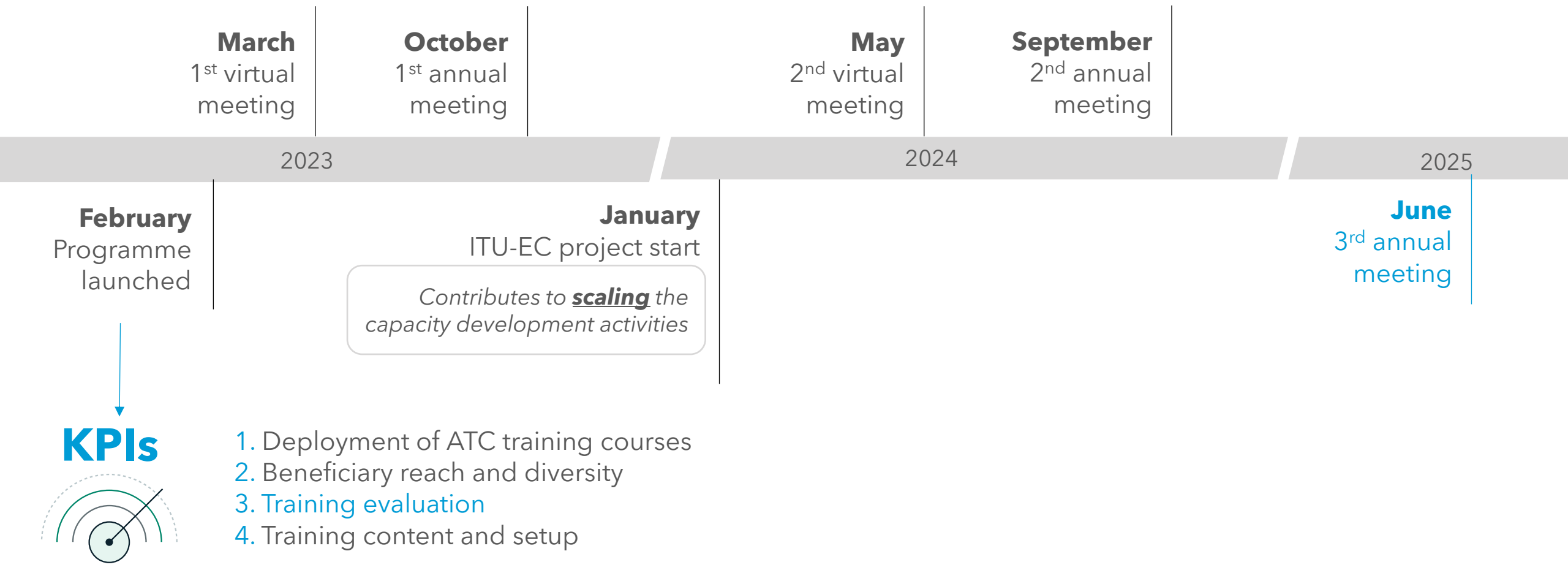


Evaluation framework for ATC programme courses

Guiomar LEVI-SETTI, Emil IUGA
Santo Domingo, Dominican Republic, 10 June 2025

The ATC programme to date





The evaluation model

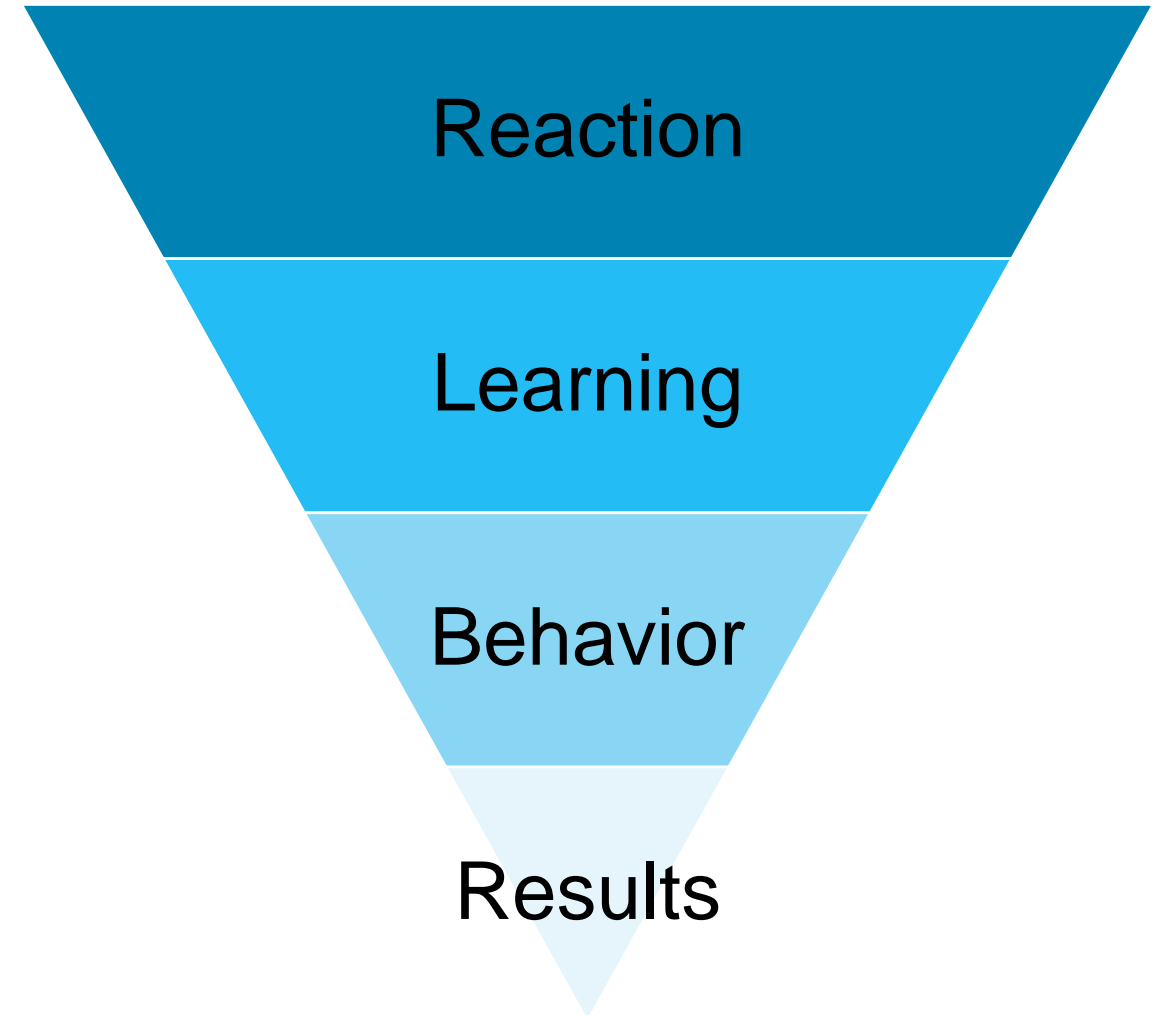
Kirkpatrick model

Measure if the learners have found the training to be **relevant to their role, engaging, and useful**.

Measure whether or not the learner has acquired the **knowledge, skills, attitude** the training aims at/focused on.

Measure behavioral changes after learning and see if the learners are taking what they learned in training and **applying it to their job**.

Measure whether the **targeted outcomes occurred** as a result of the training, at an institutional/**organizational level**.



KPIs



1. Deployment of ATC training courses
2. Beneficiary reach and diversity
3. **Training evaluation**
4. Training content and setup

L1, L2, L3 - parameters

L1 (end training):

- 24 questions
 - not all mandatory
 - 6 open-ended Qs
- 4-point rating scale mostly
- Mandatory for certification
- Targets:
 - Training value
 - Delivery
 - Setup
 - Quality/Endorsement

L2 (in-training):

- Not only quizzes (+ assignments (group/individual), forums)
- Balanced weighting of all assessment elements
- Passing score: 70% or above

L3 (post-training):

- 12 questions
 - 5 open-ended Qs
- Targets application of learning (e.g. success factors, barriers, support, examples)
- Applied to all **instructor-led training courses**

KPIs



1. Deployment of ATC training courses
2. Beneficiary reach and diversity
3. Training evaluation
4. Training content and setup

L1, L2, L3 - process



KPIs



1. Deployment of ATC training courses
2. Beneficiary reach and diversity
3. Training evaluation
4. Training content and setup



Activity: Where does that question belong?









Let the voting begin

- L1- end training
- L3 - post training

1. The case studies, examples and scenarios used in the training course helped gain a clear understanding of the content. ■
2. The instructor feedback received throughout the training was timely and relevant. ■
3. Have you received any feedback from your supervisor/manager or colleagues regarding changes in your work performance since the completion of this training course? If so, please elaborate. ■
4. To what extent do you feel the objectives of the training course were met? ■
5. Have you shared any of the knowledge and skills gained from the training with your team members? If so, how? ■
6. The training instructor(s) communicated their knowledge of the subject matter clearly and efficiently. ■
7. On a scale of 1 to 5, how would you rate the overall impact of this training course on your work performance? (1=low impact, 5=maximum impact) ■
8. Can you elaborate on a specific example of a time when you tried to apply what you learned in the training to your job but were successful / unsuccessful? -What prevented it or contributed to this outcome? ■
9. Based on your experience, what recommendations would you make to improve the training course to better support its application and success in the workplace? ■
10. I was able to develop my knowledge and skills on the subject matter, as a result of this training course. ■

Let the voting continue

- L1- end training
- L3 - post training

- I. Which aspects of the training course helped achieve the learning objectives? 
- II. The training instructor(s) was/were knowledgeable on the subject matter. 
- III. How would you assess your current work proficiency in the subject matter of this training course? 
- IV. Which aspects of the training course could be improved to enhance its learning value? 
- V. What would better *enable* you to apply the knowledge and skills you gained in this training course? 
- VI. The information provided on the logistics and schedule of the training course was timely and accurate. 



Results and trends to date



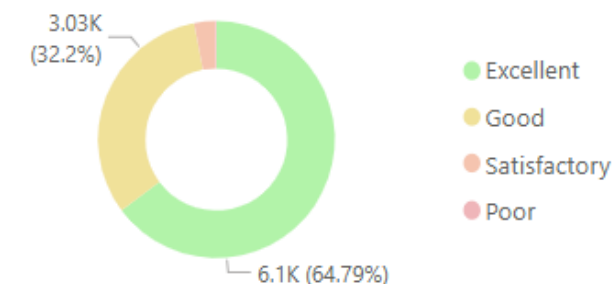
L1 trends (end-training evaluation)

Training value

Scale: 1 Strongly disagree | 2 Disagree | 3 Agree | 4 Strongly agree

Nb	Question	Avg ATC
6	The training course content is directly relevant to my work.	3.48
7	I was able to develop my knowledge and skills on the subject matter, as a result of this training course.	3.47
8	The learning objectives of the training course were clear.	3.45

Overall, how would you rate the quality of this training course?

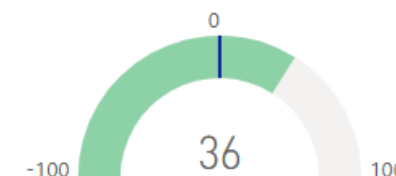


Training delivery

Scale: 1 Strongly disagree | 2 Disagree | 3 Agree | 4 Strongly agree

Nb	Question	Avg ATC
12	The training course delivery method was conducive to effective learning.	3.38
14	The training instructor(s) communicated their knowledge of the subject matter clearly and efficiently.	3.50
15	The instructor feedback received throughout the training was timely and relevant.	3.47
65	The case studies, examples and scenarios used in the training course helped gain a clear understanding of the content.	3.44

How likely are you to recommend this training course to colleagues in the same professional area?



L1 trends (end-training evaluation)

NPS=Net Promoter Score

Net Promoter Score: how to interpret



How likely are you to recommend this training course to colleagues in the same professional area?



$$\text{NPS} = (\%) \text{ Promoters} - (\%) \text{ Detractors}$$

L1 trends (end-training evaluation)

Open-ended Qs learner inputs:

Best of:

- Participant **engagement** (F2F) to bring in different perspectives and converting the learnings and
- Practical **exercises**, real-world scenarios and discussions (peer learning, forums)
- **Guest speakers, instructors** (variety of insights from their field)
- Training videos, supplementary reading, combination (of OI) with self-study
- Quality of content, structure

Recommendations:

- **Timing (management)**: more time for quiz completion, for group work, for theory part, for sessions - *density*!! (both F2F, OI).
- Time zones (OI) + **recording**
- **Global** applications of the subject matter, use cases from other/developing countries
- **Participant engagement** during session, interactivity, practical activities. Presentation quality and delivery.
- **Quiz** feedback, difficulty level (low)



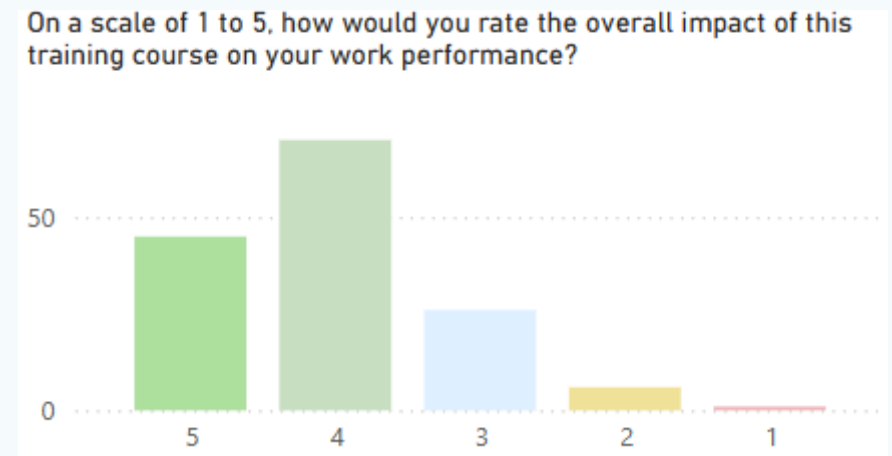
Reflection: what stood out?



Update on L3 (post-training evaluation)

- Start/Pilot Dec 2024/Jan 2025
- 4 batches deployed so far (Dec, Feb, Mar, May)
- Only targets graduates of instructor-led training
 - 37 courses to date
 - **131 respondents (13% response rate)**
 - 16 interviews conducted

Impact

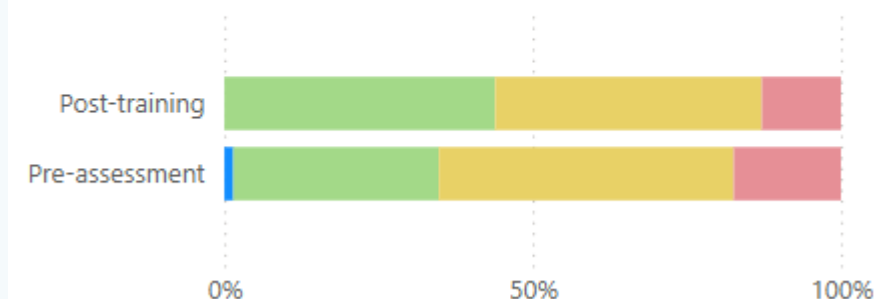


Results in L3 (post-training evaluation)

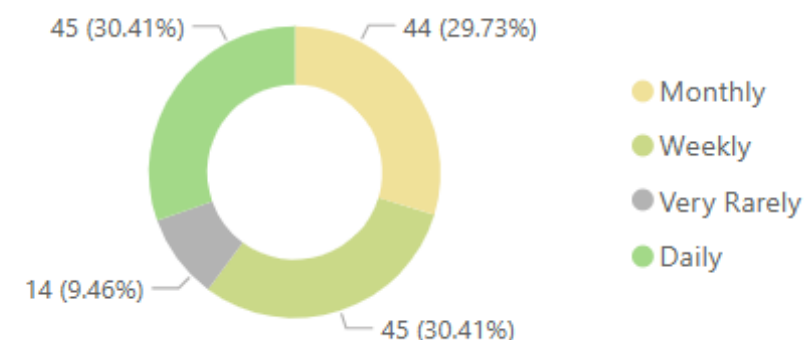
Application & frequency

To what extent are you applying the skills and knowledge covered by the training in your current job?

● Not at all ● To a great extent ● To a moderate ext... ● To a small ext...



How frequently do you apply the skills and knowledge learned during this training course, in your current job?

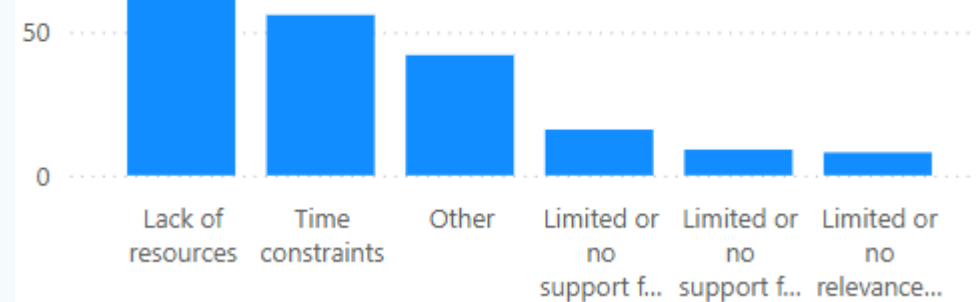


Enablers and obstacles

What were the main factors that contributed to you applying what you learned?



What were the main factors that prevented you from applying what you learned?



Trends in L3 (post-training evaluation)

Enhance application of knowledge:

“What would better enable you to apply the knowledge and skills?”

- Enabling factors to application of knowledge (desired):
 - Access to real-world libraries (projects, case studies), simulations/recordings
 - (Ongoing) Mentorship from industry experts
 - Cross-sector collaboration / Networking
 - Continued training (next level in terms of difficulty)
- Interviews (!): the need for core skills to implement changes – persuasion, advocacy for leadership buy-in and support

Also: frequent indication of knowledge sharing actions w. peers (info sessions, briefings)