

## SeniorNet Learning Centre Warrant of Fitness

'What day is it?' asked  
Winnie the Pooh.

'It's today,' squeaked Piglet.

'My favourite day', said Pooh.

A.A. Milne, *Winnie the Pooh*





# SeniorNet Learning Centre Warrant of Fitness





# SeniorNet Learning Centre

## Warrant of Fitness



They talk most  
who have the  
least to say.  
Matthew Prior





# SeniorNet Learning Centre Warrant of Fitness



**"a simple computer-based survey to aid individual Learning Centres to analyse their current capabilities, and to highlight areas of potential improvement & development"**

**"an aid to the annual planning process"**



# SeniorNet WOF

## Highlights

***A self-assessment tool***

***Totally confidential***

***Examines all key functions***

***Easy to use***

***Free***

***Basis of annual planning***

***Fit for purpose***





# SeniorNet WOF

*Examines all key functions*

Tutors

Membership

Technology

Publicity

Committee

Finance

Facilities

Services

Innovation

Communications





# SeniorNet WOF

## Benefits

**Applicable to all Learning Centres**

**Readily completed online or offline**

**Basis of annual comparisons**

**Simplifies annual planning process**

**Impersonal... looks at the organisation,  
its resources and processes.... not the  
people**





# SeniorNet WOF

## Step-by-Step...

**Learning Centre requests to undertake WOF to aid their annual planning process**

**Federation to make available the online or offline questionnaire**

**Completed in one sitting ideally by committee**

**Federation generates report highlighting areas of development and improvement**

**Report forms basis of half day planning workshop**

**Actions agreed, documented & owned**

**Progress review meeting after 3 months**



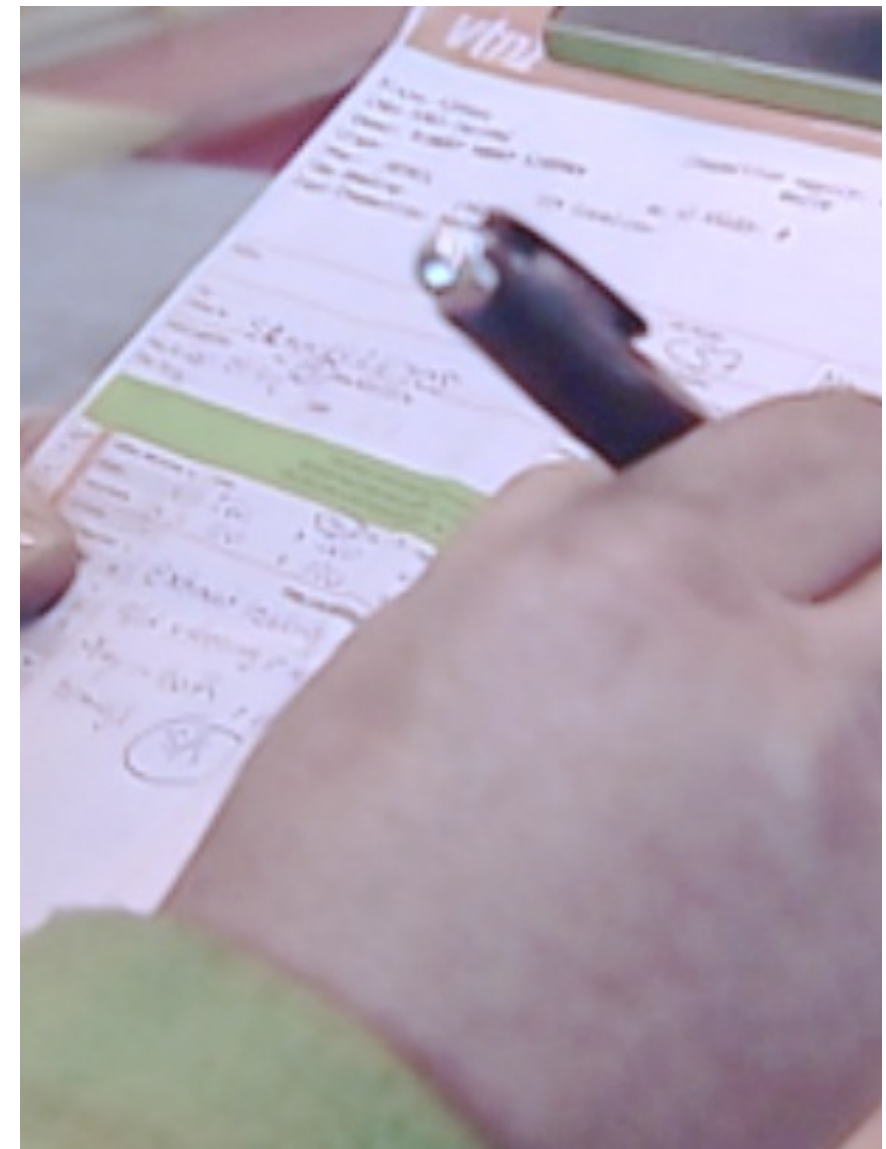




# SeniorNet WOF

## Potential Outcomes

- Identify all areas in need of attention**
- Highlight financial potholes**
- Improve visibility of Centre within community**
- Enhance communication with members**
- Maximise committee resources**
- Align tutors to new courses**
- Transition to new technologies**
- Ensure all bases are covered**
- Plan for future with confidence**





# SeniorNet WOF

*Easy to use*

Overall, how satisfied are you with the current level of membership? \*

- ☐ very concerned  
☒ concerned  
☐ OK  
☐ pleased  
☐ delighted

What forms of publicity are currently used? \*

(on a planned basis, not "ad-hoc")

- ☒ adverts in newspapers  
☐ maildrops  
☐ stands/exhibits at local events  
☐ radio  
☐ television  
☐ articles in newspapers  
☒ web site  
☐ posters on community notice boards  
☐ information available in community buildings  
☒ information available in local computer stores  
☐ presentations to local "50+" audiences  
☐ Other:

\*Required

## OVERALL ASSESSMENT OF CURRENT WELL-BEING

(please "rate" the following criteria to provide an overview of your current fitness before undertaking the remainder of the questionnaire)

\*

	huge problems!	minor problems!	we're coping!	we're doing fine!	we're excelling!
membership levels	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
committee effectiveness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
tutors capabilities to deliver courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
finances & funding	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
community publicity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
communicating with the members	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
the services we provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
the technologies we use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
our facilities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
our ability to adapt & innovate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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# Management Report...

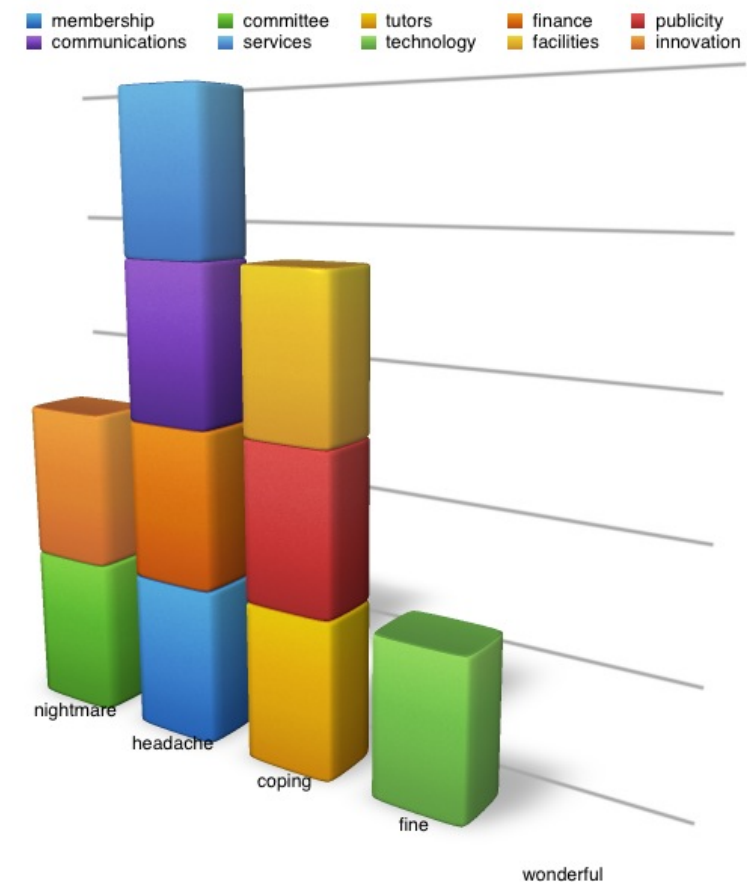


for

This report has been compiled with information provided by the Learning Centre. It is confidential and remains their property. It's contents will not be disclosed to any third-party without the written approval of the Learning Centre.

Observations contained in the report are based on the information provided, with the author having no prior knowledge of the status or management of the Learning Centre.

Date: 7th July 2013





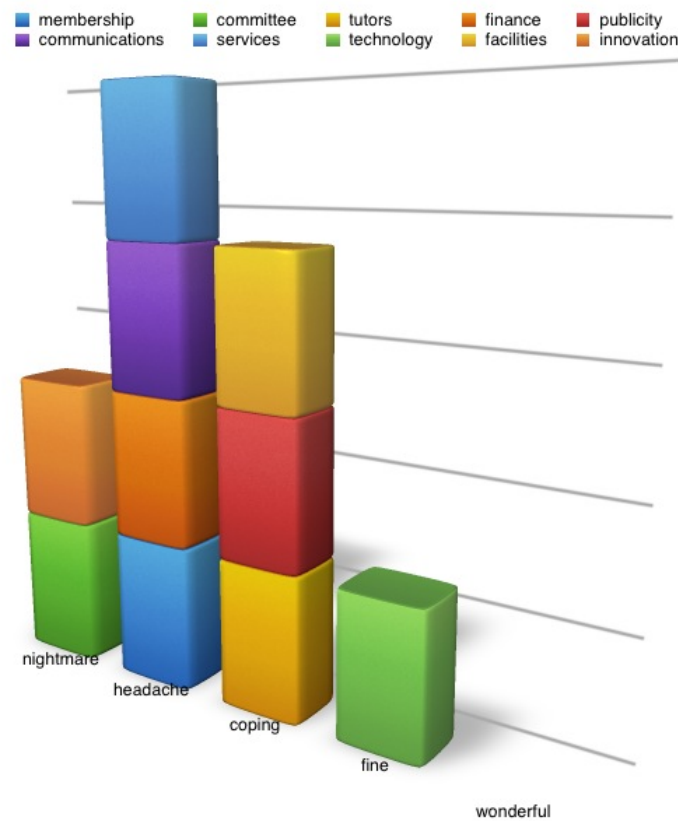


# SeniorNet WOF

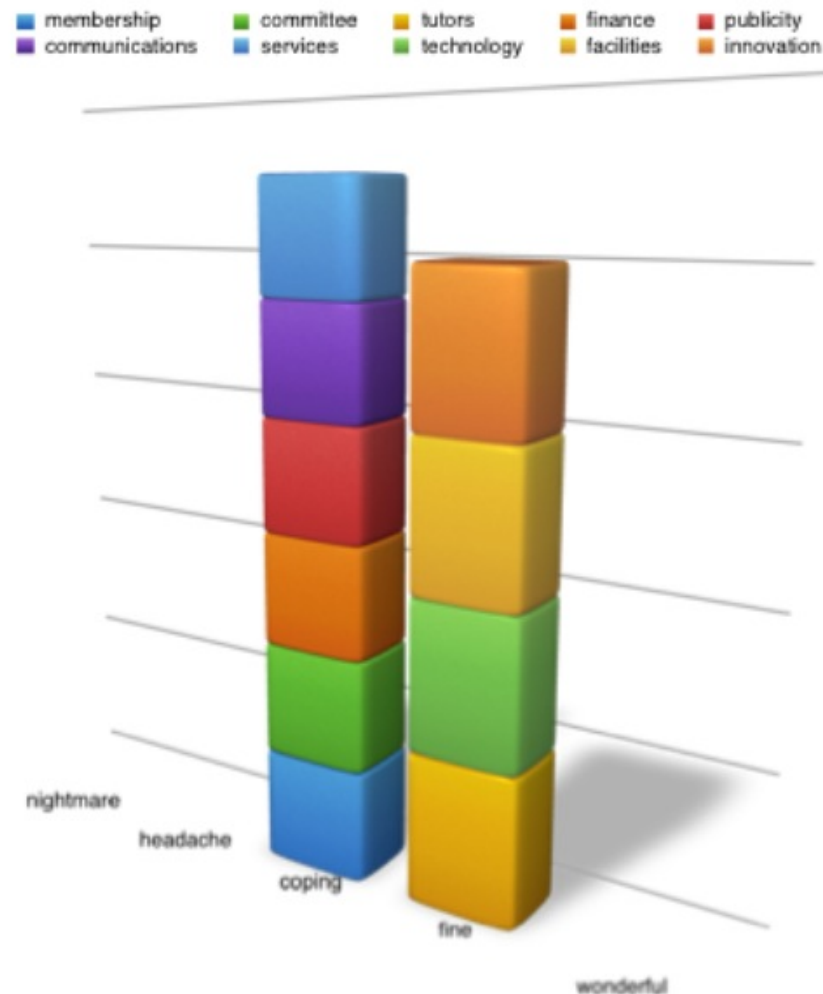
## Learning Centre Profiles

### Problematic

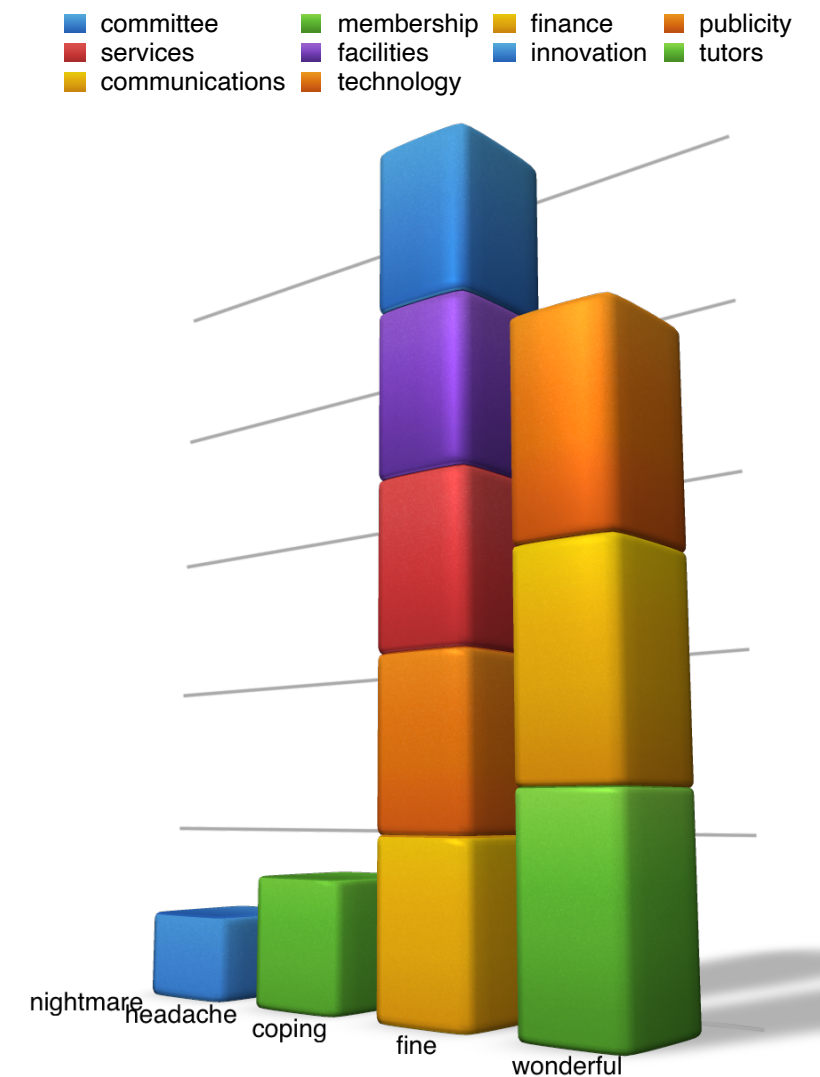
Overview of Responses



### Managing



### Excelling



## Responses to Self Assessment

Category	Key Action	Comments
Nightmare	Attack	These functions need urgent & immediate (under 3 months) attention and resolution as functions lingering on here have the potential to stop the learning centre from functioning. The whole committee needs to buy into actions deemed essential.
Headache	Fix	These functions need to be addressed in a timely fashion, perhaps over the next 2-6 months as ignoring them may result in deterioration into the Nightmare category and subsequently demanding urgent resolution. The chairperson should own these resolutions and work hand-in-hand with relevant committee members.
Coping	Improve	Improvements in these functions should be undertaken by those persons responsible for the function, ideally with timescales well within the next 12 months. Keep doing what already works, but add further activities to enhance success and their effectiveness.
Fine	Refine	These functions should also be undertaken by those committee members accountable for the function, but looking to "fine tune" what is already being done, more than introducing radical changes. This should be considered "on-going" work in progress.
Wonderful	Preserve	Monitor, preserve & protect! Just ensure that standards and performance do not slip!



***"Problems can become so overwhelming we loose sight of our achievements. The WOF provided us with a more balanced overall view. It highlighted what we do well and pinpointed our weak areas.***

***Bream Bay is a small Learning Centre with limited resources. The WOF made development of our 2014 Plan so much easier.***

***Our biggest challenges are tutor and committee resources. Finance is manageable with the assistance of grants".***

**Nancy Edge, Chairperson  
SeniorNet Bream Bay**





***Doubtless Bay SeniorNet signed up early to the Warrant of Fitness (WOF) concept and we have used it as the basis of our thinking and planning over the past year. We will continue to support the concept in the future.***

***We agreed as a committee that the WOF could help us achieve our goals and this is probably the most important step in believing what following the basic steps of the WOF can bring.***

Doubtless Bay SeniorNet completed the questionnaire and this was followed by a snapshot assessment of the overall status of our Learning Centre. This review covered Membership, Publicity, Communications, Finance, Committee, Technology, Facilities, Services, and Innovation. ***The key to making a difference in thinking and planning was to be honest as to where we, as an organisation, stood at the time.*** We needed to concentrate on: “the Committee”, “Membership”, “Tutors”, “Innovation” and “Technology”. This focused our efforts on these aspects of our Learning Centre and written plans and goals were drawn up accordingly.

The other elements reviewed in the WOF were not just parked. These were also brought into our planning to protect our future.

The other elements of our Learning Centre were not just parked but these were also brought into our planning to protect our future. From this we produced our business plan and roadmap which we stuck to throughout the year. Whilst we would have liked to have seen a better result with our membership, our successes have come from tutors, innovation, services, finance, and technology. We still have work to do on Publicity where we have lost some of our vehicles for advertising.

So, tangible results from theory into practice:

We have seen a drop in membership of about 10% but an increase in learning participation from the current members.

A more active/interested committee with the work load spread across all not just a few.

Quality tutors, able to teach a broader reach of subjects. This group is self-managed but reports to the committee. Their input drove innovation and change, improving the way we teach and how we teach. It also helped to draw the plan for innovation and improvements in technology. This has seen us manage change in our group by completely renovating our Learning Centre and upgrading our computers, tablets, and laptops. We now have a large flat screen TV linked to tutor's computers bringing a more modern and interactive approach to both the teaching and learning experience. This has been well received and welcomed by both tutors and membership.

Finally, financials. None of this could have been considered without financial planning and backing. As well as our own reserves, we had a plan to approach various charity organisations for grants, namely COGS, Pub Charity, and the Lottery Board. This proved extremely rewarding and collectively returned over \$15,000 in grants with the main supporter being the Lottery Board. This financial contribution was the main factor allowing us to reach our goals and was considered one of the most important elements of our plans drawn from the WOF. ***There is no doubt that our continued success has come from a committed volunteer group supported by the plans drawn after the Warrant of Fitness review.***

**Brian Wyeth, Chairperson  
SeniorNet Doubtless Bay**

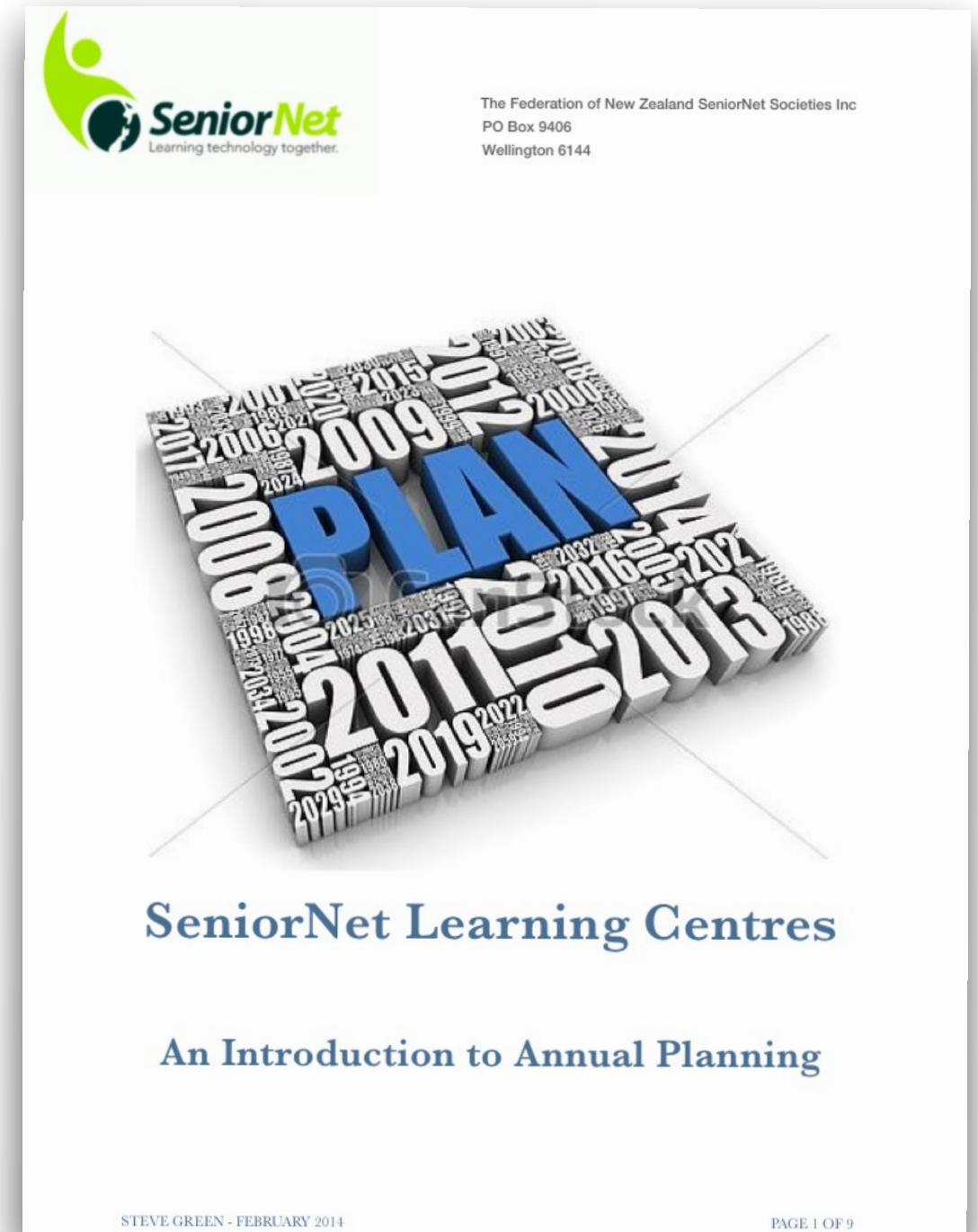


# SeniorNet WOF

**the final step?**

**prepare, publish & implement your  
annual plan based on your WOF  
report**

**get your free copy of our  
"Introduction to Annual Planning"  
guide**





# SeniorNet Learning Centre Warrant of Fitness

