

# SCOTTISH MARSHALS' TRAINING SURVEY 2017

FINAL REPORT – 30 AUGUST 2017



## FOREWORD FROM THE CHAIRMAN OF THE SCOTTISH ASSOCIATION OF CAR CLUBS

There has never been a time when the need to recruit and retain volunteer marshals and other officials at motor sport events was more important. At the same time the focus is even higher on ensuring these volunteers are as effective as they can be across all of the relevant tasks, not least the safety of everyone attending an event in whatever capacity. Since the sport began, practical “on event” experience has been the traditional way to achieve this effectiveness but, as in many different walks of life, there is an increasing need to demonstrate this competence through continual development and in particular, through regular formal training. SACC member clubs will be aware of the work done in Scotland over recent years to improve on both the content and delivery of volunteer training. A very significant effort from the individual trainers has been supported by administrative backup from the Scottish Motorsport Marshals’ Club and funding from both the Association and, more importantly, the British Motor Sports Training Trust. The plan is to continue doing this but before setting out the 2018 plans, it was decided to conduct a survey of the volunteer community to ask what they thought of the current arrangements. The results from that survey are presented here.

Peter Weall

Chairman, SACC

## Executive Summary

The Scottish Association of Car Clubs, supported by Scottish Motor Sports, has invited Scottish marshals to provide their feedback on the training programme. The survey opened on 11 July and closed on 11 August. Invitations to contribute were sent to all registered marshals in Scotland (all disciplines) and then circulated through the SACC mailing lists, and through clubs.

There have been **369** respondents to the survey, which appears to be a strong response to the survey and demonstrates the strength of feeling amongst marshals that training is a topic about which they feel passionate. There are currently 838 registered marshals in Scotland (and 289 licensed officials, many of whom will hold a marshals registration too), so against the registered marshals this equates to a 44% response rate, although this must be considered approximate as there may well have been responses from unregistered marshals.

In general volunteers appear to have appreciated the expansion of the training programme in recent years, but has necessarily focused thoughts on the accessibility of the programme. This has been exacerbated by the scale of Scotland’s geography, and the large number of events run leading to challenges for volunteers both in balancing their work, home and motorsport lives, and in avoiding clashes between training events, and the disciplines that potential delegates would be hoping to attend. This is then made more difficult by late publication of dates as the training team attempt to react to a developing calendar.

To try to address this the training team will work with the SACC Calendar Manager to select dates that appear clear of competitive events and plan venues in advance. The intention will be to publish the full calendar before 1 January 2018. This is contingent on clubs being able to inform the Calendar Manager in good time so that suitable dates can be selected. This way the training



calendar will avoid known competitive dates, and once published will allow clubs to avoid training events when setting dates.

To tackle the challenge of geography and offer the widest choice of modules we are proposing to organise events based around venues that the majority of Scottish Marshals can reach within about two hours travel (which might be an upper limit for “local”!) This would provide for training in the South East (Scottish Borders), South West (Dumfries & Galloway, Ayrshire), Central Scotland, Aberdeen, and Inverness Areas. As in the current year additional smaller sessions would be offered for more remote areas such as islands with active motor clubs. These events would be predominantly scheduled at weekends and may include a variety of modules, with delegates being able to select appropriate half-days of activity depending on the modules they wish to select. We will support local clubs local arrangements. Training sessions will, wherever possible, include both theory (classroom) and practical activities to help reinforce learning.

Communication is an ongoing challenge particularly as the busy nature of volunteers lives may mean that traditional self-service channels are not accessed frequently and people lose opportunities as a result. To try to address this the training team has been establishing a network of “training champions” across Scotland, based around club and event chief marshals. These champions will assist the training team in identifying training needs, as well as providing a vital link with clubs and events. Most importantly we intend to use these champions as a way to disseminate news of forthcoming training events through their respective email lists. In addition the SACC Training Team will continue to use the contact details of MSA registered marshals to email details of training events direct, and would encourage unregistered marshals to take up the registration scheme as a means to being better informed of both training and marshalling opportunities available to them.

To support this direct email communication, the team will continue to use the SACC and SMMC websites and Facebook as a means to publish training events, and will endeavour to keep the MSA informed so that the MSA website is also kept updated. These additional channels will be as an adjunct to the email route, and it is recognised that each of these reaches a different group of volunteers.

There are a variety of additional views on a wide range of topics raised by the survey and these will continue to be considered by the Training Team, Scottish Association Executive, Scottish Motor Sports Board, and wider motorsport community over the coming months. A full analysis of the survey is presented below.

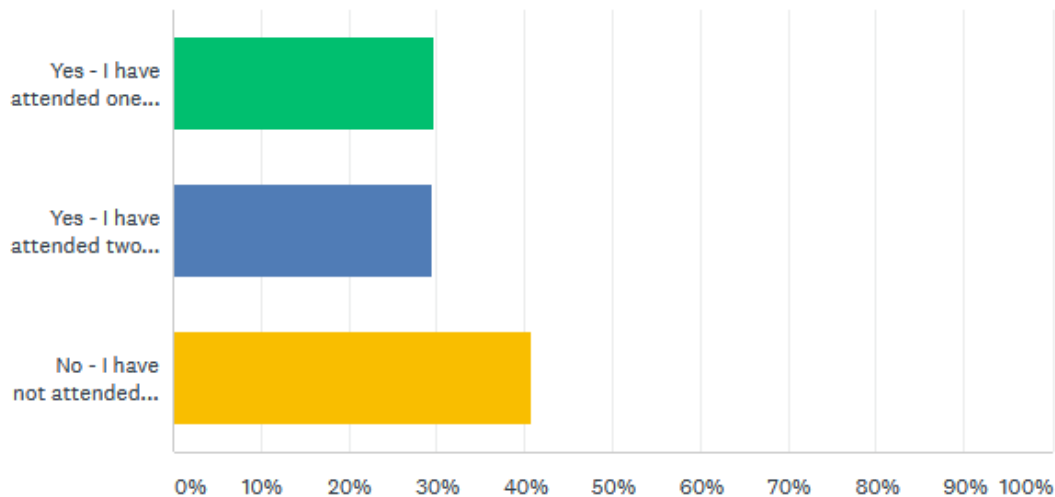
We would also like to acknowledge the support of Scottish Motor Sports whose assistance has made this survey possible, and the support of the training team behind the programme – every single instructor, training co-ordinator and supporter who makes each training event possible is a volunteer and gives up their free time to make the programme happen – and we could not do it without their support.



## Attendance at Training

Respondents were asked "Have you attended any MSA accredited marshals training events since January 2016 (select one answer)?"

Answered: 367 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes - I have attended one training event	29.70%	109
Yes - I have attended two or more events	29.43%	108
No - I have not attended any events	40.87%	150
<b>TOTAL</b>		<b>367</b>

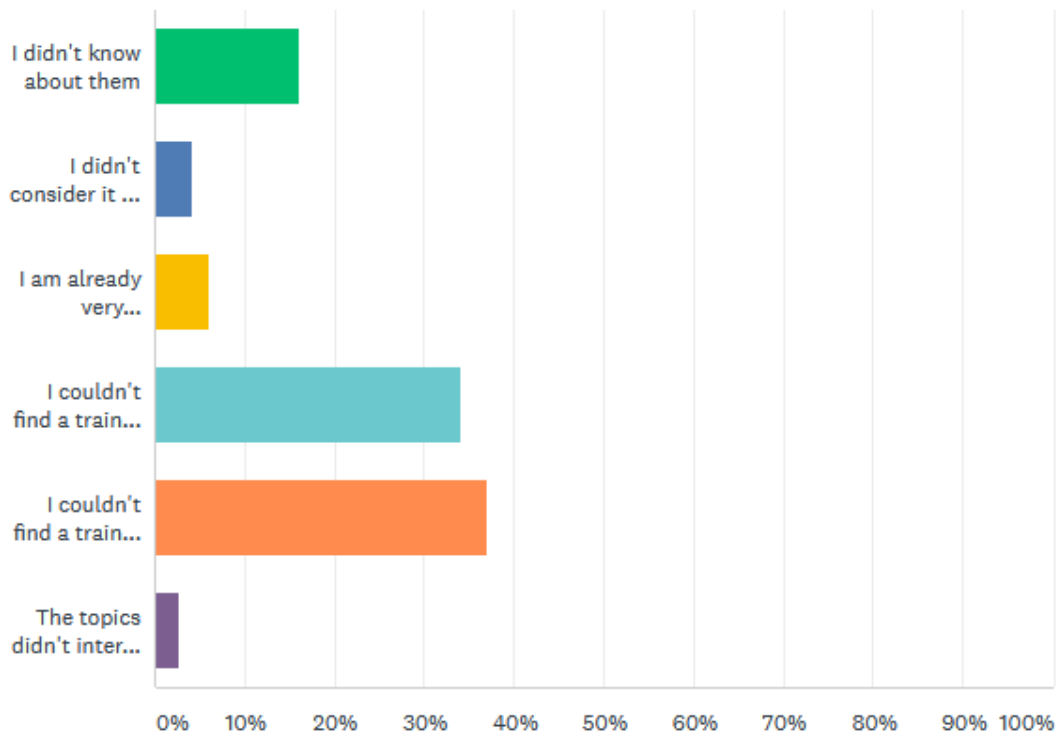
Of those responding, almost 60% had attended at least one training day with half of these respondents having been to two or more training events. 40% had not attended a training day (150 people) and this indicates that whilst the training programme so far has been successful in attracting people to training there is a sizeable number of marshals who we have not yet reached and where we can develop the programme to include them in future. The information from later in the survey helps to unpack some of the reasons why people have not managed to attend events, and therefore the ways the Association can react to increasingly reach volunteers and support their development.



## Reasons for non-attendance

Respondents were asked “Please provide the main reason that you have not attended more (or any) training events? (select one answer)

Answered: 267 Skipped: 102



ANSWER CHOICES	RESPONSES	
I didn't know about them	16.10%	43
I didn't consider it a worthwhile use of my time	4.12%	11
I am already very experienced and don't need any training	5.99%	16
I couldn't find a training event at a convenient location	34.08%	91
I couldn't find a training event on a convenient date	37.08%	99
The topics didn't interest me	2.62%	7
<b>TOTAL</b>		<b>267</b>

[Comments \(96\)](#)

There were a wide variety of reasons for non-attendance at training events, but the three most common were not knowing about them, and not being able to find suitable dates or locations.

16% of respondents reported not knowing about events, with a variety of suggestions offered about ways of improving promotion of training opportunities. Some of these have already been in place suggesting that whilst effort is going into advertising the events, the channels in use are not being



universally successful in reaching volunteers. Currently the training team use direct email, websites (SACC and SMMC), facebook, and events are advertised to all SACC member motor clubs. This is discussed further below.

34% reported not being able to find a suitable location, whilst 37% noted that they had not been able to find a suitable date. The 2017 programme was originally planned to provide a spread of modules so that each module for Rally and Speed was covered in the South of Scotland, Central Scotland, and North of Scotland. The dates were originally determined by reference to the event calendar, and as venues were confirmed. In addition a small number of bespoke events were scheduled for areas significantly further from training venues (such as Stornoway, Mull and Dunoon, with a further session intended for Skye cancelled at the request of the local club). As the year has progressed the calendar has suffered from clashes with permitted events and venue availability (for example the venue for fire training in Dumfries & Galloway was only available on a date which clashed with a major stage rally in northern England which would have meant attendance by both delegates and instructors was compromised). As a result the programme has suffered from late date changes and venue changes.

This was reinforced in the narrative comments, with 96 respondents providing an additional comment to further expand their answer.

*“There aren't any suitable times or locations and full days aren't suitable”*

*“Dates have clashed with work or had other things already planned”*

*“I will not travel more than 70miles from my home for training”*

*“Finding training relevant to the grade I am currently working towards has been difficult at dates which suit and location. Also in 2016 there were many training courses, whereas there appear to have been less in 2017, in my area and relevant to my grade.”*

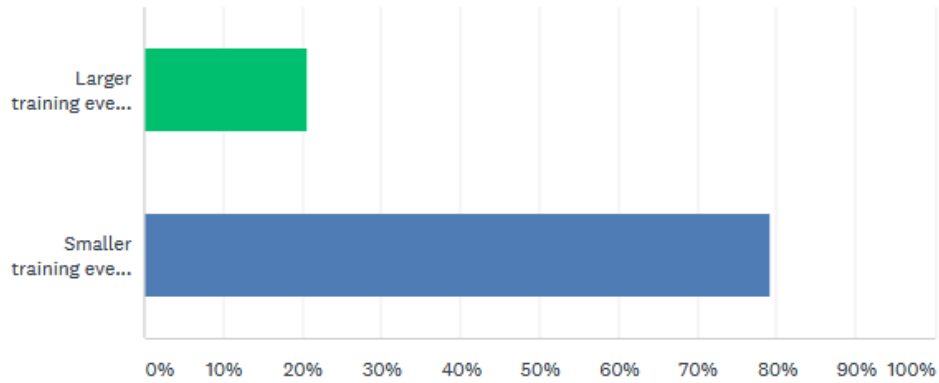
*“I work shifts including weekends. Only one circuit is 'local' to me. If I cannot attend this training day then the next closest is about a 6 hour round trip drive away.”*



## Type of training event

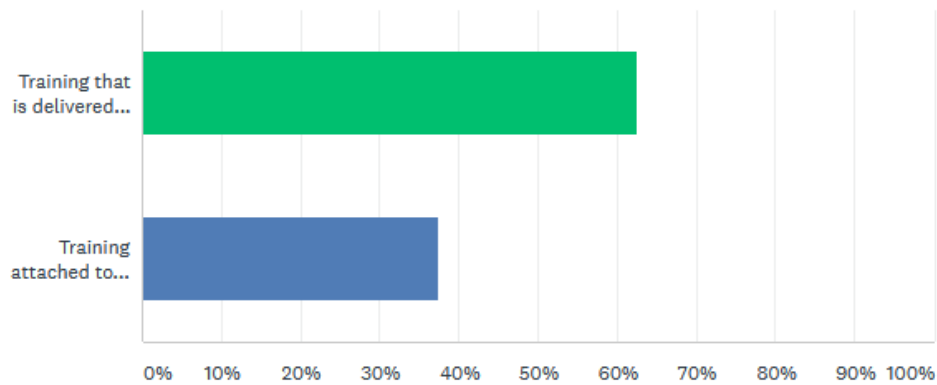
Respondents were asked "which do you prefer?" to three questions about event format.

Answered: 361 Skipped: 8



ANSWER CHOICES	RESPONSES	
Larger training events organised regionally	20.78%	75
Smaller training events organised locally	79.22%	286
<b>TOTAL</b>		<b>361</b>

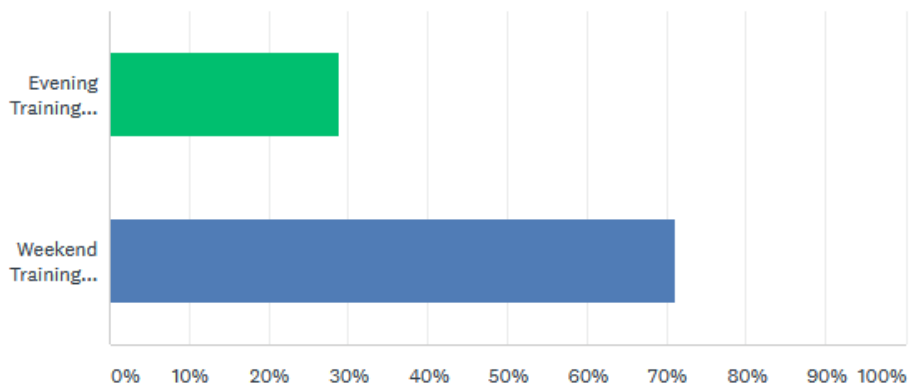
Answered: 358 Skipped: 11



ANSWER CHOICES	RESPONSES	
Training that is delivered outwith a motorsport event	62.57%	224
Training attached to motorsport events	37.43%	134
<b>TOTAL</b>		<b>358</b>

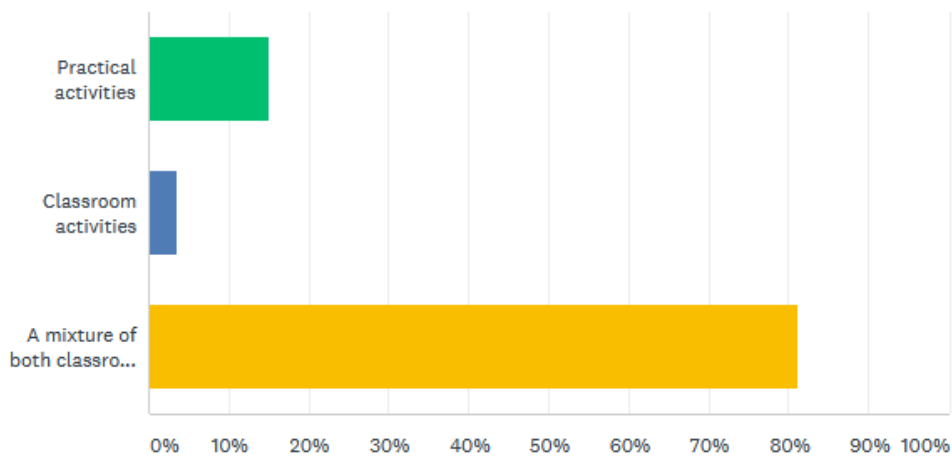


Answered: 360 Skipped: 9



ANSWER CHOICES	RESPONSES
Evening Training sessions?	28.89% 104
Weekend Training sessions?	71.11% 256
<b>TOTAL</b>	<b>360</b>

Answered: 363 Skipped: 6



ANSWER CHOICES	RESPONSES
Practical activities	15.15% 55
Classroom activities	3.58% 13
A mixture of both classroom and practical training	81.27% 295
<b>TOTAL</b>	<b>363</b>





Almost 80% of respondents reported a preference for smaller training events organised locally, with just over 62% reporting a preference for events organised independently of competitive events. 71% reported a preference for weekend events over events in the evenings.

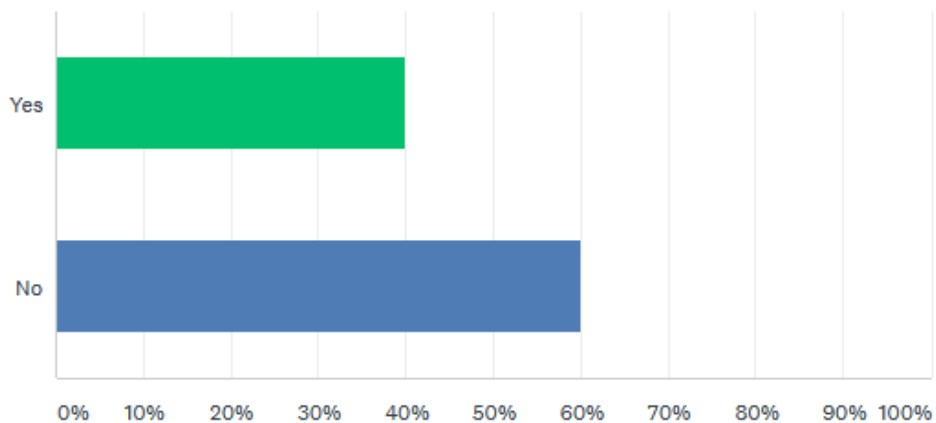
Whilst recognising that people have a range of preferences here, the training team have been trying to achieve a geographic spread. That said there is a balance between a large number of smaller events delivered in the local area, to a smaller number of events delivered in the three regional areas identified for 2017. An additional factor is the number of active training instructors, and the time commitment on the training team to organise multiple events. The training instructors and training co-ordinators across Scotland are volunteers like all other marshals and there is a limit to which the Association can call on their time (however generously they give it) before it starts to impact on their personal lives and thus damage our ability to deliver a sustainable programme.

81% of respondents expressed a preference for blended classroom and practical training.

## Catering

Respondents were asked whether it was important that free catering was provided at training events.

Answered: 365 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	40.00%	146
No	60.00%	219
<b>TOTAL</b>		<b>365</b>

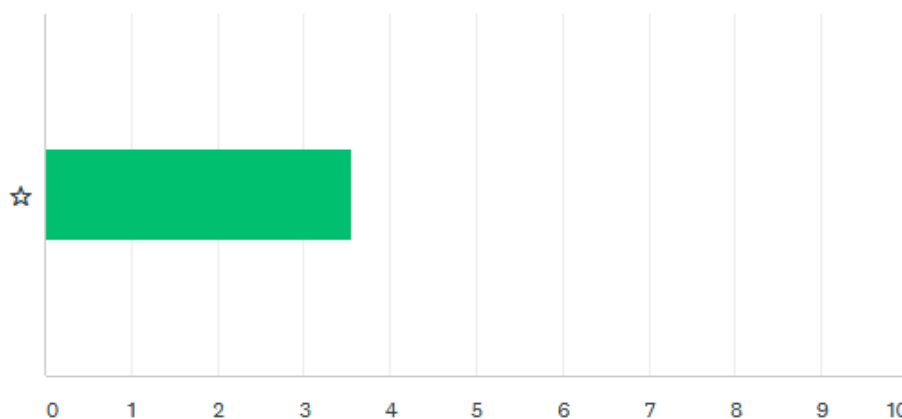
60% of respondents reported that free catering was not important for training events. Wherever possible the Association will continue to provide some catering at events, but will bear this response in mind should the costs involved start to detract from the motorsport elements of the training. Currently catering is usually possible through the generosity of the British Motor Sports Training Trust and provides a way for both the BMSTT and the Scottish Association of Car Clubs to provide some support to the volunteers giving up their time to attend training.



## Online Registration

Respondents were asked how important online registration was for events. They were asked to rate this from “not Important” through a sliding scale to “Essential”.

Answered: 365 Skipped: 4



	NOT IMPORTANT	(NO LABEL)	(NO LABEL)	(NO LABEL)	ESSENTIAL	TOTAL	WEIGHTED AVERAGE
☆	11.23% 41	6.58% 24	26.03% 95	28.49% 104	27.67% 101	365	3.55

Overall, considering the 365 responses contributing to this answer, and with a scale from 0 (not important) to 10 (essential) there was an overall weighted average of 3.55.

Registration is important for the training team in ensuring that events are viable, and the facilities are suitable for the expected numbers. It also helps instructors prepare the appropriate numbers of training aids (eg handouts), and that joining instructions etc can be targeted at the correct people.

Our conclusion is that an online registration solution would be desirable for the majority of people, but not essential. As a result we will continue to work to provide such a system, but not to the exclusion of other improvements to the training programme.

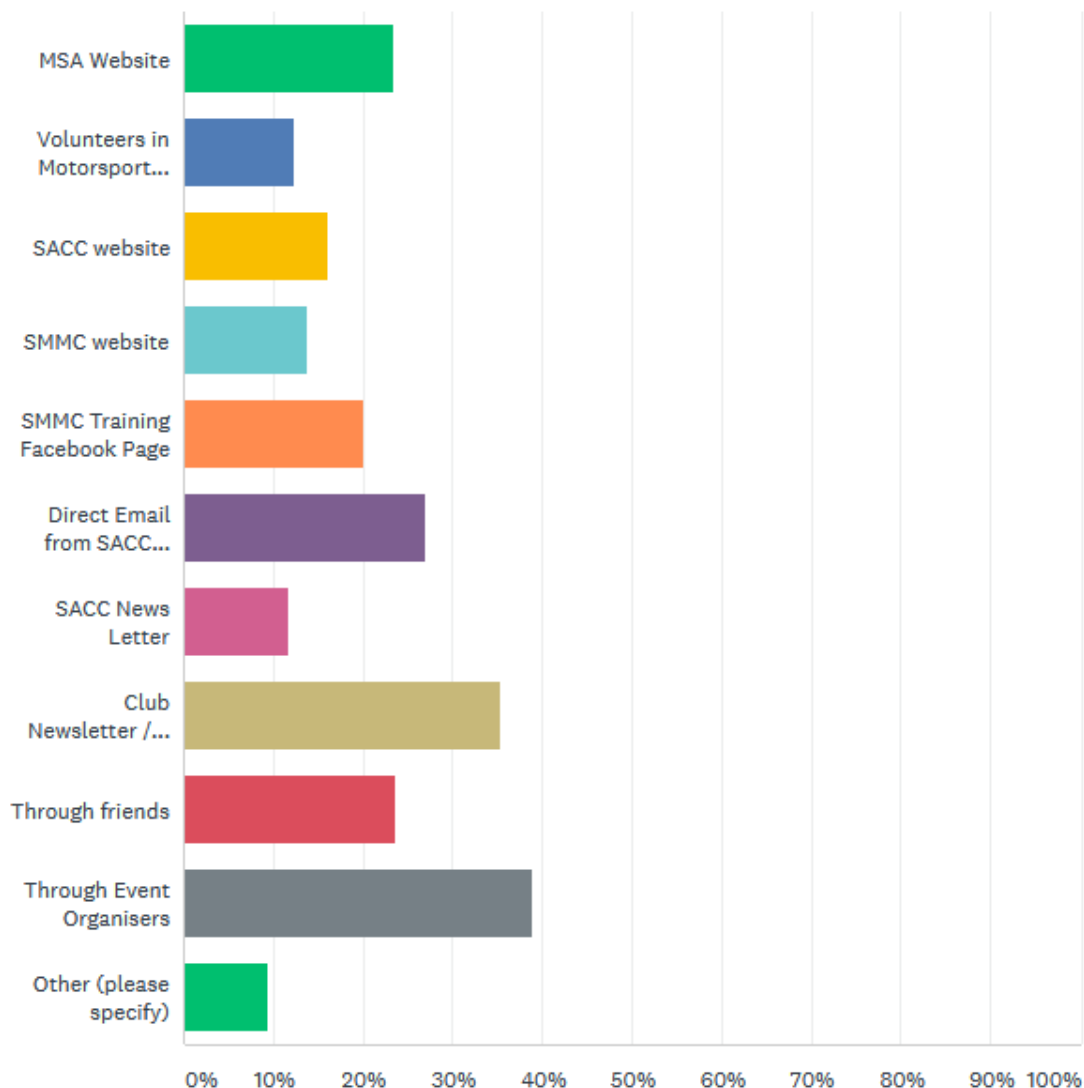


## Communication Channels

Respondents were asked how they received information about training (tick all that apply) and what their preference was (select one). These questions were asked in this way to gain an understanding of the effectiveness of the different channels, and people's preferences. Whilst appreciating that people may benefit from a range of different channels, asking for a single response to the second question has enabled us to consider the relative importance of each channel.

“How do you get information about training events? (tick all that apply)”

Answered: 364 Skipped: 5



ANSWER CHOICES	RESPONSES	
MSA Website	23.35%	85
Volunteers in Motorsport website	12.36%	45
SACC website	16.21%	59
SMMC website	13.74%	50
SMMC Training Facebook Page	20.05%	73
Direct Email from SACC Training Team	26.92%	98
SACC News Letter	11.81%	43
Club Newsletter / communication	35.44%	129
Through friends	23.63%	86
Through Event Organisers	39.01%	142
Other (please specify)	Responses	9.34% 34
<b>Total Respondents: 364</b>		

Responses to “Other”:

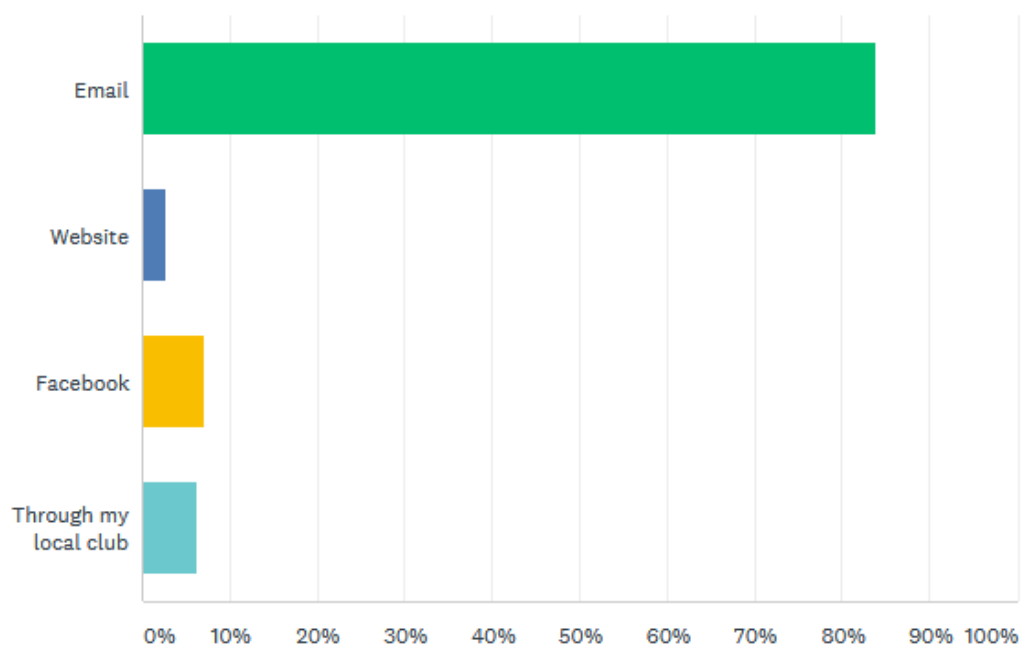
Other (please specify):

- *I haven't received any information on training events*
- *SMRC (4)*
- *From chief marshals I marshal for*
- *Chief marshal at race events*
- *Training Officer tells me*
- *Club email (2)*
- *Email Direct to me is best. Never have time to be on websites*
- *Direct email from Cambridge training team*
- *Email (3)*
- *SMMC will e-mail me*
- *Social media*
- *Other facebook pages*
- *Facebook (2)*
- *Word of mouth or facebook*
- *Facebook- event pages, non-specific*
- *At marshall briefing sessions at events*
- *Some sites the calendars are not consistent with dates and event types*
- *From Motorsport News*
- *My own enquiries to colleagues as to what training I need to attend to maintain my authorisations*
- *Staying in touch!*
- *Non of the above and don't know where I would*
- *Not sure*
- *MSA*
- *Stumble across them elsewhere as there seems to be no coherent advertising / central information area that is updated regularly*
- *I don't know where to get this info*
- *Never had any information. Probably due to fact there are none in my rural area*



“How do you prefer to get information about training events? (select one answer)”

Answered: 365 Skipped: 4



ANSWER CHOICES	RESPONSES	
Email	83.84%	306
Website	2.74%	10
Facebook	7.12%	26
Through my local club	6.30%	23
<b>TOTAL</b>		<b>365</b>

The three most frequently reported channels were communication through Event Organisers (39%), communication through Clubs (35%) and Direct Emails from the SACC Training Team (27%). The SACC Training Facebook page and MSA websites were also popular, and word of mouth through friends also played a significant role.

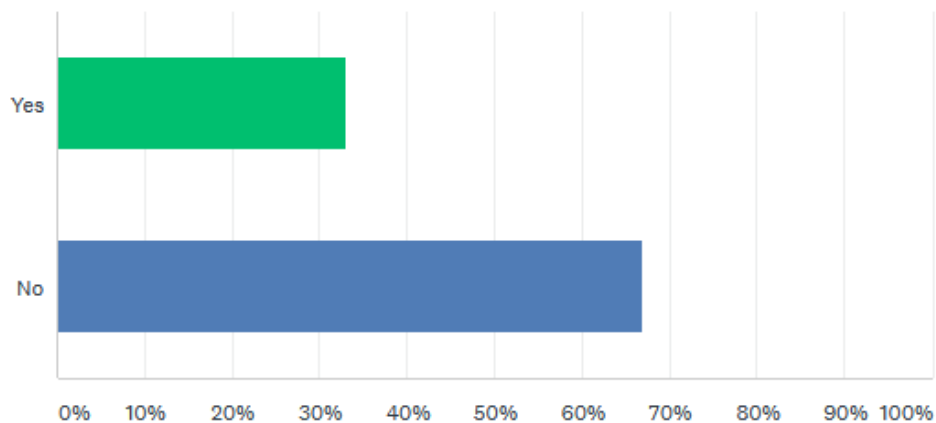
In terms of preference the strong preference (84%) was for email communication. This probably reflects the “push” nature of the communication and reduces the requirement to fit “self-service” methods of communication into busy lives.



## Marshals Registration and Grading Scheme

Respondents were asked whether they were currently working to upgrade their marshals' grade?

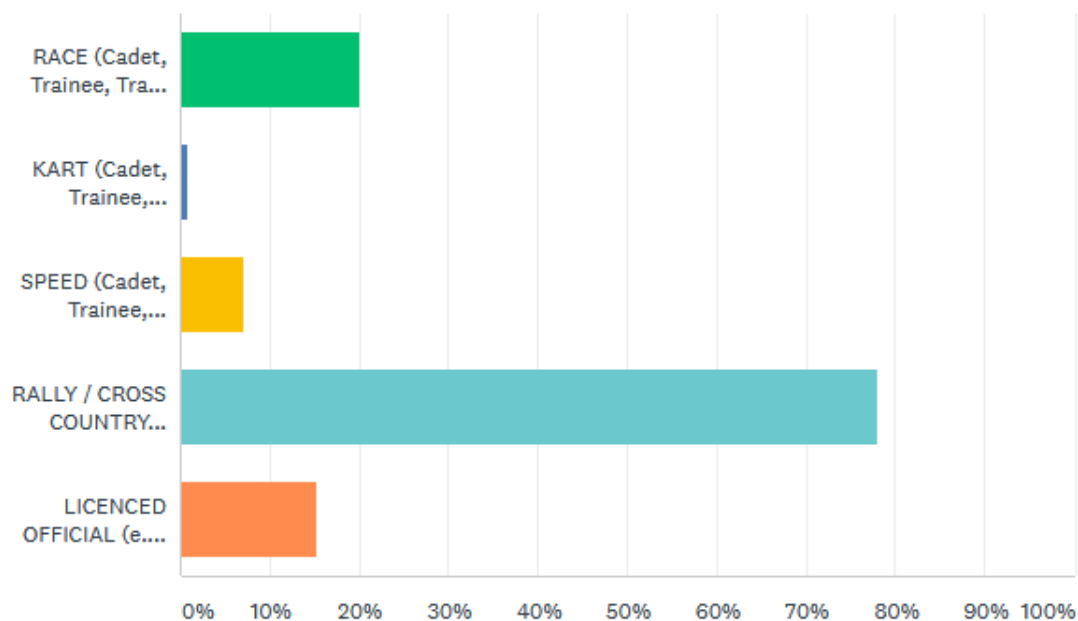
Answered: 362 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	33.15%	120
No	66.85%	242
<b>TOTAL</b>		<b>362</b>

Additionally they were asked "What marshals grade do you currently hold? (select all that apply)"

Answered: 347 Skipped: 22



ANSWER CHOICES	RESPONSES
RACE (Cadet, Trainee, Track, Experienced, Specialist, Flag, Incident Officer, Post Chief, Examining Post Chief)	20.17% 70
KART (Cadet, Trainee, Marshal, Experienced, Examining)	0.86% 3
SPEED (Cadet, Trainee, Marshal, Experienced, Post Chief, Examining)	7.20% 25
RALLY / CROSS COUNTRY (Accredited, Accredited Cadet, Marshal, Timing, Radio, Sector, Senior Stage, Stage Commander, Senior Official)	78.10% 271
LICENCED OFFICIAL (e.g Clerk of the course, Scrutineer, Steward etc)	15.27% 53
<b>Total Respondents: 347</b>	

Approximately two thirds of respondents were not working to upgrade their current marshal grade, and respondents were spread across the different motorsport disciplines. Probably unsurprisingly given the numbers of marshals involved in staging events in the different disciplines, the majority of respondents (78%) held a Rally/Cross Country marshals registration, with 20% holding a Race registration. 15% held an officials licence, with 7% holding a speed registration. Only three respondents held a kart marshals registration.

These demographics are broadly reflected in the training programme. There was feedback that race marshals might benefit from more than one training event per year (both to provide ongoing training, and to provide for a choice of dates), and more bespoke training for speed marshals was requested. Finding venues/dates that attracted speed marshals has been a challenge in 2017 and further work with the main speed clubs/events has been ongoing to try to provide an offering in 2018 that will attract more marshals. This reflects the work also ongoing in the speed discipline to attract much needed new volunteers into the speed marshalling arena.

The Rally/Cross-Country Grading Scheme also attracted some negative feedback from some respondents who commented that they felt it was more of a “tick box” exercise, or a knee-jerk reaction to certain high profile incidents. Clearly the re-launch of the registration scheme, alongside the MSA’s online accreditation training and the marshals recognition packs has been part of the response to the tragic events on rallies in recent years. However discussions at the Scottish Association have underlined the importance that event organisers and organising clubs have placed on recognising the skills that Scottish Marshals have. For event organisers having the assurance that their marshals are not only trained and experienced, but also are able to demonstrate this training helps senior officials and chief marshals in particular have the confidence in their marshalling cadres. In addition the training team hope that the Scottish Training Programme allows marshals to refresh their skills and gain some recognition of the effort they put in to gaining both skills and experience through their volunteering.



## Other Issues

### Including other disciplines

There was some feedback that a wider range of discipline would benefit from training, including navigational and Targa rallies, trials, etc. This is an area that the training team will consider with the training champions to see what can be offered in the future.

*“My interest is Classic / Targa / Navigational Rallying. I feel the training is more focused on either stage, speed or racing events.”*

### Quality of training

Feedback was provided about the quality of trainers, venues and content. Delegates at events are asked to provide feedback which is considered by the training teams, both in Scotland and at the MSA. This feedback is also shared with instructors. The Scottish Training Team are actively working with instructors to support them in their development, and in moving from a “lecture” style of training to a more interactive/blended style of learning for delegates. Similarly Scottish instructors are actively involved in reviewing training content, and in supporting the MSA in updating the core training material. Delegate feedback is a vital part of this process and we would encourage delegates to continue to offer honest feedback at each event.

### Spectator Management

Whilst not directly related to the training programme, several respondent commented that efforts should be made to “sort out” or train spectators. As some of the media coverage of the current Fatal Accident Inquiry has reported, the way in which spectators react to event officials can make marshalling some areas challenging. One of the intentions of the training programme is to help give marshals additional pointers, skills and confidence to manage spectators’ behaviour and help them to spectate safely. The training team are aware of other work that has been undertaken by the MSA and event organisers to educate spectators, including the successful social media campaign that has run around the Mull Rally in recent years. We hope the marshals training programme can continue to support these efforts.

### Availability of new material

Feedback has also indicated the frustration of experienced marshals in receiving similar training year on year. There is an inherent challenge for the training team in catering for both those new to marshalling, and those with more experience, and many training sessions benefit from a spread of experience amongst the delegates. It is important that we continue to offer a consistent standard of training, with some core content, but we will be working with instructors to try to build on this core and include new content over the coming year.

### First Aid, Incident Response and Fire Training

Fire training in particular has been challenging to offer over the last 12 months. It has become increasingly difficult to find venues where practical (hot) fire training can be offered, despite the use of a bespoke Scottish motorsport fire training rig which minimises the environmental impact of fire training. This has proved particularly challenging in the north of Scotland, and the team are determined to try to find suitable venues. Training has continued to run in central Scotland where we do have a suitable venue and we will publish details of further courses, both in central Scotland, and more widely as we are able to host them.





## Online Training

A range of feedback was received about the benefits of online training and the Training Team is equally keen to see an increased offering in this area. The Scottish Association has been trying to influence the MSA in this area too, and we understand that there are a range of online modules under development that will complement the face to face training.

## Other comments

Respondents were asked “What would you like the Scottish Training Programme to continue to do more of?” and for any other comments or suggestions. The following are a representative sample of comments:

*“One day max training sessions, and don’t have to drive unreasonable distances”*

*“Good selection of training at present”*

*“Smaller session groups for hands on training”*

*“More crossover training between disciplines, the basics are the same for most”*

*“Move as much training as possible online”*

*“Keep up the good work”*

*“Fire training and safety training”*

*“More like Knockhill Radio training last year – the best I have ever attended”*

*“Regional training and a mix of practical with local clubs involved”*

*“Advertise events more effectively”*

*“The content and delivery of training is always excellent – but there is rarely any follow-up after the session. I know it requires extra resource but I would really welcome a chance to link up with the marshals and staff I’ve met on a message board of some sort and to review any presentations that were shown during the day. Facebook might be the answer or it might not. Not everyone is on Facebook and not everyone is keen to share all their personal Facebook details – maybe a closed group - or an alternative to Facebook that only requires a minimal level of personal details to be shared?”*

*“How about training the spectators that have no regard or respect”*

*“Use webinars and updated on-line reference material”*

*“Training has improved massively in recent years and is making motorsport more professional with a much better image. Keep up the good work”*

*“Bring in stars of the sport to encourage marshals and make them feel needed”*

*“A great effort so far. Hope that this survey helps to shape 2018 and beyond”*

*“Bigger emphasis on practical experiential training, use winter time between seasons more productively & encourage clubs to use the “buddy” system more”*

*“Get the MSA to fix their act, and deal with marshals as an asset to develop”*

*“Experienced marshals with over 20 years in the motorsport at all levels, competing and organising shouldn’t need to go back to basics and start over getting an attendance card signed to move up the ladder”*

*“Keep going! Local and Scottish, keep us trained to the best standards, make it fun to train”*

*“Well done to the team doing all the organising”*

