



IFPMC

IQ FORUM OF POLICY
MAKERS CORPORATIONS

TRAINING EVALUATION PLAN

The full Monitoring, Evaluation and Learning (MEL) plan for
measuring impact of our training programs

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INTRODUCTION

Training is an investment that can transform your organisation. It will provide the skills and know-how for your employees to thrive.

At IFPMC, we want to make sure that the training we deliver changes the culture of your organisation and gives you the edge to stay ahead of competition.

But to get it right, we have to make sure we are delivering the right training for you, tailored for your needs and objectives.

This can only be done with a robust Monitoring, Evaluation and Learning (MEL) plan that measures the impact of the training effectively.

We do this through 3 phases. A Training Needs Analysis (TNA) to determine the best method of training; a training evaluation to assess the process; and a Return on Investment (ROI) to evaluate the results of training.



METHODOLOGY

We use different phases and models to assess and evaluation the outcomes of our training programs. **Before** the training, we conduct a TNA to help us put together the best methods and content. **During** the training, we use the Kirkpatrick model for evaluating the progress made. **After** the training we conduct ROI calculations to measure impact of on learners.



A TNA will work out the areas of greatest needs, avoid wasting time on irrelevant training methods and enhance your ROI.



The Kirkpatrick model for evaluating training will provide clear evaluative steps to follow, and valuable insight for business leaders into overall training programs and their impact on business outcomes.



ROI is a simple way to tracking the effectiveness of training and measuring what value the learning helped create.

TRAINING NEEDS ANALYSIS

You needed it, so we made it for you!

A TNA is the most important phase in any training program. It involves a process that allows a review of the current state of your organisation's performance. With it, you can identify the knowledge-gaps your organisation needs to fill. Once you know what's missing, we can outline your priorities and shape the best strategy for training.

Steps to TNA:

Align training with organisation's vision and mission



Assess current knowledge and behaviour of learners



Use surveys and FGDs to collect data



Use a control group to compare results to later



Analyse results, determine main gaps and prioritise needs



Plan and craft a training strategy



TRAINING EVALUATION

Using the Kirckpatrick Model

1

Reaction

The objective for this level is to evaluate how individuals react to the training model by asking questions that establishes the trainees' thoughts. Questions will figure out if the participant enjoyed their experience and if they found the material in the program useful for their work. This particular form of evaluation is typically done through "**Reaction sheets.**"

2

Learning

Evaluating at this level is meant to gauge participants' level of expertise and **learning** developed. Techniques vary from tests and self-assessment to team assessment. We make sure individuals take the test prior to the training (pre-test) and following training (post-test) to figure out how much the learners comprehended.

TRAINING EVALUATION

Using the Kirckpatrick Model

3

Behaviour

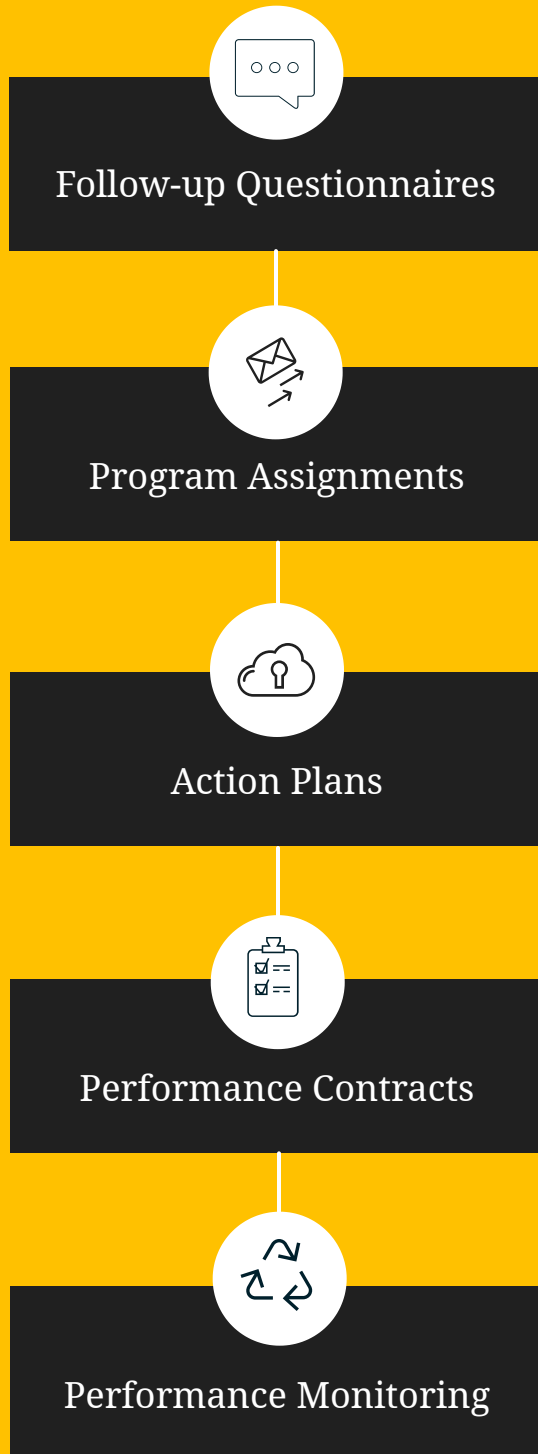
This level takes time. it can take weeks or months for learners to build confidence or have the opportunity to apply their knowledge and change **behaviour**. This level is about knowledge transfer and it's measured through conducting interviews, record observations on the ground, and provide opportunities

4

Results

The final step of the Kirkpatrick Model is the primary goal of the program, determining the overall success of the training model, measuring **results**. This stage seeks to evaluate how the behavioural changes impacted the business and whether training investment resulted in a good **ROI**.

RETURN ON INVESTMENT (ROI)



ROI is a useful way of measuring whether training offered value for money.

Follow-up questionnaires to explore specific application of knowledge and skills.

Participants complete assignments on the job, using skills or knowledge learned in training.

Developed in training, action plans on the job should be implemented after the program is completed.

Participant's supervisor and instructor agree on specific performance contracts determining how program will be implemented.

Performance monitoring examines various business performance records and operational data for improvement