

CHAPTER 14
EVALUATION OF TRAINING
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CHAPTER 14

EVALUATION OF TRAINING

1. GENERAL. A fundamental part of any training program is an evaluation of its effectiveness. The objective of an employee's specialized training evaluation is twofold: providing feedback on whether the employee's training needs were met, and assisting the Department in determining the value of training courses.

2. COURSE PRESENTATION AND CRITIQUE SYSTEM.

a. All training conducted by the Department (Organizational Development Section [ODS], Office of Primary Interest [OPI], Divisions, etc.) and by out-service training vendors will be evaluated in terms of course content and presentation.

b. The ODS and OPI Divisions will develop and maintain a critique system to measure the following:

- (1) Adequacy of the course in relation to time and cost.
- (2) Relevance of course objectives.
- (3) Instructor's subject matter knowledge.
- (4) Instruction technique effectiveness.

c. Upon completion of departmental training (in-service), trainees are required to complete the Initial Course Evaluation or the In-Service Course Evaluation for each class within the course. Course coordinators will provide the course evaluation forms.

d. Upon completion of nondepartmental training (out-service), trainees are required to complete a CHP 50A, Evaluation of Out-Service Training (refer to Chapter 8, Out-Service Training, of this manual), and submit the form through their respective chain of command, and subsequently to ODS, as outlined below.

- (1) Employee: After training, complete the CHP 50A. Attach the completed form to your approved CHP 50, Request for Out-Service Training. Submit these forms to your command.

(2) Command: After entering the employee's out-service training information into the Employee Training Records System, route the CHP 50 and CHP 50A to your Division's Out-Service Training coordinator.

e. Division Out-Service Training coordinator: Forward one copy of the CHP 50 and the original CHP 50A to ODS, Attention: Out-Service Training coordinator.

3. ON-THE-JOB APPLICATION.

a. In-service training should be evaluated in terms of on-the-job application. Commanders may make assessments of employee performance after training. Assessment documentation should be made on the employee appraisal form as part of the overall performance appraisal system.

b. Commanders should consider using one or more of the following methods to determine on-the-job performance after training.

(1) Questionnaire.

(2) Interview.

(3) Records.

(4) Performance.

(5) Observation.

(6) Tests.

4. COST EFFECTIVENESS. Both in-service and out-service training should be evaluated in terms of cost effectiveness. At a minimum, methods should measure the degree that the training, from a cost-benefit standpoint, provides improved work methods, increased production, time savings, and improved morale, services, and capabilities.