

A road map for evaluating learning and development

Start here



Organisational context, climate and constraints

Corporate and workforce plans

Learning and development processes

Consider

1. Making key decisions

Have you decided on what to evaluate and how?

2. Planning

Is there an evaluation strategy to guide action?

3. Get sign off

Do stakeholders have a common understanding of the purpose and scope of the evaluation?

Change and improve

Relevance

Appropriateness

Reaction

Capability

Performance

Outcomes

Decide and plan

Evaluate

Report

Change and improve

Fix now
Watch out
Good

Report consolidated information

Consolidated reporting

Is evaluation data reported to all relevant players and stakeholders?

Relevance

Do learning and development investments address business capability and individual needs?

Appropriateness

Are learning and development investments appropriate in terms of time, cost, quality and integration with other strategies and practices?

Reaction

Are participants and stakeholders satisfied with the accessibility and quality of the learning and development?

Capability

Has the individual and/or agency obtained the required capability?

Performance

Has the acquired capability been transferred to the workplace?

Outcomes

Are outcomes assessed at individual, group and/or agency level?