

## 18 forms received

### Course Evaluation - Dealing with Grievances

#### Module 3 Grievance Panel Decisions and the Respondent's Experience

28th March 2017

#### Extent to which the Course Learning Outcomes have been Achieved

1. For each of the original **learning outcomes** for the course, please indicate the extent to which you feel it has been achieved by ticking the relevant box in the table below.

#### Learning Outcomes

By the end of the module, participants ...

(a) Will have reviewed the decisions written for Module 2 and considered a model decision

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
15	3		

(b) Will have identified challenges of decision writing, appropriate style and content

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
13	5		

c) Will have identified the issues facing a respondent in the grievance process

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
15	2	1	

(d) Will appreciate the scope for informal resolution and mediation

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
10	5	2	

(e) Will have identified the challenges for the respondent in preparing for and participating in a grievance hearing

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
13	3	2	

(f) Will understand the possible implications for the respondent of the outcome of a grievance hearing

Extent to which learning outcome was achieved			
Fully	Substantially	In part	Not at all
7	10	1	

## 2. Please tell us if there is any element of this module that you feel worked particularly well

### Comments:

- I found this one a bit less effective than the others, possibly because the material is a bit harder to address.
- Group discussion and experience from other participants.
- The format has been carefully thought through and that has come through very well.
- I thought that having access and discussion around a model decision was very very useful.
- Group discussion and feedback from other groups.
- Mix of small group and plenary sessions facilitated.
- Having small group facilitated discussions. Really helpful to have staff from Judicial Institute with varied backgrounds presenting. Useful to follow case all the way through.
- Breaking it down into discussion forums – group work was particularly helpful.
- 1. The case study approach was effective to see the process through as it were 2. Having a Q&A session with “George” was effective putting in context 3. The “Sandpitt” exercise was useful – having to write up understanding of the case and a decision was a ‘safe’ way to practice doing so for real.
- The discussions and process on reflection, drawing from our experiences.
- The ability to scrutinize a ghost case and think through the issues and finally considering and writing a final report and recommendations.
- Discussion in groups then feedback to entire room. Good as got views of all groups.
- The case study and evidence provided.
- Like the dual nature of the course – JI/HR.
- Facilitation in small groups worked extremely well. Participation by Sarah Danzie with her expert knowledge was invaluable.
- Small groups the roleplays
- Small groups facilitated by a knowledgeable lead.
- Going through the sample statement and seeing what the structure could be and actually, to see there could be more than one decision

## 3. Please tell us if there is any aspect of this module that you feel needs changing.

### Comments:

- Perhaps a bit more structured focus on e.g. what the organizational policy is with respect to decision outcomes, consequences for the parties involved etc – discussions has its place, but not without a framework so you know what to talk about.
- Bit more time for discussion.
- Nothing.
- It would be great if there could be a follow-up especially maybe once we have been on a panel.
- N/A.
- N/A.
- Adequate time for discussions: was constrained by time and sometimes difficult to explore issues due to time constraints.
- More HR policy evidence/background available
- no all is fine
- Perhaps some more opportunity to practice asking questions in a panel environment
- I think the second part from respondents point of view could have been longer and the follow-up too.

4. Are there issues that you think should have been covered in this module that were not covered?

YES	NO
3	15

If you tick **Yes**, please use the space below to identify those issues you feel should have been covered in this module but were not.

<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>- Could have a 'panel' role play activity and also more about HR/union reps and the part they play more generally. Could have more information about chairing a panel</li> <li>- Not sure it would be the same programme but something on disciplinary processes could also be covered – the two are often interlinked.</li> <li>- More focus in first module of investigating a grievance.</li> </ul>
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**Your View of the Grievance Course as a Whole (Modules 1, 2 and 3 combined)**

5. Please indicate the extent to which you feel the Grievance Course as a whole (Modules 1, 2 and 3 combined) has assisted in you in preparing for participation in the process of a grievance hearing?

Fully	Substantially	In part	Not at all
9	9		

**Comment:** I now feel prepared with a solid foundation to work with.

6. Please indicate the extent to which you feel the Grievance Course as a whole (Modules 1,2 and 3 combined) would enable a UCL employee to participate effectively in the grievance process?

Fully	Substantially	In part	Not at all
10	8		
	<p><b>Comment:</b> need to read up/ consider</p>		

## Your Role at UCL

7. In your role at UCL are you a member of:

Professional Services Staff	Academic Staff
16	2

### Comments:

- This course is the best I have attended in my 5 years at UCL. Time and effort put in is very evident. Thank you.
- Thank you.

Thank you for completing this evaluation questionnaire. Your feedback will be very helpful.