

## Employment Insurance Board of Referees Training

### Survey

## Part I – Orientation

1. *The Orientation package is sent out to all new board Chairs and members on appointment. It contains the following documents. Did you receive the following documents:*

	Yes	No	Don't Remember
Letter of introduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subject 16 of the Insurance Services Policy Manual – The Board of Referees Policy and Administration (setting out the policy on Board of Referees appointments, continuing eligibility and renewal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handbook for EI Boards of Referees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video: The Board of Referees: an essential link in the appeals process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. *Were your roles and responsibilities as a board member adequately explained at the time of your appointment?*

- Yes
- No

3. *Do you believe that you would have benefited from support from an experienced Board of Referees member or Chair at the beginning of your mandate?*

- Yes (**CONTINUE**)
- No (**SKIP TO QUESTION 5**)

4. *What kind of help would you be looking for? (**PLEASE INDICATE ALL YOU WOULD BE INTERESTED IN**)*

- Hearing Skills
- Decision Writing
- Dealing with Conflict
- How to Conduct a Hearing
- Other (please specify)


5. Overall, how informative did you find the orientation package?

- Very Informative
- Somewhat Informative
- Neutral
- Not Very Informative
- Not at All Informative

6. And why do you say this?


## Part II – Technical Training

*The technical training includes a visit to the Human Resource Centre Canada (HRCC), a one-day observation of Board of Referees hearings with an experienced Board, and a three-day classroom training on Employment Insurance Act and Regulations, practices and applications provided by HRSDC regional officers.*

### Hearing Observation

7. Looking at the different components of technical training, how valuable was the HRCC visit in terms of providing you with useful information?

- Did Not Attend
- Very Valuable
- Somewhat Valuable
- Neutral
- Not Very Valuable
- Not at All Valuable

8. How useful was the observation of a Board of Referees hearing?

- Did Not Attend
- Very Useful
- Somewhat Useful
- Neutral
- Not Very Useful
- Not at All Useful

## Classroom Training

In this section we will touch on your experience and satisfaction levels as they relate to classroom training.

9. *How would you rate the classroom technical training you received?*

- Did Not Attend (IF DID NOT ATTEND SKIP TO QUESTION 14)
- Very Good
- Good
- Fair
- Poor
- Very Poor

10. *In which province did you take your classroom training?*

- Newfoundland/Labrador
- Prince Edward Island
- Nova Scotia
- New Brunswick
- Quebec
- Ontario
- Manitoba
- Saskatchewan
- Alberta
- British Columbia

11. *And how would you describe your time spent in the classroom?*

- Too Short
- Just Right
- Too Long

12. *Overall, how would you rate the full technical training?*

- Very Good
- Good
- Fair
- Poor
- Very Poor

13. *Do you feel you were adequately equipped to hear appeals following your technical training?*

- Yes
- No

14. In your opinion should the observation of hearings occur before or after the classroom training?

- Before
- After

15. And why do you say this?


16. In your opinion should an introduction on how to conduct a hearing be included in the technical training?

- Yes
- No

17. And again, in your opinion should an introduction on how to write decisions be included in the technical training?

- Yes
- No

## Part III – Hearing Skills Training

Since 1999, the Hearing Skills Training consists of a three-day classroom training course provided by external consultants. The training focuses on “hearing conduct”, listening and questioning/interviewing skills, weighing of evidence, deliberation and decision writing skills.

18. Did you attend this training?

- Yes (IF YES CONTINUE)
- No (IF NO SKIP TO QUESTION 21)

19. The three-day “Hearing Skills” course includes a half-day decision writing session for all members. In your opinion, how useful was the half-day decision writing session?

- Very Useful
- Somewhat Useful
- Neutral
- Not Very Useful
- Not at All Useful

20. Overall, how useful did you find the hearing skills training?

- Very Useful
- Somewhat Useful
- Neutral
- Not Very Useful
- Not at All Useful

21. The skills training is generally offered three or four months after the technical training. Should the technical and skills training components be delivered closer in time to one another?

- Yes
- No

22. Do you think it would be helpful to have refresher training on hearing skills?

- Yes
- No

## Part IV – Decision Writing Skills Training

The Decision Writing Skills Training consists of a one-day classroom training course, for Chairs only, provided by external consultants. The training focuses on the skills required to write a decision. Chairs are requested to provide two or three of their decisions to the consultant prior to the course for the consultant to read and provide individual feedback to the Chairs.

**(QUESTION 23 TO BE ANSWERED BY EMPLOYER AND WORKER MEMBERS ONLY, CHAIRS PLEASE SKIP TO QUESTION 24)**

23. Would you be interested in participating in a decision writing course if it was offered?

- Yes
- No

**(IF YOU ARE AN EMPLOYER OR A WORKER MEMBER PLEASE SKIP TO QUESTION 25)**

**(QUESTION 24 TO BE ANSWERED BY CHAIRS ONLY)**

24. How would you rate the one-day decision writing course?

- Did Not Participate
- Very Good
- Good
- Fair
- Poor
- Very Poor

25. If decision writing training was offered to all members, would it be useful for members to take it with the Chairs or separately? Please provide reasons below.

- With Chairs
- Separately

26. And why do you say this?


## Part V – Annual Information Session

27. Once a year, Board of Referees Chairs and members are invited to information sessions designed to update them on new legislation, significant jurisprudence, electronic tools, and to deal with any other issues or concerns they may have: Do you attend these sessions?

- Always
- Sometimes
- Never

28. Please indicate the year you last attended.

YEAR LAST ATTENDED

29. Please indicate if you would be interested in participating in any of the following during the annual information session?

	Yes	No
Caucus group discussions (separate discussion groups by Chairs, employer and worker member)	<input type="checkbox"/>	<input type="checkbox"/>
Case studies (Analysis of specific appeal cases)	<input type="checkbox"/>	<input type="checkbox"/>
Role plays (Simulated hearings)	<input type="checkbox"/>	<input type="checkbox"/>
Other <b>(IF YES CONTINUE TO QUESTION 29, OTHERWISE SKIP TO QUESTION 30)</b>	<input type="checkbox"/>	<input type="checkbox"/>

30. In what other activity would you be interested?


31. Would you like training refreshers as part of the annual information session or separately?

- Part of the session
- Separately

32. How informative did you find the most recent annual information session that occurred between April 1, 2003 and March 31, 2004?

- Did Not Attend
- Very Informative
- Somewhat Informative
- Neutral
- Not Very Informative
- Not at all Informative

**(CHAIRS AND MEMBERS OF LOWER MAINLAND BRITISH COLUMBIA, TORONTO AND MONTREAL BOARD CENTRES PLEASE SKIP TO QUESTION 34, OTHERS CONTINUE)**

33. Would you find it more beneficial if annual information sessions were held with Chairs and members of your Board Centre or jointly with Chairs and members of other Board Centres?

- Chairs and Members of your Board Centre
- Jointly with Chairs and Members of Other Board Centres

## **Part VI – Other**

34. Do you want regular updates (i.e. Newsletter) on new jurisprudence and other Board of Referees issues?

- Yes
- No (IF NO SKIP TO QUESTION 36)

35. Which of the following methods would you prefer in order to receive these updates?

- Paper
- Electronic (Email)
- Both

36. In your opinion should there be a "Help" line to answer Chairs' and members' questions related to appeals?

- Yes
- No

37. And again in your opinion should there be a web based resource for informal appeals related discussion?

- Yes
- No

38. Would it be helpful if diversity (cultural awareness) training was included in the curriculum?

- Yes
- No

39. Would you be interested in having a reference guide including tips and tools to help you with your work?

- Yes
- No

40. Do you have the specific working tools required to do your work for the Board of Referees properly?

- Yes
- No

41. What working tools specifically are you lacking?




42. Do you use the following electronic tools?

	Yes	No
Quick Reference Tools ( <a href="http://www.ei-ae.gc.ca/en/board/quick_reference.shtml">http://www.ei-ae.gc.ca/en/board/quick_reference.shtml</a> )	<input type="checkbox"/>	<input type="checkbox"/>
Judicial Interpretations ( <a href="http://www.ei-ae.gc.ca/umpire/Uhome_e.shtml">http://www.ei-ae.gc.ca/umpire/Uhome_e.shtml</a> )	<input type="checkbox"/>	<input type="checkbox"/>
Employment Insurance Jurisprudence Library ( <a href="http://www.ei-ae.gc.ca/en/library/search.shtml">http://www.ei-ae.gc.ca/en/library/search.shtml</a> )	<input type="checkbox"/>	<input type="checkbox"/>
Employment Insurance Act and Regulations ( <a href="http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/ei/legislation/ei_act_entry_page.shtml&amp;hs=eyp">http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/ei/legislation/ei_act_entry_page.shtml&amp;hs=eyp</a> )	<input type="checkbox"/>	<input type="checkbox"/>

43. Are there any other electronic tools you find helpful? **(PLEASE SPECIFY WHICH ONES)**


44. How would you rate the time allotted for appeals scheduled on hearing days.

- Appropriate
- Not Appropriate

45. And why do you say this?


46. Are you?

- A Board of Referees Chair
- A Board of Referees Employer Member
- A Board of Referees Worker Member

47. Do you have computer access?

- Yes
- No

48. Do you use a computer?

- Yes
- No

49. How long have you been a Chair or member of a Board of Referees?

- Less than 1 year
- 1-3 years
- 4-6 years
- More than 6 years

## Part VII – Other Areas

50. Feel free to identify any other areas of concern or recommendations you may have that you feel should be considered in any work undertaken to adjust the training curriculum.

Orientation


Technical Skills


Hearing Skills


Decision Writing Skills


Annual Information Session


Other


**We wish to thank you for taking the time to complete this survey.**