UNITED NATIONS SYSTEM STAFF COLLEGE

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ONLINE

01 JAN 2025 - 31 DEC 2025

Evaluating Learning and Training (self-paced)



LANGUAGE
English

DURATION
4 months from date of receiving login information

ENROLL BY
20 Dec 2025

PRICE
550 USD

LOCATION
ONLINE

TARGET
Everyone

CONTACT leadershipandmanagement@unssc.org

Today more than ever in the past, UN agencies are required to show the impact of learning and training programmes. This five-module self-study course is designed to introduce you to evaluation tools and techniques you can use to improve training effectiveness and prove the value of training in meeting organizational needs.

Introduction

How many times have you heard someone say: "It was a great training programme but...?". Maybe you have even had the same reaction to training programmes you have attended. Unfortunately, that statement (or a variation) is made far too often and reflects growing concerns among senior managers, in particular, that training is costly and not worth the investment of time and money. Increasingly, pressure is placed on trainers and training managers to prove the value of training.

Objectives

Upon successful completion of this course, participants will:

- Describe the four levels of evaluation
- Explain the importance of and purpose of evaluating learning and training
- Determine what you want to know or measure
- Link evaluation to the needs assessment process
- Develop interview questions to evaluate levels 1, 2, and 3
- Determine when to evaluate
- Determine whom to involve in the evaluation process
- Define the purpose for a reaction evaluation
- Identify steps to creating quality reaction evaluations
- Develop reaction evaluation questions to ensure they meet criteria for effectiveness
- Develop test questions to measure changes in knowledge, skills, and attitudes
- Identify ways to evaluate how well participants are applying what they learned
- Select methods to evaluate the transfer of learning or training to job performance
- Determine which critical success factors to use to evaluate organisational impact
- Determine the impact of training on organisational goals and objectives
- Use cost/benefit analysis and return on investment (ROI) to measure value for an organization

Course methodology

This course is delivered entirely online. It is a self-paced course that participants can start at any time and complete activities at their own pace. Once started, from the date of receiving login information, the participant is required to complete all activities within 4 months. They will be required to complete an end of course questionnaire to get a certificate. There is no weekly webinar in this course.

Course contents

Topic 1: Understanding concept and process of learning and training evaluation

Topic 2: Level 1 – Reaction evaluation.

Topic 3: Level 2 – Measuring learning

Topic 4: Level 3 – Measuring application or transfer of learning

Topic 5: Level 4 – Measuring impact on organisation

Target audience

This course is for anyone involved in organizing learning and training events to develop others. These include trainers, facilitators, managers, leaders, resource persons, instructors, etc.

Cost of participation

The course fee of $550 covers full participation in the online course.