



Prison Service and Virtual training: what will remain after the COVID pandemic?. Lessons learnt in Catalonia”.

**The Centre of Legal Studies and Specialised Training.
Justice Department of Catalonia**

**EPTA Annual Conference 2021.
23th of September 2021.**

The starting point (13th March 2020)

The Centre was analogue:

- “On line” training: only the 15% of the whole offer (asynchronous format)
- Lack of knowledge among staff on IT for working on a remote basis.

We didn't know that we were ready for a quick change!!!

Step 1: Facing the crisis (Lockdown March – June 2020)

- **Challenges:**
 - **Learning, internally, how to work from home?**
 - One by one;
 - Maintaining the self pertinence to a team;
 - Been near to the client

Step 1: Facing the crisis (Lockdown March – June 2020)

- **Challenges:**
 - **Learning, as a team, how to be focused on virtual training.**
 - Quick process: from 0 to 100 in 2 weeks;
 - With the aim to maintain quality standards, and
 - Using a flexible methodology: planning plus trial and error.

Step 1: Facing the crisis (Lockdown March – June 2020)

- **Challenges:**
 - **Rethinking the priorities of the training contents:**
 - How to work from home, those who can?
 - How to face new ways for dealing with clients?
 - How to adapt staff for delivering new functions?

Step 2: The new normality (July 2020 - ????)

- We recollected data about the level of adjustment of the new approach from:
 - Prison and Probation Staff
 - Trainers
 - Managers

Step 2: The new normality (July 2020 - ????)

- Consolidation of new options: synchronous, asynchronous, hybrid.
- Contents: more attention to the aftermath
 - How to prepare the come-back?. Remained vs Left
 - What we learnt?. What new will stay in the future?

Step 3: The future

- It will be different from the past and not the same as it is now.
- The challenges:
 - Rescue: Learning/Training as an opportunity for creating face to face meeting points.
 - Enhance: Virtual connectivity as a way for arriving faster, further away and for sustaining momentums.

Step 3: The future

- **What will remain?**
 - Synchronous “on line” training for staff working far from Barcelona.
 - Asynchronous “on line” induction training for newcomers
 - Hybrid presentations of researches (from 220 to 870 attendants).



<http://cejfe.gencat.cat/en/inici/index.html>