

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Evaluate effectiveness of learning and development (L&D) interventions
Code	107014L6
Range	Investigating and demonstrating the value of L&D interventions to the organisation as well as identifying improvement areas of L&D efforts of the organisation. This applies to the periodic review and alignment of internal / external / local / global L&D interventions with the organisation's human resource strategies.
Level	6
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the importance and objectives of evaluation in L&D interventions • Understand different levels of training evaluation ranging from measuring learners' reactions on the training to measuring return on investment after adopting L&D interventions 2. Applications and Processes <ul style="list-style-type: none"> • Determine the level of training evaluation and set up evaluation criteria and methods to objectively assess employees' proficiency in knowledge and application of learning at work • Identify and deploy appropriate learning metrics and analytics to measure the impact of L&D interventions • Evaluate performance, productivity, multi-faceted feedback on required competencies before and after adopting L&D interventions • Evaluate changes in knowledge, skills, attitude and on-the-job behaviour which are identified as the learning and performance goal during the analysis phase • Make use of the information and data collected during the evaluation to further improve the design, development and delivery of future L&D interventions • Engage relevant parties in the design and implementation of the evaluation process 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Evaluate and introduce changes to the L&D policies and procedures in a timely manner • Define the scope of evaluation to cover multiple factors or levels (e.g. from employee reaction to business impact)
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of unified methods of evaluating effectiveness of the L&D interventions. • Implementation of evaluations in accordance with predefined methods. • Engagement with major stakeholders in the evaluation of L&D interventions.
Remark	