Award Leader Survey C&C’s

Draft #1

Award Leader Survey

**A: General Information  
Questions 1 – 18 (time required: 5 – 10 min)**

Name, email, location, role, Award type, Award size, hours spent delivering the Award.

**B: Motivations & Challenges for Award Leaders Questions 19 – 26 (time required: 5 – 10 min)**

Motivations and drivers for volunteering; main barriers to effective delivery; Levels of satisfaction and frustration of Award Leaders and main drivers for each, biggest challenges faced by Award Leaders, assessment of how The Award organisation could better support Award Leaders.

**C: Perceptions of Participant Experience  
Questions 27 – 41 (time required: 5 – 10 min)**  
Percentage rates and perceived reasons / barriers to completion commencement; Percentage completion rate and perceived barriers to completion. Percentage commencement rate and perceived barriers to commencement; perceived levels of satisfaction and frustration of Participants and main drivers for each, assessment of how NAO and Divisions could better support Participant needs and remove barriers to completion & commencement.

**Section A: General Information about your Award Centre**

1. **In which State or territory are you currently involved with the Award?**

* ACT
* NSW
* NT
* QLD
* SA
* TASMANIA
* VIC
* WA

1. **What type of your organisation is your Award Centre?**

* Government School
* Independent School
* University
* Open Award Centre (including Virtual Award Centres)
* Voluntary Youth Group
* Sports Club or Organisation
* Community Group or Organisation
* Residential Youth Care Facility (Children’s home)
* Religious Group
* Corporate Organisation
* Justice or Youth Justice
* Uniformed Group (e.g. Scouts, girl guides, YMCA, YWCA)
* Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Does everyone aged 14-24 in your school / organisation have the opportunity to take part in the Award if they want to?**

* Yes
* Undecided
* No
* Not Applicable

If you answered **No / Undecided**- Please explain why everyone aged 14-25 in your school / organisation may not have the opportunity to take part in the Award. This will help us to understand Award operations in different types of Award Centres (schools / youth clubs / uniformed organisation.

(Don't worry, your answers are anonymous and won't be traced back to you)

1. **How long have you been involved with the delivery of the Award?**

* 0–1 year
* 1-2 years
* 2-3 years
* 3-5 years
* 5-10 years
* 10-20 years
* Over 20 years

1. **As an Award Leader, how many participants are you responsible for mentoring and supporting through their Awards?**

Here we are asking how many participants you are responsible for at one time, as they go through their Awards. So for example, over 3 years you may have been responsible for 50 Award participants, but this year / this Award cycle, you were responsible for mentoring 20 young people through their Awards – so you would answer here ‘16-20’.

* 0–5
* 6–10
* 11–15
* 16–20
* 21-30
* 31-40
* 41–50
* 51+
* Other (please specify)

1. **How are you involved with the Award?**

* Delivering the Award is part of my job and I am paid for this.
* I volunteer to deliver the Award as an extension of my job, and I am paid for my involvement
* I volunteer to deliver the Award as an extension of my job, I am not paid for my involvement.
* My volunteering with the Award is unrelated to my job, I am paid for my involvement.
* My volunteering with the Award is unrelated to my job, and I am not paid for my involvement.
* I prefer not to answer this question.
* Other (please specify)

1. **How many hours per week do you spend mentoring Award participants / spending time with young people for Award-related activities?**

* 0 hours per week
* 1 or 2 hours per week
* 3 to 5 hours per week
* 5 to 10 hours per week
* 10 to 15 hours per week
* 15 to 20 hours per week
* 20 to 30 hours per week
* 30 to 40 hours per week
* Over 40 hours per week

1. **How many hours per week do you spend completing administrative and management tasks for Award-related activities?**

* 0 hours per week
* 1 or 2 hours per week
* 3 to 5 hours per week
* 5 to 10 hours per week
* 10 to 15 hours per week
* 15 to 20 hours per week
* 20 to 30 hours per week
* 30 to 40 hours per week
* Over 40 hours per week

1. **How many days per year do you spend supporting Adventurous Journeys?** (including travelling to and from, and time spent at Adventurous Journey locations and / or training sites)

\_\_\_\_\_ days (needs to be drop down)

**Well done, you’re 33% of the way through the survey!**

**Section B: Motivations & Challenges for Award Leaders**

*\*Denotes either drop down menu of assumptions or open field could be used for the response, to be decided*

*Drop down lists have been suggested for each question marked \* but require input from divisions on inclusions/correctness.*

1. **\* What motivates you to be an Award Leader?**

* Career & Professional Development
* Helping troubled or underperforming students
* Positively impacting young people’s personal development outside the classroom
* Raising the profile of school / organisation or your student cohort
* Increasing students’ educational outcomes
* Increasing students’ employment outcomes
* Reducing violence and / or oppositional behaviour within the school / organisation or within the community
* Increasing student engagement in the classroom and at school
* Creating harmony and integration within the school / organisation or community
* Other\_\_\_\_\_\_\_\_\_\_\_

1. **\* What are the main challenges you face as an Award Leader?**

* Not enough time
* Limited organisational funding for programs and activates
* Financial constraints of Participants
* Not enough support from within the school / organisation
* Not enough or ineffective training
* Not enough or ineffective support from the Award Organisation
* Lack of clarity around my role
* Not enough of, or lack of information and resources to promote and inform my Participants about the Award
* Difficulty in thinking of or finding activity partners for my Participants
* Adventurous Journey planning, logistics and risk assessment
* Lack of value or understanding of the Award in Participants
* Online Record Book (ORB) issues
* Other (please specify)

1. **In general, on a scale of 1-10 how often do you experience being frustrated as Award Leader:**

Insert 1-10 scale

1. **\* What aspects of your role or experiences had during your role as an Award Leader cause you the most frustration?**

* ORB technical difficulties
* Lack of engagement or enthusiasm from Participants
* Lack of support from the Award Organisation
* Not having enough time
* Adventurous Journey logistics and planning
* Not having enough of or lack of access to resources or information
* Other (please specify)

1. **In general, on a scale of 1-10 how often do you experience feeling satisfied as Award Leader:**

Insert 1-10 scale

1. **\* What aspects or your role or experiences had during your role that bring you the most satisfaction?**

* Seeing Participants complete an Award
* Seeing a positive change in Participants wellbeing
* Improving completion rates of my Participants
* Seeing troubled or disengaged Participant's improve as a result of the Award
* Attending Award Ceremonies
* Knowing i positively impacted a young person’s development
* Seeing stats and tangible outcomes of Participant’s Award journeys
* Seeing Participants become more confident
* Seeing Participant’s become more engaged
* Having my school or organisation acknowledge and celebrate my Participant’s achievements and the value the Award brings
* Other (please specify)

1. **The Divisional Award Office offers me the support I need to fulfil my role as an Award Leader.**

Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree | Not Applicable

If you answered **disagree / strongly disagree**: Please tell us for which elements of your role you would like some further support?

1. **\* What could the Award Organisation / Division Award Office do to make your job easier and help you to be a more effective Award Leader?**

* Better training
* Better on-boarding
* More clarity around my role and responsibilities
* Improve ORB
* More support and contact from the Award Organisation
* Better resources and information available explain and promote the Award to my Participants, school or organisation
* Help engaging my School or Organisation to see the value the Award bring, so I can get more support from them to deliver the Award
* More support running information and registration sessions
* More support marketing and promoting the Award to my Participants and / or School / Organisation
* Support and inspiration for finding suitable activity partners
* Growing the list of Duke of Ed Employment Partners
* Strengthening Tertiary Partnerships and improving education pathways for Award Holders
* Other (please specify)

**Well done, you’re 67% of the way through the survey!**

**Section C: Perceptions of Participant Experience**

*\*Denotes either drop down menu of assumptions or open field could be used for the response, To be decided*

*Drop down lists have been suggested for each question marked \* but require input from divisions on inclusions/correctness.*

1. **On average, how many Participants register but don’t commence their Award?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **\*What are the most common reasons for Participants not commencing their Award?**

* It was harder to commence than originally thought to be
* Lack of understanding of the Award and its value
* Could not dedicate the time needed
* Took on other activity(s)
* Felt it would interfere with study
* Ineffective promotion and recruitment of Participants
* Not applicable, as all students commence
* Other (please specify)

1. **Of those who commence their Bronze Award, what % of Participants complete their Bronze at your Award Centre?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **Of those who commence their Silver Award, what % of Participants complete their Silver?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **Of those who commence their Gold Award, what % of Participants complete their Gold?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **\*What are the greatest barriers Participants face when completing an Award? (select all that apply)**

* Filling out their record book (paper or online)
* Keeping a record of their regular activity
* Finding Assessors
* Getting Assessors to sign off Sections
* Completing the Adventurous Journey Section
* Completing the Service Section
* Completing the Physical Recreation Section Completing the Skill Section
* For Gold, completing the Residential Project Section
* Lack of engagement or interest in activities
* Lack of understanding of or value of what the Award can do for them
* Other (please specify)

1. **Of those who commence their Bronze Award, what % of Participants go onto the next level of the Award?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **Of those who commence their Silver Award, what % of Participants go in to complete the next level of the Award?**

* 0 – 25%
* 25 – 50%
* 50 – 75%
* 75 – 100%
* Unsure

1. **\*Of those Participants who complete an Award, what are the greatest barriers to continuing onto the next level of the Award?** (select all that apply)

* Lack of understanding of or value of what the next level of Award can do for them
* We don’t offer more levels of the Award at my school / organisation
* Not being invited or made aware they can take on a new level of the Award
* Other (please specify)

1. **On a scale of 1-10, on average how satisfied do you think your Participant’s are with their Award experience**

Insert 1-10 scale

1. **\*What are the main drivers of satisfaction for Participants during their Award Journey?**

* The achievement of completing an Award
* Completing an Activity
* Being recognised at an Award Ceremony
* Being recognised in the Award Communications or in the media for their achievements
* Their Adventurous Journey experience
* Their experience during their Service Activity
* Their experience during their Skill Activity
* Their experience during their Physical Rec Activity
* Their experience during their Residential Program
* Making friends with or bonding with other Participants
* Gaining employment as a result of the Award
* Using the Award to help them get into University or higher education / program
* Gaining confidence
* Other (please specify)

1. **On a scale of 1-10, on average how often do Participants feel frustrated during their Award Journey?**

Insert 1-10 scale

1. **\*What are the main drivers of frustration for Participants during their Award Journey / experience?**

* ORB technical difficulties
* Finding an assessor
* Finding an activity
* AJ planning
* Lack or information or resources to help plan their journey
* Conflict with school or study obligations
* Not enough or ineffective communication and support from the Award Organisation
* Other (please specify)

1. **\*What can the Award Organisations do to better support Participants to complete an Award?**

* Better or more communication engaging and inspiring Participants in their Journey
* Improving ORB
* Better marketing and promotion of what the Award is and what value it has for young people
* More access to resources and information to plan their Journey
* More examples of suitable activities and lists of activity providers
* Growing the list of Duke of Ed Employers
* Growing the list of Tertiary Partnerships
* Other (please specify)

1. **\*What can the Award Organisations do to better support Participants to continue onto the next level of the Award?**

* Formally invite all Participants to the next level of the Award, even if it is not offered at my school or organisation
* Better marketing and promotion of what the next level of the Award entails and what value it has for young people
* Better recognition and celebration of Bronze and Silver Participants to motivate them to take on the next level
* More access to resources and information to plan their Journey
* More examples of suitable activities and lists of activity providers
* Growing the list of Duke of Ed Employers
* Growing the list of Tertiary Partnerships
* Other (please specify)

1. **We would love to learn more about your experience as an Award Leader. Are you happy for us to contact you to speak with you further about your survey response here?**
2. Yes
3. No

**If Yes**

1. **What is your name?**

Please note, you do not have to provide your name here, you can skip this question if you wish to keep your survey response anonymous.

1. **What is your email address?**

Please note, you do not have to provide your email address here, you can skip this question if you wish to keep your survey response anonymous.  
   
If you give us your consent to contact you on this email address below, we will only contact you on this email address for further research purposes, or to talk with you further about your responses to the survey here (unless we have your separateconsent / opt-in for something else, such as receiving our newsletter).  
You may want to enter a personal email address rather than a school / organisational email - in case your email address changes in the future.

1. **What is the name of the school/organisation at which you are currently involved with the Award?**

Please note, you do not have to answer this question, you can skip this question if you wish to keep your survey response anonymous.