

2017

Licensing Board Member
Evaluation of Training



Alcohol Focus
SCOTLAND

About Us



Alcohol Focus Scotland is an independent charity working to prevent and reduce alcohol related harm.

We want to reduce the impact of alcohol on individuals, families, communities and Scotland as a whole, through the implementation of effective alcohol control policies and legislation.

Our work involves:

- Gathering and sharing evidence of harm caused by alcohol.
- Promoting effective policies at local, national and international level.
- Communicating news, information, research information and findings.
- Developing learning opportunities and resources to support best practice.

To find out about our work visit our website www.alcohol-focus-scotland.org.uk

Licensing Board Member Training 2017

Background

The Licensing Board Member Training qualification was developed by Alcohol Focus Scotland to meet the requirements of the Licensing (Scotland) Act 2005 and the training specification set by the Scottish Government. Development of the training programme and the topics covered are weighted according to this training specification.

The legislation requires Licensing Board Members to complete accredited training within 3 months of being elected to the Licensing Board. Alcohol Focus Scotland is an awarding body of the Scottish Qualifications Authority (SQA) and currently the only provider of this training in Scotland.

In preparation for 2017 Licensing Board Member Training, Alcohol Focus Scotland introduced new booking and coordination processes and all training materials to take account of previous feedback and new legislation.

The training was delivered by a network of existing qualified and experienced Alcohol Focus Scotland Trainers.

This evaluation report is based on pre and post- course evaluations completed by learners and Licensing Clerk responses to a post-training online questionnaire.

Course Format & Outcomes

Alcohol Focus Scotland's Licensing Board Member Training uses a blended learning approach with a mix of pre-course self-study and classroom based learning.

Licensing Board Members are issued with pre-course reading material in advance of training. This is followed by a one day training programme which is assessed by multiple-choice exam.

Learning Outcomes

On completion of training, learners will have:

- Greater awareness of the problems caused by alcohol in Scotland.
- A greater awareness of how licensing can contribute to tackling the problems caused by alcohol in Scotland.
- A greater awareness of licensing and associated legislation in Scotland.
- A better understanding of the roles and responsibilities of Licensing Boards in Scotland.

- A better understanding of the roles and responsibilities of key stakeholders involved in licensing in Scotland.

Outcomes and quality of training are measured using pre and post-course evaluations completed by all learners.

Evaluation of Learning

A total of **50** courses were delivered across all **32** local authorities in Scotland from the period 18th May to 1st November 2017 with **392** Licensing Board Members attending.

62% of those attending training were new Licensing Board Members.

83% of learners had undertaken the self-study pre-course reading which was issued to Licensing Clerks in advance of the training.

The overall pass rate for the exam was **98%**.

Feedback on Training

All learners attending the course were asked to complete pre and post-course evaluations. A total of 386 (98%) learners completed pre-course and 387 completed post-course evaluations (98%).

Overall the Licensing Board Member Training was well received by learners with **92%** rating the course as good and **96%** rating the trainer as good.

All learners were asked to identify two learning objectives at the beginning of the course. On completing training, **83%** reported that they had achieved all objectives, **16%** said they achieved some of their intended objectives and **1%** reported not having achieved any of their intended objectives.

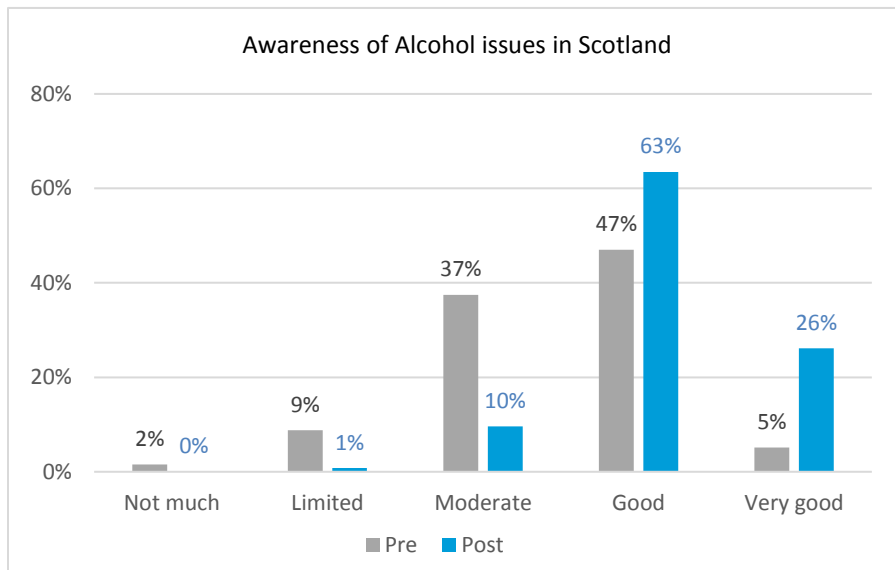
Achievement of learning objectives

Awareness of alcohol issues in Scotland

Awareness of the size and scale of issues associated with alcohol in Scotland is important context for understanding the role of a licensing board.

The graphic below (diagram 1) shows that following training, there was an increase in awareness with the majority of learners (89%) rating themselves as having a good or very good awareness. Prior to training just over half (52%) rated themselves at this level.

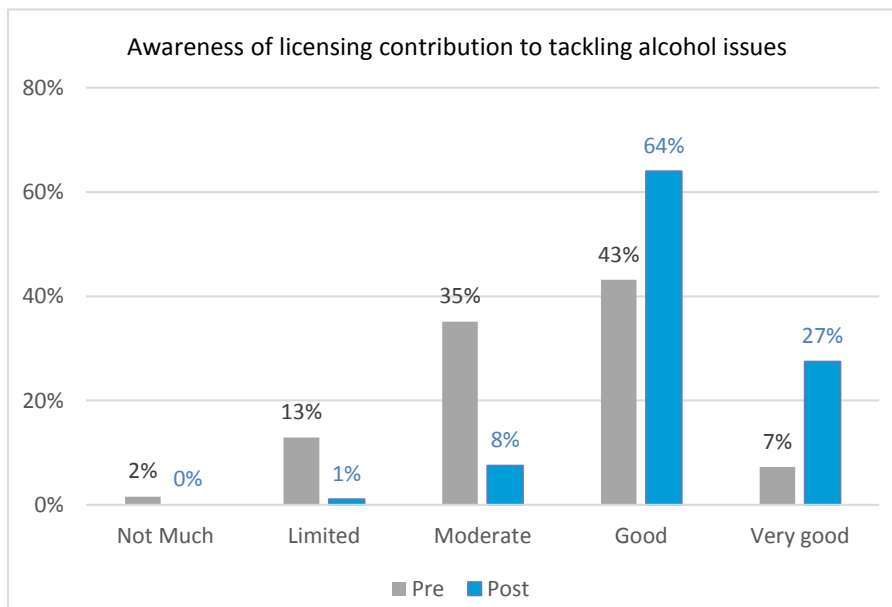
Diagram 1



Awareness of how licensing can contribute to tackling alcohol issues in Scotland

Prior to training, half of learners reported their awareness of the issues as being good or very good. The remaining half rated themselves as having moderate or lower levels of awareness. Following training, there was an increase in awareness with the majority reporting now having good or very good (91%) awareness. The remaining 9% rated themselves as having moderate or limited awareness.

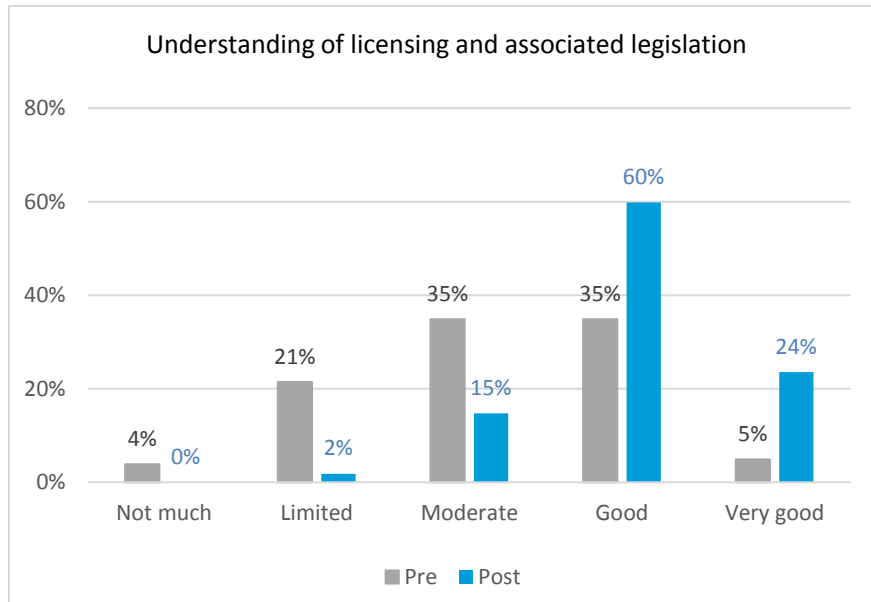
Diagram 2



Understanding of licensing and associated legislation

Around 40% of learners indicated a good or very good understanding prior to training. Following training there was a considerable increase in learners understanding of licensing and associated legislation with 84% indicating a good or very good understanding.

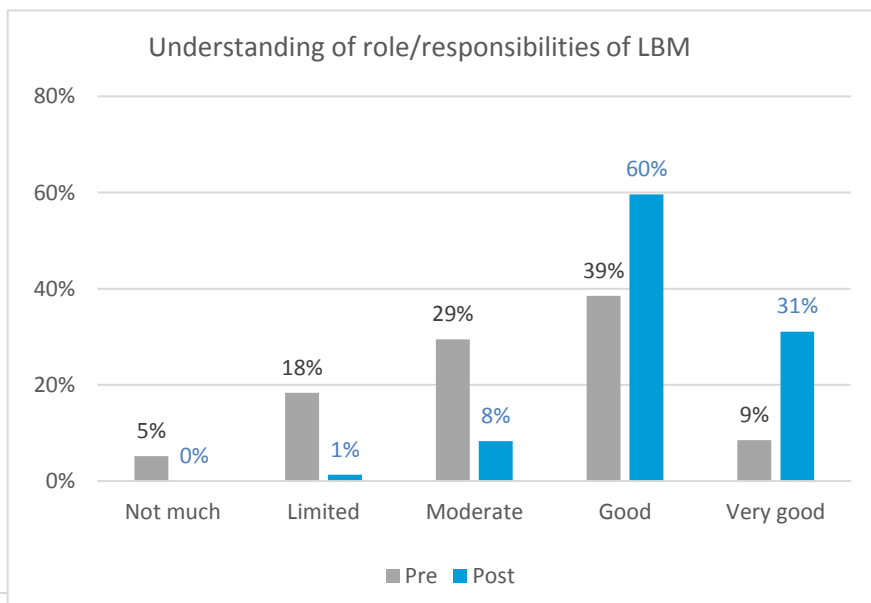
Diagram 3



Understanding of role and responsibilities of Licensing Boards in Scotland

The graphic below shows that, following training, 91% of learners reported having a good or very good understanding of the role and responsibilities of Licensing Boards. Prior to training, just under half (48%) rated themselves at this level.

Diagram 4

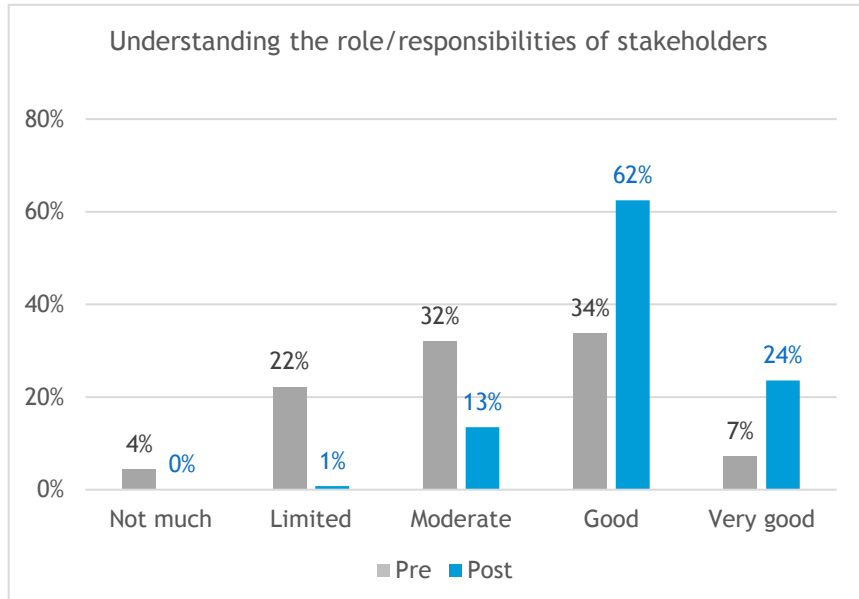


Understanding of role and responsibilities of stakeholders in Scotland

Before training, 41% of learners indicated a good or very good understanding of the role and responsibilities of stakeholders in Scotland.

On completing training there was a considerable increase with most participants indicating a good or very good understanding (86%).

Diagram 5



General Feedback from Learners

A total of **150** comments were received from participants (36% of those attending). These were graded as positive, neutral and negative.

The majority (107, 71%) of comments were overwhelmingly positive with good feedback on the course pace and content and trainers. Some examples of comments are shown below:

“Good overall coverage of issues-well balanced presentation should set up members well for exam”. (Councillor, Edinburgh)

“Great course delivered with professionalism, insight, knowledge and wit!”. (Councillor , Western Isles)

“An excellent course, good visuals, knowledgeable trainer. Overall a worthwhile course”. (Councillor, West Dunbartonshire)

“I didn't think I needed the training when I first arrived, but I'm glad I participated. I did need the training”. (Councillor, Dumfries & Galloway)

“The trainer was very informative, thorough and engaging. I now feel confident in my role on the licensing committee”. (Councillor, Dundee)

Of the neutral comments (29, 20%) received, most related to the amount of information covered throughout the day. A small number commented on the time they had to read materials prior to the course, however, this was beyond Alcohol Focus Scotland's control. AFS issued all materials in bulk 10 days prior to training being delivered, with Licensing Board Clerks responsible for distributing the materials to individual Board Members. Finally there were some suggestions and feedback on materials and course overall. Examples of comments are shown below:

“The course has been pretty intense, given that we've been on induction for three weeks we're all suffering from information overload. Could it have been spread over 1.5 or 2 days?” (Councillor, Orkney)

“Considerable amount of information for board members. Two days would allow for more discussion”. (Councillor, Edinburgh)

“I only received the guidebook today and didn't have opportunity to read and process the information”. (Councillor, Inverclyde)

“Presentation should run same order as guidebook”. (Councillor, Inverclyde)

Finally there were some negative comments (14, 9%). Most of the negative comments related to the duration of the course being too long and some related to materials. Some examples of comments are shown below:

“Too lengthy considering pre-reading and research prior to the day (as recommended)”. (Councillor, Dundee)

“Having more time to look at area licensing policies and having time to write one up too ”.(Councillor, South Lanarkshire)

Licensing Clerk Feedback

In addition to pre and post-evaluations of training, all Licensing Clerks were invited to complete an anonymous online survey. A total of 14 Clerks responded (44%). The survey focused on two specific areas:

1. Booking and coordination of training by Alcohol Focus Scotland
2. Feedback on training delivery.

Booking and Coordination of Licensing Board Members Training

- All respondents rated the booking process for Licensing Board Members Training as good (21%) or excellent (79%).
- All respondents rated the service received from Alcohol Focus Scotland as good (14%) or excellent (86%).
- All respondents rated Alcohol Focus Scotland staff as good (14%) or excellent (86%) in working with Clerks to ensure training was arranged as requested.

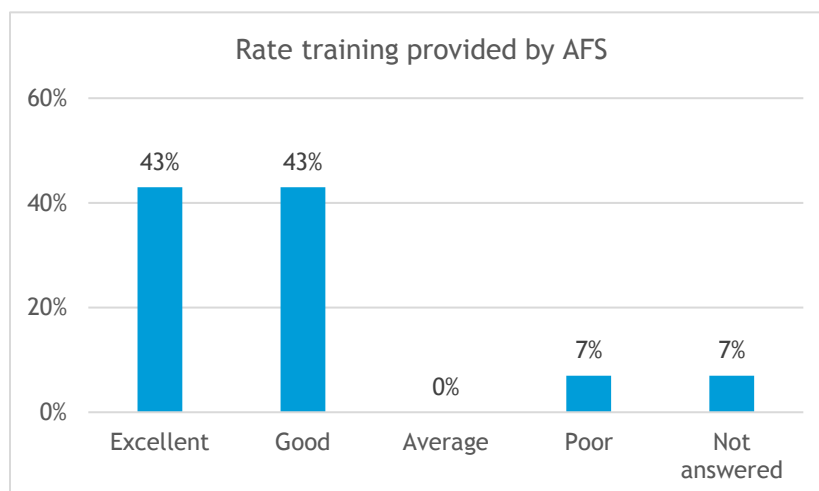
“Staff were very accommodating and quick to respond to last minute updates and changes at a very busy time”

“AFS were extremely accommodating and understanding”

Feedback on Training Delivery

When asked about the training provided by Alcohol Focus Scotland there was a mostly positive response with the majority of respondents rating the training as good or excellent.

Diagram 6



When asked for further comments, 7 respondents commented. Of these some commented that the training well delivered and well received by learners, however, some respondents advised they were not present at training and unable to comment further and there was one negative comment relating to the facilitation skills of the trainer.

Finally, Clerks were advised that the training provided follows a training specification set by Scottish Government. Clerks were asked for feedback on what should be updated for future training.

Five respondents commented on how training could be updated for future. A summary of the comments is shown below:

“Board members asked for additional practical training before sitting”.

“Less focus on alcohol related health and statics and more on legal issues and the role of Licensing Board Members. Members need to understand the legal constraints involved and how to make good decisions within these constraints. Training should also cover such matters to enable members to fully understand legal advice provided by the Clerk”.

“Recent amendments to legislation will have an impact and need to be better highlighted”.

“I haven’t seen the specification... there is too much time spent on background to excessive alcohol consumption and little on the practical aspects of decision making and use of legal powers”.

“AFS is slanted towards the ‘health lobby’ and doesn’t accurately explain the limits on Boards discretion imposed by legislation and case law. Additional training had to be undertaken on a number of areas”.

Conclusions

From the feedback given by both learners and Licensing Clerks it would appear that the training was generally well received.

New booking processes and organisation of training events have been proved to be a success with praise being given to AFS staff on the management of bookings and coordination of training.

The use of pre and post evaluations along with the exam results demonstrate learning has been achieved in line with learning outcomes and the training specification set by the Scottish Government.

Evaluations have also enabled us to receive feedback on the quality of our training and trainers. Again this feedback is very positive.

It is clear from feedback from Clerks that there is requirement for current training specification to be updated to ensure that the training provided to Licensing Board Members is fit for purpose.

Moving forward, AFS will continue to deliver courses as required and training materials will be updated on an annual basis and in line with legislative changes.

Following this block of training delivery, AFS will review our network of associated trainers and where necessary seek to recruit new experienced and CIPD qualified trainers.

Report Prepared on 8TH November 2017

Jane Wilson
Learning and Business Development Lead
Alcohol Focus Scotland
166 Buchanan Street
Glasgow
G1 2LW
Tel: 0141 572 6598
Email: jane.wilson@alcohol-focus-scotland.org.uk



Alcohol Focus Scotland
166 Buchanan Street
Glasgow G1 2LW
Tel: 0141 572 6700
www.alcohol-focus-scotland.org.uk