

Appendix 1: 2019/20 training evaluation

Code of Conduct

The good...

- The training was interesting and engaging
- The slides were practical and detailed
- I thought the presentation was excellent with lots of time to discuss examples
- It is necessary; we learn more every time
- Lots of time given to discussion – this often brings out nuances which makes us all think more deeply about the issue
- The multiple choice quiz was excellent
- Loved the voting buttons

The bad...

- Remove the planning stuff which is covered elsewhere
- Too long – not because issues are unimportant but due to repetition of advice
- Not much discussion but that's okay as lots to get through
- We got bogged down with councillor comments
- Presentation material not available to read before the training

Improvements...

- More on social media
- More on interactions with officers in front of the public (what is acceptable in front of the public)
- More on moral and ethical behaviours and expectations - less focus on financial aspects
- More time to discuss scenarios in small groups or pairs as this promotes greater reflection
- Offer on line training or from home with test / certificate
- Have Register of Interest forms available to update at the sessions

Licensing

The good...

- The presenters were both very knowledgeable and clear
- Valuable update on new taxi licensing legislation

Improvements...

- More of the basics on the kind of conditions you can impose on premises would be useful
- More training on new legislation
- More discussion of difficult examples
- More handouts
- More examples of cases
- Hold training before the Committee

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