Standard Operating Procedure (SOP): Post-Training Assessment and Feedback Collection

This SOP details the process for **post-training assessment and feedback collection**, including the design and administration of assessment tools to evaluate trainee understanding, methods for gathering participant feedback on training effectiveness, analysis of assessment results to identify knowledge gaps, and procedures for incorporating feedback into future training improvements. The goal is to ensure continuous enhancement of training programs and verify that learning objectives are met effectively.

1. Scope

This SOP applies to all training sessions and programs conducted by the organization, including in-person, virtual, and self-paced modules.

2. Responsibilities

- **Training Coordinator:** Oversees assessment and feedback processes, develops tools, and ensures compliance with this SOP.
- **Trainers/Facilitators:** Administer assessments and collect feedback from participants.
- **Participants:** Complete assessments and provide feedback.
- **Training Manager:** Reviews analysis and approves changes for future training improvements.

3. Procedure

1. **Designing Assessment Tools**
   - Identify key learning objectives for the training session.
   - Develop appropriate assessment tools (e.g., quizzes, tests, practical exercises) aligned with objectives.
   - Pre-approve assessment tools with the Training Manager.
2. **Administering Assessments**
   - Conduct assessments immediately following the training session or as scheduled.
   - Ensure instructions are clear and participants are aware of the purpose.
3. **Collecting Feedback**
   - Distribute standardized feedback forms (paper or digital) to all participants.
   - Include questions on content relevance, trainer effectiveness, logistics, and suggestions for improvement.
4. **Analyzing Results**
   - Compile assessment results and feedback data.
   - Identify patterns, knowledge gaps, and actionable insights.
   - Document findings in a post-training assessment report.
5. **Incorporating Feedback**
   - Share analysis with relevant stakeholders (trainers, managers).
   - Review proposed changes and update future training programs accordingly.
   - Maintain records of changes made in response to feedback.

4. Documentation

- Assessment tools and answer keys
- Completed assessments and feedback forms
- Post-training assessment reports
- Records of changes implemented

5. Review and Revision

This SOP will be reviewed annually or as needed to incorporate emerging best practices in training evaluation.

6. Appendix: Sample Feedback Questions

Question	Type
The training objectives were clear and met my expectations.	Rating scale (1-5)

The materials provided were helpful and relevant.	Rating scale (1-5)
What did you like most about the training?	Open-ended
What areas could be improved?	Open-ended

Approval Date: _____ | Next ReviewDate: _____