



We would be grateful for any feedback from you about the following Course

Evaluation Questionnaire

The aim of the course is to identify, discuss and develop the range of 'judicial' style skills, values and competences for tribunal members and other similar decision makers

1. Did the course meet its aims?

Fully	Substantially	In part	Not at all
14	2		

Comments:

- Excellent – I enjoyed the interactive nature and quality of presentation.
- I was very pleased to have the opportunity to attend before my first tribunal. It has lessened my anxiety and broadened my knowledge and expectations.
- Overall, I went in to the course slightly skeptical as to whether it would have value. I was pleasantly surprised at how good it was.
- A comprehensive treatment of the issues involved.
- Clear guidance.
- Brilliant to have Stuart and Mary. Loved the personal examples, very clear and learned a lot.
- *Sorry I was not present for the first part of the morning session.
- Really good structure and process driven.
- Very useful Course content.

2. We aimed to associate the skills, knowledge and values of the wider judicial profession with those needed by members of Guernsey tribunals and other decision makers. Did we achieve this?

Fully	Substantially	In part	Not at all
11	5		

Comments:

- *As above.
- Believe so, although I haven't sat yet.
- You did as well as you could do as only 2 days. Perhaps a bit more role play would have been better.
- It was unusual to be attending a course with a broad variety of professions, it helped a lot. Your aim was achieved.
- This gave me an appreciation of the issues that I had not understood previously, having sat on tribunals for more than 10 years with no formal training.
- Wide reaching content applicable to multiple tribunal panels.

3. We aimed to identify, explore and develop the range of communication and questioning skills necessary for hearings and decision making. Did we achieve this?

Fully	Substantially	In part	Not at all
12	5		
Comments: - Definitely helped to identify for me, it will probably take time and experience to develop the required skills. - Excellent interaction to get us to think and develop these skills. - To fully do this would probably require a separate course. - Interactive responses and feedback. - Questioning – could have looked at a tribunal in process via video. - Fully agree. - Practice and theory.			

4. We aimed to explore case management powers and the skills associated with their effective use. Did we achieve this?

Fully	Substantially	In part	Not at all
12	5		
Comments: - More Emphasis (time permitting) on preparing the case would be beneficial or a separate course. - Might have liked a bit more time on this. - Process of case management was excellent to go through. - Preparation OTT essential. - Very useful. - Very useful.			

5. We aimed to consider the users' perspective of tribunal and panel decision making and to explore how users can be best prepared for their engagement with such bodies. Did we achieve this?

Fully	Substantially	In part	Not at all
7	10		
Comments: - Yes, early days for me. Homework required. - Agreed. - Really excellent discussion of the importance of the tribunal user in its process even if they are unsuccessful.			

6. We aimed to identify good practice concerning introductions to hearings, and the skills to deal with unexpected interruptions during hearings. Did we achieve this?

Fully	Substantially	In part	Not at all
9	7		
<p>Comments:</p> <ul style="list-style-type: none"> - Role play dealing with difficult respondents was very useful. - Especially as the above was illustrated through the role plays too. Maybe do role plays in a “fish pond scenario” - Very useful range of issues covered. - I feel that the SS Tribunals (illegible) establishes good procedures for starting hearings, but it was useful to go through the elements. - Really useful instructions on this. - Would have liked to role play this a bit more, perhaps specific to interruptions etc. - Really interesting. No assumptions just fact. - Would be useful to be given examples of phrases to use (or not). - Practical role play very useful. 			

7. We aimed to consider issues surrounding the nature and quality of evidence, and also to reflect on the skills necessary for the good conduct of a hearing. Did we achieve this?

Fully	Substantially	In part	Not at all
11	6		
<p>Comments:</p> <ul style="list-style-type: none"> - Impressed us with the importance of evidence. - More of the quality of evidence might have been of assistance - One of the most useful necessities. I confess that I had not given much thought to the quality aspect of evidence before. - I didn't think about this before it was explained. I understand now why and how surroundings and preparations are vital for the hearing. - Agreed. - Emphasis on the evidence at all times. - Done well within the time constraints of the course. 			

8. We aimed to provide delegates with the opportunity to discuss the skills of good team working within the context of decision making. Did we achieve this?

Fully 9	Substantially 8	In part	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - More time for the panel to discuss the issues would have helped. - From my perspective would have benefitted from a bit more time on this and as part of role play. - Yes, it certainly made me think about team effort. I could not think straight away when you asked but then lots of life time team efforts came to mind. - Maybe we could have done /experienced team work during the session – short exercise for the class to do. - Scope for interaction. 			

9. We aimed to provide delegates with the opportunity to experience elements of a hearing of the Parochial Appeals Tribunal through a role play and thereby to identify the challenges of working as a decision maker. Did we achieve this?

Fully 7	Substantially 7	In part 2	Not at all
<p>Comments</p> <ul style="list-style-type: none"> - More time required to enable a realistic role play. - Practical problem of involving all participants – resilient discontinuities. But this does not remove the validity of the exercise. - Great fun and instructive. - *See below - Role play difficult when insufficient identification of issues – should we agree any preliminary issue/service and focus on that in the role play. - Perhaps longer time to do a full tribunal hearing? - Yes, but less constrained by time. I wasn't looking forward to this. But I found it immensely valuable. - Discussion from the role plays – watching the roleplays in action – learning from feedback. - I found this very helpful and difficult but fully appreciated the role play. - Time constraints limited the experience, but this is understandable. 			

10. We aimed to provide delegates with the opportunity to make and write a reasoned decision and to reflect on the skills necessary for this task. Did we achieve this?

Fully 7	Substantially 9	In part 1	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - *The template was useful but it was a bit cramped to write on the sheet. Those who wrote on a separate sheet of paper had more space but it was hard to do in one hour. - Some time to discuss and produce a joint decision as required in practice, would have been helpful. - Very much so. - A really good exercise, but time allowed made this difficult. - Too short of time to write a full decision. - Rather rushed, but failed to go the bullet point route – I could have achieved more – suggest to participants to use the template for the written response. - You achieved it, I was shown the breakdown of the facts. Fear of reaching the ‘wrong’ conclusion and watching everyone else steaming ahead made me panic. - It would have been helpful to have known we could have written a decision dismissing the appeal on a “preliminary issue” less to write. - Enjoy discussing outputs from decision making. - !! - Felt a bit hurried. But, in fairness, informative and thought – provoking. - Template very useful. 			

11. Was there any aspect of the course that worked particularly well? How could the course be improved for future delivery?

Fully 4	Substantially 1	In part 2	Not at all 1
<p>Comments:</p> <ul style="list-style-type: none"> - Specific examination/critical appraisal of written decisions. - A little more time to prepare as teams before the role plays. The course facilitators were wonderful. They set a safe forum within which we could work without fear of looking stupid. I thoroughly enjoyed this course and hope to attend more by Mary and Stuart. - As it was, it was very useful – probably ‘information overload!’ - Interaction and inclusion was excellent. Role play based on one “Identified” issue - issue identified by attendees. - Having attended a multitude of courses during my working career, this valued as one of the best, in terms of challenge and the task of acting as all effective member of a tribunal. - Good open participation by everyone – successful. Thank you. - Sample sentences for decision (illegible). Sample sentences to use in tribunal (as chain) - Well worth the daunting experience. - I thought that the presenters were absolutely excellent. Just a bit more direct role play. - Role play was clumsy. - More role plays to let everyone learn to do it different roles. - The role play was good- but it was a bit restricting only to do 1/3 of the process. Very useful and enjoyable presentation from Mary and Stuart. Thank you so much for a very helpful and enjoyable couple of days. - Role play and discussion after. - The course was very well organised and presented. The handouts are also very useful. - Open, relaxed format. 			

Thank you for completing this questionnaire.