Assessment of the training provided by the BUS projects

Simonas Gaušas,
Partner/ Research Manager, Visionary Analytics
Overview of the session

* The aim is to provide more information with regard to:

1. **What** issues of training need to be assessed?
2. **How** to assess training?
3. What are the most common **risks**/difficulties in assessing training?
Results of the survey

Have you monitored results of the training? (N=23)

Yes, 74%

No, 4%

Do not know, 0%

Other, 22%
How we are going to work?

* For each of the three questions:

1. **Discussion in small groups for 10 minutes:**
   * Agree on up to 5 most important issues/methods/risks
   * Write them on post-its and stick to the flipchart

2. **Reporting to all participants for 5 minutes:**
   * Facilitator-volunteer starts
   * Other facilitators may contribute

3. **Wrap up by moderator (me) for 5 minutes**

→ Proceed to the next question/conclusions
What issues of training need to be assessed?
WHAT to assess?

**IMPACT**
- Innovation at work
- Community building
- Snow-ball effects

**RESULTS**
- Networking
- Beliefs & habits

**OUTPUTS**
- Number of persons trained

**RESOURCES**
- Participants
- Trainers
- Infrastructure

**PROCESS**
- Content
- Methods
- Partnerships
- Organisation (timing, support for place, duration, prior trainers and trainees)

**Specific skills**
- Soft/transferable skills

- Employability and career
- Reputation
WHAT to assess?

‘Snapshot’ of participants before training:

- Beliefs (e.g. regarding standard and quality of buildings in a country, need for communication between trades, need for closer inspection of building works, need for continuous training)
- Level of awareness (e.g. recent regulatory changes, trades responsible for insulation in a building, features of air tight building, effects of thermal bridges)
- Readiness in terms of knowledge and skills to work with low energy buildings (incl. any practical training taken)
- Level of responsibility with regard to energy performance in buildings
- Needs (e.g. most important issues in work)
How to assess training?
How to assess?

Tools used for monitoring the results (N=17)

- Feedback forms/questionnaires, 76%
- Follow-up interviews with participants, 0%
- Follow-up interviews with employers of participants, 6%
- Other, 18%

Only 1 out of 23 projects has not monitored training results

‘Other’:
- Feedback forms and follow up interviews with trainers
- All of the above (feedback forms + interviews with participants and employers)
- Testing of knowledge before and after training (2 projects)
HOW to assess?

* Assess:
  * Knowledge/ skills before and after = change
  * Different periods (immediately and some time after)
  * Different angles (participants, employers, trainers)
  * Using scales instead of yes/no answers

* Other assessment methods:
  * Web-based surveys (some time after training)
  * Counterfactual analysis (i.e. what would have happened to beneficiaries in the absence of the intervention?)
  * Case study (to illustrate benefits)
  * Cost-benefit analysis (to measure the costs)

* Carry out external evaluation where possible/ relevant
What are the risks in assessing training?
What are the RISKS?

* **RELEVANCE:** themes, content, form does not meet the needs (e.g. too abstract or impossible to apply in practice) → needs assessment (all 23 projects do this), focus on practical training

* **QUALITY:** under-performing trainer, low quality/ hard to access material

* **IMPACT:**
  * acquired or improved knowledge/ skills are not immediately used in practice and slowly outdate (skills obsolescence) → appropriate working conditions to implement changes in work content, patterns, etc.
  * Low motivation (of participant to change anything) → financial and non-financial incentives, emphasis on benefits (also for employers)
  * Short 1-2 training (except for very well-targeted, satisfy immediate needs and results immediately applied in practice), high distance → training by doing in environment where its results are to be applied (e.g. apprenticeships, mentoring, on-site)
Thank you for your attention