

## **Unit L&D13S      Evaluate and Improve Learning and Development Sessions (FD46 04)**

**Source: Learning and Development Standard 13**

### **What this Unit is about**

This Unit is about evaluating learning and development sessions, and planning and implementing quality improvements to those sessions. 'Sessions' refers to the learning and development opportunities that the practitioner is responsible for. This will include working with groups and individuals in both formal and informal contexts.

The types of activities the candidate will be involved in include:

- 1 Planning the monitoring and evaluation of learning and development sessions
- 2 Carrying out monitoring and evaluation of learning and development sessions
- 3 Working with others to make improvements to learning and development sessions

To achieve this Unit the candidate is required to demonstrate quality assurance and continuous improvement in the sessions they are responsible for.

Their knowledge will be assessed by taking part in a discussion with the assessor, or answering questions (written or oral), or statement, or a combination of all of these.

The candidate's performance will be assessed by the assessor looking at products of work, for example:

- ◆ The candidate's monitoring and evaluation plans, for example, evaluation questionnaires.
- ◆ Information and data they have collected in relation to the quality of learning and development sessions — which might include completed questionnaires and informal feedback from learners and others.
- ◆ Their evaluations of learning and development sessions.
- ◆ Evidence of how they have worked with others to improve learning and development sessions.

The assessor will also want to engage in a discussion with the candidate to explore the lessons they have learned from monitoring and evaluating learning and development provision and how they have used these lessons to improve the sessions they run.

## **Terminology**

Within this Unit the following explanations and examples apply:

Evidence	<i>This could be, for example, learner progress, learner attainment, learner satisfaction, staff engagement as appropriate to the quality indicators.</i>
Provision	<i>All learning and development programmes and activities in the candidate's area of responsibility.</i>
Quality requirements	<i>These could be, for example, organisational, legal/statutory, funding or awarding organisation requirements.</i>
Scope	<i>What the evaluation will cover.</i>

<b>Performance</b>	<b>Knowledge</b>
<p><b>What the candidate must do:</b></p> <p><b>1 Plan the monitoring and evaluation of learning and development sessions</b></p> <p>(a) Identify the purpose and scope of the evaluation.</p> <p>(b) Identify quality requirements and appropriate measures of performance.</p> <p>(c) Identify methods for monitoring, collecting, managing and analysing data for learning and development sessions.</p>	<p><b>What the candidate must know:</b></p> <p>1 The key concepts and principles of quality assurance and continuous improvement.</p> <p>2 The quality requirements appropriate to own work context and work role.</p> <p>3 How to research and keep up-to-date with quality requirements relevant to learning and development sessions.</p> <p>4 Industry recognised standards relevant to learning and development sessions and the processes and activities which deliver excellence in the work context being evaluated.</p> <p>5 How to identify performance indicators relevant to the area of learning and development sessions being evaluated.</p> <p>6 How to set realistic targets, the contribution that targets can make to evaluation processes and the drawbacks associated with target driven work.</p> <p>7 The strengths and weaknesses of different monitoring and information collection methods and how to develop and administer these methods.</p> <p>8 The range, amount and frequency of data — including qualitative and quantitative — that needs to be collected and analysed to give valid information about the quality of learning and development sessions.</p> <p>9 The contribution that technology can make to monitoring and evaluating learning and development sessions.</p>
<p><b>2 Carry out monitoring and evaluation of learning and development sessions</b></p> <p>(a) Collect and analyse data according to identified monitoring procedures.</p> <p>(b) Identify strengths and areas for improvement.</p> <p>(c) Evaluate own contribution to working within quality systems.</p>	<p>1 The principles of information management and how to establish systems for the monitoring and management of qualitative and quantitative data for learning and development sessions.</p> <p>2 Processes, procedures and methods involved in data analysis and interpretation.</p> <p>3 What to monitor for specific purposes and how to record and store it.</p> <p>4 How to contribute to self-assessment and evaluation processes.</p> <p>5 The confidentiality and data protection legislation relevant to the collection and storage of information in learning and development</p>

Performance	Knowledge
<b>What the candidate must do:</b>	<b>What the candidate must know:</b>
<p><b>3 Work with others to make improvements to learning and development sessions</b></p> <p>(a) Work with others to plan and implement improvements to learning and development sessions.</p> <p>(b) Ensure that potential improvements are realistic and achievable.</p> <p>(c) Monitor and evaluate the impact of improvements to learning and development sessions.</p>	<p>1 The role and functions of individuals and teams in improving quality and raising standards.</p> <p>2 The importance of involving the learner in quality improvement.</p> <p>3 How to encourage the learner to contribute to self-assessment processes.</p> <p>4 The impact of the wider learning environment on the learner experience.</p> <p>5 How to use feedback to develop own practice specific to the relevant quality systems.</p> <p>6 How to act on the outcomes of quality assurance, including self-assessment and evaluation.</p> <p>7 How to contribute to quality improvement plans.</p> <p>8 How to work with those involved in the learning process to influence and implement quality improvement.</p>