E-learning: experiences of a starter

By Iris Naert, training academy - Belgian prison service

Content

1. The particular demand of a prison
2. The proposal of the training academy
3. The development of the training
4. The evaluation of the training
5. Learned lessons

.be

1. The particular demand of a prison

Particularities of the prison

- 121 individual cells

- 148 employees: 121 security and 27 administration

- 135 male detainees

- long sentences

Specific training demand

A. The initial training demand

B. The existing organisational problem

C. The final training demand

A. The initial training demand

➢ Demand: (obligatory) training on making disciplinary reports towards detainees

➢ Target group: teamleaders (17)

  ▪ 16 between the age of 35-54

  ▪ 1 between the age of 25 - 35

  ▪ 1 never worked with a pc

.be

B. The existing organisational problem

➢ No ICT-equipment on the wings

  ▪ prison officers could not type reports/ everything was handwritten

  ▪ only teamleaders disposed of a PC

➢ Staff demanded only typed reports

➢ Teamleaders had to copy the handwritten reports without being witness of the event

.be

B. The existing organisational problem

➢ Teamleaders didn't had the competence of giving feedback on the written reports

➢ At the end: a small amount of succesfull disciplinary procedures because of the inaccurate reports

C. The final training demand

➤ Rules and regulations concerning disciplinary procedures

➤ How to observe well

➤ How to give feed back

.be

2. The proposal of the training academy

➢ A mixed proposal in three steps: e-learning + classical learning:

Step 1: by e-learning in the prison:

- Test: writing a report
- Disciplinary procedure
- Observational techniques

The time spent: 2 hours

.be

2. The proposal of the training academy

Step 2 : by a classroom lesson in the prison

- The writing of a report (exercises)
- Coach your officers, how to give feed back

.be

2. The proposal of the training academy

Step 3 : by e-learning in the prison

- Short review
- 5 small exercises
- The writing of a report

The time spent: 1h30

3. The development of the training

➢ No private firm was involved

➢ Storyline articulate must be bought

➢ 264h spent for 1h e-learning
   ▪ Writing the e-module
   ▪ Prepatory Meetings

4. The evaluation of the training

Participation

➢ Step 1: 100% started, 47% ended
➢ Step 2: 100% started, 100% ended
➢ Step 3: 59% started, 70% ended

Only 30% ended the whole training

4. The evaluation of the training

Better reports?

➢ Analysis of 100 reports before and after

➢ Reduction of 29,04% faults (based on analysis of 9 characteristic faults)

➢ Improvement on chronology and objectivity

.be

5. Learned lessons

3 topics to consider

➢ E-modules

➢ Communication

➢ Support

5. Learned lessons

E-modules

- ➢ using good didactics, variation
- ➢ simple structure
- ➢ a visible timeline
- ➢ managing the length of a module
- ➢ working with a test public

.be

5. Learned lessons

Communication

> ➢ just email is not enough

> ➢ local contact important

> ➢ Local promotional action

5. Learned lessons

Support

- ➤ local ict contact
- ➤ be sure of the logistics
- ➤ the project should be visibly supported by the management
- ➤ local management should work on motivation

Questions?