

# **Evaluation Report**

**prepared for Animal Health Australia**

## **OP2BER Workshop**

**30 April – 20 May 2019**

**Toowoomba**

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Malcolm Anderson – The Little Kingfisher Group

### Background

An 'OP2BER' workshop under the 'BERTA' program was delivered on behalf of Animal Health Australia by Craig Elliott (P2R2 Consulting) and Malcolm Anderson (The Little Kingfisher Group).

The aim of the workshop was to provide jurisdictional biosecurity officers with an opportunity to achieve the "Manage Operations in a Level 2 Incident" Unit of Competency in the Certificate IV in Public Safety (Biosecurity Response Leadership). The Unit of Competency describes the skills and knowledge required to command resources to achieve resolution of a Level 2 biosecurity incident.

Trainers were to use a blended mode of delivery, incorporating the online aspect of the relevant Certificate IV BERTA materials on the Tocal College Canvas platform as well as the delivery of a face-to-face workshop. A copy of the workshop agenda is provided at Appendix I.

This evaluation report has been developed from two sources of information:

1. Observation and notation during workshop from presenters/assessors
  - a. Malcolm Anderson
  - b. Craig Elliott
2. Participants individual workshop evaluations

The attendees were a mix of members of the National Biosecurity Response Team and local (Queensland) staff with more limited experience. All participants had either experience and / or previous training in biosecurity emergency response management. A list of attendees is provided in Appendix II.

## Participants' Workshop Evaluation

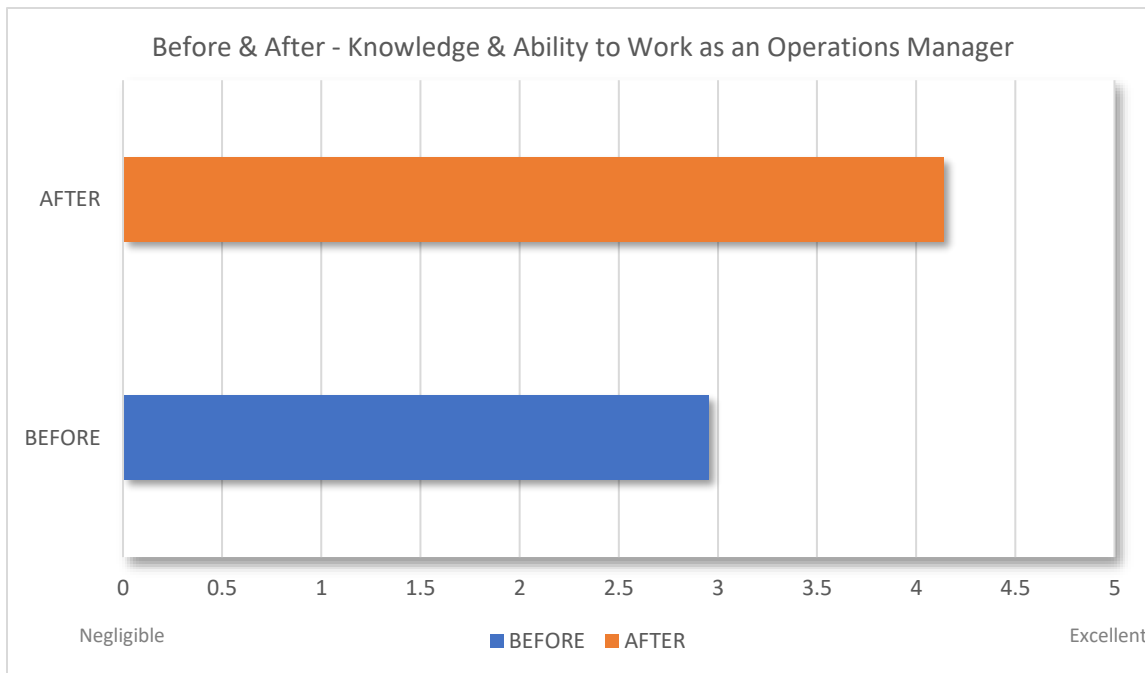
At the conclusion of the Workshop held at the Toowoomba Department of Agriculture and Fisheries offices participants were invited to complete an anonymous survey form provided by Tocal College. The responses are outlined below.

### Question 1

**Before** completing the on-line modules and attending **OP2BER** I would have rated my knowledge and ability to work as an Operations Manager during a biosecurity emergency response as:

### Question 2

**After** completing the online modules and attending **OP2BER** I'd rate my knowledge and ability to work as an Operations Manager during a biosecurity emergency response as:



### Question 3

In terms of working in a biosecurity emergency response, what were the most useful parts of OP2BER for you?

- I have worked in responses, incidents and emergency responses and eradication programs for 13 years. This is the first training I have attended on emergency responses and it is great to learn the formality behind the work
- Learning from experts
- Good structure and flow
- Limited use of powerpoint worked well
- Refresh on procedures, Confidence boost
- Practicing documentation and briefing / debriefing exercise
- Risk management: thinking about the risks to the response as opposed to focusing on safety

(human)

- General practice of briefing and debriefing development
- Communication factors
- Being able to liaise with experienced staff while discussing scenarios and planning for operational activities
- Good exposure to support systems in place for ops manager. Good networking / meet and greet opportunity
- Personal experiences of staff in previous responses and practical application
- The course overall was great; just a little tweaking in its structure and format [Trainers' comment - *this response later covered the layout of written materials provided and the timing and weighting of assessments*]
- Reinforces aspects of the Ops Mngr role, improved recognition and application of the risk awareness and appreciation process
- Good group work and sharing experiences, breaks kept short
- Scenario work, working in a team, great that it wasn't death by powerpoint

### Question 4

#### What could be improved?

- It could have been longer – some was rushed
- Brief description of how planning and Logs are practically interact with ops [?]
- Videos of interaction with some subjects – bit dry. Make scenarios more accurate i.e. Shed 1 gets [*unintelligible*] twice – done in Scenario 1 then in Section 12 is being [*unintelligible*] and references Sections 1-8 being [*unintelligible*]
- Workbook better organised and had mistakes in scenarios
- Provide a daily agenda – understand the flow of the training
- Reorganisation of some of the training materials, a bit difficult to find things – perhaps some tabs would be useful
- Handouts online, modules two months in advance
- More time to complete activities
- Workflow in workbook, checklist that written assessment tasks have been submitted
- Layout of materials provided for course – not structured / assessments timing and detail and weighting. It wasn't really defined how this course works (as part of a Cert IV in OM) so some of the assessment I believe is heavily weighted yet not enough time allowed. I don't think it is appropriate to complete in this workshop environment as people who take pride in their work cannot deliver appropriate level of work due to lack of time for work to get done and [*unintelligible*] – it would be more appropriate. Assessment – should be provided in book / provision of appropriate structure
- Flow of work folder could be improved, sectioning
- Limit number of scenarios to one, drop sheep scab as not required
- Workbook unorganised
- Recognition of other competencies completed in relation to some assessments
- Validation process conducted on the online material, errors in exercise 12 scenario and support materials for online assessment

### Question 5

#### What additional information or training would you like?

- Risk assessments
- More frequent refreshers
- I found this really useful and made me rethink a few of my practices
- Based on this I have requested to attend the Planning training to develop skills to link Planning and Ops in a response situation
- More functional based training opportunities
- Role playing – IMT / debriefings etc
- Incident Controller training

### Question 6

#### Other comments

- Great course
- Excellent delivery
- Very comprehensive
- Activity documents not well organised, difficult to locate information and need to be able to collate / staple, need better proformas to write answers, provide sufficient space
- Great training! Thank you very much for the opportunity to participate 😊
- Online assessment again not appropriately weighted e.g. 1q – 20 pt – 4 dot points vs 1q – 20 pts – SMEACS report
- Lots of resources and information – should allow more time to achieve assessment
- Up to date powerpoints in readable & notetaking format. Planning log confusing – 3 day workshop but scenario goes over 1 day
- Good venue and meals

### Trainers' Observations

The OP2BER workshop is aimed at more experienced responders and it was considered that all participants entered the workshop with the requisite knowledge and level of experience. A number were current members of the National Biosecurity Response Team and had either direct experience as Operations Managers in Level 1 or 2 incidents or had sufficient experience and exposure to Level 2 incidents in an Operations role to understand the context and content of the training. The broad range of experience did present a challenge to ensure all participants received training at a level appropriate to their needs.

The online assessments were noted to have some issues in terms of the 'model answers' and weightings. This was noted by a number of the participants with a few examples identified where relatively short and more simple questions / answers had equal weighting to significantly more complex or detailed questions.

During the workshop it was noted that a very small number of participants had difficulty with the pace of some workshop activities – essentially wishing to spend longer perfecting outputs than the allocated time. The trainers feel however that the time-based pressure of some activities is an important aspect of the workshop to develop participants' resilience and ability to perform in emergency response situations. It is debatable as to even consider increasing the complexity of the tasks, information or outputs further to test the capability of the participants in pressure situations to ensure that they have the opportunity to practice tasks in realistic situations.

Issues were raised by the participants in relation to the provided workbooks and there is scope for further development of those to meet the participants' expectations. The ability to insert additional material using ring-folders was useful. Additional material was added to presentations and most of this was, where appropriate, provided as additional handouts to the participants (e.g. the situational leadership model explanation) however the powerpoints provided in the workbooks were the basic 'text based' content as developed by BERTA with only a few minor changes to suit the trainers' delivery styles.

Whilst there was an expectation that participants would understand the role of the Operations function and interaction with other functional areas, a number of participants raised this as an issue that they would like to cover and future workshops should consider providing further context to the Operations function within the response structure and this could be achieved via an activity that examines information (input and output) flows or decision-making within an IMT.

The trainers placed an increased emphasis on risk management and appreciation processes throughout the workshop and activities and this appears to have been well received by the participants.