Pet&r

Personnel, Equality, Training and Recruitment

We use the **PET&R** service development, management and evaluation system.

P – **Plan** - Any project starts with a set-up meeting or meetings, to discuss with key partners exactly what the clients' expectations are, the information needed by us, the changes they expect to see as a result of our intervention, and the outcomes that must be achieved. After brief discussion with our primary contact person we would talk to whoever else they identify as being most appropriate - face to face or by telephone. This would enable us to identify your specific requirements and agree any local content. We would then consider your specific requirements and modify or adapt the intervention to suit your needs.

E – **Engage** – In a practical and appropriate way. We would pull together a draft of the intervention material and send it to the nominated person(s) for examination. At this point we may offer you choices in respect of activities, case studies, etc. Once we have received your feedback, we will amend the programme and send it to your nominated person(s) for agreement. With each specific training programme we will clarify objectives with delegates at the start of each workshop and assess progress towards achieving them at the end.

T – **Take Action** – This takes different forms depending on the nature of the intervention involved. In the case of policy development it will be the implementation of the policies. In the case of recruitment and selection it will involved carrying out the selection and recruiting the people required. In the case of training courses it will involved delegates attending the courses and then acting on the outcomes agreed within the courses.

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R – **Review** - We hold regular reviews to check progress and identify further development needs, together with end of project evaluation. We monitor and evaluate in line with the Kirkpatrick Model

1. Reaction: how participants have reacted to the programme.

- Via evaluation sheets and face to face feedback during the programme.

2. Learning: what participants have learnt from the programme.

- Via observation of individual performance on activities, and end of programme testing / assessments where appropriate or desired by the client. Also identified in individual learning logs and action plans where utilised on specific programmes. If desired by the client, we can use telephone sampling some months after a programme to obtain line manager / peer feedback.

3. Behaviour: whether what was learnt is being applied on the job

- Via pre- and post-programme self-assessment questionnaires administered via e-mail. If required we can arrange and conduct review sessions for delegates, or even focus groups / interviews with managers or peers.

4. Results: whether that application is achieving results

- This is best established through line management and, where it is in operation, performance appraisal and personal development reviews and / or supervision.

We would love to hear your success stories.