

# SOP Template: Session Quality Assurance and Evaluation Checklists

This SOP details the process for **session quality assurance and evaluation checklists**, covering preparation, execution, and post-session review. It ensures that all sessions meet established standards through systematic observation, feedback collection, performance metrics analysis, and continuous improvement actions. The goal is to maintain high-quality delivery, enhance participant engagement, and optimize learning outcomes by consistently monitoring and evaluating session effectiveness.

## 1. Scope

This SOP applies to all training, workshop, and instructional sessions conducted by or on behalf of the organization.

## 2. Responsibilities

- **Session Facilitator/Trainer:** Prepares session materials, executes session, and participates in evaluation.
- **Quality Assurance Observer:** Conducts systematic observation and completes checklists.
- **Participants:** Provide feedback through evaluation forms or surveys.
- **Program Manager:** Reviews quality data and implements improvement actions.

## 3. Process Overview

1. Preparation
2. Execution & Observation
3. Feedback Collection
4. Post-Session Review & Analysis
5. Continuous Improvement Actions

## 4. Checklists & Forms

### 4.1 Pre-Session Preparation Checklist

- Session objectives defined and aligned with curriculum
- Materials, equipment, and venue confirmed
- Participant list available
- Technical checks completed

### 4.2 Session Observation & Quality Assurance Checklist

Criteria	Met	Comments
Session started/ended on time	<input type="checkbox"/>	
Clear communication of objectives	<input type="checkbox"/>	
Participant engagement encouraged	<input type="checkbox"/>	
Use of appropriate materials/technology	<input type="checkbox"/>	
Trainer subject knowledge	<input type="checkbox"/>	
Responsiveness to questions	<input type="checkbox"/>	
Session flow and time management	<input type="checkbox"/>	

### 4.3 Participant Feedback Collection

- Post-session feedback form distributed
- Feedback includes rating (1-5), open comments, and suggestions

### 4.4 Performance Metrics Analysis

- Attendance rate
- Participant satisfaction score (average ratings)
- Learning objectives achieved (%)
- Follow-up assessments (if applicable)

## **5. Post-Session Review & Continuous Improvement**

1. Review all completed checklists and feedback forms
2. Identify strengths and areas for improvement
3. Update training materials or methods as necessary
4. Provide feedback to trainers/facilitators
5. Document action items and assign responsibilities

## **6. Documentation and Records**

- Maintain completed checklists and feedback forms for minimum of 1 year
- Store documents securely, following organizational data policies