

NLDC Personal Development

Report on outcomes

Background Information:

The YCA via Sandwell Consortium secured funding to run a 20 hour Personal Development course. The course was specifically designed to help people recognise and overcome feelings of stress and anxiety as well as develop self-confidence and assertiveness skills. The course consisted of 4 modules which the learners had to complete: Dealing with stress; anxiety management; confidence building and assertiveness.

The course was advertised via text messaging service, social media, the YCA website as well as flyers and posters. Women were targeted in particular especially those who had not been in previous employment or had not been in employment for over 36 months but had previously expressed wishes to gain employment but lacked the confidence in their abilities to successfully achieve their wishes.

The YCA held the course over 7 week course at the Greets Green Access Centre, running every Wednesday 10am – 1pm. Due to previous knowledge of the barriers to engaging in learning the YCA ensured that crèche facilities was available for use for those learners with pre-school children and the course was held during term times and around school hours.

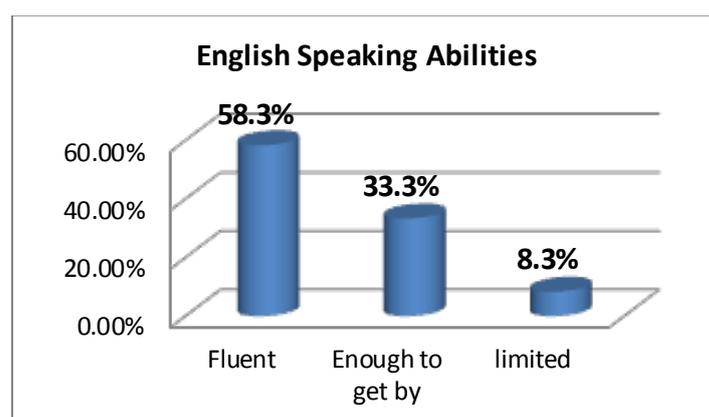
Student Profile:

A total of 15 learners initially wanted to enrol onto the course however 2 did not meet the eligibility criteria therefore a total of 12 learners successfully enrolled onto the course.

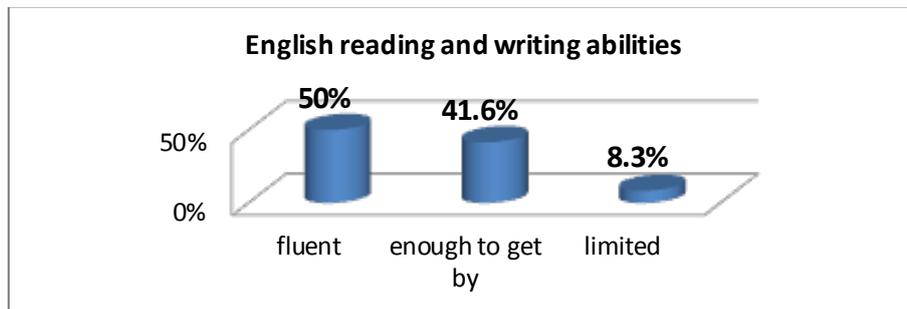
English Speaking, reading and writing abilities:

The YCA wanted to elicit from learners their current English abilities to enable the organisation to plan and put in the resources and volunteer to support learners on the course.

Of the total number of learners 7 (58.3%) described their English speaking abilities as fluent, 4 (33.3%) as having enough English speaking abilities to get by and be understood and understand what is being said and 1 (8.3%) describing their English speaking abilities has limited.



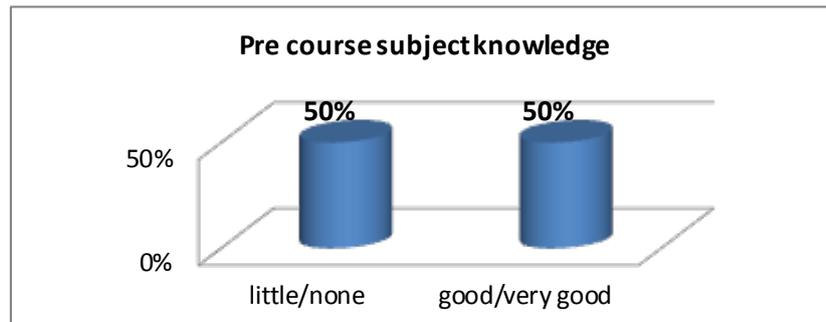
Reported English Reading and writing abilities were not that dissimilar to English speaking abilities with 6 (50%) reporting fluent abilities, 5 (41.6%) reporting enough abilities to get by and be understood and 1 (8.3%) reporting limited abilities.



Current level of subject knowledge:

6 (50%) of learners reported that they had little or no previous knowledge of the course subject with the remaining 6 (50%) describing they perceive to have a good to very good knowledge of the subject.

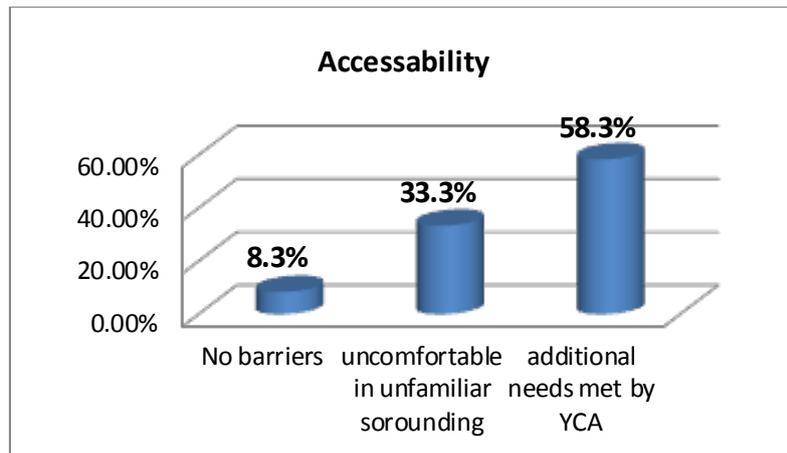
Having this information enabled the YCA to assess if progress had been made in gaining knowledge and also to assess whether learners perceived subject knowledge was as they had thought.



Accessibility:

The YCA wanted to explore further barriers to learning and asked learners if they would have been able to access this course by an alternative provider.

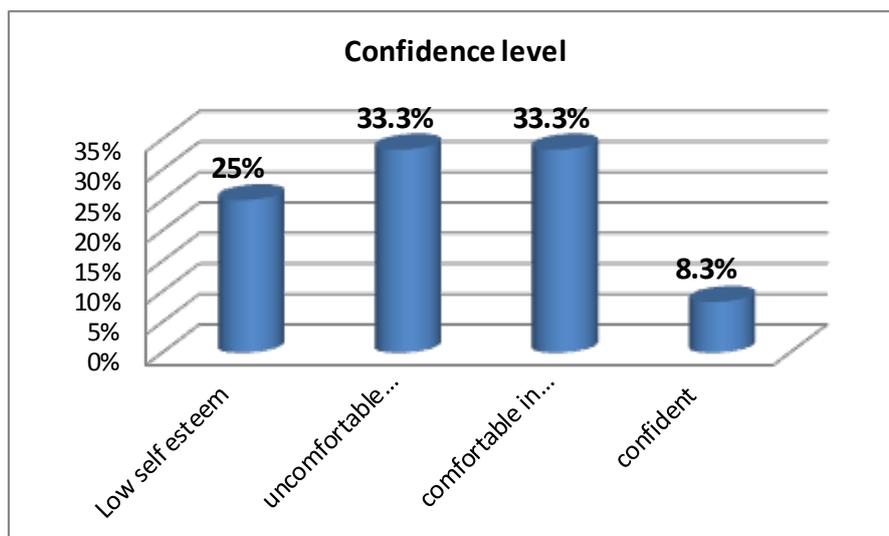
1 (8.3%) learner reported that they would have been able to access an alternative provider for the course as they did not have any additional need, 4 (33.3%) reported they felt uncomfortable in unfamiliar surroundings therefor preferred the YCA to access learning and 7 (58.3%) reported that they would not have been able to access an alternative learning provider as they had additional needs being met by the YCA. Learners described these additional needs as crèche provision and language support.



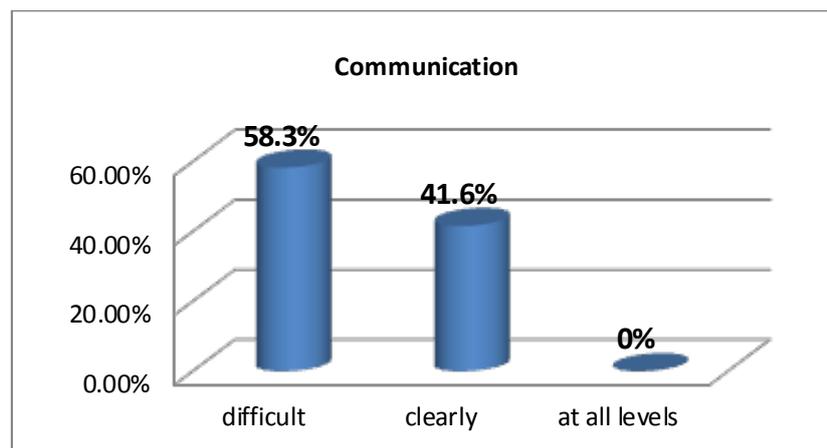
Confidence and communication level:

The YCA wanted to assess confidence and communication levels of individuals accessing the course for two reasons. One being wanted to gain an understanding of learner's current levels again to enable the organisation and tutor to plan and put in the resources and volunteer to support learners on the course. The other reason was to enable the organisation to assess current level of confidence and to assess whether this course was relevant to these particular learners.

3 (25%) reported that they had low self-esteem and 4 (33.3%) learners reporting that they would not describe themselves as a confident as they felt uncomfortable meeting new people and in unfamiliar surroundings. Similarly 4 (33.3%) learners reported that they were confident but *only* in familiar surroundings and situations. Only 1 learner (8.3%) described themselves as confident in most situations and enjoys meeting new people.



7 learners (58.3%) reported that they normally found it difficult to express their thoughts and feelings with the rest of the 5 (41.6%) reported to be able to express their thoughts and feelings clearly. None of the learners reported that they felt comfortable communicating at all levels



Therefore the results indicated that the organisations had targeted the right level of learners and that the course would be relevant to them.

Learners expressed that they wished to gain the following from the course:

1. "To speak up more for myself"
2. "I am hoping to get more confidence in me to help me in my daily life"
3. "More confidence, speak my mind more, assertiveness"
4. "confidence building"
5. "gain confidence in applying for work"
6. "be more confident, express myself more, defend myself confidently and acceptance"
7. "improve confidence and self-esteem"
8. "build up my confidence, have a laugh and fun"
9. "to feel confident in unfamiliar surroundings"
10. "To gain confidence and able to communicate feelings"
11. "confidence, self-esteem, self-belief and communication"

After the 20 hours of learning the learners were asked to complete an evaluation form on the training and course contents. This evaluation would assist the organisation to assess whether learning had met learners needs and to also assist the organisation to improve future services.

All learners expressed that the course either met or exceed their needs, with the following comments:

- “I gained confidence and how to deal with difficult situations”
- “I feel able to talk in a crowd”
- “it has given me a lot of confidence”
- “it met my expectations by providing me with the tools and skills to improve self-esteem and confidence”
- “I am so happy that I came on this course, it has helped me deal with bad situations positively as before I would have felt depressed about it. Highly recommend this course, if only I went on this course years ago. I was very sceptical before. Thank you”
- “gave me confidence on how to handle awkward situations, explain my self”
- “met all expectations”
- “certain aspects exceeded my expectations, but this a continual process”
- “thoroughly benefited through meeting new people”

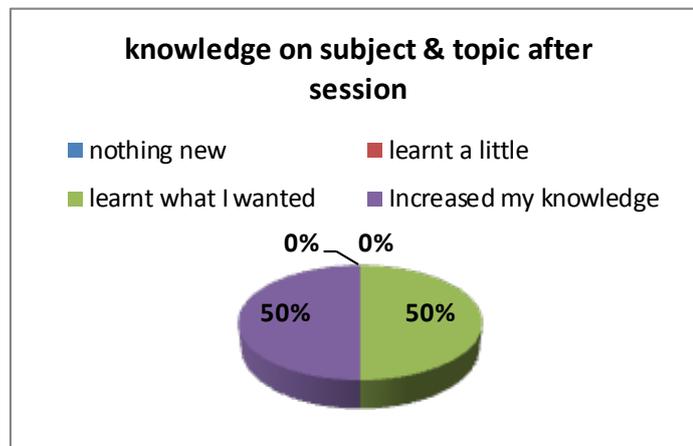
Clients were asked to score a set of questions using the following criteria:

1. didn't learn anything new/poor
2. I learnt a little / could have been better
3. I learnt what I wanted / fully satisfactory
4. Exceeded my expectation/increased my knowledge

Self-Assessment		1	2	3	4	na
1	knowledge on subject & topic after session	0%	0%	50%	50%	0%

Comments made:

“I started to understand myself more. Understand others and feel more confident”

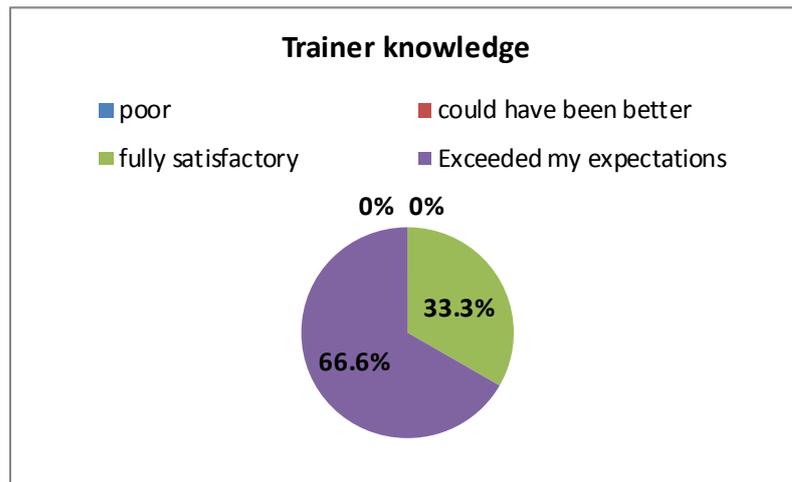


Initially 50% stated they had little or no knowledge of subject

2	Trainers Knowledge/Professionalism	0%	0%	33.3%	66.6%	0%
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Comments made:

"very friendly, approachable, I really liked Sonia"

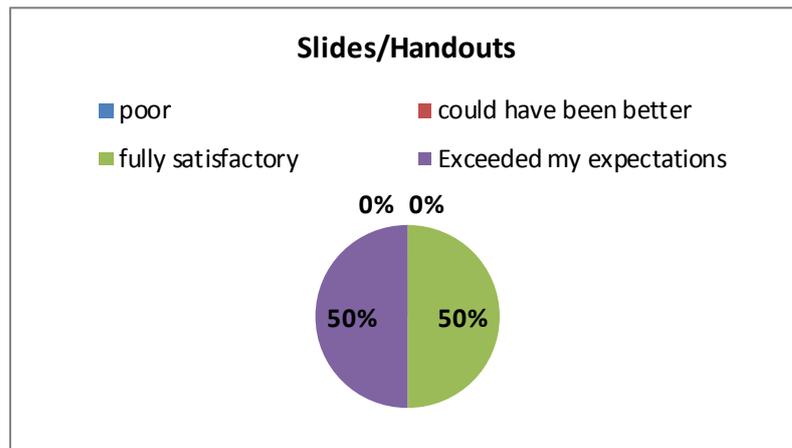


Experienced counsellor and trainer from PTC training

3	Slides/Hand outs	0%	0%	50%	50%	0%
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Comments made:

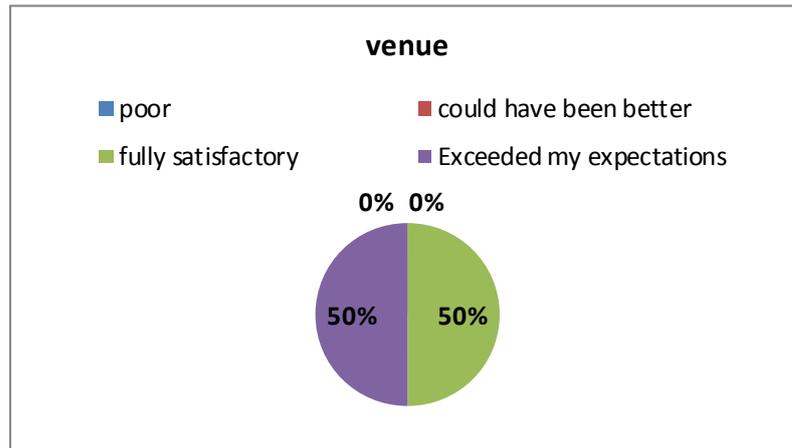
"very clear"



Trainer hand-outs used

4	Room set up/Refreshments	0%	0%	50%	50%	0%
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Comments made:

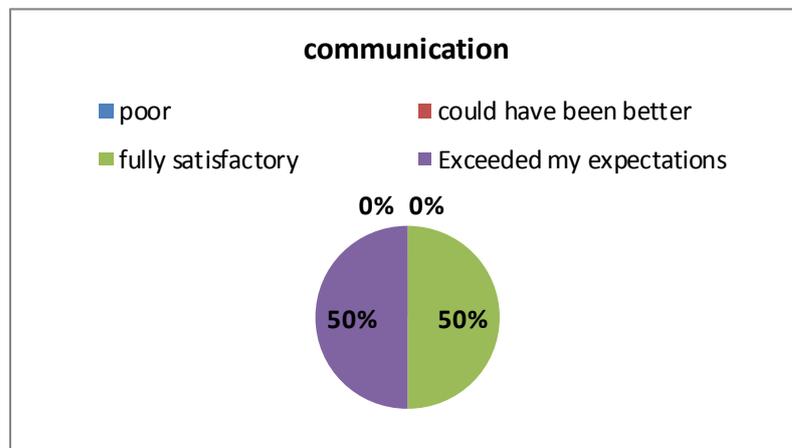


Tea, coffee & biscuits provided and held in activity hall each Wednesday 10am – 1pm

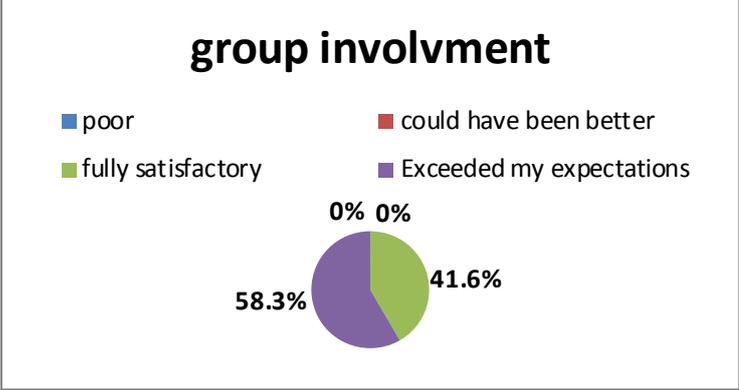
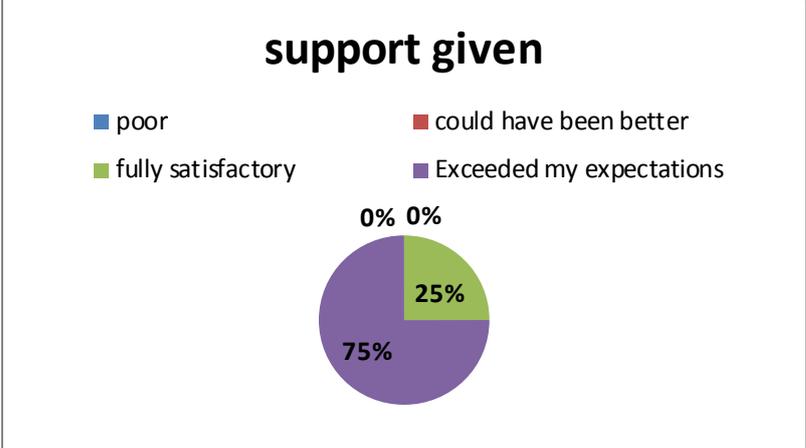
5	Booking/Communication about training	0%	0%	50%	50%	0%
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Comments made:

"very professional"



Communication carried out via, text, social media, website and flyers

6	Level of individual/group involvement (participation)	0%	0%	41.6%	58.3%	0%
Comments made: <i>"everyone was very friendly"</i>						
 <p>group involvement</p> <ul style="list-style-type: none"> poor could have been better fully satisfactory Exceeded my expectations <p>0% 0% 58.3% 41.6%</p> <p>Very Practical & interactive sessions</p>						
7	Level of support given by YCA to access training	0%	0%	25%	75%	0%
Comments made: <i>"very supporting thank you very much"</i>						
 <p>support given</p> <ul style="list-style-type: none"> poor could have been better fully satisfactory Exceeded my expectations <p>0% 0% 75% 25%</p> <p>Access was free of charge and crèche was provided as well as language support where necessary.</p>						

Therefore post course evaluation was very positive and no negative comments were given though clients were encouraged to be as honest as possible.

Finally learners were asked what other support could the YCA offer that would benefit them and how we could improve the service provision:

- "extend courses"
- "I have really benefitted from this course, would like the YCA to run more"
- "I want to do more courses"
- "like to do more courses like this"
- "very happy the way it is"

From the 12 learners accessing this personal Development course, a total of 9 learners (75%) have enrolled onto **the *Introduction to counselling skills*** course with a view to developing their skills in this field further.

