



**Introduction**

The implementation of the Fire & Emergency Management (F&EM) Training Strategy responds to the Jones Implementation Action Plan initiative 6.1.

The Strategy identifies six strategic outcomes to be achieved via implementation of activities within key strategic themes. This dashboard presents CFA's performance against key performance indicators (KPIs) identified for the six strategy outcomes.

**Data source and baselines**

To identify baseline measures, priorities have been derived from the Chief Officer's Capability Statement and in consultation with key F&EM and Operational Training & Volunteerism (OT&V) stakeholders.

Quantitative information has been sourced from CFA systems, such as TRAIN and RMS. Member perception information has been sourced via a major survey conducted over Jan to Apr 2014 (the CFA F&EM Training Strategy Baseline Survey 2014). The graphs on the right present the response rates for this survey.

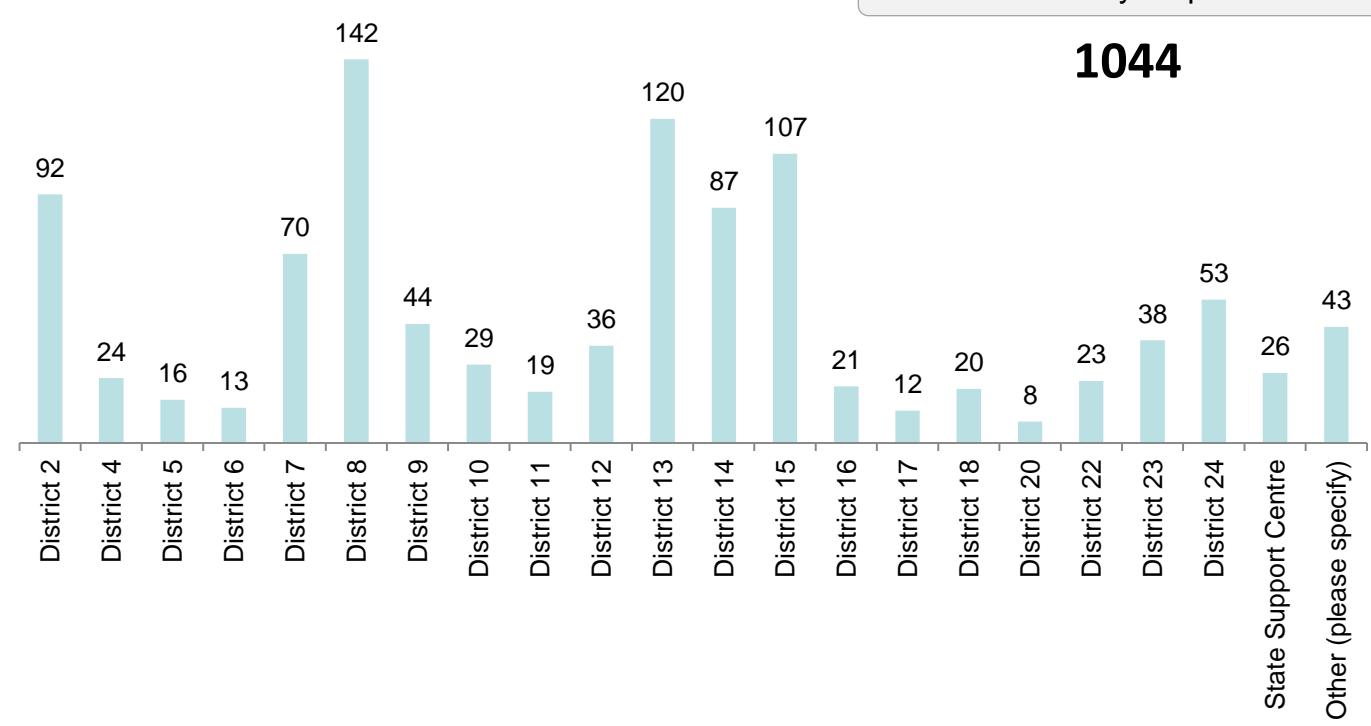
**Assumptions and caveats**

- Limited data is available for training activities conducted at a local level (ie, informal, ad hoc, or additional training sessions conducted by individual brigades)
- All care has been taken to ensure that the KPIs and data presented are specifically training-related
- Data from CFA systems were extracted on **30 May 2014**. These have been adjusted to provide full year effects for FY13-14, and are subject to change upon confirmation of calculation for the Dashboard.

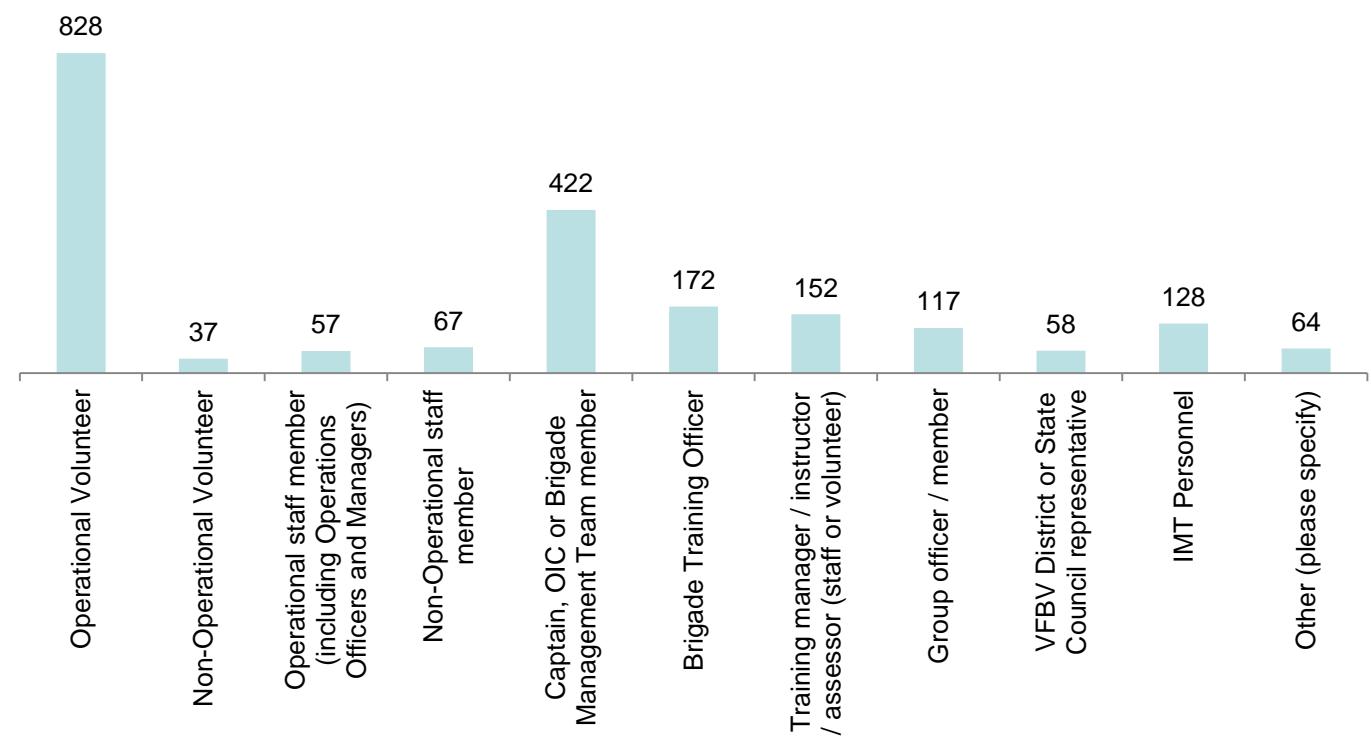
**Key messages**

1. Brigade training plans are perceived to be better suited to Group / District level than the Brigade; members don't perceive training priorities are aligned to **local** needs.
2. While F&EM Catchment Operations Officers are acknowledged as being useful and largely accessible, members perceive that a) Training priorities are only discussed during s29; b) Ideas are welcomed but take a while to implement; and c) Changes are often seen as reactive and not proactive.
3. In terms of leadership training, there is a strong and consistent call for training that focuses on people skills rather than operational skills, for example, conflict resolution and people management.
4. Overall, members perceive access to training as improving, but more is always desired, in particular, access to online and video content.
5. Good satisfaction with quality of training materials, especially for Level 1 Training and operational activities. However, materials and equipment are considered out of date require improvement. More practice and less theory is also a common theme.
6. Recognition of Prior Learning (RPL) is not well regarded, with numerous members suggesting that it is far easier to undertake CFA training than to go through the RPL process. This is backed up by a perception that non-CFA training / experience is not considered by CFA.
7. There is a perception that availability of training is not fair and reasonable between Districts, however there was acknowledgement that budget and volunteer time constraints also play a role.

**Responses per District**



**Response rate by roles**





**A) CFA's fire and emergency management training is properly aligned with service delivery priorities**

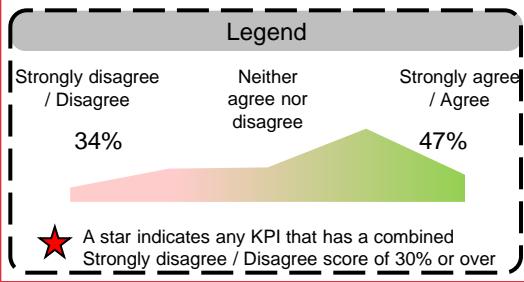
KPI	Baseline
Has the Chief Officer released training priorities?	Yes – released 1 April 2014
Do members understand what the training priorities are?	Baseline not available for FY13-14
Are the training priorities reflected in members' training programs?	Baseline not available for FY13-14

**F) CFA is a valued contributor in Victoria's broader emergency service training initiatives**

KPI	Baseline
<b>NB</b> – The baseline below is sourced from a survey sent to CFA's 'training' peers in Victorian emergency service organisations in May 2014. Survey results comprise of 8 responses.	
CFA's emergency management peers regard CFA as a valued contributor in training initiatives	0% to 83%
CFA's performance is well regarded in the <b>development</b> of training initiatives	17% to 77%
CFA's performance is well regarded in the <b>delivery</b> of training initiatives	17% to 66%

**B) Fire and Emergency Management staff drive the planning and achievement of training goals in partnership with brigades and groups**

KPI	Baseline
Brigades have access to F&EM staff (e.g. Catchment Operations Officers) to discuss training priorities	20% to 55%
District F&EM staff are aware of local training needs, such as brigades' highest priorities and challenges	30% to 47%
Brigade training plans are designed to directly respond to and support local service delivery needs	18% to 62%
Brigade or Group Training Officers can access information needed to plan local training	14% to 54%



**D) Brigade members have appropriate access to a range of training services, and are supported to plan and deliver their training**

KPI	Baseline
<b>Access to training</b>	
TRAIN: # and % of training programs delivered with an online component	Baseline not available for FY13-14
Training is available in formats that are easy to participate in	24% to 55%
TRAIN: # and % of training programs delivered at volunteer friendly times (volunteers only, volunteer & staff on weekends, and IMT on weekends) <b>NB.</b> % in graph = % of total # courses delivered	10.8% (282) to 11.5% (230)
Training is available at times that are easy to participate in	34% to 47%
RMS: Average time taken for a new recruit to first attendance	Baseline not available for FY13-14
New volunteers are actively supported to allow them to turn out to incidents within a reasonable time of joining the brigade	33% to 52%
TRAIN: # of members who attend field training campuses	12142 (FY11-12) to 10010 (FY13-14)
Training is available in locations that are easy participate in	25% to 55%
TRAIN: # of members trained with mobile props (Air/Water, Dry Chem, Wet Chem, CO2, Foam)	21.2% of survey participants undertook an RPL / RCC
Members have suitable access to training facilities and mobile props	32% to 47%
Members have suitable access to training materials	19% to 60%
The number of training programs and resources available in their District is fair and reasonable	48% to 29%

**Access to RPL / RCC process**

% of members who have undertaken an RPL / RCC process	21.2% of survey participants undertook an RPL / RCC
Members state the RCC / RPL process was fair and practical	32% to 50%
Members skills and experiences are being recognised and utilised within CFA	27% to 37%

**E) There is confidence in the consistency and quality of CFA training across the state**

KPI	Baseline
TRAIN: # of training programs monitored or currently being monitored for consistency and quality	Baseline not available for FY13-14
F&EM training at CFA has a good mix of theory and practice	21% to 57%
Materials used during training are of an acceptable overall quality	13% to 68%
Members have confidence in the quality of CFA's training program	27% to 53%

**C) Brigade members have the knowledge and skills to undertake their roles safely and with confidence**

KPI	Baseline
TRAIN: # of members who undertook assessments in the last FY	9268 (FY11-12) to 9584 (FY13-14)
Members believe F&EM training prepares them well for their role	24% to 55%
CFA provides opportunities to progress and develop skills to more senior or diverse roles as part of career pathways	34% to 44%
<b>Leadership programs for volunteers and brigade leaders</b>	
# of leadership programs delivered and their participation rate	523 (FY11-12) to 445 (FY13-14)
CFA provides good leadership training for volunteers (eg, people management, conflict resolution)	38% to 48%
Brigade leaders are able to deal effectively with leadership challenges as they arise (eg, conflict resolution, morale issues)	33% to 48%