

SOP: Training Evaluation, Reporting, and Follow-Up Actions

This SOP details the process for **training evaluation, reporting, and follow-up actions**, covering assessment methods to measure training effectiveness, documentation and analysis of training outcomes, feedback collection from participants, and implementation of corrective or improvement actions. The goal is to ensure continuous improvement in training programs, enhance learner performance, and support organizational development through systematic evaluation and responsive follow-up activities.

1. Purpose

To establish a standardized process for evaluating training programs, documenting outcomes, gathering feedback, and implementing improvement actions to support organizational objectives and enhance employee development.

2. Scope

This SOP applies to all organizational training programs, including in-person, online, and blended courses, and is directed at training coordinators, facilitators, and HR/learning and development staff responsible for training management.

3. Responsibilities

- **Training Coordinator:** Oversees training evaluation and reporting.
- **Trainers/Facilitators:** Conduct assessments and gather feedback during/after training.
- **Participants:** Provide feedback and complete evaluation forms as required.
- **HR/Training Department:** Documents results, analyzes data, and initiates follow-up actions.

4. Procedure

1. Assessment Methods

- Pre- and post-training knowledge tests or skill assessments.
- Observation checklists during training sessions.
- Practical demonstrations or on-the-job performance evaluations.

2. Feedback Collection

- Distribute training evaluation forms (paper or digital) at the end of each session.
- Gather verbal or written feedback through group discussions or interviews, if applicable.

3. Documentation

- Record assessment results and feedback in the designated training database or file system.
- Maintain records securely for reference and audit purposes.

4. Reporting

- Prepare summary reports outlining training effectiveness, participant scores, and main feedback themes.
- Share reports with relevant stakeholders (managers, HR, department heads).

5. Analysis & Follow-up Actions

- Analyze data to identify trends, gaps, and opportunities for improvement.
- Develop and implement corrective or enhancement actions (e.g., updating training materials, additional support).
- Assign responsibilities and timelines for follow-up actions.
- Monitor the effectiveness of follow-up actions and adjust as needed.

5. Documentation and Records

Record	Responsible	Retention Period	Location
Assessment Results	Trainer/Coordinator	3 years	Training Database
Feedback Forms	Trainer/HR	3 years	Secure Storage/Digital Folder
Training Reports	Coordinator/HR	5 years	HR Drive
Corrective Action Records	HR/Manager	5 years	HR Drive

6. References

- Training Policy
- Training Assessment Form Template
- Feedback Questionnaire Template
- Corrective Action Plan Template

7. Revision History

Date	Version	Description	Author
2024-06-20	1.0	Initial release	Training Coordinator