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# Training Evaluation Report

## <Training service name>

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### Glossary of Terms:

Term/Abbreviation	Definition

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## 1 Executive Summary

You need to decide if your report needs an executive summary, depending on who is going to read it, whether they will have the time to read the whole report and how long the report is. It should be written last.

It will summarise:

- Purpose and objectives of the report
- Methodology used
- Main findings
- Main conclusions and recommendations

## 2 Purpose and Background

Explain the rationale and context of the training, making sure you include any links to business needs and the organisation's objectives

Give a brief description of why this training was delivered. The training approach will be described in section 4 below.

## 3 Key Performance Indicators

List the KPIs that were agreed at the beginning of the training programme.

## 4 Training approach

Give a brief description of the training approach used to deliver this training.

## 5 Evaluation methodology

Describe which evaluation methods were used at each level and why. You may want to include information about the response rates and how you collected and analysed the data.

- a) Reaction (level 1)
- b) Knowledge (level 2)
- c) Behaviour (level 3)
- d) Performance/ROI (level 4)

## 6 Results

Please include in the relevant sections below, how the KPIs agreed at the beginning of the training programme have been met.

### 6.1 Results/Outcomes for Reaction

Add the data and graphs from the level 1 evaluations if used and summarise your key findings. Include any significant comments and feedback from the learners.

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## 6.2 Results / outcomes for Knowledge

What were the findings from your competency assessments? Include any data (stats or graphs). Summarise any barriers and enablers to learning.

## 6.3 Results/outcomes for Behaviour (impact of the learning in the workplace)

This section will include information about changes in learner behaviour, collected from the learners themselves as well as their line managers. Include any data, graphs or stats you collected about:

- a) Responses from Line managers
- b) Response from Learners
- c) Responses from the Subject leads
- d) Feedback from the Trainers
- e) Application of Skills of Knowledge

## 6.4 Performance and Business Impact

Include any data that shows the impact on the organisation, how you have calculated a return on the training investment and demonstrate the return on expectation. Please indicate how specific KPIs have been met through the training:

- a) Training Cost Comparison
- b) Training Compliance Rates
- c) Knowledge Evaluation
- d) Benefits

## 7 Conclusions

These are drawn from the evaluations, the lessons you have learned for undertaking the evaluation and its impact on the learners and the business.

## 8 Recommendations & Action Plan

Your recommendations should identify what training should be maintained, expanded or withdrawn. Consider if any changes to the training approach, internal policy and procedures are needed.

What are the next steps from this report: are there any actions that need to be implemented? If so how and when will they be implemented and who is supporting these?

## 9 Lessons learned

Include any lessons learned about the evaluation process and methodology you followed and how you would improve this for future evaluations. E.g. change the wording of questions, change the timing of workplace evaluations, change the approach for future, similar training programmes, etc.

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## 10 Appendices

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