



مركز بحوث الرقابيين الأفارقة

**African Ombudsman Research Centre**

**Centre de Recherche des Ombudsman Africains**

**Centro de Investigaçao da Provedoria de Justica Africana**

## **AFRICAN OMBUDSMAN RESEARCH CENTRE**

### **March 2019 Mediation Training: Training Evaluation Report**

**June 2019**

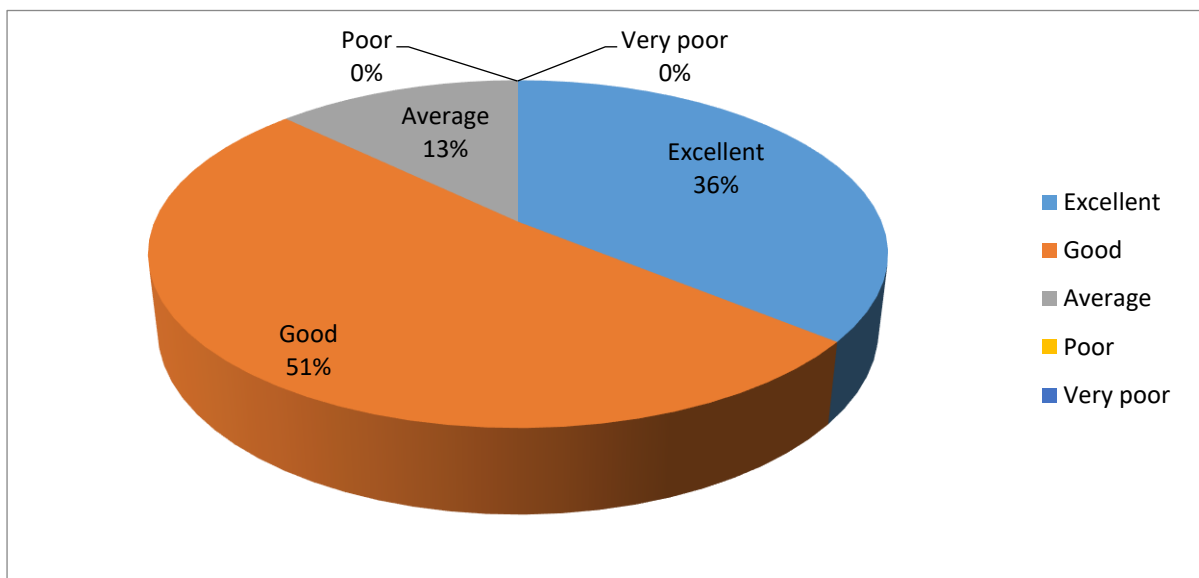
**March Mediation training 13-15 March 2019**

AORC conducted a successful Mediation Training from 13 to 15 March 2019, in Durban South Africa. A total of 51 participants from 22 African countries attended the two-and-a-half-day training, as well as 5 sectoral Ombudsmen. The training was facilitated by Professor McQuoid-Mason based at UKZN’s Centre for Socio-Legal Studies (CSLS).

This Report presents the findings and trends identified from the training evaluation, which 41 participants completed.

As the pie chart below illustrates there was an overall high level of satisfaction with the training. A total of 36% of participants who completed the evaluation felt the quality of the training was excellent, 51% responded that it was good and 13% felt that it was average. No respondents reported that they felt that the quality of the training was poor or very poor.

Quality of the Training



High levels of satisfaction were also observed in response to a more detailed breakdown of the training delivery, contents and expectations questions, as the table below suggests.

The highest scores were observed in relation to the trainer’s knowledge and whether class participation and interaction were encouraged (both questions scored 4,3 out of 5), as well as the quality of instruction and the ability to apply the knowledge learned (both 4,2 out of 5)

The lowest scores were recorded in relation to whether the materials were pertinent and useful the training met expectations, whether the content was easy to follow

Question	Score out of 5
Q1 The training met my expectations	3.8
Q2 I will be able to apply the knowledge learned	4,2
Q3 Training objectives for each topic identified and followed	4
Q4 The content was organised and easy to follow	3,8
Q5 The materials were pertinent and useful	3,7
Q6 The trainer was knowledgeable	4,3
Q7 The quality of instruction was good	4,2
Q8 The trainer met the training objectives	3,9
Q9 Class participation and interaction were encouraged	4,3
Q10 Adequate time was provided for questions and discussion	4

This quantitative data provides a picture of overall satisfaction. The AORC team also spoke to a number of training participants to collect some qualitative data about the training, which offers a more nuanced understanding of the strengths and areas for improvement.

The South African sectoral ombudsman who attended did not find that the training contents and skills were always suitably tailored to their needs and relevant to the work that they did. Training did not meet their expectations, as the comments below suggest:

*This will work for Human Rights Ombuds. [We] need training for sectoral SA Ombuds. Content did not relate to what I do. We don't do mediation. We deal with SARS. A lot of stuff we do is correspondence driven even if we do facilitate"*

*[But] "I got something useful from the training. The page shared by Sierra Leone (A table of the Services, standard Practice, charges and timelines). Lays out what the complainant can expect. [We could use or] send this as an alternative to ongoing feedback e.g. letters, phoning. [The] Tax Ombuds is going to copy this idea **Tax Ombuds, SA***

*More sharing of best practices and common challenges [would have been useful]*

*Cases not always relevant. Found training basic – higher level needed E.g. to learn more about the structuring of the Ombuds*

*[This was] entry level training, generic case studies rather than specific **Human Settlements, SA Ombudsman and staff***

In future, more specialised training for sectoral Ombudsman should be considered. This should be based on specific needs assessments and consultations with these institutions, to glean their particular requirements and knowledge gaps.

National Ombudsman overall responded positively to the training. Participants commented on the usefulness of the skills learned, as well as the importance of the networking, and sharing of best practices, and the interactive methodology and mode of delivery, which was fun and engaging.

*[I have not had mediation training previously but it is part of my job] Prof talked you through the process, the finer details, now I know what I have been doing wrong **Staff member Western Cape Police Ombudsman***

*Specifically this will help us to go further when we investigate. Following process... [Sometimes we] crush [the process] taking several steps at once. [Here we are] learning to take our time, to get to the facts, we are working with evidence... [It teaches you to] break up into individual steps rather than conflating steps, allow[ing] you to get more information, get to the truth **Federal chamber of Justice for Public Service workers, Sudan***

*It was a good methodology to learn. It seemed like you are playing but we are learning. It was an opportunity to consolidate **Mozambique participant***

*Stimulation is very important for us. [It is] important to be in action. We learn what we are going to do after" [This is a] "good mechanism for mediation. I'm going to report to my authority how we can be after **Gabon participant***

*I would have been poorer in knowledge if I did not attend this training **John Walters, Ombudsman Namibia***