



SHROPSHIRE

Fire and Rescue Service

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BRIGADE ORDER TRAINING NO. 2

PART 9

TRAINING REQUEST/ EVALUATION PROCEDURE

BRIGADE ORDER TRAINING NO. 2

PART 9 – TRAINING REQUEST/EVALUATIONPROCEDURE

INTRODUCTION

Shropshire Fire and Rescue Service is fully committed to ensure that appropriate training and development of all employees is carried out. It is also necessary to obtain feedback on the effectiveness of the training programme and to assess the value of training in the light of that information.

This Brigade Order sets out how Brigade Managers can request non-standard training (i.e. training not included in the annual training plan) and how this training will be evaluated.

ROLES AND RESPONSIBILITIES

The Personal Development Manager is responsible for ensuring this Order is implemented across the Brigade and will be responsible for the day to day operation of the Order.

REVIEW

This Order will be reviewed annually in December and as and when organisational changes take place by the Personal Development Manager.

Alterations and amendments to this Order will be communicated via “The Pink” and will show the date reviewed. The Officer responsible for ensuring the regular review of this Order is the Personal Development Manager.

AIMS/OBJECTIVES

One of the main aims of the delivery of training within Shropshire Fire and Rescue Service is to achieve improved workplace performance. To ensure that the training is as effective as possible we require co-operation from all those involved:

- The individual, in preparing for the training and applying the learning back into the workplace.
- The individual’s Manager to provide support before and after the training.
- The Training and Development Team, to ensure the right course is chosen and its’ effectiveness evaluated.

- The training deliverer, to ensure the quality of the training delivery is as high as possible.

At the end of each course the Training and Development Team will liaise with Line Mangers to evaluate the training to:

- Establish the effect of a training event on learners.
- Measure the impact on job performance.
- Assess the effectiveness of the overall course, trainer, training methods.
- Improve, where necessary, quality of training in terms of delivery.
- Justify that the course benefits outweigh the cost.

The administration of a training plan requires careful planning and relies upon the involvement of several areas within the Brigade i.e. Control, Community Fire Safety, Training, etc. It is therefore essential that procedures, as laid down in this document, are followed as strictly as possible ensuring that each area has a clear understanding of its' individual responsibilities within the process.

AREAS OF RESPONSIBILITY

District Officers, Line Managers and individuals, in conjunction with the Performance Review Team, will be responsible for identifying training needs and supplying this information to the Training and Development Team.

The Training and Development Team will be responsible for the provision of accurate training records to assist District Officers and Line Managers in the identification of training requirements.

Following identification of training needs, the Training and Development Team will be responsible for developing an effective training plan.

The majority of personnel are automatically nominated for training throughout the year. However, there are times when a training need is identified but which does not fall within the boundaries of the training courses contained within the Annual Training Plan. In such cases, operational and non-operational Line Managers should follow the following procedure:

PROCEDURE – TRAINING REQUESTS

TRAINING NEED

Individual/team training needs will always be related to the needs of the Service. This need can be defined as ‘a competence gap between what the employee can already do and what the organisation requires the employee to do’.

INITIAL REQUEST FOR TRAINING

Following identification of a training need an appropriate method of training should be considered, be it a course, coaching, mentoring, distance learning etc to fulfil that need.

Should a Manager consider that a **course** is most appropriate, then they should complete PART ONE of the Training Request/Evaluation Form FB8 (Appendix A), supplies of which can be obtained from the Training Centre. It is essential that the manager discuss the training need with the proposed individuals/s to ensure their understanding of the training objectives and to ascertain any problems they may have with any aspect of attendance. Their signature(s) should appear on the request form confirming that the training is required, prior to forwarding it to the Training Department. If a specific course is required and details are available then they should also be attached to the request.

The Personal Development Manager will identify and confirm, or otherwise, that appropriate funds are available for the training event and may discuss with the manager any specific requirements. PLEASE NOTE THAT TRAINING WILL NOT BE ARRANGED WITHOUT THE APPROPRIATE REQUEST FORM BEING SUBMITTED BY THE INDIVIDUALS’ LINE MANAGER.

Following agreement, the Training Administration Manager will arrange for the training to take place and will complete PART TWO of the Training Request/Evaluation Form and return it to the Line Manager (copy to course nominee) as confirmation of the booking. This form is to be retained by the Line Manager as he/she will be required to complete PART THREE six weeks after the training event.

Joining instructions will be forwarded to individuals as soon as they are received at the Training Centre.

Attached to the joining instructions will be Course Evaluation Form FB9 (Appendix B) which must be completed by all delegates and returned to the Training Centre by no later than one week following the training event.

One month following the training event, a written reminder will be forwarded to the relevant Line Manager at which time PART THREE of the Training Request/Evaluation should be completed and returned to the Training Centre for analysis. At this stage of the process it is expected that the Line Manager will discuss all relevant areas with the course nominee/s prior to completing the document and obtaining the signature of the nominee/s as acceptance that the information contained therein is acceptable to them. One copy of the document should then be handed to nominee/s for placement on their Personal Development Record.

If more than one nominee has attended the training event and the learning outcomes of each delegate differs from another, then a photocopy of PART THREE should be taken and completed for each individual.

SHROPSHIRE FIRE AND RESCUE SERVICE

TRAINING REQUEST/EVALUATION FORM

Part One of this form should be used for all requests for training and must be completed and forwarded to the **Training Centre** before any arrangements for training can be made.

PART ONE

Nominee/s(s):	
Department:	
Course:	
Date/s preferred:	

Section 1 TRAINING OBJECTIVES
Please state briefly the training need to be addressed and the Service/personal objectives to be met:
Signature of Line Manager/Supervisor:
Signature of Nominee(s):

This Form should now be forwarded to the Training Centre.

PART TWO

Section 2 COURSE BOOKING CONFIRMATION	
Course:	
Location:	
Date/s:	
Approximate date for Training Evaluation by Line Manager/Supervisor w/c:	



PART THREE

- Did you discuss the outcomes of the course with the nominee immediately following the course? If not, why?

Yes/No

.....

- Was feedback from the nominee negative/positive? Please give examples:

.....

.....

.....

Section 3 TRAINING EVALUATION RECORD
Using scale 1-6 how much of the training has the nominee been able to apply at work? Not at all 1 2 3 4 5 6 All of it Comments:
Using scale 1-6 how effective has the training been in satisfying the original Service/personal objectives? Not at all 1 2 3 4 5 6 Fully met Comments: Recommendations for future action:
Signature of Line Manager/Supervisor:
Signature of Nominee(s):

- On reflection, do you feel the aims and objectives stated fully addressed the needs?

.....

- If so, what do you feel that the delegate has achieved from the course?

.....

.....

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE PLEASE RETURN IMMEDIATELY TO THE TRAINING CENTRE.



SHROPSHIRE FIRE AND RESCUE SERVICE

COURSE EVALUATION – NOMINEE

CourseVenue

Name

Please complete this questionnaire by circling one number only, *one* being strongly agree and *six* being strongly disagree.

	Strongly Agree	Strongly Disagree
ORGANISATION		
• My Manager spoke to me about the programme before I attended.	1 2 3 4 5 6	
• I understood why I was attending.	1 2 3 4 5 6	
• I understood how the course would benefit my job.	1 2 3 4 5 6	

TRAINING

• The aims and objectives were stated and clear.	1 2 3 4 5 6
• The course held my level of interest.	1 2 3 4 5 6
• The course met my set objectives.	1 2 3 4 5 6
• Questions were encouraged and fully answered.	1 2 3 4 5 6
• The documentation and course notes were clear and relevant.	1 2 3 4 5 6

PROGRAMME STRUCTURE

• The length of the programme was correct.	1 2 3 4 5 6
• The speed at which I was expected to work was acceptable.	1 2 3 4 5 6
• The programme was presented in a logical manner.	1 2 3 4 5 6

ABILITY TO USE KNOWLEDGE

• The programme was relevant to my day to day job.	1 2 3 4 5 6
• I will now be able to do my job more effectively.	1 2 3 4 5 6



- | | Strongly
Agree | | | | | Strongly
Disagree |
|---|-------------------|---|---|---|---|----------------------|
| • I will be able to advise my colleagues on information gained on the course. | 1 | 2 | 3 | 4 | 5 | 6 |
| • I would recommend this course to others. | 1 | 2 | 3 | 4 | 5 | 6 |
| • I am able to put into practice the skills learned on the programme. | 1 | 2 | 3 | 4 | 5 | 6 |

GENERAL

- | | | | | | | |
|--|---|---|---|---|---|--------|
| • All training staff were helpful and courteous. | 1 | 2 | 3 | 4 | 5 | 6 |
| • Fellow students were helpful and courteous. | 1 | 2 | 3 | 4 | 5 | 6 |
| • I felt comfortable about raising any concerns with training staff. | 1 | 2 | 3 | 4 | 5 | 6 |
| • Did you feel threatened/excluded or unwelcome at any time during the training? | | | | | | Yes/No |

If yes, please state in what way?

- | | |
|---|--------|
| • Were you given sufficient comfort breaks? | Yes/No |
|---|--------|

Excellent	Very Poor
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OVERALL OPINION OF THE PROGRAMME

1 2 3 4 5 6

Where you scored more than 3, please highlight any comments or suggestions for improvement to this programme:

SignatureDate

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE PLEASE RETURN IMMEDIATELY TO THE TRAINING CENTRE.

