Knowledge Sharing Session: Conduct of Level 3 Evaluation

13 March 2023

CIVIL SERVICE COMMISSION
Republic of the Philippines
CSI

CSI-PCD-003 v.02

How does CSI conduct Level 3 Evaluation?

How does CSI conduct Level 3 Evaluation?

1. Prepare Learning Results Chain and FGD guide questions

2. Identify Training Programs/Agencies for Level 3 evaluation

- Consider agencies that have participated at least 6 months after the training conduct
  - o In-house
  - o Public Offering
- Do pre-work to readily identify agencies that have applied their learning

3. Send invitation letter and survey form

Sample Invitation Letter

Ms. SHERYLL T. GAYOLA

Assistant Schools Division Superintendent- OIC

Office of the Schools Division Superintendent

Department of Education Schools Division Office- Marikina

Dear **Ms. Gayola:**

Greetings from the Civil Service Commission!

This pertains to the course on **Performance Management (PM) for PRIME-HRM Level 2** Course that was conducted by the Civil Service Institute (CSI) last March 9, 11, 16,18,23,25 and 30, 2021. The **PM for PRIME-HRM Level 2** aims to review the agency's existing PM policy and processes and identify areas where customization can be made for it to be more responsive to agency's specific needs.

To help us assess the effectiveness of our training program, may we be allowed to conduct a Level 3 Course Evaluation/Application of Learning of the said course. This is to determine, specifically, the extent of application of learning by the participants and the results or benefits of the course to your organization. We shall provide you with a copy of the results of this evaluation. Rest assured that the conduct of this evaluation will be free of charge.

Sample Invitation Letter

Should you approve, below is the indicative schedule of activities, for your consideration:

Planned Activity	Schedule*	Focal Person
1. Administration of survey questionnaire to all participants *(CSI to provide the survey form link via email on 6 March 2022)*	8-15 March 2022	Agency HR
2. Identification of participants to the Focus Group Discussion (FGD) *(composed of top management and rank-and-file employees who participated in the training program)*	Submission of list to the CSI: on or before 17 Mar 2022 *Template will be provided by CSI on 6 March 2022*	Agency HR *(to provide the list of FGD participants)*
3. Conduct of online FGD to validate survey results *(Zoom link will be provided by the CSI on 20 March 2022)*	24 March 2022	CSI facilitator
4. Presentation of validated evaluation results	28 April 2022	CSI facilitator

Dates may change subject to the agreed schedule of your agency and the CSI

Sample Level 3 Evaluation Form

LEARNING AND DEVELOPMENT FOR PRIME-HRM LEVEL II

Level 3 Evaluation/Application of Learning

Dear Respondents:

In our effort to ensure excellent service delivery and to continually improve the design, delivery, and evaluate the relevance and effectiveness of our training programs, we would like to know how the training course/program we have provided had helped you in your workplace performance and/or in the productivity of your organization as a whole. .

Please allow us to have about fifteen (15) minutes of your time to answer the following questions.

Thank you.

Course Title: **Learning and Development (L&D) for PRIME-HRM Level 2 Course**		Date Taken:
Name:		
Office:	Position:	SG

Sample Level 3 Evaluation Form

Legend: P-Poor; F-Fair; S-Satisfactory; VS-Very Satisfactory; E-Excellent

How satisfied are you in achieving the following learning objectives?	P	F	S	VS	E
1. Appreciate the value of administering a Learning and Development (L&D) System that meets the PRIME-HRM Maturity Level 2 requirements					
2. Discuss the purpose, principles and processes in relation to customizing own L&D System					
3. Assess own L&D System vis-a-vis PRIME-HRM's PM pillars, elements and Level 2 indicators and evidence requirements					
4. Identify areas for customization in the agency's current L&D system					
5. Prepare a draft customized L&D policy and develop action plan for administering said customized R&R policy					

Sample Level 3 Evaluation Form

How did you apply your learning?

CSI-PCE-002 v.01

What are the noticeable work/performance improvements at your personal, team level and/or organizational level when you applied your learning from the course?

Personal	Team	Organizational

What are your suggestions to improve the training design of the L&D for PRIME-HRM Level 2 Course (e.g. additional topics, methodologies, etc)

How does CSI conduct Level 3 Evaluation?

1. Prepare Learning Results Chain

2. Identify Training Programs/Agencies for Level 3 evaluation

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    o In-house
    o Public Offering
  - Do pre-work to readily identify agencies that have applied their learning

3. Send invitation letter

How does CSI conduct Level 3 Evaluation?

4. Send online survey link to agency focal for onward sending to course participants for accomplishment

- Give participants max of 2 weeks to accomplish the form

5. Collate accomplished survey form and analyze results

- 1 week after receipt of accomplished form

Tabulation Template

Learning & Development Impact Evaluation

Tabulation Matrix v.00

Program Title:							Start Date:						
Course Title:							End Date:						

Pax	How satisfied are you in achieving the learning objectives?									How did you apply your learning?	What are the noticeable work/performance improvements at your personal, team level and/or organizational level when you applied your learnings from the course?	What are your suggestions to improve the training design of the course?
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9			
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												

SUMMARY TABLE 1

1	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0

		SUMMARY OF RESPONSES
EXCELLENT RATING	5	#DIV/0!
VS RATING	4	#DIV/0!
	3	#DIV/0!
	2	#DIV/0!
	1	#DIV/0!
OVERALL RATING		#DIV/0!

How does CSI conduct Level 3 Evaluation?

6. Conduct FGD

- Within a month after receipt of accomplished survey form
- Use the learning results chain under *Level 3* for the specific questions

Sample content of FGD

I. Preliminaries
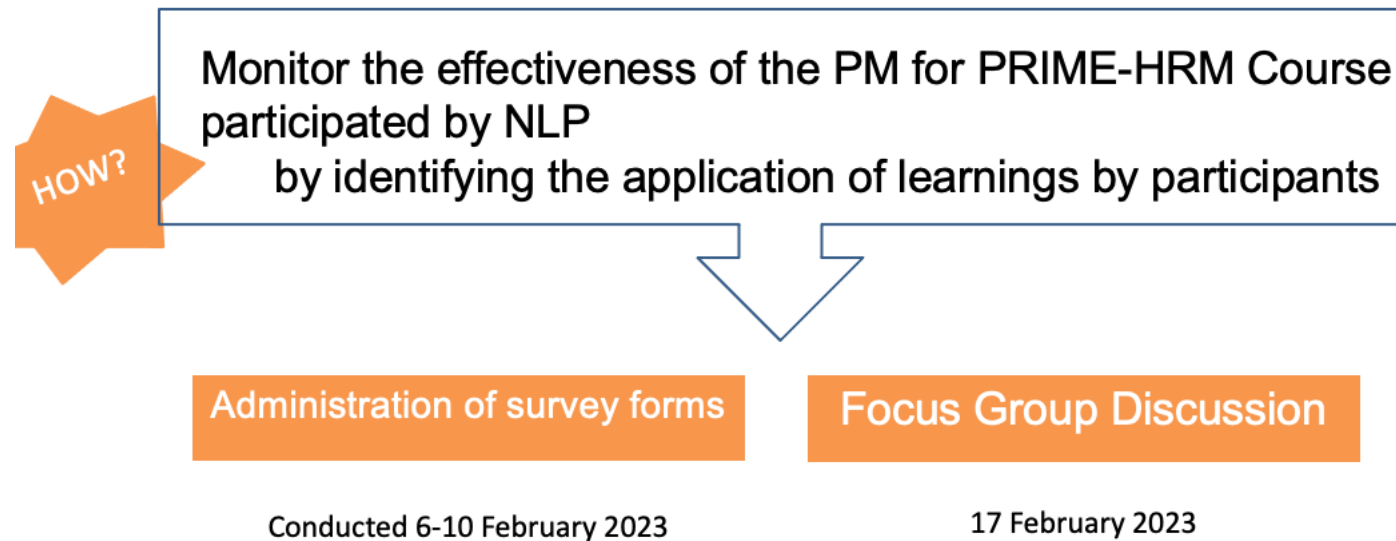
II. FGD Proper

III. Next Steps

Sample content of FGD

I. Preliminaries

- ✓ Objectives of Level 3 Course Evaluation

- ✓ Objectives of the FGD

- ✓ Quick recall of the contents of the Training Program

Sample content of FGD

Objectives of Level 3 Course Evaluation

Sample content of FGD

Objectives of the FGD

Objectives of the FGD

- Validate the effectiveness and applicability of the PM for PRIME-HRM Level 2 Course based on Survey Results

1. Extent of application of the learnings from the Course

2. Benefits gained in applying the learnings from the Course

3. Plans to sustain the gains and benefits of the Course

Sample content of FGD

I. Preliminaries

- ✓ Objectives of Level 3 Course Evaluation

- ✓ Objectives of the FGD

- ✓ Quick recall of the contents of the Training Program

Sample content of FGD

II. FGD Proper

- ✓ Which of those that you have learned from the course have you already applied?
  - *- Refer to the learning results chain under Level 3*

- ✓ What are the benefits gained from applying what you have learned?
  - Personal
  - Team
  - Organizational

- ✓ How do you plan to sustain applying what you have learned?

Sample content of FGD

I. Preliminaries

II. FGD Proper

III. Next Steps

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5. Collate accomplished survey form and analyze results

6. Conduct FGD

7. Prepare and release report

Q&A