

How to use the Group Session QAF

A step by step guide

1. It is the Manager's or Observer's responsibility to ensure that the following guidelines are followed:
 - Determine what sort of Group Session is being hosted.
 - If it is a Work Focused or Job Search Focused Group Session, then use all parts of the Group Session QAF:-
 - This must include Event Running Skills (use the separate QAF for Group Sessions – Event Running Skills Guidance for in-depth analysis), Customer Responsibilities, Encourage, Promote and Enable Active, Effective and Persistent Jobseeking and Interaction.
 - If it is an Information Only or Conditionality Group Session then only use the Event Running Skills part of the Group Session QAF (use the separate QAF for Group Sessions- Event Running Skills Guidance for in-depth analysis).
 - QAF for Group Sessions- Event Running Skills Guidance Annex 1

How to use the Group Session Customer Survey

2. The Group Session Customer Survey should be issued and parts completed as follows:
 - For an Information Only Group Session, please ask the customer to complete Parts A, D and Question 23.
 - For a Group Session which covers Work Focused or Job Search Focused elements, please ask the customer to complete parts A, B, C, question 23 and the I Need Help With elements.
3. Any further additions to the Customer Survey should be done at a District or Local Level dependent on the type of Group Session held.
4. Please note that these are National Guidelines only.

Annex 1- QAF for Group Sessions-Event Running Skills

Preparation

- Activities to consider:-
 - Use of equipment
 - Room Layout
 - Preparation of handouts and information
 - Knowledge of attendees
 - Knowledge/understanding of script (if one is used)
 - Clarification with co-presenter (if one is present i.e. Band B used for Health and Safety reasons only and not co-presenting)

Delivery

- Activities to consider:-
 - Customer greeting
 - Introduction of self
 - Introduces domestics
 - Sets the scene
- Dependent on type of Group Session also consider:
 - Knowledge of services
 - Knowledge of LMI/employers
 - Knowledge of Support Groups
 - Knowledge of providers
 - Signposting

Control Skills

- Activities to consider:-
 - Handling difficult customers
 - Contingency planning (dealing with problems)
 - Time management
 - Handling objections
 - Engaging customers
 - Handling queries

Closure

- Activities to consider:-
 - Summaries
 - Next steps
 - Distinct closure

Group Sessions QAF			Group Session QAF Checklist			
EVENT RUNNING SKILLS						
Descriptor	Activities to consider		Best Practice	OK for role	Development need	Evidence
Preparation	Meets all standards of preparation and product knowledge, e.g. Use of equipment, Preparation of information, Knowledge of attendees etc.		Demonstrates extensive preparation activities have taken place to target presentation to the group specifically. Effective and efficient use of all resources.	Demonstrates routine presentation preparation not group specific. Relies on paperwork at hand and reads it before delivery.	Little or no evidence of preparation.	
Delivery	Meets all standards of delivery, e.g. Customer greeting, self introduction and role, domestics etc.		Professional and business like tone set for session. Ensures all group understand facilitator's role and purpose of session.	Introduces self and presents basic introduction.	Poor or inappropriate scene setting or tone.	Consider Exit Survey
Control Skills	Meets all standards of control skills, e.g. time management, handling objections/queries etc.		Demonstrates effective time management. Exceptional group handling skills and persuasion. Effective use of facilitation to make customers think.	Sessions completed within 5 minutes of set time. Handles routine situations well. Presentation based rather than facilitation involving group.	Session under or overruns significantly. Customers control the session. Queries not dealt with at all.	
Closure	Meets all standards for Closure and Customer Commitment gained, e.g. summaries, next steps, confirmation of understanding etc.		Uses summaries effectively to promote next steps and gains customer commitment through this. Checks understanding of all the group.	Basic summaries and explanations to promote next steps. Responds to questions asked.	No summaries. Most in group have no idea what next steps are. Does not check understanding.	Consider Exit Survey
CUSTOMER RESPONSIBILITIES						
Descriptor	Activities to consider		Best Practice	OK for role	Development need	Evidence

Responsibility and Conditionality	Clear unambiguous understanding achieved Implication from personal actions and jobsearch clearly understood by customers Customer commitment gained		All group members have clear understanding of personal responsibility for conditionality clear. All understand clearly consequences of not meeting conditionality requirements.	Understanding of personal responsibilities of some in group patchy or limited. Some in group have patchy or limited understanding of consequences when not meeting conditionality requirements.	Facilitator does not check understanding. Most in group unclear or do not understand consequences of not meeting conditionality requirements.	Consider Exit Survey
ENCOURAGE, PROMOTE AND ENABLE ACTIVE, EFFECTIVE AND PERSISTENT JOBSEEKING						
Descriptor	Activities to consider		Best Practice	OK for role	Development need	Evidence
Practical advice and Guidance	Clear unambiguous understanding achieved Customer able to act on advice provided		Understanding and focus of all in group towards work is clear and strong. Facilitator checks all in group understands at various checkpoints and discusses further as required. Provides Claimants with accurate and relevant information, and checks understanding where necessary. All in group say they are committed to active jobsearch.	Most in group have understanding clear. Facilitator checks understanding. Provides Claimants with accurate and relevant information. Most in group clear about their jobsearch regime.	Most of group do not understand. Facilitator does not check understanding preferring to talk a lot. Information provided but not accurate or relevant to claimants. Most of group unclear about their active jobsearch.	Consider Exit Survey
Relevant 3rd Party Inputs	Customer able to undertake active, effective and persistent jobseeking Customer commitment gained					
INTERACTION OR LOCAL FLAVOUR						
Descriptor	Activities to consider		Best Practice	OK for role	Development need	Evidence
Engages Customers in productive conversation and debate	Meets all standards of interaction		Demonstrates full use of facilitation and communication skills to involve and engage customers. Effective use of verbal and non-verbal reinforcement. Customers feel involved in session - a	Presents information factually. Engages some customers some of the time. Some use of verbal/non-verbal reinforcement.	No facilitation or discussion skills evident. Presentation is mostly 'talk' and 'present'. Little discussion. Customers not engaged. Inappropriate use of verbal and non-verbal reinforcement.	Consider Exit Survey

			joint discussion and positive.			
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Customer Survey - Your feedback is helpful for us to develop our services.

A In my Group Information/Interview Session:

		YES	Not Sure	NO
1	I was informed what the session would be about and how long it would last			
2	I was advised of my responsibilities as a jobseeker			
3	I felt I had the chance to ask questions relevant to my own circumstances			
4	I was advised of the help and support that JobcentrePlus can offer			
5	The facilitator provided clear and concise information			
6	The group session was informative and worthwhile			
7	The discussion was relevant to me and my job search			

B Finding work

		YES	Not Sure	NO
8	I know what types of jobs there are in my area			
9	I carry on applying for jobs even if I sometimes get turned down			
10	I regularly look for jobs			
11	I am confident in interviews			
12	I have a current CV			
13	The type of job I am looking for pays the wage I want to get			

C Help needed to find and keep a job

		YES	Not Sure	NO
14	I need to think about what sort of job I might be able to do			

15	I want to work but my circumstances are difficult and I need help to sort things out			
16	I would like to talk this over with someone			
17	I want to talk over the financial side of working			

Please Turn Over

D After my Group Information Session

		YES	Not Sure	NO
18	I understand my responsibilities as a jobseeker			
19	I understand that I must be available and actively seeking work			
20	I understand what I must do to look for work			
21	I understand what my job goals are			
22	I understand the consequences of not meeting my responsibilities as a jobseeker			

I need help and advice with (please tick)

Housing/ Accommodation

Debt problems

Childcare/Caring

Health / Disability

Criminal record

Coping with drug/alcohol problems

Travel restrictions

Benefits for working people

Domestic difficulty

☐

Organising my life better

☐

23 Any other comments?

- **Thank you very much for your time. Please hand this form to the Group Session Facilitator.**

Jobcentre to complete:

Today's Date: _____

Time of Session: _____

Customer Name: _____

Office Name: _____