

advice skills academy

project evaluation summary 2016 - 2019

Advice Skills Academy is an innovative ESF funded project supporting the learning and development of those working in advice giving organisations in the Liverpool City Region.

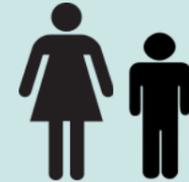
our partners:

Citizens Advice Halton; Citizens Advice Knowsley; Citizens Advice Liverpool; Citizens Advice Sefton; Citizens Advice St Helens; Citizens Advice Wirral; RAISE; The Women's Organisation.

people signed up to the project:

558

75%
female



25%
male

41%

50+

9%

BME

8%

Disabled

impact

18% have progressed to another role, or taken on new responsibilities
(n = 11)

50% are more proactive about looking for learning opportunities
(n = 31)

53% feel more positive about learning
(n = 33)

"ASA has fostered a really positive and supportive learning environment"

31% have been doing more short or bitesize learning
(n = 19)

56% are more proactive about sharing their skills and knowledge
(n = 35)

"I have enjoyed sharing and learning alongside my colleagues"

"This project has opened my eyes to learning"

our work



We have developed 4 new templates and improved processes for people to reflect on their learning needs, and to develop a Learning & Development plan.



We have developed programmes of learning based on the Learning & Development needs of project participants, and the needs of partner organisations.

Between May 2017 and September 2019 we have delivered:

57

training courses

in **25**

subject areas

with **547**

attendances at training in total

We have delivered accredited training in a range of subjects, to help people get more up-to-date qualifications, improve their skills and knowledge, and to provide learning that can help progression.

Accredited units have been awarded by Institute of Leadership and Management (ILM) and Skills for Justice (SFJ) Awards.

111

people achieving a Level 3 unit qualification

We have worked to build learning organisations through developing different opportunities for people to learn, including action learning, quick online learning, and mentoring.



15 people trained in facilitating action learning sets



65 bitesize online learning links - to help people engage in learning more often.



25 people trained in mentoring - for sharing knowledge and skills

Learning at Work Week
14th-20th May 2018

Highly Commended



Connected for Learning

70:20:10

www.advicekillsacademy.org.uk

asa
advice skills academy



learning opportunities

Training in ways to share skills and knowledge:

- Developing Training Skills
- Facilitating Action Learning Sets
- Mentoring

Training for advice workers:

- Universal Credit - the problem areas
- How to do a PIP appeal
- Stay focused, stay well - skills and strategies for managing high workloads in advice services

Training for recent new roles or for progression in the future:

- Moving into leadership & management
- Leading and motivating a team effectively
- Using scenarios to plan and manage ahead
- Managing and mitigating risk
- Managing workplace projects

Training to support working with clients:

- Mental health awareness for frontline workers
- Disability awareness
- Gambling awareness

Training in ways to plan personal and career development:

- Take charge of your career and personal development
- Developing yourself and others

"Really enjoyed both days and will be really useful in my role"

"I'll be much better informed when advising clients!"

"Understanding the impact and importance of good leadership"

"Brilliant training, very clear, informative and enjoyable"

"Great training to see what you want within your role and trying to find the right path"

other feedback

People rated the Advice Skills Academy out of 10 (where 10 is high):

8.5 was the average score, with **84%** of people scoring ASA at **8, 9** or **10** out of **10**

The 1 thing people will miss the most about the Advice Skills Academy project (just a few examples):

“Encouragement to learn and develop in the work place”

“Easy access to exceptionally good training both online and face-to-face”

“Getting away from my workplace for one day, meeting other people from other organisations and sharing experiences”

“The opportunities for my personal development have been invaluable”

People were asked to describe the project in 3 words or short sentences - here are just a few:

Motivating Invaluable
Enjoyable Enabling Useful
Engaging Inspiring Choice

Building skills and confidence
Encouraging the potential of individuals

How people feel about learning since getting involved in the project:

72% feel that their organisation is now more supportive of learning generally

68% feel that there are opportunities for learning that helps with career and professional development

60% understand that learning doesn't have to be just about 'going on training'

project evaluation methods

A range of data collection methods have been used to get feedback on the ASA project overall, and the activities we've delivered during the project:



585 training evaluation forms have been completed



40 people have completed follow up feedback phone interviews on training they have attended



62 people have completed our end of project online evaluation survey



16 people have taken part in end of project evaluation interviews or focus groups