

**THE PROCESS FOR EVALUATING AND ASSESSING THE EFFECTIVENESS OF MEMBER LEARNING AND DEVELOPMENT**

**Introduction**

The object of establishing a process for evaluating the effectiveness of member learning and development is:

- to enable Members to submit their views of events in which they have participated.
- to ensure that the member development programme is fit-for-purpose;
- to more easily identify areas for improvement;
- to be able to identify the benefits of the development activities for individuals and the organisation;
- to enable improvements to be made in future provision.

1. The outline approach that Surrey County Council has adopted for evaluating and assessing the effectiveness of the learning and development undertaken by Members is based on best practice advice from HR as well as industry research. This supports a robust 3-stage evaluation process, involving the collection of both qualitative and quantitative data. The 3 stages of the evaluation process are as follows:

- pre-course evaluation
- immediate evaluation
- post-course evaluation.

2. This approach allocates responsibilities to Members and officers and focuses on action, results and continuous improvement. Further detail about the content of each stage is set out below:

<b>Action:</b>	<b>Action by:</b>
<p><b>Step 1: Pre-course evaluation</b>                      Need identified, eg by PDP exercise/self-assessment portal/Member Development Steering Group/other, to address individual or role-related need                      ↓                      Learning event identified with HR or tailored programme arranged with approved provider                      ↓                      Objectives and outcomes of the training identified by the trainer, based on relevant corporate objectives, the corporate strategy and/or needs identified by MDSG or individual.</p>	<p>Individual Member/MDSG*/other</p> <p>Senior Manager, Leadership Team [KB]</p> <p>Trainer</p>



<p><b>Step 2: Immediate evaluation</b> Validation sheet handed out by trainer/presenter at completion of course/seminar/event. All participants encouraged to complete forms and return them to Democratic Services. [Evaluation forms attached at Annex A] ↓ Democratic Services summarise validation sheets and share feedback with trainer. [Where course is led by external provider who uses own validation sheets, copies of the sheets, or a summary of them, are sent to Democratic Services].</p>	<p>Trainer</p> <p>Senior Manager, Leadership Team [KB]</p>
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<p><b>Step 3: Post-course evaluation</b> Follow-up evaluation form sent to trainee by Democratic Services 3 months after the training event with a reminder of the initial course outline. [3-month event evaluation form attached at Annex B] ↓ Those evaluation forms returned to Democratic Services for analysis.  Where feasible and appropriate, feedback will also be sought from fellow Members in order to gain qualitative analysis of the effectiveness of the learning.</p>	<p>Senior Manager, Leadership Team [KB]</p> <p>Analysis by Senior Manager, Leadership Team [KB]</p> <p>Members/MDSG*/Senior Manager Leadership Team [KB]</p>
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\* = Member Development Steering Group

3. Any learning and development event that is not successful will be highlighted through this process, reported to the MDSG and action taken by the Senior Manager, Leadership Team. This will ensure that learning and development events are meeting objectives, are targeted at the appropriate Members and will assist in continuous improvement.
4. Where repeat and/or refresher courses are sought on any particular issue, the feedback analysis summaries from any previous sessions will be consulted to ensure that the training package offered by the provider is of the required standard and, so far as possible, is tailored to the needs of Members.

**January 2011**

## Legal and Democratic Services Member Training & Development Evaluation Form



<b>Name</b> <i>(please print):</i>	
<b>Event Title:</b>	<b>Name of Trainer/Organisation:</b>
<b>Venue:</b>	<b>Date:</b>

**Please rate on the basis 1 – 5 and tick as appropriate: 1= poor, 2 = adequate, 3 = satisfactory, 4 = good, 5 = excellent**

	How would you rate the following?	1	2	3	4	5	Comments
1	Achievement of event aims and objectives						
2	Delivery of the event						
3	Quality of the event handouts						
4	Relevance to your current role						
5	Pre-event administration						
6	Suitability of the venue						
7	Do you feel able to apply this new learning into practice?	YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>		
	<p>If you answered yes to the question above, please explain: How?</p> <p>What were the most useful elements of the event?</p>						
8	Would you recommend the event to colleagues?	YES:	<input type="checkbox"/>	NO:	<input type="checkbox"/>		
Any other comments:							

Thank you for completing this questionnaire. Please return the completed form to:  
**post:** Business Support Team, Legal and Democratic Services, Room 122, County Hall, Kingston-upon-Thames, KT1 2DN; **fax:** 020 8541 9009

## Legal and Democratic Services Member Seminar Evaluation Form



<b>Name:</b>  <i>(please print)</i>	<b>Event Title:</b>
<b>Venue:</b>	<b>Date:</b>

**Please rate on the basis 1 – 5 and tick as appropriate:**

**1= poor, 2 = adequate, 3 = satisfactory, 4 = good, 5 = excellent**

How would you rate the following?	1	2	3	4	5
1    Achievement of event aims and objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>					
2    Delivery of the event by the presenters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>					
3    Quality of the presentation, ie powerpoint slides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>					
4    Suitability of the venue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>					
5    Pre-event administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>					

6	What were the most useful/least useful elements of the course?:	
7	Would you recommend the event to colleagues?	YES/NO <i>(please delete as appropriate)</i>
<b>Any other comments:</b>		

Thank you for completing this questionnaire. Please return the completed form to:  
Marie Kelly, Legal and Democratic Services, 122, County Hall.



## Legal and Democratic Services Member Training & Development 3 Month Evaluation Form

<b>Name</b> <i>(please print):</i>	
<b>Event Title:</b>	<b>Name of Trainer/Organisation:</b>
<b>Venue:</b>	<b>Date:</b>

**Please rate on the basis 1 – 5 and tick as appropriate: 1= poor, 2 = adequate, 3 = satisfactory, 4 = good, 5 = excellent**

How would you evaluate your learning?	1	2	3	4	5	Comments
1 Have you achieved your required changes in your knowledge, skills and/or behaviour?						
2 To what extent has the event helped you in your role as a county councillor?						
3 How would you now rate your knowledge, skills and experience in the event topic?						
4 Have you had an opportunity to put this learning into practice?	YES: <input type="checkbox"/>		NO: <input type="checkbox"/>		If yes, how?:	
5 Is any further development required?	YES: <input type="checkbox"/>		NO: <input type="checkbox"/>		If yes, please give suggestions:	
Any other comments?:						

Thank you for completing this questionnaire. Please return the completed form to: Business Support Team, Legal and Democratic Services, Room 122, County Hall, Kingston-upon-Thames, KT1 2DN; fax: 020 8541 9009