RICS Member Volunteer Induction Course

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Skilled Worker Shortage

The average age of a surveyor in the UK is 55!
A Rising Population and its Implication

Projected Population Growth of the UK
2014-2039

Year

Population (in millions)
Current Issues on Inspiring the Next Generation

- Lacking teaching experience
- Not giving a consistent message
- Uninteresting material for presentation
- Effects of Generation gap need to be minimized
Capturing Students

- Shorter attention spans
- Let students use their creativity
- More interactive activities
- Understand student perspective
- Multimedia for key points
Objectives

[A] Identify best ways to distribute and what needs to be created

[B] Create structure for media form and prepare for future development

[C] Finalize the materials

Training Packet

- Consistent message
- Interactive presentation
- Child protection guidance
- Student behavior
- Delivery tips
Objectives

[A] Identify best ways to distribute and what needs to be created

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Media Outlet and Materials

Determine the media form and materials

- Staff Experience
  - Interviews
- Outside Company Perspective
  - Focus Group
- Member Volunteer Experience
  - Survey
- Student Experience
  - Previous Exit Surveys
Determine the media form and materials

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Training Packet

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**Internal Interviews**

RICS Matrics
  - Current materials & shortcomings
  - Platform for delivery

Marketing Division
  - Materials being created
  - Potential interactive activities

Member Involvement
  - Overall member induction
  - How to get good evaluation

Induction Coordinator
  - New e-learning platform
External Interviews

Training of ambassadors

Child Protection Laws:
What is needed and what is not

Benefits to an apprentice giving presentations
School Visits

University Technical College
ROYAL GREENWICH UTC

Mulberry
School for Girls
50 years of pioneering women's education
Survey Data

Surveys to volunteers

Age
- 20% 20% 40% 20%

How many times have you presented?
- 60%
- 40%

How effectively are you able to answer questions about other surveying disciplines?
- 20%
- 80%
- 20%

Surveys to volunteers

Do you think it would be helpful to have a sheet of common student questions?
- 60%
- 40%

Would a web page to direct students to be helpful if there is a question that you might not know how to answer properly?
- 60%
- 40%

The presentation materials provided to me are enough to deliver an effective presentation.
- 60%
- 20%
- 20%
- 10%
Surveys to volunteers

Age
- 20% 18 - 24
- 20% 25 - 34
- 40% 35 - 44
- 20% 45 - 54

How many times have you presented?
- 60% 2-4
- 40% More than 10

How effectively are you able to answer questions about other surveying disciplines?
- 20% Extremely effective
- 60% Moderately effective
- 20% Slightly effective

Surveys to clients

Do you think there are more or less common surveying challenges than before?
- 60% Less challenges
- 40% More challenges

Would a web page help you with this question that you couldn't answer in the past?
- 40% Yes
- 60% No

The presentation made me feel confident in running an effective presentation.
Surveys to volunteers

Do you think it would be helpful to have a sheet of common student questions?

- 60% Yes
- 40% Maybe

Would a webpage to direct students to be helpful if there is a question that you might not know how to answer properly?

- 60% Yes
- 40% Maybe

The presentation materials provided to me are enough to deliver an effective presentation.

- 40% Somewhat agree
- 20% Neither agree nor disagree
- 40% Somewhat disagree
Summary on Survey Results

The majority preferred a face to face induction course.

A large portion of the responders had faced questions they couldn't answer and most of them agreed with having a list of commonly asked questions prepared.

All of the responders agreed with having more interactive activities in their presentations.

"Activities that demonstrate the multi-disciplinary nature of surveying, construction and how people fit in."
Conclusions
Training Delivery

Offline
- Face-To-Face Training Workshops
  - Taught by experienced members
  - Allows active evaluation
  - Tailored to each ambassador
  - More personal feeling

Online
- Online Microlearning
  - Fewer resources required
  - Delivered across the country
  - Flexible schedule
  - No travel required
Face-To-Face Training Workshops

- Taught by experienced members
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Training Program
General Presentation Tips

Knowing & reviewing material

Confidence through mannerisms
Presentation Materials

RICS Accredited Course Graduate

Assessment of Professional Competence

Chartered Surveyor

Apprenticeship

Land Surveying

Property Surveying

Construction Surveying
Child Protection Laws and Children Behaviour

Make clear that DBS check is not legally required

The Role of the Teacher

- Primary contact in a school
- Logistics & specific needs
- Able to answer questions about class
- In charge of discipline
Interactive Activities

Fortuneteller and plotr activity

Simulation World

Giveaways

Room to create activities
Evaluations

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<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
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Improved presenter data collection

Interactive surveys
Choose the response that applies best.

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Deliverables and Further Recommendations

Online Training Course

7 videos
Outline of course with what major content needs to be addressed
Online Training Course

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Video 5: Child Protection Laws

Synopsis:
This video covers the child protection laws and how they apply to the school ambassador.

Content:
A Disclosure and Barring Service check (a DBS check) is a criminal background check used to clear applicants for working with children within many different fields. While a few ambassador programs may require that a potential ambassador successfully completes a DBS check, this is not a requirement for you to volunteer with RICS. Legally, volunteers are allowed to travel into schools without a completed check provided they are escorted by a teacher or faculty.
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8 Training Modules
Purpose of the module and how to facilitate

Module 5: Activity creation and presentation materials

Purpose:
To present volunteers with the potential materials and activity ideas they can use to engage students.

Facilitation:
The first part of this should include a small activity in which small groups are created. Each group should then work to create a short activity that they could facilitate in a school presentation to introduce students to surveying in an engaging way. This serves two purposes, first it allows volunteers to build confidence in their ability to both think quickly and engage students effectively and also gives volunteers multiple ideas for activities. Each group should present their activity to the workshop.

Following this the instructor should make the volunteers aware of the materials available to them through marketing that will allow them to engage students, having examples of the materials and showing how they can be used to engage students. Stepping through the powerpoint presentation and showing the potential available to presenters to change the powerpoint in a way that will allow them to add a personal touch to the presentation.
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Handbook

- Condensed version of online training course
- Further tips for presentation
- Background material for presentation slides
Evaluation Forms

Ambassador Record Sheet
Student Survey

(Please provide an estimate if not exact)

What is the average age of students in your audience?_________________________

What is the approximate gender split of your audience?_________________________

Please collect this information at the beginning and end of each session. These can be asked verbally to the students, and the answer based on the number of hands raised.

Approximately what percent of students have heard of surveying?____________________

Approximately what percent of students know what surveyors do?____________________

Approximately what percent of students have thought about becoming a surveyor?
Before:____________________   After:____________________
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Before: ___________________________  After: ___________________________
**Further Recommendations**

For Ambassador
Online Frequently asked question database
Sample activities for presentation

For Student
Student Portal for further information