

# Staff Feedback Care Programme

## Feedback 1

1. We were sent on a wild goose chase around the Royal Concert Hall, as room booked was not the room they were in. We were not greeted as we went in.
2. We were told we could not work in pairs even though we had been told at original briefing we could. Considering it was someone from SBC who had agreed to pair working, when we brought it up on the day we were met by a rather abrupt response. She did however relent when told Sarah was deaf.
3. Only 12 pupils were present and we were told we were pressed for time, but there seemed to be a lot of sitting around.
4. Were given feedback forms and brief sheet but not really told details.
5. Found time tight to fill out evaluation forms.
6. Were told to give feedback to interviewees- was a little unnerving as didn't want to upset them but as most were ok it wasn't too bad.
7. Were only able to give feedback on interview performance as no time to go over application form.
8. Was difficult to do interview in a structured manner as found were having to push to get answers. As none of us has any real interviewing experience we found it difficult to gauge how much pushing was appropriate to get responses.
9. After making the effort to travel through, we did initially feel it was not appreciated (but that may have been due to time constraints or us asking to be pairs).

I know that sounds like we are complaining, but the experience was a good learning one and perhaps if we had been more prepared we might have been able to both give more advice and to get something out of it ourselves. The briefing pack we received prior to the event was interesting but didn't really prepare us for what was actually required.

There were a couple of positives as well.

1. A couple of the kids were really easy to interview and made the experience enjoyable as they were keen to talk and did ask questions of us.
2. The room we were interviewing in was pleasant and had a great view (I know this is not directly linked but it did make the day interesting)

3. It was a good experience and reminded me of the do's and don'ts of interview etiquette.

## **Feedback 2**

I thought it was a good experience, although I did find the first interview rather nerve racking! I interviewed 4 boys, the first and last interviews were good but the middle 2 were not so good. It was quite clear that those 2 boys were just there for a day off school.

I didn't feel like the event itself was very well organised and the grading chart wasn't great. We all felt that the grading system was rather unfair - you only seemed to get 1 mark awarded for work experience arranged by the school. They also had a few boys that had disappeared after break/lunch but they didn't seem concerned about this at all.

All in all it was a good experience but the event itself could have been more organised.

## **Feedback 3**

It went very well. Both of us interviewed four candidates and the majority were genuinely interested in their chosen vocation and had lots to say.

Very interesting to be placed in the position of interviewer; and the staff were helpful and made us very welcome.