



LEARNING OBJECTIVES

- Identify strategic learning needs from the Business Plan & WSP
- Conduct a Job profile analysis
- Conduct a Needs Analysis
- Design and develop a data collection method
- Demonstrate knowledge of the purpose of assessment
- Apply an assessment strategy
- Perform a task and goal analysis
- Apply diagnostic, formative, summative, and self assessment
- Demonstrate understanding of applied competence
- Apply assessment principles, methods, processes, practices & policies
- Design assessment instruments
- Implement an Evaluation strategy
- Demonstrate understanding of evaluation practices & processes
- Select a data collection method to evaluate data
- Report on evaluation results

Integrating Needs Analysis, Assessment & Evaluation of Training

TWO-DAY WORKSHOP

7–8 February 2012 • Johannesburg
6–7 March 2012 • Cape Town

The focus of the workshop is on doing a proper needs analysis by integrating strategic needs using the Workplace Skills Plan and Business Plan as a working document. The workshop will guide the group through a simple process to determine strategic needs before the training programme is implemented; through the identification of strategic needs, pre-assessment and then determining the true ROI once the training programme has been implemented.

HR and training managers know that they have to measure their training interventions, but they don't know how to do it. Otherwise training is simply a waste of time, effort and money. The ultimate aim of any training programme is to improve organisational performance. In order to measure performance a person must determine the monetary value of performance in its current status. After the training intervention has taken place, the learners' performance needs to be measured again, thus determining if there was an improvement. Practical guidelines will be provided on how to implement the steps to identify strategic needs, analyse a job profile, determine competencies, link these competencies to performance measurement, develop an individual personal development plan (PDP), and finally to calculate the cost versus the benefits of the learning that has taken place. Essential information will be provided to guide the learner to apply these steps.

Another unique feature of the workshop is the inclusion of templates to enable the learner to apply the necessary steps as outlined.

ENDORSED BY

 HUMAN CAPITAL REVIEW

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**KNOWLEDGE
RESOURCES**

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Who should attend

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- Training professionals
- Training managers
- Training consultants
- Human resource managers
- Line managers
- Skills Development Facilitators

This workshop will assist training professionals, training managers, training consultants, skills development facilitators, and line managers to answer the following questions:

- How do I identify strategic needs?
- What are the steps to identify strategic learning?
- What are the benefits of integrating strategic learning?
- How do I implement the needs analysis process in the organisation?
- What are the criteria to assess competence?
- How do I design an assessment instrument?
- How can I measure the value of learning to determine the value added to the organisation?
- How do I attach a rand value to learning?

Module 1: Identify strategic learning needs

Strategic objectives of the organisation; what are the training problems that managers face in the business? We look at Performance management and current- versus desired behaviour. Why do we have to develop skills and transfer learning, the problems experienced, and what are the improvement processes? What are the assumptions regarding learning?

Module 2 : Conduct a Needs Analysis

Traditionally, the identification of training needs in organisations was usually the prerogative of the human resource or training department, sometimes in consultation with the managers. The new dispensation in South Africa has redefined the role-players in a more participatory society and organisations. This philosophy is fundamental to the new national education and training strategy as embodied in the formation and structures of SAQA.

Module 3 : Assessment Practice

What is it that we want to achieve with assessment? In the context of learning, assessment is performed to gain understanding of the individuals' areas of competence, and areas that require development. The purpose is to gain an understanding of what learners know and can do, and equating those skills and knowledge with specific performance standards and qualification requirements.

Module 4 : Assessment Instrument Design

Once the Job profiling and Needs Analysis processes have been completed, learning and development requirements can be established to close the learning gap. In this unit we focus on designing an assessment instrument to assess those specific competencies to enable the assessor to make a judgment decision regarding the candidate's competence.

Module 5 : Evaluation

All managers, not just training managers, are concerned with their business unit's performance. When managers evaluate the performance of their business unit, they are in a position to report to top management on the extent of the value they add to the business' bottom line.

In this unit we postulate that evaluation closes the loop in the training value chain. When you evaluate, you determine the extent to which your training needs have been addressed.

This module covers the last step in the process by evaluating the impact of training to achieve strategic objectives by attaching a rand value to learning. Evaluation is done by establishing the input, the processes followed and the value of the outputs. Evaluation will be done according to customised processes.



Integrating Needs Analysis, Assessment & Evaluation of Training

The Facilitator

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Catherina Opperman is a consultant specialising in Return on Investment measurement, assessment tool design, assessment facilitation and workplace assessment. Prior to this she spent thirteen years at Medscheme in the finance department and then transferred to the training department as human resource development consultant and skills development facilitator heading up the People Development Department.

Rina completed her Masters degree in Adult Education specialising in ROI with a specific focus on identifying the influence of non-training variables. She also obtained an Education & Training Development Practice (ETDP) qualification from the University of Johannesburg (Rand Afrikaans University) and the UK City & Guilds international ETDP qualification. She is an accredited assessor, moderator, and Skills Development facilitator.

Rina has facilitated workshops on ROI in Malaysia and the Philippines during 2006 and 2007. She has also facilitated workshops in Namibia, Botswana and Tanzania in 2009 and 2010. Catherina has done consulting and measurement on ROI for large organisations in South Africa. She is a registered chartered human resource practitioner with the South African Board for Personnel Practice and the co-author of the first South African book on ROI and Integrating Needs analysis, assessment and evaluation. She is one of the managing members of ROIONLINE cc.

Programme: Day One

08:30 – 08:45 Introduction

- Expectations
- Logistics

08:45 – 09:00 Overview

- The structure of the workshop
- The format of the sessions
- Discussion on current gaps in processes
- Holistic view on integrating processes

09:00 – 10:00 Session 1 : Strategic learning *Group activities*

- Strategic learning and development
- Integrate the Business Plan & Workplace Skills Plan
- How to plan for the year ahead
- Complete Checklist to identify gaps when planning

10:00 – 10:30 Morning tea

10:30 – 12:00 Session 2 : Job profile analysis *Group activities*

- How to apply a job profile analysis
- Identify job competencies
- Identify SMART performance outcomes
- Identify quality criteria for outcomes
- Link Job Profile Analysis to Performance Management

12:00 – 12:30 Session 3 : Needs Analysis *Group activities*

- Align learning needs of the sector, organisation and individual to ensure alignment and integration
- Strategies to interface with management before conducting a Needs Analysis

12:30 – 13:30 Lunch

13:30 – 14:30 Session 4 : Needs Analysis Continue *Group activities*

- Identify & involve stakeholders
- 7 Steps of the Needs Analysis
- Data collection method & reason

14:30 – 15:00 Session 5 : Needs Analysis Continue *Group activities*

- Source appropriate learning intervention
- Link Needs Analysis to Personal Development Plan (PDP)

15:00 – 15:15 Afternoon tea

15:15 – 16:15 Session 6 : Needs Analysis Continue *Group activities*

- Skills Audit steps & implementation

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Knowledge Resources

Our focus is to bring you high-quality conferences, seminars and skills-building workshops that will add value in terms of knowledge and skills. The aim is to provide extremely good value for the time and money clients have invested.

Our expertise lies in knowledge about the various disciplines within business and management as well as the knowledge needs of the tertiary, public and private sectors. Event topics are carefully selected to cater for South African needs, without discarding international standards.

Our event titles are researched, practical and case study-related, ensuring we bring our clients up-to-the-minute information, at the same time providing first-rate networking opportunities with leading business colleagues and executives. We surpass on providing our clients with a business knowledge experience!

SETA accreditation

Many of our delegates enquire after our accreditation status. There is a misguided opinion that organisations can only claim their levies back if they use accredited training providers only. This is not entirely correct. In the Government Gazette (No.20865 of 7 February 2000), it clearly states that the Skills Development Levies Act provides for recovery of a levy payment based on the submission of Workplace Skills Plans (WSPs), Workplace Skills Implementation Plans (WSIPs), and the submission of the names of Skills Development Facilitators (SDFs), and not on the basis of making use of accredited providers or NQF-aligned training and development events only.

Programme: Day Two

- 08:30 – 10:00 **Session 7 : Assessment Practices** *Group activities*
- Purpose of assessment
 - Assessment strategy
 - Differences between OBE & traditional learning
 - Learners with special needs
 - Apply OBE when designing assessments
 - Pre-assessment Checklist
 - Draft an Assessment Plan
- 10:00 – 10:30 **Morning tea**
- 10:30 – 11:00 **Session 8 : Assessment Practices Continue** *Group activities*
- Principles of fair assessment
 - Methods to collect evidence
 - Role of assessor & moderator
 - Assessment Policy and Appeals
- 11:00 – 12:30 **Session 9 : Assessment Instruments** *Group activities*
- Formative Assessment
 - Summative Assessment
 - Applied competence
 - Integrated competence
 - Critical cross-field outcomes & the range
- 12:30 – 13:30 **Lunch**
- 13:30 – 14:00 **Session 10 : Assessment Instruments Continue** *Group activities*
- Sources to collect evidence from
 - Assessment criteria: VACS
 - NQF level descriptors
 - Bloom's taxonomy of learning
 - Assessment methods
 - Need for a Marking Memorandum
 - Design sound assessment instruments
- 14:00 – 15:00 **Session 11 : ROI Evaluation** *Group activities*
- Evaluation strategy Checklist
 - International measures
 - Areas: quality, quantity, cost & time
- 15:00 – 15:15 **Afternoon tea**
- 15:15 – 16:00 **Session 12 : ROI Evaluation Continue** *Group activities*
- Cost items
 - Kirkpatrick Model & other models
 - Data collection methods
 - Non-training variables (NTV)
 - ROI formula
 - Analyse the results
 - Reporting
- 16:00 – 16:15 **Closure**
- Integrate Needs Analysis, Assessment & Evaluation
 - Executive Summary
 - Feedback



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Registration

Registration fee

R 8 490.00

The above registration fee includes VAT, lunch and refreshments, parking and workshop material

Terms and Conditions

Please note: Payment must be received before the event takes place. Knowledge Resources reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on 011 880 8540 to confirm that we have received your registration.

SOMETHING HAS COME UP AND I CANNOT ATTEND

If you cannot make it to the event, you have several options (the below options need to be received in writing):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%
- You may cancel your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee
- Unfortunately, no refund or credit can be given to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions

In the event of unforeseen circumstances Knowledge Resources reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 5 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled.

PAYMENT

- Cheques should be made payable to Knowledge Resources (Pty)Ltd. Please do not mail any cheques.
- Electronic Transfer or Direct Deposit into our bank account, validated by faxed copy of transaction slip
Nedbank Cresta
Account No.: 1913164489
Branch Code: 191305
FAX: 011 880 8700

Please note: Payment must be received by no later than 15:00 the day before the first morning of the event.



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Special Offer

- Register 3 delegates and the 4th delegate attends free of charge!
- Special discount for registered NPO's, small businesses (30 or less employees) & full-time lecturers at universities/colleges/schools – contact us for more information!

Registration Methods

- Register online GO TO www.kr.co.za
- Phone Playx Kathumba on 011 880-8540
- Fax completed registration form to 011 880-8700 / 9829
- Email completed form to playx@knowres.co.za

Once payment has been made please fax through proof of payment with the event's name written in the top right-hand corner

PLEASE NOTE Delegates will not be allowed entry to the event if payment has not been received.

Booking made by

Phone Email

Date Signature

By signing this registration form, the delegates agree to the enclosed terms and conditions

DELEGATE 1

Name Title

Designation

Phone Fax

Cellular Email

Company

Company VAT Number

Postal Address

Postal Code

Dietary Requirements

DELEGATE 2

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

DELEGATE 3

Name

Title

Designation

Cellular

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Email

Dietary Requirements

DELEGATE 4

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DELEGATE 5

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CREDIT CARD PAYMENT

Card Holders Visa / Master Amex Diners Mark appropriate box Expiry Date

Card No. CCV No.

Amount (All prices include VAT)

Date Signature