



Healthcare  
Improvement  
Scotland

Community  
Engagement

# NHSScotland Volunteer Induction Training Course

Evaluation report

01 April 2022- 31 March 2023

© Healthcare Improvement Scotland 2020  
Published July 2023

This document is licensed under the Creative Commons Attribution-Noncommercial-NoDerivatives 4.0 International Licence. This allows for the copy and redistribution of this document as long as Healthcare Improvement Scotland is fully acknowledged and given credit. The material must not be remixed, transformed or built upon in any way. To view a copy of this licence, visit <https://creativecommons.org/licenses/by-nc-nd/4.0/>

[www.hisengage.scot](http://www.hisengage.scot)

# Contents

Purpose of the training course .....	2
Facts and figures.....	2
Feedback from training course participants .....	3
Improvement and further development.....	5
Conclusions and Recommendations .....	6
Appendix 1 .....	7

# Purpose of the training course

The NHSScotland Volunteer Induction Course was developed by the NHSScotland Volunteering Programme to provide a consistent introduction to volunteering across NHSScotland for all volunteers no matter which NHS board they volunteer with.

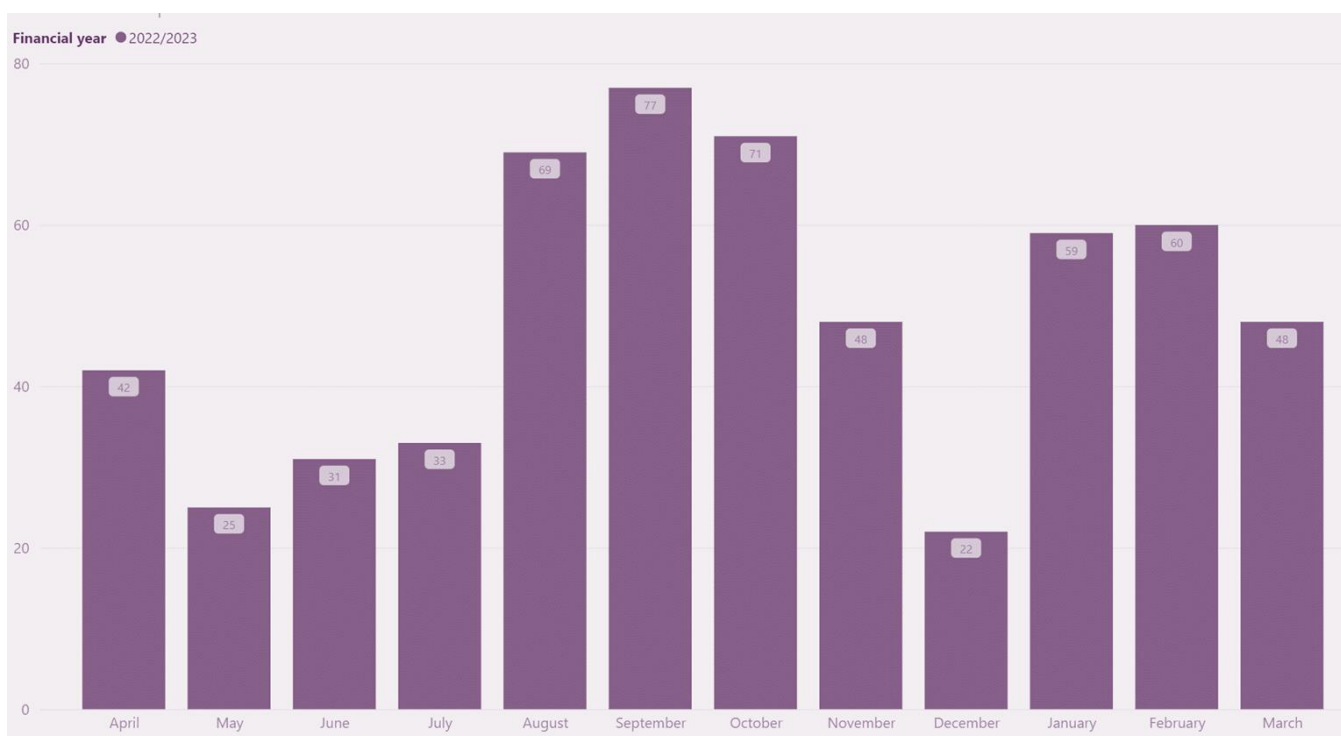
The training course is a self-directed online learning resource hosted on NHS Education for Scotland’s (NES) TURAS online learning platform with 10 modules for volunteers to work through at their own pace. Volunteers check their learning via a quiz at the end of the course and download a copy of their completion certificate to provide as evidence of their completion to their Volunteer Manager.

The training course content was developed in collaboration with NHSScotland Volunteer Managers from across Scotland and is maintained, reviewed and updated on an annual basis by the NHSScotland Volunteering Programme Team. This approach has released capacity from within volunteering teams in NHS boards who are no longer required to carry out this function on a board-by-board basis.

## Facts and figures

During the reporting period of 1 April 2022 – 31 March 2023 a total of **657 learners** began the training course. 89% of these learners completed the training course, while 11% of learners show a status of ‘in progress’. A breakdown of the number of learners who completed the training course by month can be viewed in Figure 1.

Figure 1:



The training course is searchable within the NES TURAS platform, meaning that the course is open to anyone who has a NES TURAS account. Interestingly, there are a small number of learners who have completed the course from non-NHS organisations as shown below in Table 2.

Table 2:

Organisation type	Number of learners
NHS board	397
Health & social care partnership	21
College or university	13
Other	4

## Feedback from training course participants

Of the 585 learners who completed the training course, 24% provided feedback using the 5 star rating system which is built into the NES TURAS platform. Most learners have the course 5 stars as outlined in the table below, and no learners rated the course lower than 3 stars. This is outlined in Table 3.

Table 3:

Star rating	Number of learners
★★★★★	123
★★★★	14
★★★	4
★★	0
★	0

45% of the 141 learners who provided feedback using the star rating system also provided us with comments relating to their experience. Many learners highlighted that the course is informative and helpful, and some drew attention to areas for improvement. Any suggestions received as areas for improvement are acted upon during the planned annual review of the training course and its content.

We received comments from learners who marked the course with 3 stars and above, but received fewer comments from those who gave a lower rating. .

Table 4 details the number of comments per star rating and provides a selection of comments. A full list of all comments can be found in Appendix 1.

Table 4:

Star rating	Number of comments	Selection of comments
★★★★★	42	<p><i>'It was very informative and helpful. I managed to gain a greater understanding and knowledge about volunteering through this volunteering induction.'</i></p> <p><i>'It was very informative and I found information about communication which will be extremely important to patients as I volunteer.'</i></p> <p><i>'Good variety of information on a variety of important topics. Well presented in understandable language.'</i></p> <p><i>'Awesome lessons learned. I can't wait to begin.'</i></p>
★★★★	14	<p><i>'Very helpful if you have not had this type of learning for some time.'</i></p> <p><i>'Very thorough, will be helpful to revisit from time to time.'</i></p> <p><i>'Very useful and helpful information.'</i></p>
★★★	4	<p><i>'Some of the quiz is not well worded imo.'</i></p>

# Improvement and further development

During 2022-23 we responded to improvement feedback and suggestions from staff in NHS boards about the training course wherever possible. This has included:

- Creation of a step-by-step guide for new volunteers to create their TURAS account; find and complete the course and download their certificate of completion; and
- Provision of the course content on PowerPoint slides that enable staff to print off and provide to those volunteers who do not have online access.

We have been unable to fulfil one request to create a MS Word version of the course content which was editable. So far this has not been possible as the NES TURAS platform does not allow for exporting of content in/to MS Word format. We are however exploring further how we might be able to support this request going forward.

# Conclusions and Recommendations

The number of learners across Scotland accessing and completing this training course, and the positive feedback from both volunteers and volunteering teams, shows that the training course meets the needs of both NHS board volunteering teams and the volunteers themselves. This also evidences that the course has been a useful and worthwhile development. This suggests that the training course should continue to be maintained and opportunities to develop further national volunteer-related training courses should be explored.

## Recommendations for further development and improvement

Based on feedback collected, we are suggesting further development in the areas below:

1. Review the language and wording used within the Quiz section to provide further clarity.
2. Explore further the potential for creating an MS Word format version of the course materials.
3. Use the information gathered in this evaluation as the basis to scope other national online learning opportunities for volunteers in NHSScotland, as planned within the NHSScotland Volunteering Programme Strategy 2022-26.



# Appendix 1

Further comments provided
Rating: 5 stars
Unable to access the optional NHS Greater Glasgow and Clyde Fire Safety video.
Very informative
Very easy to work through!
Very informative and a good refresher for me with regards to my current employed work.
It is important for volunteers to be polite, respectful, willing to learn and be supportive of each other, staff and general public.
Good information presented clearly.
Ease of access and completion
Like a refresher course - dusting off the knowledge and skills used when I was a nurse.
Very interesting & informative. I enjoyed it.
Very informative
Informative course with engaging layout
Easy to understand and to the point
It was very informative and I found information about communication which will be extremely important to patients as I volunteer.
It was very informative and helpful. I managed to gain a greater understanding and knowledge about volunteering through this volunteering induction.
helpful
Very Informative and succinct
Found a lot of points very interesting, especially the fire prevention I will be more alert within my household.
Very informative and a great way to learn.
good information
Good variety of information on a variety of important topics. Well presented in understandable language.

A well-structured course that was easy to follow and helpful to my role as a volunteer. Much of what I encountered on the course was meaningful re-enforcement from my professional life.
Great information easy to understand
Very easy to understand.
Useful in understanding basic procedures
Thank you it is a great reminder to complete
Good reminder of good practices
It was very informative and easy to understand.
Very insightful information thank you. Clear presentation.
interesting training
Good course
Thank you
Awesome lessons learned. I can't wait to begin.
Having a demonstration of what to do and how to use fire equipment was very specific. Learnt a lot from the video.
Has amazing explanation and great depth of knowledge about working in the medical field/ in a hospital
The information provided in this curriculum is quite educative and easy to understand
Very informative
Helpful insight to the role of the NHS and how i can add to this. Thank you!
I enjoyed the course it was very informative
Was very helpful
very easy to use and informative
Awesome.
Good informative information prior to commencing role. Already aware of these as employed at present within the NHS
<b>Rating: 4 stars</b>
Very helpful if you have not had this type of learning for some time.

Very clear, although even though I read through carefully, but did not take 2 hours. Thank you :)
The videos at the start of the modules did not work (although the YouTube one on discrimination did work!) I have completed the courses and the assessment but thought it was worth noting.
Very useful and helpful information
On the last question of the quiz, washing your hands is marked as incorrect and leaving your coat on the floor is marked as correct which seems to be a mistake as this doesn't align with the other two answers
<b>Rating: 3 stars</b>
Some of the quiz is not worded well imo

You can read and download this document from our website.  
 We are happy to consider requests for other languages or formats.  
 Please contact our Equality and Diversity Advisor on 0141 225 6999  
 or email [his.contactpublicinvolvement@nhs.scot](mailto:his.contactpublicinvolvement@nhs.scot)

Healthcare Improvement Scotland  
 Community Engagement

National Office  
 Delta House  
 50 West Nile Street  
 Glasgow  
 G1 2NP

0141 241 6308

[info@hisengage.scot](mailto:info@hisengage.scot)

[www.hisengage.scot](http://www.hisengage.scot)