

Generic Learning Evaluation Toolkit

This toolkit provides adaptable templates for evaluating any learning intervention, including pre-course and post-course assessments, rating descriptors, employer performance indicators and a 3–6 month post-course review. It is designed to be flexible, evidence-based and applicable across leadership, technical, behavioural and compliance-based programmes.

1. Pre-Course Assessment

Purpose: To establish a baseline understanding of participants' existing knowledge, confidence, and skill level related to the learning objectives.

Instructions: Participants should complete this assessment before the programme begins. Facilitators use the results to tailor course content and focus areas.

Rate your confidence in the following areas (1 = Needs Improvement, 5 = Excellent):

1. I understand the *{insert key concepts related to this programme's focus area}*.
2. I can apply *{relevant knowledge or skills}* to my current role.
3. I feel confident addressing *{challenges related to this topic}*.
4. I can identify *{specific areas where I want to improve}* through this programme.
5. I can recognise how my *{insert behaviour or performance metric}* impacts *{others or organisational outcomes}*.

Scenario-Based Reflection

1. Describe a situation where you have applied (or could apply) *{the skills covered in this programme}*.
2. What challenges do you face *{in this area}* of your work?
3. What outcomes or improvements do you hope to achieve through *{this learning intervention}*

2. Immediate Post-Course Evaluation

Purpose: To measure learning satisfaction, self-perceived improvement, and confidence in applying the new knowledge or skills.

Instructions: Complete immediately following the programme.

Rate the following statements (1 = Strongly Disagree, 5 = Strongly Agree):

1. The learning objectives of the course were clear and relevant to my role.
2. The course improved my *{knowledge/skills/confidence in the subject area}*
3. I feel prepared to apply *{the subject matter}* in my workplace.
4. The content and facilitation style supported my engagement and learning.
5. I would recommend this programme to others in a similar role.

Open Feedback

1. What was most valuable about this learning experience?
2. What aspects could be improved?
3. How do you plan to apply your learning in the workplace?

3. Rating Descriptors

Use these rating descriptors consistently across all evaluation forms for comparability.

Agreement Scale (Strongly Disagree – Strongly Agree)

- 1 = Strongly Disagree: The statement does not align with your experience.
- 2 = Disagree: There are elements of disagreement.
- 3 = Neutral: Neither agree nor disagree.
- 4 = Agree: Generally aligns with your experience.
- 5 = Strongly Agree: Fully aligns with your experience.

Performance Scale (Needs Improvement – Excellent)

- 1 = Needs Improvement: Performance below expectations; development required.
- 2 = Fair: Basic understanding; inconsistent application.
- 3 = Satisfactory: Meets expectations; consistent performance.
- 4 = Good: Exceeds expectations; reliable and effective.
- 5 = Excellent: Outstanding performance; role model standard.

4. Employer Performance Indicators

Purpose: To enable managers to measure the transfer of learning into workplace behaviour and performance outcomes.

Instructions: Identify key indicators aligned with the course objectives before the programme begins. Ensure that they are SMART. Reassess after completion and at the 3–6 month mark.

Performance Area	Observable Indicators
Knowledge and Understanding	Demonstrates understanding and accurate application of key concepts.
Skill Application	Applies newly learned skills to workplace situations effectively.
Collaboration and Communication	Shows improvement in team interactions and communication quality.
Adaptability	Adjusts approaches based on learning to achieve better outcomes.
Performance Impact	Demonstrates measurable improvement in individual or team performance.

5. 3–6 Month Post-Course Review

Purpose: To evaluate the sustained impact of learning on performance and organisational outcomes. Conduct this review between three and six months after course completion.

Instructions: The line manager should complete this evaluation in discussion with the employee. Ratings should use the same 1–5 scale as above.

Application of Learning

How has the participant applied new skills or knowledge since completing the course?

Behavioural Change

What changes in behaviour or approach have been observed?

Impact on Performance

Has there been a measurable improvement in performance, collaboration, or outcomes?

Future Development

What additional support, coaching, or learning could enhance continued development?