CEP / EuroPris Expert group staff training and development
20 September 2013
Utrecht

At the meeting participated staff training experts from the probation and from the prison sector from 6 different European countries. The way in which the staff training is organized in each of these countries, the duration of the education, the mixture between theory and practice, the use of mentoring and the approach to training and training methods vary widely. All of this related also to the size of the country, their stage of development (such as 'old' and 'new' EU member states) and cultural differences.

The meeting was organized in order to have a joint discussion and brainstorming to elaborate issues of relevance for both sectors and of relevance for the different countries. These issues should then further discussed in working groups at a joint CEP/EuroPris workshop on 10-11 December 2013. The working groups should result in concrete recommendations and practical outcomes that the participants can apply in their daily work. The recommendations will also be available through the CEP/EuroPris network and media for a wider audience.

Themes of common interest that were mentioned by the group are:

- How can independent learning be stimulated?
- Education for different staff levels: front line workers and different management levels; including Train-of-Trainer programmes;
- Training content: competencies (skills and knowledge), vision and values (professionalism/professional pride);
- Training cycle: duration and content of the preparatory training of trainees, of the initial training, of the continued training, possibilities for specialization; accreditation issues;
- Didactics (how do we train): classes, mix of practice/mentoring, online training, self-study;
- How does the training institute function with regard to: how is a training developed, tested and evaluated;
- Are trainings developed with consideration of EU and Council of Europe regulations?
- What are the common aspects for all level of trainings?

Why should participants be interested to participate in the workshop?

- Practitioners share common challenges and solutions;
- Learn about approaches and experiences from other countries;
- Get a theoretical underpinning on 'why are we doing what we are doing?'
- Find new inspiration for their work;
- Develop a common framework of basic training requirements;
- Explore possibilities for standardization.

After a plenary session the participants split up into two working groups, one on prison and one on probation to discuss and select specific topics for the December workshop, taking into account that the topics should be relevant for both sectors - prison and probation.

On the issue of relevance for both sectors the experts did see an added value in the following:

- It is important to get people thinking about the specific role of prison service and the role of the probation service;
- How do both sectors address the joint goal of community safety?
    o Probation: community service
    o Prison: management of prisoners
- How are people recruited to work in the prison and probation service?
    o What is the difference in recruiting between both sectors?
    o Where is the recruitment of staff based on?
    o What kinds of personalities are chosen?
    o Use of Council of Europe recommendation on recruitment of prison and probation staff 1997.
- Similarities in the whole process from recruitment to evaluation of performance; performance management;
- Values and ethics: the notion of the professional officer – as the main theme
    o Changed notion of what a prison officer should be and should do;
    o Role of mentors in training new staff;
    o Simulation of real life situations in the learning process;
    o What can be taught and what should be learned in a different way;
    o Evaluation mechanisms / performance management appraisal.

A strong focus for the workshop is the achievement of practical outcomes. Therefore, specific tasks have to be formulated for the working groups.

Possible tasks that were discussed were:

- Development of a model for recruitment of different levels of staff;
- Performance management and evaluation models - what results does the training bring in daily life practice; how do we know that the training works?
- How to deal with burn out problems?
- How is e-learning applied in the training process?
- Use of information technology in general for training purposes; Virtual College;
- How can we use IT to support learning and development? Blended learning – combination of e-learning with traditional learning;
- How to evaluate programs and products with a view on quality assurance?
- Looking to future scenarios - how will the sector develop in the future?

After discussing the feedback from the two working groups the experts decided in a plenary session on the specific topics for the December workshop. The workshop will consist of a combination of five plenary presentations and three break-out groups to discuss in-depth the presented topics and formulate recommendations and practical advice.

The overall theme of the workshop will be:

Education and Training for values driven work / future concepts

The **goal of the workshop** is to have intense discussions of practitioners from the prison and probation sector on selected topics. The concept of small working groups has been chosen in order to have practical working groups that can actively engage in concrete discussions and formulate specific recommendations and outcomes. In each working group a moderator will guide the discussion and lead the group to the formulation of recommendations. The 3 moderators for each topic will develop together the final recommendations to be presented in the plenary session on the second day.

The following five topics have been selected for the workshop:

1) Selection and Training
   a. Selection of staff for different levels
   b. Competences that the recruiters should look for
   c. How to select and where does selection end
   d. Where do selection and training come together
   e. Development of a best practice model

2) Burn out and Resilience
   a. How to use the outcomes of the SPORE project
   b. Develop recommendations for the training institutes

3) E-learning / IT
   a. How effective is the use if IT
   b. Develop recommendations for effective use of IT
   c. Why is it important to use IT from a didactical point of view
   d. Explore future opportunities

4) Quality Assurance / Quality measuring
   a. How to evaluate programs and products
   b. How to determine if training programs contribute to increased competence of staff
   c. How can be measured that the professional level of a person is improved
   d. How to measure the training value for the organisation

5) Motivation
   a. How to motivate professionals to lifelong learning processes
   b. How to motivate for self-guided learning
   c. Address issue such as student centered education, individual responsibility and learning culture

Agenda
Workshop Staff Training and Development
Amersfoort, Netherlands, 10-11 December 2013

EDUCATION AND TRAINING FOR VALUES DRIVEN WORK - FUTURE CONCEPTS

10 December 2013

09:00-09:15	Opening and welcome, CEP and EuroPris Introduction to the workshop	Willem van der Brugge Kirsten Hawlitschek
09:15-09:35	Presentation on Burnout prevention / Resilience	Bas Vogelvang
09:35-11:00	3 breakout working groups on Burnout prevention / Resilience	
11:00-11:20	Presentation on Selection and Training	Probation Service France Prison Service Slovenia
11:20-12:45	3 breakout working groups on Selection and Training	
12:45-13:30	Lunch	
13:30-13:50	Presentation on E-learning / IT	Prison Service Scotland
13:50-15:15	3 breakout working groups on E-learning / IT	
15:15-15:30	Coffee break	
15:30-15:50	Presentation on Quality Assurance / Measuring	Norwegian Prison Service Probation Service Latvia
15:50-17:15	3 breakout working groups on Quality Assurance / Measuring	

11 December 2013

09:00-09:30	Presentation on Motivation	Probation Service Netherlands Prison Service Netherlands (tbc)
09:30-11:00	3 breakout working groups on Motivation	
11:00-11:30	Coffee break	
11:30-12:15	5 working groups present their recommendations and outcomes	Plenary
12:15-12:45	Final discussion and planning of future actions	Plenary
12:45-14:00	Closing of the workshop and lunch	