Youth Workers | 4 |
| | | Higher Education Students | 15 |
| | | Higher Education Lecturing Staff | 10 |
| | | Welsh Government | 2 |
| | | Childrens Commissioner For Wales Office | 1 |
| | | NHS : Healthy Schools | 1 |
| | | Welsh Observatory for Childrens Rights | 1 |
| | | Third Sector | 1 |
| | | NOT KNOWN | 1 |
| Total 7 Sessions | 117 | | 117 |

Table 2: Social Care Sector: Session Delivery / Participants

| Sessions | Participants | Job Roles | Participant Numbers |
|-------------------------|--------------|------------------------------------|---------------------|
| 6 sessions run to date | 61 | CSSIW | 13 |
| | | | |
| | | Local Authority | |
| | | Care and Protection | 1 |
| | | Children and Family Services | 9 |
| | | Domestic Abuse Trainer | 1 |
| | | Service development Officer | 1 |
| | | Social worker | 4 |
| | | Play and early development Officer | 1 |
| | | Not Known | 13 |
| | | Third Sector | |
| | | Home start | 2 |
| | | Other | 6 |
| | | Youth Worker | 1 |
| | | Community First | 2 |
| Student | 7 | | |
| Total sessions 7 | 61 | | 61 |

Table 3: Childcare Sector: Session Delivery / Participants

| Sessions | Participants | Job Roles | Participant Numbers |
|-------------------------|--------------|--|---------------------|
| 6 sessions run to date | 132 | Childcare manager (Private Nursery) | 14 |
| | | Childcare worker | 5 |
| | | Play worker | 2 |
| | | Child minder | 8 |
| | | Third Sector | |
| | | PPA manager | 1 |
| | | PPA Development Worker | 3 |
| | | PPA Family Engagement Officer | 3 |
| | | Mudiad Meithrin | |
| | | Leader | 2 |
| | | Assistant | 4 |
| | | Policy manager | 1 |
| | | CVSC | |
| | | Principle Play Officer | 1 |
| | | Play Officer | 1 |
| | | Paly Group Leaders | 4 |
| | | Action For Children | 2 |
| | | Save the Children Senior Policy officer | 1 |
| | | CSSIW | 4 |
| | | NHS | |
| | | Public Health wales | 1 |
| | | School Nurse | 2 |
| | | Local Authority | |
| | | Early Years and Childcare Quality and monitoring Officer | 1 |
| | | Childcare Business and Support | 1 |
| | | Social Worker | 1 |
| | | Childcare and training Coordinators | 7 |
| | | Childrens Partnership | 1 |
| | | Childcare Development officers | 8 |
| | | Childrens Rights Officer | 1 |
| | | Unknown | 7 |
| Flying Start | | | |
| Early Years Teacher | 3 | | |
| Manager | 3 | | |
| HE Staff | | | |
| Senior Lectures | 2 | | |
| HE Students | 4 | | |
| FE Staff | 9 | | |
| Primary School | | | |
| Classroom Teacher | 10 | | |
| Head / Deputy | 4 | | |
| ALNCO | 6 | | |
| Teaching Assistant | 3 | | |
| Total sessions 7 | 132 | | 132 |

Participants Perspectives

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.

It can be demonstrated from the evaluation evidence that the majority of participants 88% found the training to be of an *excellent* an *very good* standard and the feedback illustrates that knowledge and understanding of the UNCRC has increased and there was a clear desire to implement the knowledge into their practice as well as share it with their colleagues— children and young people. The delivery of the sessions was viewed positively with the interactive activities and group discussions being of most value.

Participants Feelings in relation to the UNCRC Training.

Figures 1-4 illustrate participants feelings about the UNCRC training they engaged in, they were asked to indicate their feelings 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 cross all three sectors as indicated in Figure 1. Figures 2-4 also indicate that for each separate sector again the majority felt that the training was of an excellent / very good standard. (Q1)

Figure 1: All sectors

Of the 310 participants of all sectors the majority 50% felt that the training was of an excellent standard with 38% a very good standard, 12% felt it was a good standard and 1% poor.

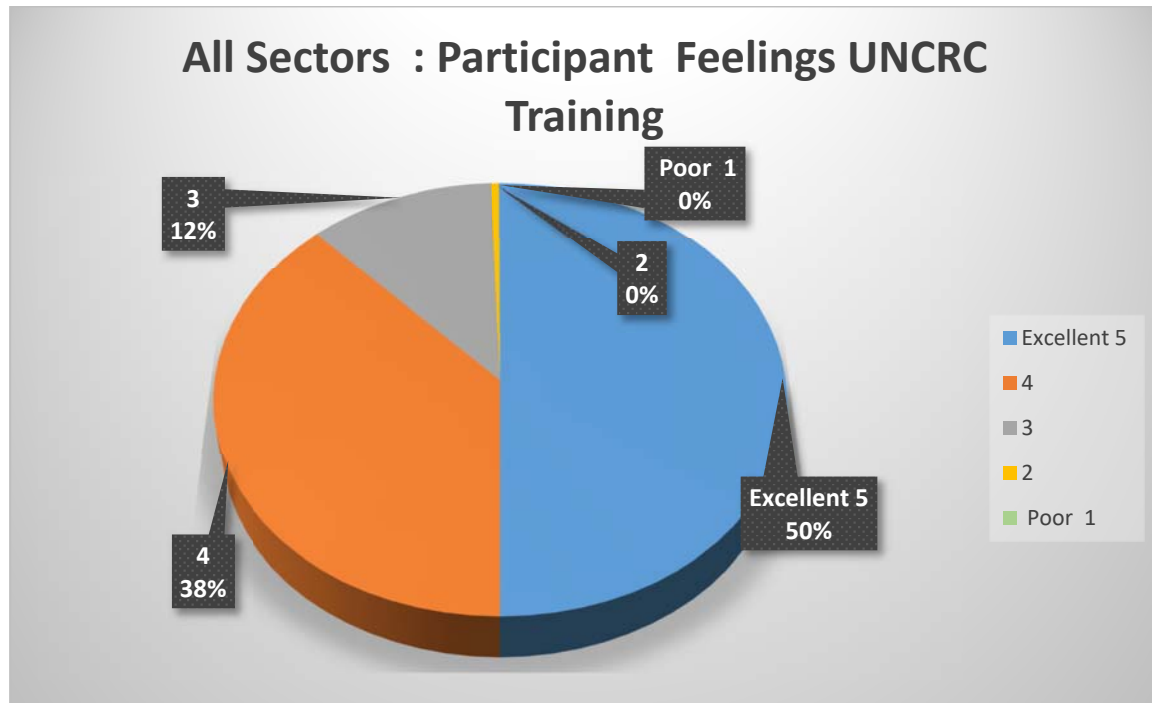


Figure: 2, Sector Childcare

Of the 132 participants of the childcare sector the majority 48% felt that the training was of an excellent or very good standard, only 4% felt it was a good standard.

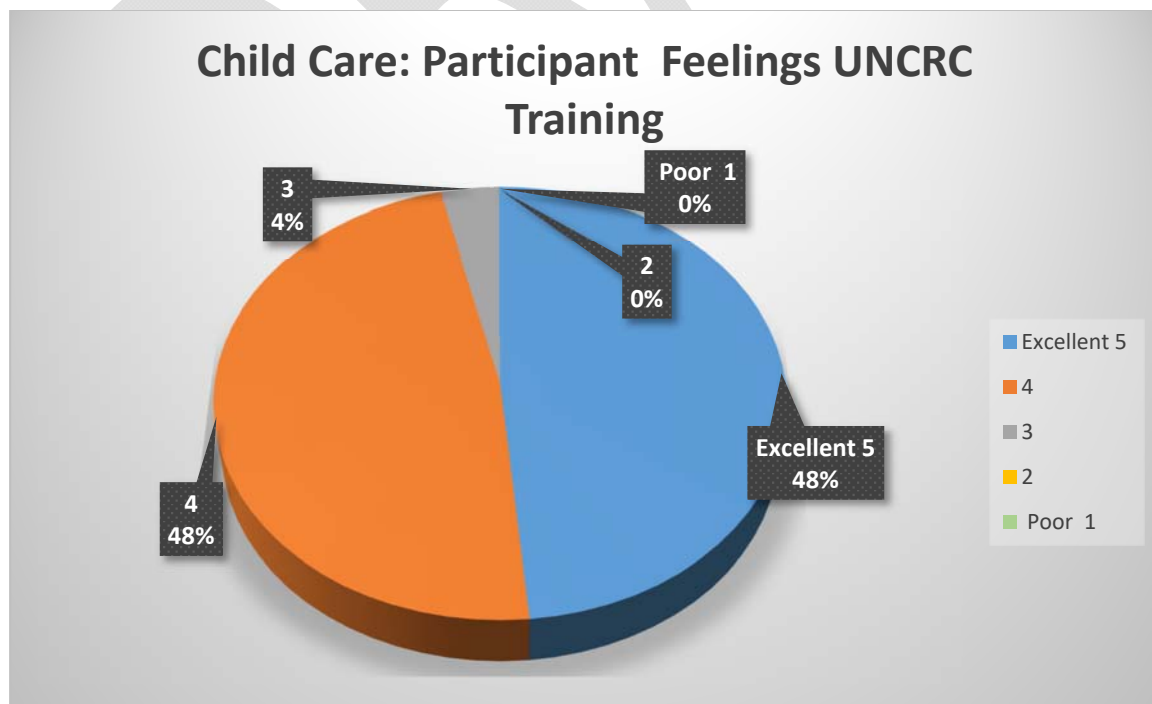


Figure: 3, Sector Education

Of the 117 participants of the education sector the majority 49% felt that the training was of an excellent standard and 40% a very good standard, only 4% felt it was a good standard.

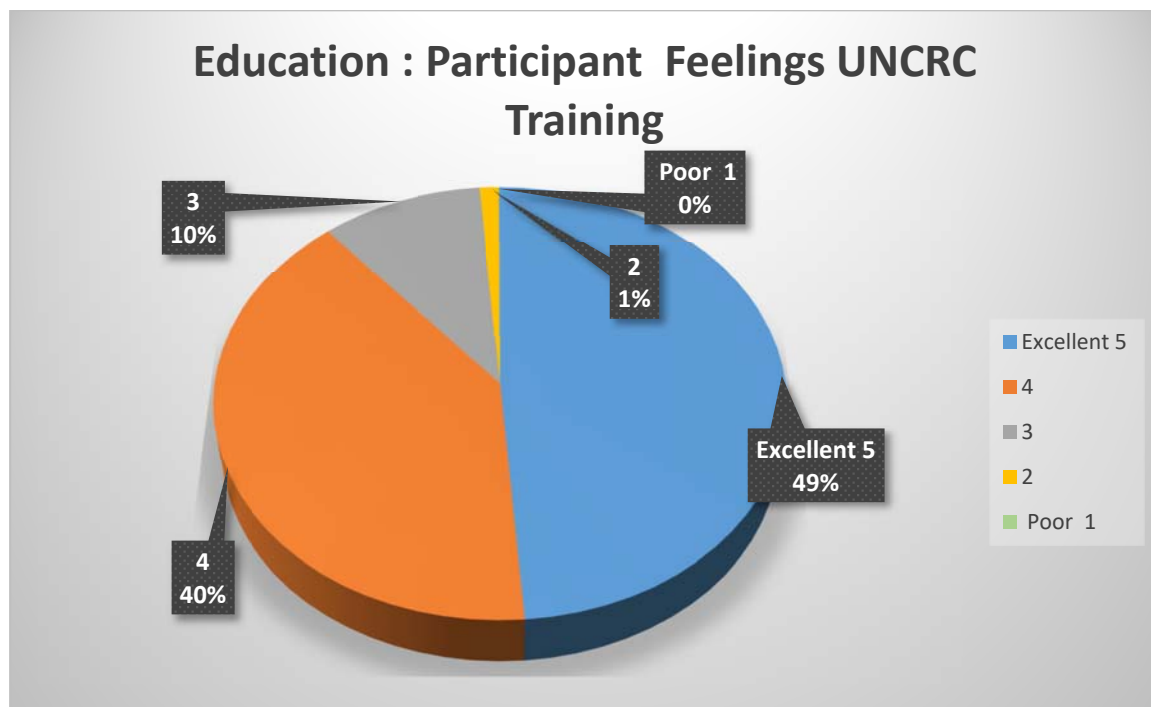
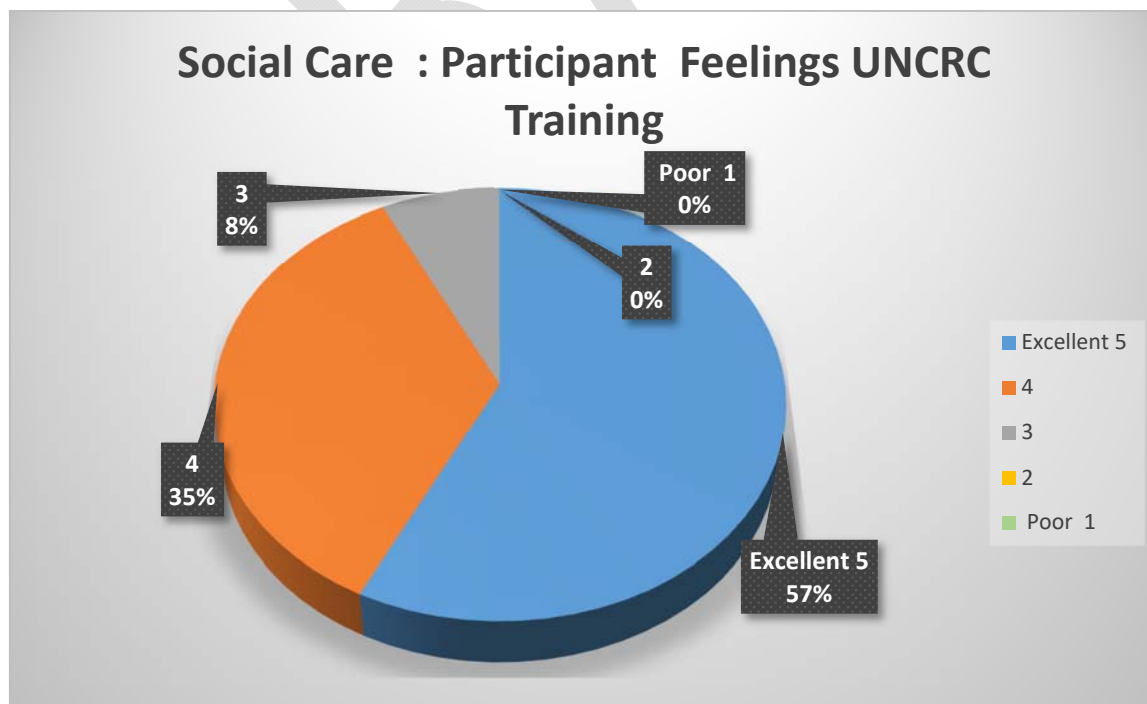


Figure: 4, Sector Social Care

Of the 61 participants of the social care sector the majority 59% felt that the training was of an excellent standard and 35% a very good standard, only 8% felt it was a good standard.



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 5 & 4 were:

| | |
|----|--|
| 1. | Group Discussion |
| 2. | Use of interactive activities |
| 3. | Gaining Understanding |
| 4. | Resources: Animated videos / and presentations |
| 5. | How to put the UNCRC in to practice |
| 6. | Well-presented and delivered |
| 7. | Enjoyment of session |
| 8. | Refreshing knowledge |

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 |
| 2. | Not learning anything new. |

What participants valued most from the training (Q2)

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

| | |
|----|--|
| 1. | Group Work |
| 2. | Opportunity for Discussion |
| 3. | Better Understanding of importance of rights |
| 4. | Resources used : Videos Presentations |

What participants valued least from the training? (Q3)

| | |
|----|--|
| 1. | Videos not exciting (a small number 3) |
| 2. | Different Definitions on Rights Cards and Posters. |
| 3. | Warm Coffee |

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

| | |
|----|--|
| 1. | Hand-outs |
| 2. | Further Case study Examples of Practice |
| 3. | More Training and Help to train additional Staff |
| 4. | How to reach difficult to engage children and Young people |

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) |
| 2. | To employ Best practice |
| 3. | Ensure consistency in training |
| 4. | In daily Work |

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. | Sharing knowledge with the work force and staff working with children and young people |
| 2. | Ensuring children are included and participate in their settings |

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

It is noteworthy that more than twice the number of participants delivered training than had, according to them, received training. The high number of participants stating that they had received no training prior to this training seems to suggest that this round of training was extremely timely, and that training sessions should be continued.

Questions 7 and 8 were interpreted in many different ways.

7. What training do you already deliver?

8. Please indicate any training you already have undertaken.

‘Training’. Training was interpreted as distinctive courses, as well as ‘embedded practice, values, and attitudes’, and a mixture of both.

Some participants interpreted the word ‘you’ as meaning them personally, and others as their organisation.

Delivery and Undertaking. Delivery and Undertaking of training was interpreted in a wide range of ways: Unconventional interpretations included ‘Pastoral care’, ‘supervision’, ‘change of ethos’, ‘leading by example’, ‘showing respect’ and ‘celebrating Eid’. More common approaches were: Child Protection Training, UNCRC training by a variety of organisations, PCP training, CACHE training, and a variety of accredited courses which include training on the rights of child, such as BAs and NVQs.

| Participants who deliver UNCRC Training | Received training related to the UNCRC | No training delivery | No training received |
|--|--|----------------------|----------------------|
| 53 | 26 | 88 | 115 |
| 10 left questions unanswered (they did not notice the second page of the questionnaire). | | | |

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

The feedback on the style of training / facilitation was on the whole very positive throughout the feedback: Common themes throughout all sector feedback was:

1. That staff were:
 - a. "Pleasant and approachable"
 - b. "Great that it was bilingual"
 - c. Accessible
2. The group discussions and interactive activities were greatly appreciated:
 - a. "Enjoyed , interactive , able to network, was nice also to have a coffee and welsh cake"
 - b. "Very good-lots of opportunities for discussion. Excellent opportunities to work with people from other sectors. Thank you for an enjoyable day.
 - c. "it was interesting and relevant with lots of discussion giving everyone the opportunity to participate without feeling pressured".
 - d. "Good Mix of video clips/interactive group work and conversation".

Some areas to consider further:

Two participants from the 310 felt that:

"Focused a little too much on group discussion work, Trainers were good and approachable though..."

Two participants asked about ongoing 'refresher' courses, one about sustainability of training programme, and two about 'continuing ongoing dialogue

Only three participants from 310 noted the videos were not very exciting:

"Video's a bit boring"

Project Review Year 1

In addition to participant feedback on the value of the training and how well it met Welsh Government aims and outcomes an overall review of the project has been considered, which includes: the engagement of sectors, the development of accreditation opportunities, resources and delivery.

Engagement of Sectors

The initial stages of the project involved 6 engagement sessions with subject matter experts (2 sessions per sector). These sessions were attended by subject matter experts (SME) who informed the development of the short animation videos, but also the target audiences and format of delivery. The success of the project was it is strongly believed as a result of this initial engagement phase and the investment of the SME in the process. **A key recommendation would be to ensure in year 2 and 3 such sector engagement continues to ensure effective delivery of the training.**

Accreditation

At the outset of the project it was intended to offer accreditation opportunities for participants. Two UNCRF modules have been validated by the University of Wales Trinity Saint David: one level 20 credit module and 1 level 7 30 credit module. The opportunity to undertake this module was advertised on all promotional material and discussed in the training session. To date three people have enquired and been sent enrolment forms for the module.

In addition to the UWTSD accredited modules discussions with Eliesha Cymru and Welsh Government about the opportunity for a CPD option was considered. This would be an additional and possibly more attractive option for participants. **Further consideration of this option for year 2 and 3 would be a key recommendation.**

Resources

The animated resources developed in partnership with Eliesha Cymru enriched the face to face training offered by UWTSD. As can be seen from the participant feedback they were very well received. These resources will be made available on the Welsh Government website, the UWTSD website and HWB. The project manager is also on request sharing these with participants. It was unfortunate however that the Welsh versions of the animated videos were not available to utilise. **A key recommendation for year 2 and 3 would be to ensure continued communication with Eliesha Cymru and sector engagement to inform bespoke films. A further recommendation would be to ensure that Welsh versions of animated videos are developed within an appropriate timescale.**

Delivery

The training was delivered in South, Mid and North Wales. The largest numbers of attendance were in South Wales with the lowest in North Wales.

All material developed by UWTSD was presented bilingually as were the training sessions. However as noted above animated videos were not available through the medium of Welsh.

Recommendations for future delivery are to ensure: firstly seek advice on venues across Wales to ensure participation numbers are equal within regions, and secondly work with Eliesha Cymru to ensure Welsh versions are made available.

Conclusions and Recommendations

Participant Feedback

The project in year 1 has successfully delivered to the education, childcare and social care sectors. The participant evaluation questionnaires illustrate that the training has been well received with the majority finding the training excellent (50%) or very good (38%)”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 and children and young people in their own workforce contexts”. The key aims of the project are 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.

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 “knowledgable staff “are one way to ensure that the UNCRC is embedded into practice, the training evidently has increased knowledge and understanding.

Highest demand for the training has been in the childcare and education sectors. Based upon the numbers of participants and participants views the following recommendations will be considered for the future delivery of the programme.

1. **Catch up Sessions:**
 - a. Additional catch up sessions in year 2 will be targeted at social care organisations that wish to engage in the training: e.g. CAF/CASS and Hafan Cymru. Marketing for the year 3 session will start in year 2 to try and ensure a broader audience is captured. The implementation of the Social Care and Well Being Act in April 2016 may result in further take up training over the next two years.
 - b. Additional catch up sessions with childcare and education will also be targeted where there is demand in year 2; Marketing for the year 3 session will start in year 2 to try and ensure a broader audience is captured.

2. **Delivery of Training**

While the overall feedback on the raining was very positive two key points for consideration will be considered:

- 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.

- b. Consistency between definitions of rights on all material used.
- c. Follow up a sample of participants to discover the impact on their work context in enabling children's and Young People's rights.

Project Review Year 1

3. Engagement of sector: Working with year 2 sectors:

The content and mode of delivery was defined by the initial sector engagement sessions at the start of year 1. As a result the training appears to have met the majority of needs with the sectors in year 1. To ensure a successful year two similar meaningful engagement needs to take place. The sectors that will be focused on for year 2 are: the Police, Youth Justice and Local Authorities.

4. Accreditation:

Offering Accreditation provides enhancement to the training, further consideration of the CPD option may better meet the needs of year 2 sectors?

5. Resources:

A key recommendation for year 2 and 3 would be to ensure continued communication with Eliesha Cymru and sector engagement to inform bespoke films. A further recommendation would be to ensure that Welsh versions of animated videos are developed within an appropriate timescale.

6. Delivery

While the overall delivery was successful a recommendations for future delivery are to ensure: firstly seek advice on venues across Wales to ensure participation numbers are equal within regions, and secondly work with Eliesha Cymru to ensure Welsh versions are made available.

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UNCRC: Children’s Rights Training

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

| | | | |
|--|--|----------------------|---|
| Date | | Time | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Venue | |
| Your Organisation | | | |
| I would be happy to be contacted at a future date. | <input type="checkbox"/> YES <input type="checkbox"/> 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



UNCRC: Children’s Rights Training

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

| | | | | | |
|--|--|----------------------|---|---|---|
| Date | | Time | | | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Venue | | | |
| Your Organisation | | | | | |
| I would be happy to be contacted at a future date. | <input type="checkbox"/> YES <input type="checkbox"/> 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? | | | | | |
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5. How will you **USE** the work explored today?

| |
|--|
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6. In what way will the training **ENABLE** children and young people to **ACCESS THEIR RIGHTS**?

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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 . . . |
|-------------------|--------------------|
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| | |
| | |

9. Please comment on the **STYLE** of the training and the **FACILITATION** carried out

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|--|

10. Are there **ANY OTHER COMMENTS** about today's training you would like to make?

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Thank you for attending and completing this training questionnaire

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