

Professional Regulator Foundation course: Inaugural Cohort Evaluation Summary

The Professional Regulator: Foundation course

Inaugural Cohort Evaluation Summary

November 2023

Introduction

The Professional Regulator: Foundation course was released to an inaugural cohort of 100 participants in February 2023. The inaugural cohort received access free of charge, and their feedback will inform future iterations of the course.

Participants were asked to complete 2 surveys - one relating to the online modules and relating to the live seminars. Copies of the survey questions and number of responses are provided in Appendix 1.

43 responses were received; this represents a **43%** response rate. The feedback from both surveys is summarised below. For transparency and completeness, details on outlier feedback has also been included.

The majority of participants who responded expressed appreciation for the course. They found it valuable as an introductory opportunity for those new to the profession. They also valued the networking opportunities provided through the seminars, as well as the use of real-life case studies.

I found the most interesting and extending part of the training was the seminars. I found myself pushed and had to think more about the work I do in those seminars than the modules. I think the different cohorts of people who go through the training will change the seminars - so the overall experience level of different cohorts is likely to change how complex the conversations in the seminars become. I think it would be good if each cohort could opt in to get the contact details of the other participants of their training cycle, so there was the opportunity to build networks from this training when there are other people undertaking similar roles in different states (Inaugural cohort participant).

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Learnings from Modules

The Professional Regulator Foundation course requires participants to complete six mandatory online modules and six voluntary live seminars. The modules are:

Module 1	Who Regulates and Why?
Module 2	Licensing as Regulation
Module 3	Understanding and Achieving Compliance
Module 4	Using Information to Regulate
Module 5	Regulatory Communication
Module 6	Regulatory Professionalism and Ethics

Course completion rates

To date 80 members of the inaugural cohort have completed the course and have been issued their badges (see Table 1). Some individuals are still progressing through the course (see Table 2), and 2 participants have advised they are not yet able to commence due to work or personal circumstances. Table 2 provides a more detailed view on the number of participants who are yet to complete the program, and where they are up to in module progress.

Table 1: Inaugural cohort course completion

Participants who completed all modules by Nov 2023	80
Badges issued	80

Table 2: Inaugural cohort module progress as at 30 October 2023

Non-starters	2
Participants at Module 1	6
Participants at Module 2	4
Participants at Module 3	3
Participants at Module 4	2
Participants at Module 5	2
Participants at Module 6	4

Self-reported knowledge prior to the course

Inaugural cohort participants were asked to self-report on their level of knowledge prior to commencing the course: "Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5? (1= I was unfamiliar with this topic, 5= I had a high-level knowledge of this topic)"

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Prior to taking the course, 53-75% of respondents reported pre-knowledge of Modules 1-6 in the lowest 3 bands (1-3 unfamiliar, ranging to some knowledge). Taking those three lowest levels of self-assessed knowledge (1, 2 and 3) together, the proportion of the cohort with relatively low pre-knowledge varied with module:

- Module 1 Who Regulates and Why? **(53%)**
- Module 2 Licensing as Regulation **(66%)**
- Module 3 Understanding and Achieving Compliance **(58%)**
- Module 4 Using Information to Regulate **(64%)**
- Module 5 Regulatory Communication **(75%)**
- Module 6 Regulatory Professionalism and Ethics **(58%)**

We see in the post-course self-evaluations (Table 11, below) that the cohort's level of assessed knowledge moves up significantly.

Figure 1: Inaugural Cohort Pre-knowledge

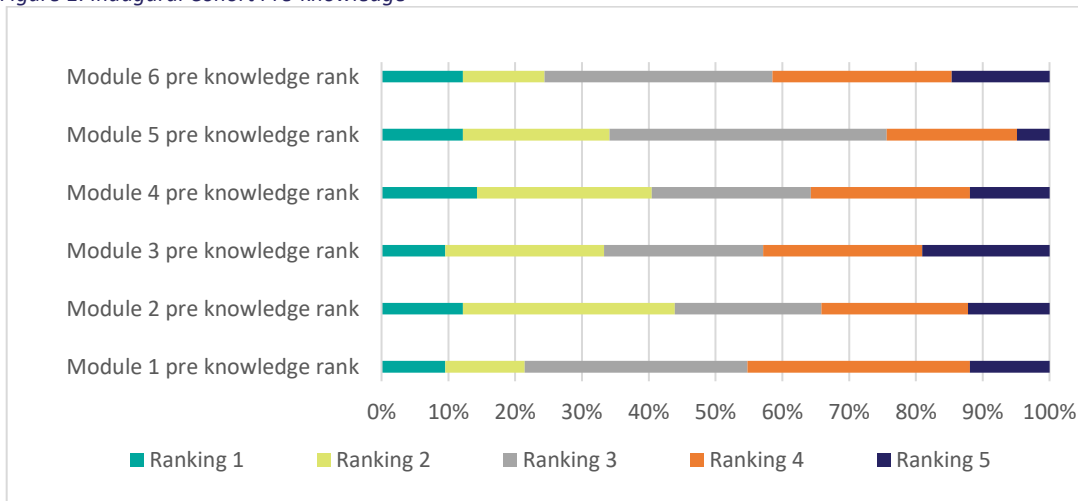


Table 3: Self-evaluation Inaugural Cohort Pre-knowledge

Scale	Module 1 pre-course	Module 2 pre-course	Module 3 pre-course	Module 4 pre-course	Module 5 pre-course	Module 6 pre-course
1 (unfamiliar)	10%	12%	10%	14%	12%	12%
2	12%	32%	24%	26%	22%	12%
3	33%	22%	24%	24%	41%	34%
4	33%	22%	24%	24%	20%	27%
5 (high level knowledge)	12%	12%	19%	12%	5%	15%

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Learning Objectives

Participants were asked to identify their learning objectives for the course. Table 4 captures the key themes across their responses. Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Table 4: Participants' Learning Objectives

Inaugural learning goals summary	Number of responses
Build on knowledge	13
Theory, compliance standards and frameworks for various industries	10
Broaden contextual understandings	10
Network with/hear perspectives from other regulators	10
Risk based regulatory approach/use of tools	8
Determine if course will be a good fit for new regulators/others	3
Discover more on foundational concepts /basics of regulation	3
Transferability of knowledge and practical application	2

Learnings from modules

Participants were asked to identify key learnings from specific modules. This was a free text response and several key themes emerged in the responses for each module. We summarise those themes below. Where the feedback related to the course as a whole or to logistics rather than content, we have included this in the 'general feedback' section of this report.

Module 1- Who Regulates and Why?

"A key learning from Module 1 of the course focused on regulatory frameworks is the identification of key regulatory bodies and the rationale behind their existence. This module highlighted how different industries are overseen by specific regulatory authorities to ensure fair competition, consumer protection, and overall public welfare. By examining the motivations and objectives driving regulatory agencies, I gained insights into the role they play in maintaining industry standards, mitigating risks, and fostering a balanced environment for both businesses and consumers."

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Table 3: Module 1 Key learnings

Summarised takeaways for Module 1	Number of responses
Regulation can involve a number of parties / many different actors (not just government)	10
Contextualising the regulatory approach and theory	10
Different types of / options for regulation	6
Reviewed existing knowledge	3
Importance of regulation	3
Learning from others/ case studies	2
Regulatory triangle/pyramid	1

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Module 2- Licensing as Regulation

Table 4: Module 2 Key Learnings

Summarised takeaways for Module 2 - Licensing as regulation	Number of responses
Use of licensing as a tool	12
Administration of licencing	11
Different licences	5
Policy implications of licencing	4
Examples and cases studies for regulatory practice	1
All new information	1

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Module 3- Understanding and Achieving Compliance

Table 5: Module 3 Key Learnings

Summarised takeaways for Module 3 - Understanding and achieving compliance	Number of responses
The enforcement pyramid, tailoring enforcement actions based on regulated entities, motivation for compliance	8
Reasons for non-compliance	5
Behavioural motivators	2
Importance of communicating the regulator's expectations to encourage voluntary compliance	2
How the enforcement actions relate to strategy	1
Importance of clear accountability	1

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

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Module 4- Using Information to Regulate

Table 6: Module 4 Key Learnings

Summarised takeaway for Module 4 – Using information to regulate	Number of responses
Different types of regulatory information and cycles	12
Using data to inform best practice	8
Using data effectively and appropriately	8
The value of voluntary compliance	3
Value of education	3
Intelligence strategies and sharing	2
Understanding motivations	2

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Module 5- Regulatory Communication

Table 7: Module 5 Key Learnings

Summarised takeaway for Module 5 – Regulatory communication	Number of responses
The importance of open effective communication to encourage voluntary compliance.	9
Different types of communications	5
Different examples of regulatory practice. Case Studies and networking	1
Mapping and planning regulatory intelligence	1
Knowing your target market	1

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Module 6- Regulatory Professionalism and Ethics

Table 8: Module 6 Key Learnings

Summarised takeaway for Module 6 - Regulatory professionalism and ethics	Number of responses
Avoiding/recognising regulatory capture	13
Fair and reasonable interactions	5
The role of all agency staff as regulators	3
Need for consistency in the regulatory team	2
Prevention of fraud and corruption; conflicts of interest	1

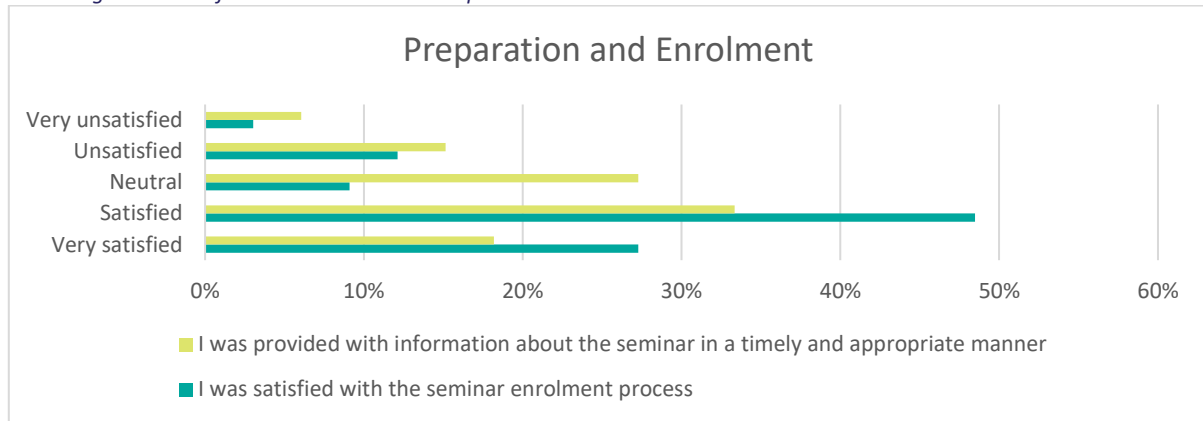
Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

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Seminar Feedback

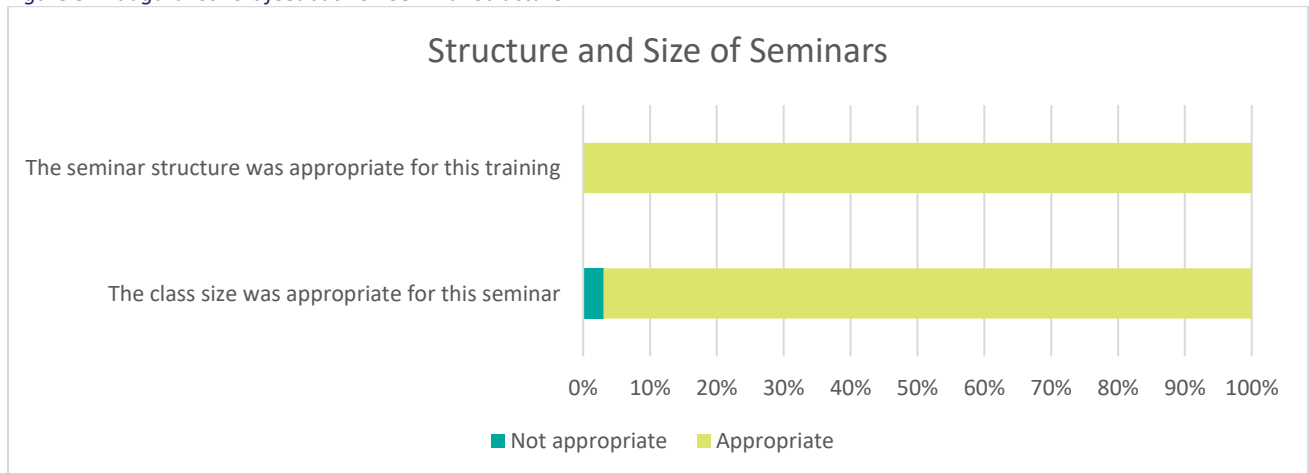
We administered a second survey about participants' experience of the 6 live seminars that followed the online modules in the program. 75% of respondents were satisfied or very satisfied with the preparation and enrolment process (Figure 2, below).

Figure 2: Inaugural cohort feedback on enrolment experience



Almost all respondents felt that the structure and size of the seminars were appropriate (Figure 3, below).

Figure 3: Inaugural cohort feedback on Seminar Structure

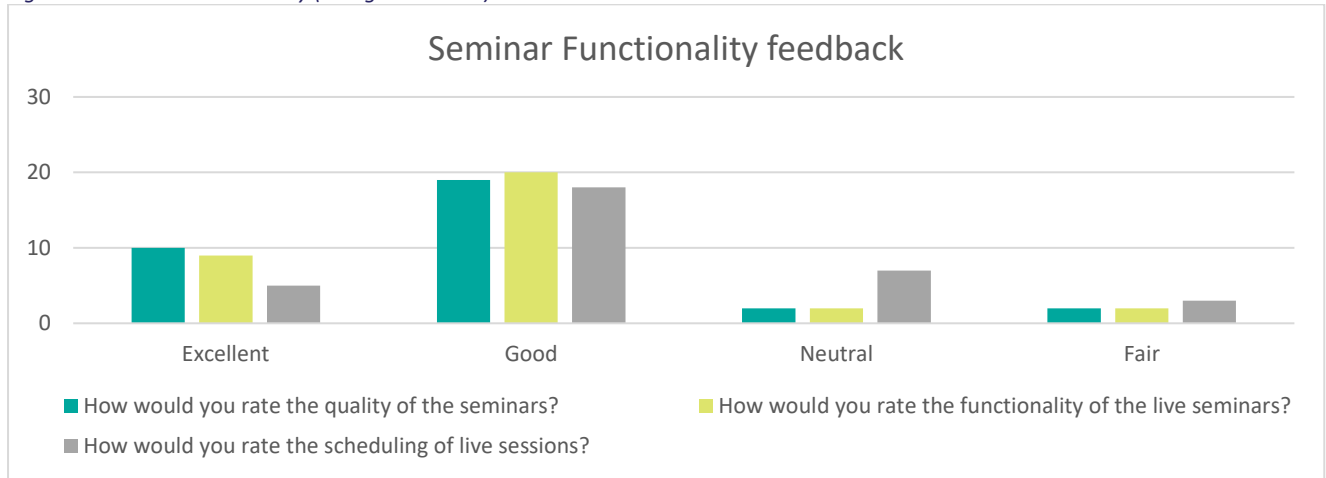


Most respondents felt that the quality and functionality of the seminars was either good or excellent (

Figure 4, below). A higher proportion indicated neutral-fair responses regarding the *scheduling* of the seminars (30% of respondents). Written feedback suggests that several respondents acknowledged the difficulty in finding times suitable for everyone participating. They provided feedback regarding the days, times and frequencies of seminars (Table 9, below).

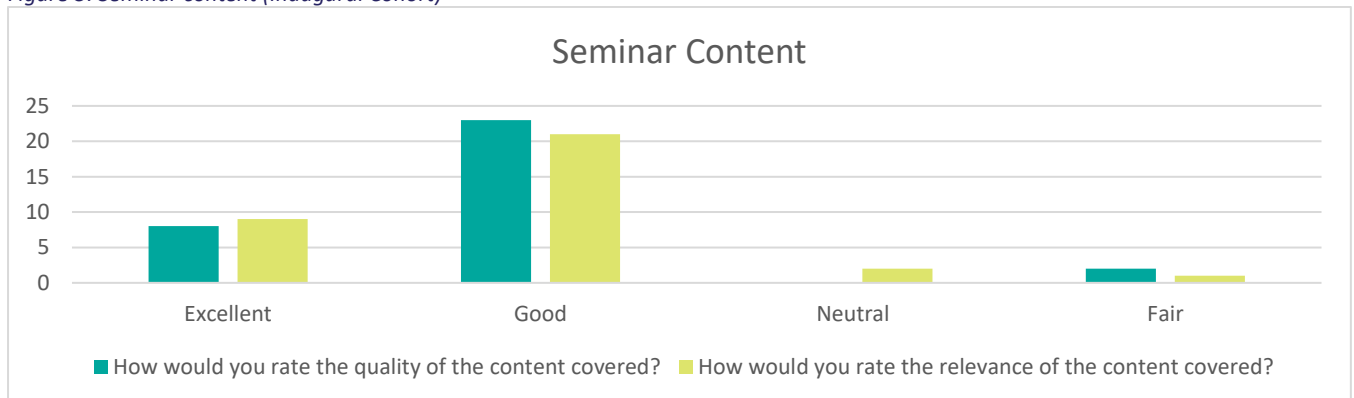
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Figure 4: Seminar Functionality (Inaugural cohort)



The majority of participants rated the quality and relevance of the seminar content as good or excellent (Figure 5, below).

Figure 5: Seminar content (Inaugural Cohort)



We asked participants to evaluate the seminar program using free text responses. Table 9 presents themes in those responses. A clear theme was the benefit in networking with peers and the desire to continue this connection.

Where the feedback related to the course as a whole or to logistics rather than content, we have included this in the 'general feedback' section of this report.

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Table 9: Participant Feedback on Seminars (Inaugural cohort)

Feedback Themes	Number of responses
Good experience/ valuable	6
Valued the interaction with others	5
Virtual breakout rooms not very useful, groups too small	4
Too much time on introductions/facilitators need to control use of time better	3
Appreciated the different time options for seminars	2
Run seminars closer to modules; risk of forgetting content between modules and seminars	2
Unclear on pre-reading requirements for seminars or if attendance is compulsory	2
Seminars different depending on facilitator	2
Would be valuable to stay with same cohort of students to network and facilitate learning	2
The variety of keynote speakers for the seminars added value and context to the learnings in each module	1
It felt like the self-reflection in the course was ignored in the seminars	1
Would value the seminars being recorded	1
Recommend using case study with relevant speaker	1
Real world case studies useful	1
Would like to understand more about how the principle of proportionality affects regulators operationally, e.g. targeted enforcement programs	1

Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

Self-reported knowledge after the course

Participants were asked to report their perceived knowledge on the topics covered in Modules 4, 5 and 6 after completion of the course using a scale (1= I was unfamiliar with this topic, 5= I had a high-level knowledge of this topic). Responses indicated an increase in self-perceived knowledge (Table 10 and Table 11, below). Note that an insufficient number of responses were received related to modules 1-3 and as such this feedback has not been analysed in this report as it may not be representative.

Table 10: Inaugural cohort knowledge, Post-course

Scale	Understanding of how to apply standards of regulatory professionalism and ethics (Module 6)	Understanding of the different forms of regulatory communication (Module 5)	Understanding of the ways in which different types of information can be used to regulate (Module 4)
1 (unfamiliar)	0%	0	0
2	6%	9%	6%
3	6%	6%	9%
4	34%	34%	34%
5 (high level knowledge)	53%	50%	50%

Table 11 (below) presents the self-reported increase in knowledge for participants across Modules 4, 5 and 6. There was a clear increase in self-perceived knowledge of the topics covered in those Modules, with over

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80% of respondents reporting a post-course level of knowledge of 4 or 5 across all 3 modules (highlighted cells, below). Taking the two highest levels of self-assessed knowledge (4 and 5) together, the increases varied with module: from 36% to 84% for Module 4 (a cumulative increase of 48% post-course); from 25% to 84 % for Module 5 (a cumulative increase of 59% post-course); and from 42% to 88 % for Module 6 (a cumulative increase of 46% post-course).

As noted above, insufficient responses were received regarding feedback on self-reported respondents relating to modules 1-3. Therefore data for this component of the course has not been included as it may not be representative.

Table 11: Self-evaluation of pre-course knowledge and post-course knowledge

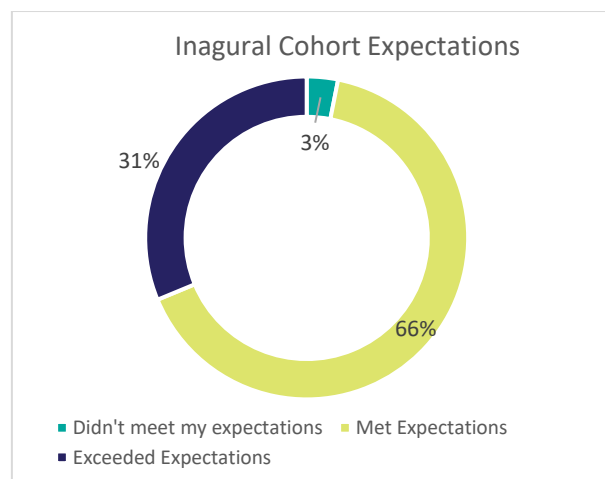
Scale	Module 4 Pre-course	Module 4 Post-course	Module 5 Pre-course	Module 5 Post-course	Module 6 Pre-course	Module 6 Post-course
1 (unfamiliar)	14%	0	12%	0	12%	0%
2	26%	6%	22%	9%	12%	6%
3	24%	9%	41%	6%	34%	6%
4	24%	34%	20%	34%	27%	34%
5 (high level knowledge)	12%	50%	5%	50%	15%	53%

Inaugural cohort general feedback

Expectations

A key objective of requesting feedback from the inaugural cohort was to gain more insight into the first participants' experience of the course. The overwhelming majority of participants (97%) reported that the course met or exceeded their expectations, with only 1 participant reporting that the course did not meet expectations (Figure 6, below). Feedback from this participant suggests that they found the content pitched at too high a level for their experience.

Figure 6: Inaugural Cohort Expectations



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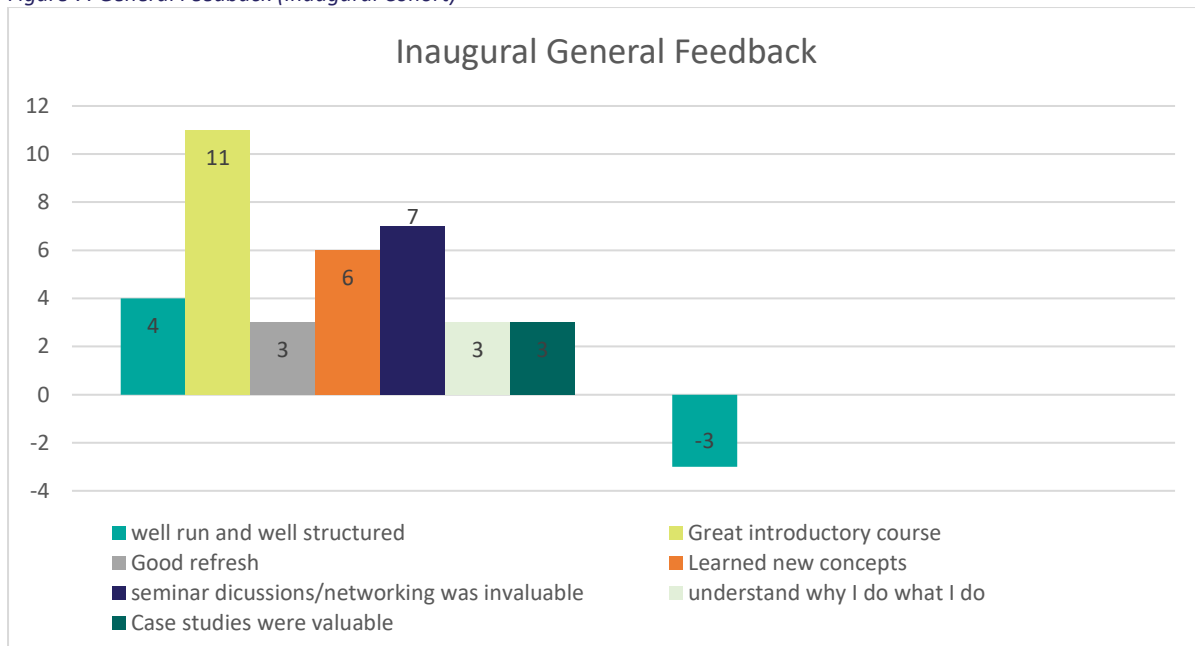
"The course exceeded my expectations by offering a comprehensive and insightful exploration of regulatory frameworks. It provided a holistic understanding of various facets, from the key regulatory bodies to the intricacies of compliance and data-driven decision-making.

The course's structured approach allowed me to gradually build a strong foundation in regulatory concepts while practical case studies and real-world examples illuminated their real-life applications. The incorporation of interactive discussions and opportunities for engagement with instructors and peers further enriched the learning experience. Furthermore, the course's focus on practical implementation ensured that I grasped theoretical concepts and acquired the skills needed to navigate complex regulatory landscapes effectively..... In summary, the course's meticulous design, relevant content, interactive elements, and practical orientation collectively met and surpassed my expectations, equipping me with valuable insights and tools to navigate and thrive within regulatory environments." (Inaugural cohort participant)

General Course Feedback

Participants provided feedback on several elements of the course (modules and seminars), including the way the course was structured, content and their likes and dislikes.

Figure 7: General Feedback (Inaugural Cohort)



Responses were given as free text, and so multiple themes may appear in one response. We have coded the responses and they are not expressed as percentages.

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Participants considered the course valuable for those new to a regulatory occupation (Figure 7, above). The only negative feedback from participants relates to the structure of the course, with specific feedback on the timing of the seminars; a request to record the seminars; and the layout of some elements of the website. This feedback was not unexpected in response to the first build and delivery of the Professional Regulator: Foundation course and has been incorporated into the 2024 course delivery.

Participants valued the seminars and ability to network with other regulators. One participant suggested that it would be helpful to share other participants' contact information so that they could continue to network, particularly if there were others in the same location. We have responded to this feedback in 2024 by providing more information about the local chapters of the National Regulators Community of Practice (NRCoP).

Some respondents provided generalised or more granular feedback regarding the format and/or logistics for course modules and seminars. This feedback is summarized below:

- Need to be aware of time difference in Western Australia;
- Would be valuable to have different day options for attendance/ more frequent seminars;
- Some facilitators were graduate students - wanted academic/more senior experts;
- Facilitators should introduce themselves and their field of expertise;
- Some modules too long, suggest splitting them up;
- Seminars every week or every 2 weeks is demanding to fit with work requirements;
- Notification emails went to spam;
- Different examples are useful;
- cases studies and discussion were useful;
- Would like more audio content in the modules;
- Appreciated listening and networking with peers.

All of this feedback is valuable and has (or will be) implemented in revisions to the course for the 2024 delivery cycles.

Summary

The Professional Regulator: Foundation course was considered by participants to be valuable with 97% of the inaugural cohort reporting that the course met or exceeded their expectations. Following the course self-assessed knowledge increased substantially, with 50% of respondents considering that they had a (maximum) high-level knowledge of the topic at the completion of Module 4-6 and 84%-88% of participants evaluating their knowledge as being in the two highest bands for the scale (4 and 5), compared with 25%-42% at the commencement of the course.

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Appendix 1- Survey Questions and response rates

The Professional Regulator: Inaugural Cohort Foundation Feedback Survey

Monday, December 11, 2023

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Q1: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Knowledge about the broader regulatory environment (e.g. who regulates and why)

Answered: 42 Skipped: 1

Q2: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Knowledge and experience of the use of licensing as a regulatory tool

Answered: 42 Skipped: 1

Q3: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Knowledge about the ways of achieving compliance (e.g. the regulatory tool kit)

Answered: 42 Skipped: 1

Q4: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Understanding the ways in which different types of information can be used to regulate (e.g. investigating, auditing & inspecting)

Answered: 42 Skipped: 1

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Q5: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Using different forms of regulatory communication

Answered: 41 Skipped: 2

Q6: Thinking back to before you started this course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I was unfamiliar with this topic, 5= I had a high level knowledge of this topic)Applying standards of regulatory professionalism and ethics

Answered: 41 Skipped: 2

Q7 What did you hope to learn and achieve from your participation in this course?

Answered: 43 Skipped: 0

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Q8: What was a key learning that you will take away with you from each of the following modules? Module 1 - Who regulates and why?

Answered: 32 Skipped: 11

Q9: What was a key learning that you will take away with you from each of the following modules? Module 2 - Licensing as regulation

Answered: 32 Skipped: 11

Q10 What was a key learning that you will take away with you from each of the following modules? Module 3 - Understanding and achieving compliance

Answered: 32 Skipped: 11

Q11 What was a key learning that you will take away with you from each of the following modules? Module 4 – Using information to regulate

Answered: 32 Skipped: 11

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Q12: What was a key learning that you will take away with you from each of the following modules? Module 5 – Regulatory communication

Answered: 32 Skipped: 11

Q13: What was a key learning that you will take away with you from each of the following modules? Module 6 - Regulatory professionalism and ethics

Answered: 32 Skipped: 11

Q14: Now that you have completed the course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I'm unfamiliar with this topic, 5= I have high level knowledge of this topic)I understand how to apply standards of regulatory professionalism and ethics (e.g. the regulatory tool kit)

Answered: 32 Skipped: 11

Q15: Now that you have completed the course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I'm unfamiliar with this topic, 5= I have high level knowledge of this topic)I have an understanding of the different forms of regulatory communication

Answered: 32 Skipped: 11

Q16: Now that you have completed the course, how would you rate your knowledge of the following regulatory topics from 1 to 5?(1= I'm unfamiliar with this topic, 5= I have high level knowledge of this topic)I understand the ways in which different types of information can be used to regulate (e.g. investigating, auditing & inspecting)

Answered: 32 Skipped: 11

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Q17: Did the course meet your expectations and learning needs?

Answered: 32 Skipped: 11

ANSWER CHOICES	RESPONSES	
Exceeded my expectations	31.25%	10
Met my expectations	65.62%	21
Didn't meet my expectations	3.12%	1
TOTAL		32

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The Professional Regulator: Inaugural Cohort Foundation Seminar Feedback

Monday, December 11, 2023

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Q1 Preparation and Enrolment

I was satisfied with the seminar enrolment process

I was provided with information about the seminar in a timely and appropriate manner

Answered: 33 Skipped: 3

Q2: Aims achieved

How would you rate the quality of the seminars?

How would you rate the functionality of the live seminars?

How would you rate the scheduling of live sessions?

How would you rate the duration of the live sessions?

Answered: 33 Skipped: 3

Q3: Additional Comments

Answered: 18 Skipped: 18

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Q4: Seminar design

- The class size was appropriate for this seminar
- The seminar structure was appropriate for this training

Answered: 33 Skipped: 3

Q5: Additional Comments

Answered: 7 Skipped: 29

Q6: Content

- How would you rate the quality of the content covered?
- How would you rate the relevance of the content covered?

Answered: 33 Skipped: 3

Q7: Additional Comments

Answered: 8 Skipped: 28