

Education and Training Quality. State Probation Service of Latvia

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Assessing quality

- Feedback from workshops, peer review meetings, etc.
- Needs assessment and research
- Training seminars evaluation questionnaires – both open-ended and closed-ended questions. Opinion on 1) seminar process; 2) gained experienced 3) comparison of skills before and after seminar
- Probation officers job satisfaction survey (questions on specific training needs)
- Annual probation officers assessment (questions on specific training needs)

Example

How would you rate your knowledge/skills on each topic discussed in the seminar?

Topic	Before seminar						After seminar					
	0	1	2	3	4	5	0	1	2	3	4	5
Knowledge/skills evaluation												
Comprehension of terms «motivational interview» and «motivation»												
Motivational interview basics												
Effective communication and obstacles to it												
Techniques of motivational interview: open-ended and closed-ended questions												

How to study probation officer training needs?

- 1) Participants of stress management seminars often speak of representing the Latvian Probation Service at court as source of stress
- 2) Probation officers survey on participation at court hearings:
 - 12 closed-ended and open-ended questions altogether
 - 83 Latvian POs took part in the survey

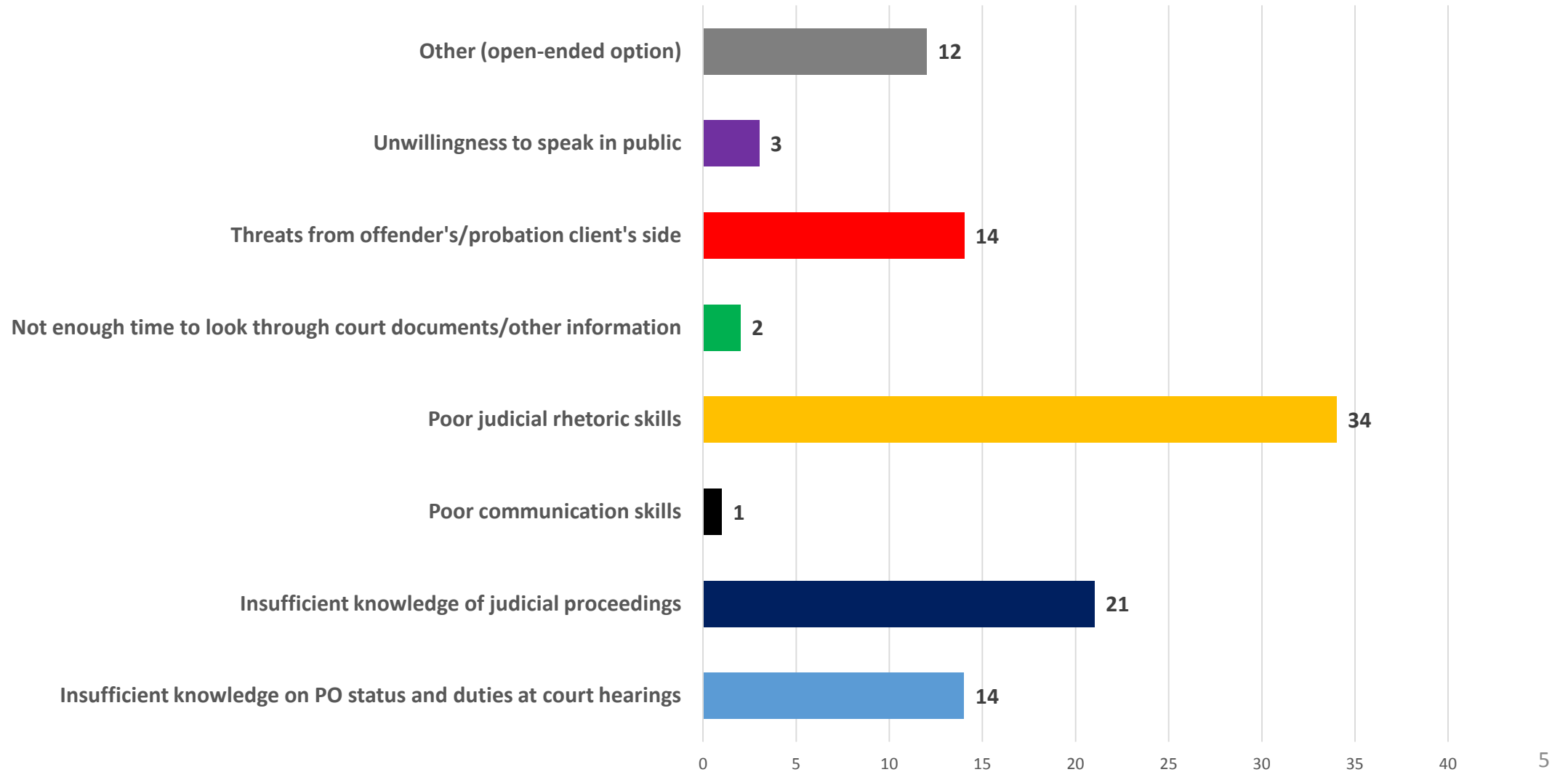
Possible/recommended improvements

- 1) Majority admits training would be useful
- 2) **Main difficulties/risks confronted with:** poor judicial rhetoric skills; poor knowledge of judicial proceedings; poor knowledge on rights and duties of PO during the court hearings; threats from the side of offender/probation client
- 3) **Main training areas required:** rhetoric skills; legal status/role of PO in the court; judicial proceedings (all three mentioned by more than half of all surveyed POs); proper understanding of Criminal Procedure Law

Survey results used to improve training programme on representing the Probation Service at court

Example

What kind of difficulties are you confronted with while representing the Probation Service at court?



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