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	Doc No. PR-HROD-002-00	New Procedure
	Date of Issuance March 17, 2014	Date of Effectivity April 1, 2014

TRAINING EVALUATION PROCEDURE

APPROVALS

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REVISION HISTORY

AUTHOR	REVISED SECTION/PARAGRAPH	REV	RELEASED
Jhanine R. Quio	Initial Release	00	March 17, 2014

Draft and Archived/Obsolete revisions are not to be used.
Access Quality Document/Record Catalog system to verify revision.

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1. PURPOSE

This procedure describes the flow of training evaluation. The purpose of this procedure is to provide steps to determine whether or not the training attended by the employee achieved its desired objective/s.

2. SCOPE

This procedure applies to the evaluation of the effectiveness of the training attended by Head Office employees, whether in-house or external.

3. RECORDS

- File the result of the training evaluation on the employee's 201 File

4. ASSOCIATED DOCUMENTS

- Training Materials
- Training Report
- Training Request Form

5. DEFINITIONS

- **External Training** – a training conducted outside of the company's premise by an external trainer or training provider.
- **In-house Training** – a training conducted inside the company wherein an external trainer or training provider is invited to conduct the said training.

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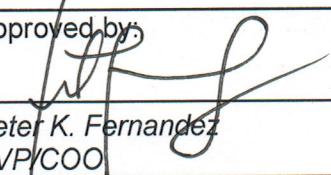
- **Three levels of evaluation**

Reaction Level – evaluation on the employee's reaction about the training or learning experience. To attain this, feedback forms will be used including documentation of verbal reaction, post-training surveys or questionnaires.

Learning Level – learning evaluation is the measurement of the increase in knowledge – before and after. Typically, assessments or tests before and after the training will be conducted; an interview or observation will also be used.

Behavior Level – evaluation on the extent of applied learning back on the job (implementation of learning in the workplace). In this, observation and interview over time are required to assess change, relevance of change, and sustainability of change.

- **Training Materials** – materials provided to the employee/s by the trainer or training provider which contains the information needed by the learner to perform tasks
- **Training Report** – report prepared by the employee after attending a training. This covers the learning and performance initiatives which are directly linked to the accomplishment of the KRA of the concerned employee.

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6. RESPONSIBILITIES

- **HROD Group:**
 - Responsible for the evaluation and assessment of the effectiveness of the training program requested and attended by Head Office employees by designing and implementing a training evaluation plan.
- **Immediate Head**
 - Ensures learning transfer,
 - Responsible for assisting the HROD Group in evaluating and assessing the effectiveness of the training program by observing the post-training behavior and performance of the employee
- **Employee:**
 - Completes required training within specified timeframe,
 - Submits post-training requirements.

7. EQUIPMENT AND TOOLS

- Not Applicable

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8. PROCEDURE

8.1 Process Flow



8.2 Procedure

1. Identify the objectives of the evaluation. This will affect the types of data to be collected and the data collection method to be used. For external training, objective may be determined based on the expected output indicated by the employee on the Training Request Form.
2. Select evaluation method. The three levels of evaluation will be used for this purpose. For external training, the training report and training materials submitted by the employee will be the basis for determining the evaluation method and evaluation tool to be utilized.
3. Design Evaluation Tools. Evaluation tools to be used will depend on the evaluation method to be utilized. This may include questionnaire, pre/post test, survey, interview, etc. Once evaluation tool to be used has been determined, HROD designs the evaluation tool.
4. Collect data. HROD Group administers the evaluation tools to the persons involved.
5. Analyze and report results. HROD Group analyzes the data collected based on the objectives of the evaluation. Results will be reported to the employee, to his/her immediate head, and to the Operations Committee, if necessary.

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