

# **Training & Development – Competency Standards**

## **Unit of Competency**

### **Functional Area: Training and Development Knowledge**

- 1. Name :** Training Evaluation & Business Impact
- 2. Code :** TDZZKL403A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Ability to design evaluation instruments under the guidance of superiors, and apply them to assess training effectiveness so as to fine-tune training & development programs, and demonstrate awareness of its impact on business performance.

#### **6. Competency : Performance Requirements**

##### **Knowledge and Intellectual Skills**

- Have means and resources to acquire a broad-based knowledge of methods to carry out evaluation of different levels of training effectiveness, and the ability to find out the up-to-date information about evaluation methods, and the knowledge of evaluation techniques as applied in specific situations.
- Based on course objectives, suggests ways to evaluate course effectiveness from course participants and be able to design evaluation tools, e.g. evaluation forms. Suggests appropriate follow-up actions if course objectives are not met.
- Be able to carry out standard and well-structured evaluation methods/processes and, with the guidance of the superior, be able to vary or handle specific or non-routine evaluation processes/methods for different situations/trainee groups.
- Have the knowledge of different evaluation methods to be applied in different levels of course evaluation and, with the guidance of the superior, be able to design relevant tools, e.g. forms to collect expected and reliable data.

##### **Process**

- For regular and non-routine training sessions, be able to suggest a variety of creative and non-traditional measurements to obtain information regarding course effectiveness.
- Be able to suggest some suitable evaluation methods and ways to present the findings.
- Often challenges current evaluation methods used with particular attention to their effectiveness; adjusts and renews evaluation methods whenever necessary.

##### **Application, Autonomy and Accountability**

- Be able to design evaluation forms for Levels 1 and 2 effectively on his/her own, and be able to train and supervise junior training staff to design and use such forms and consolidate the findings.

- Conduct Levels 1 and 2 evaluation on his/her own and be able to design and undertake follow-up actions accordingly to enrich the learning experience.
- Understands organization's business goals, policies on HR development and resources allocation and, with the supervision of the superior, be able to select and apply evaluation methods accordingly.
- Be fully accountable for the outcome of the evaluation methods applied.
- Be able to communicate clearly in English and Chinese, in writing and verbally (Cantonese, and preferably also Putonghua) at post-secondary school level; uses the appropriate trade terminology, analyzes training effectiveness of a particular learning activity.
- Takes full responsibility of the skills of his/her junior trainers in course evaluation processes.

### **Communication, IT and Numeracy**

- Be able to communicate effectively with the course participants before applying different evaluation methods and be able to use a wide range of evaluation methods in L1 and L2 and, with the guidance of the superior, some advanced skills in L3 and L4 evaluation.
- Be able to use the appropriate evaluation methods in both familiar and non-routine situations.
- Be able to review the evaluation methods used; be well aware of the latest market information related to evaluation methods; identifies problems and issues related to the use of evaluation methods; and be able to take actions to address the problems and issues identified.
- Be able to use common productivity software such as MS Office for preparing evaluation reports and presentation materials.
- Be able to understand the trainees' feedback and their situations, and suggests some appropriate follow-up actions accordingly.
- Be able to use appropriate statistical methods to consolidate data and present findings systematically.

## **7. Assessment Guideline**

When designing a training/learning/development activity, the trainer must be able to demonstrate the ability to suggest some appropriate evaluation methods and, with the guidance of the superior, design the related tools, e.g. the form(s), so that he/she can measure the effectiveness against the pre-determined objectives to help achieve the organization's goal(s).