



ICAO

GLOBAL AVIATION TRAINING
TRAINAIR PLUS™



ICAO TRAINING EVALUATION REPORT 2020

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1 Overview

1.1 Scope of ICAO Training Evaluation

The Global Aviation Training Section (GAT) has implemented the Kirkpatrick Training Evaluation Model, which identifies three specific levels of training evaluation, to objectively analyse the impact of training effectiveness.

- **Level 1 – Reaction:** measure the trainees’ reactions to the delivered training by giving their opinion related to course structure and test; training activities; training material; and training environment.
- **Level 2 – Learning:** measure the degree to which trainees acquired the intended competencies.
- **Level 3 – Behaviour:** measure the impact of training on job performance.

1.2 ICAO Training Evaluation Process

ICAO training evaluation is integrated into the TRAINAIR PLUS Electronic Management System (TPEMS) to collect valuable data in each training delivery at the following three levels:

- **Level 1 – Reaction:** questionnaires sent to trainees at the end of each module/training session, including module evaluation, integral course evaluation, and instructor evaluation.

Fails to meet expectations	Below Expectations	Meets Expectations	Exceeds Expectations
Below 60%	60% - 79.99%	80% - 90%	Above 90%

- **Level 2 – Learning:** competency-based mastery tests implemented during each training delivery.

Fails to meet expectations	Below Expectations	Meets Expectations	Exceeds Expectations
Below 60%	60% - 79.99%	80% - 90%	Above 90%

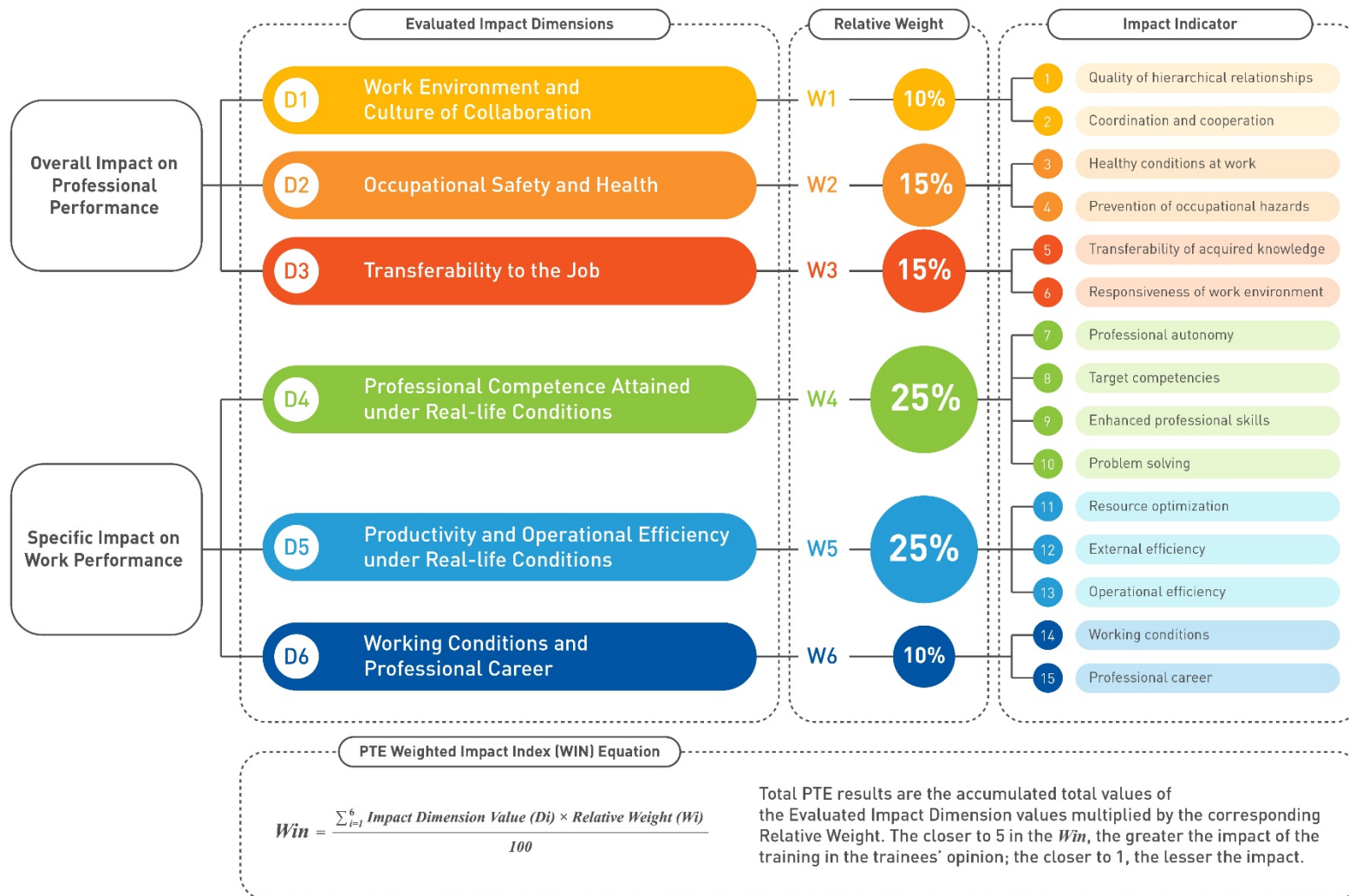
- **Level 3 – Behaviour:** questionnaires sent to trainees and their supervisors three months after the completion of a training course.

The ICAO TRAINAIR PLUS Post-Training Evaluation (PTE) methodology is based on a scientific basis of measuring the impact of training programmes developed under the guidelines set out in the *Training Development Guide, Competency-based Methodology (Doc 9941)*

Level 3 is also referred to as PTE. It measures the impact of training courses developed under the guidelines set out in Doc 9941.

The figure on the following page shows a summarized structure of the L3 PTE methodology that has been developed by GAT with the purpose of collecting reliable and valuable data on the impact of training on the trainees’ job performance, based on Doc 9941.

Structure of Level 3 Post-training Evaluation (L3 PTE) Methodology



The ICAO PTE model uses a Weighed Impact Index (WIN Index), which generates a quantitative value that measures the impact of training on the trainees’ work performance.

ICAO’s TRAINAIR PLUS Programme (TPP) has defined the UNNACCEPTABLE and ACCEPTABLE impact ranges for WIN Index applicable to all courses. This model represents the expected achievement and a model for results comparison to make conclusions on the success or failure of the evaluated courses as follow.

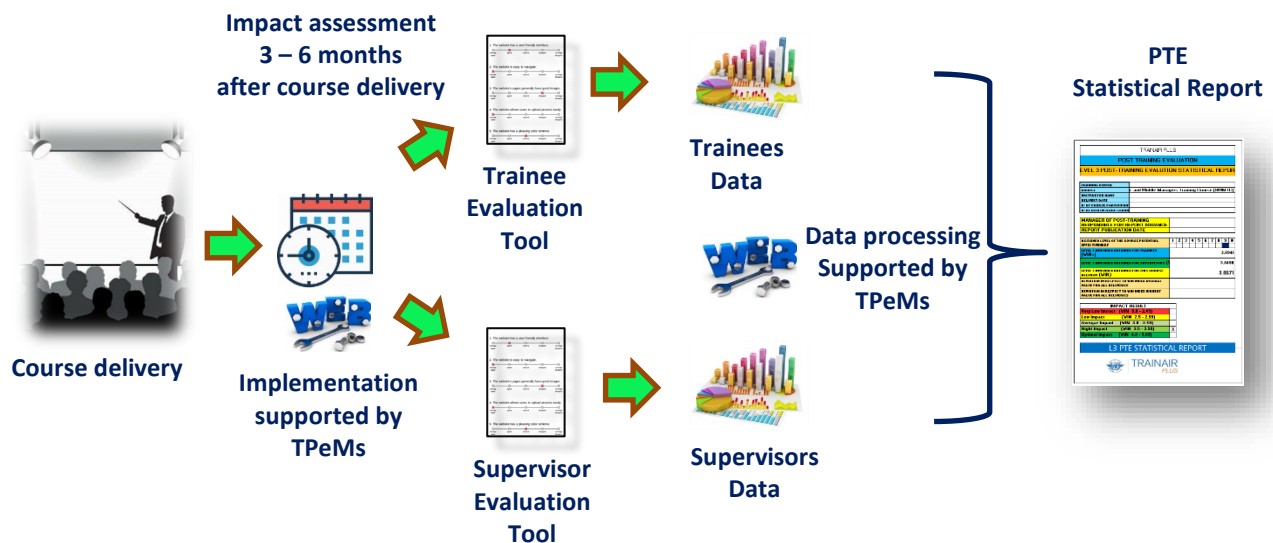
	IMPACT RANGES				
	UNNACCEPTABLE IMPACT RANGE		ACCEPTABLE IMPACT RANGE		
	Very Low impact values	Low impact values	Minimum acceptable impact values	High impact values	Optimal impact values
Win Index	0 – 2.49	2.5 – 2.99	3.0 – 3.49	3.5 – 3.99	4.0 – 5.0
%	0% - 49.8%	50% - 59.8%	60% - 69.8%	70% - 79.8%	80% - 100%

TPEMS is setup to automatically deploy PTE evaluation tools (refer to Appendices D and E) to all trainees and their supervisors after each course delivery in a timeframe that represents the moment of maximum visibility of acquired competencies to be implemented in the trainees’ job places.

Three to six months is the standard timeframe for PTE procedures implementation in almost all courses. It could also be considered a maximum period of twelve months for PTE implementation in those cases when the acquired competencies are very complex.

The implementation of PTE evaluation procedures generates a series of data automatically processed and delivered by the TPEMS as statistical reports consistent with PTE methodology.

The following picture shows a summarized flow of how PTE procedures are implemented and Statistical Report is issued by the TPEMS.



Each statistical report provides valuable and detailed information, such as:

- a) Historical delivery data;
- b) Institutional context prior training delivery;
- c) Data distribution analysis;
- d) Classification data;
- e) Impact deviation analysis;
- f) Simple frequency distribution;
- g) Variables crosscheck analysis;
- h) Impact dimensions values;
- i) Impact indicators values;
- j) Win Index value; and
- k) Observations and suggestions submitted by trainees and their supervisors.

2 Summary of Level 1 & 2 Evaluation in 2020

2.1 Level 1 & 2 Evaluation by ICAO Regions

Evaluation of face-to-face classroom and virtual classroom courses by ICAO Regions:

Level	Unit	Average	ICAO Regions							Course Type	
			APAC	NACC	WACAF	EUR/NAT	MID	ESAF	SAM	Face to Face	Virtual
Level 1: Reaction	%	90.10	87.93	89.94	89.82	92.23	88.50	88.50	94.64	89.75	90.20
Level 2: Learning	%	89.82	90.38	89.07	87.51	89.69	87.95	89.54	94.42	87.62	90.41

Evaluation of instructors teaching in face-to-face classroom and virtual classroom by ICAO regions:

Category	Unit	ICAO Regions							Face to Face	Virtual
		APAC	NACC	WACAF	EUR/NAT	MID	ESAF	SAM		
Instructor Evaluation	%	93.72	94.55	94.56	97.01	94.32	94.49	96.26	94.96	94.78

2.2 Level 1 & 2 Evaluation by ICAO Training Category

Evaluation of face-to-face classroom and virtual classroom courses by ICAO Training Category:

Level	Unit	ICAO Training Category								
		Aerodromes	Air Navigation Services	Air Transport	Aviation Law	Aviation Management	Environment	Flight Safety and Safety Management	Security and Facilitation	Training Competency Development
Level 1: Reaction	%	-	-	-	90.80	85.03	89.32	87.72	81.40	91.95
Level 2: Learning	%	-	-	-	93.54	90.23	83.73	89.86	90.21	89.58

**Evaluation of instructors teaching in face-to-face classroom and virtual classroom
by ICAO Training Category:**

Level	Unit	ICAO Training Category								
		Aerodromes	Air Navigation Services	Air Transport	Aviation Law	Aviation Management	Environment	Flight Safety and Safety Management	Security and Facilitation	Training Competency Development
Instructor Evaluation	%	-	-	-	94.93	90.15	91.97	93.56	91.15	96.08

3 Summary of Level 3 Evaluation in 2020

3.1 Level 3 Evaluation by ICAO Regions

Evaluation of face-to-face classroom and virtual classroom courses by ICAO Regions:

Level	Unit	ICAO Regions							Face to Face	Virtual
		APAC	NACC	WACAF	EUR/NAT	MID	ESAF	SAM		
Level 3: Post Training Evaluation	WIN	4.16	4.07	3.99	4.38	4.17	4.36	4.37	4.32	4.74
	%	83.2	81.4	79.8	87.6	83.4	87.2	87.4	86.4	94.8
		Optimal Impact	Optimal Impact	High impact	Optimal Impact	Optimal Impact	Optimal Impact	Optimal Impact	Optimal Impact	Optimal Impact

3.2 Level 3 Evaluation by ICAO Training Category

Evaluation of face-to-face classroom and virtual classroom courses by ICAO Training Category:

Level	Unit	ICAO Training Category								
		Aero-dromes	Air Navigation Services	Air Transport	Aviation Law	Aviation Management	Environ-ment	Flight Safety and Safety Management	Security and Facilitation	Training Competency Development
Level 3: Post Training Evaluation	WIN	-	-	-	4.00	3.99	3.65	4.16	3.65	4.23
	%	-	-	-	80	79.8	73.0	83.2	73.0	84.6
		-	-	-	Optimal Impact	High Impact	High Impact	Optimal Impact	High Impact	Optimal Impact

4 Evaluation Results of ICAO Training Packages (ITPs) in 2020

4.1 Level 1 Evaluation of ITPs

Blended ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 1 (%)	Instructor's Performance (%)
Aviation Data-driven Decision Making (AD3M)	EN	FSM	2	90.1	96
Safety Management for Practitioners (SMxP)	EN	FSM	2	90.5	95.1
Training Instructors Course (TIC) Part 2	EN	TCD	9	91	94.3

Face-to-face Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 1 (%)	Instructor's Performance (%)
CORSIA Verification	EN	ENV	1	96.8	98.8
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) End User	EN	FSM	1	89.8	95.4
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) Technical	EN	FSM	1	92.2	98.8
ICAO Government Safety Inspector – Personnel Licensing (GSI-PEL-18710)	EN	FSM	4	83.4	93.8
ICAO Government Safety Inspector Operations – Air Operator Certification (GSI-OPS-18700)	EN	FSM	3	89.4	94.0
Training Developers Course (TDC)	EN	TCD	5	91.3	95.8
International Air Law Course	EN	LAW	1	91.2	97.8
Dangerous Goods – Using the Technical Instructions for the Safe Transport of Dangerous Goods by Air	EN	FSM	2	87.1	87.2
ICAO Government Safety Inspector Airworthiness – Air Operator and Approved Maintenance Organization Certification (GSI-AIR-18701)	EN	FSM	1	90.0	90.6
Curso de preparadores de instrucción (TDC SP)	SP	TCD	1	96.8	96.8
Curso de Formación de Instructores (CFI)	SP	TCD	1	93.2	98.6
State Safety Programme (SSP)	EN	FSM	1	85.7	90.4
Cours de formation instructeurs	FR	TCD	1	98.6	99.8
Formation de concepteur de cours (TDC FR)	FR	TCD	1	96.4	99.0
ICAO Annex 9 - Facilitation	EN	FAL	1	84.0	91.2
Validating Competency-based Training (VCT)	EN	TCD	1	89.5	95.6

Virtual Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 1 (%)	Instructor's Performance (%)
COVID-19 Aviation Safety Risk Management for CAAs: Virtual Classroom	EN	FSM	11	86.6	90.8
Derecho Aeronáutico Internacional: Impartición Virtual	SP	LAW	6	95.3	98.2
Gestión del cumplimiento de los SARPS de la OACI (MCIS): Impartición Virtual	SP	MGT	2	91.6	94.2
Managing Compliance with ICAO SARPs (MCIS): Virtual Classroom	EN	MGT	4	81.0	86.5
Aviation Data-driven Decision Making (AD3M): Virtual Classroom	EN	FSM	4	87.8	96.4
Training Developers Course (TDC): Virtual Classroom	EN	TCD	7	90.9	97.2
Post-Training Evaluation (PTE): Virtual Classroom	EN	TCD	5	87.9	93.4
Gestion de la conformité aux SARPs de l'OACI (MCIS): Classe Virtuelle	SP	MGT	1	88.0	96.6
International Air Law: Virtual Classroom	EN	LAW	7	86.9	91.7
Training Managers Course (TMC): Virtual Classroom	EN	TCD	5	85.2	93.6
Especialista en Evaluacion Post-Instruccion: Impartición Virtual	SP	TCD	2	96.1	96.9
Curso de preparadores de instrucción (TDC SP): Impartición virtual	SP	TCD	3	95.1	94.9
Curso de Gerentes de Centros de Instrucción (CGCI): Impartición Virtual	SP	TCD	1	93.8	88.0
Air Cargo Safety Management: Virtual Classroom	EN	FSM	1	84.8	90.6
CORSIA Verification: Virtual Classroom	EN	ENV	5	87.8	90.6
ICAO Annex 9 - Facilitation: Virtual Classroom	EN	FAL	3	87.2	91.1
ICAO Government Safety Inspector Operations – Air Cargo Certification (GSI-AC-18702) Virtual Classroom	EN	FSM	1	87.4	98.0
Instrucción en el aula virtual: Impartición Virtual	SP	TCD	4	95.4	97.1
Safety Management for Practitioners (SMxP): Virtual Classroom	EN	FSM	10	89.4	94.8
Safety Risk Management Fundamentals: Virtual Classroom	EN	FSM	3	87.6	94.9
Validating Competency-based Training (VCT): Virtual Classroom	EN	TCD	1	95.4	100
Virtual Classroom Instruction (VCI): Virtual Classroom	EN	TCD	40	92.4	96.7
Курс для разработчиков учебных курсов (TDC RU): Виртуальный Класс	RU	TCD	1	89.8	98.2

4.2 Level 2 Evaluation of ITPs

Online ITPs

Course Title	Language	Training Area	Evaluation Level 2 (%)
Aerodrome Restart: Online	EN	AGA	93.0
Aviation Data-driven Decision Making (AD3M) - Part 1: Online	EN	FSM	86.0
Digital Transformation in Aviation: Online	EN	MGT	82.0
Gestión de la Seguridad Operacional: en línea	ES	FSM	84.0
Performance-Based Navigation (PBN) Airspace Design: Online	EN	ANS	86.0
Performance-Based Navigation (PBN) for Air Traffic Controllers: Online	EN	ANS	92.0
Performance-Based Navigation (PBN) for Pilots: Online	EN	ANS	88.0
Performance-Based Navigation (PBN) Operations Approval: Online	EN	ANS	66.0
Performance-Based Navigation (PBN) Overview: Online	EN	ANS	78.0
Public Health Corridor: Online	EN	FSM	84.0
Repurposing Aircraft Passenger Cabin for Transport of Cargo: Online	EN	FSM	84.0
Safety Management: Online	EN	FSM	88.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 1: Online	EN	FSM	89.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 AGA: Online	EN	FSM	88.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 AIG: Online	EN	FSM	86.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 AIR: Online	EN	FSM	84.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 ANS: Online	EN	FSM	86.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 LEG & ORG: Online	EN	FSM	90.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 OPS: Online	EN	FSM	88.0
Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) Phase 2 PEL: Online	EN	FSM	86.0
Unmanned Aviation Fundamentals: Online	EN	ANS	87.0

Blended ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 2 (%)
Aviation Data-driven Decision Making (AD3M)	EN	FSM	2	92.5
Safety Management for Practitioners (SMxP)	EN	FSM	2	93.9
Training Instructors Course (TIC) Part 2	EN	TCD	9	87.4

Face-to-face Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 2 (%)
CORSIA Verification	EN	ENV	1	80.1
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) End User	EN	FSM	1	84.5
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) Technical	EN	FSM	1	87.6
ICAO Government Safety Inspector – Personnel Licensing (GSI-PEL-18710)	EN	FSM	4	89.5
ICAO Government Safety Inspector Operations – Air Operator Certification (GSI-OPS-18700)	EN	FSM	3	89.1
Training Developers Course (TDC)	EN	TCD	5	91.3
International Air Law Course	EN	LAW	1	87.1
Dangerous Goods – Using the Technical Instructions for the Safe Transport of Dangerous Goods by Air	EN	FSM	2	85.3
ICAO Government Safety Inspector Airworthiness – Air Operator and Approved Maintenance Organization Certification (GSI-AIR-18701)	EN	FSM	1	81.5
Curso de preparadores de instrucción (TDC SP)	SP	TCD	1	96.4
Curso de Formación de Instructores (CFI)	SP	TCD	1	95.7
State Safety Programme (SSP)	EN	FSM	1	85.9
Cours de formation instructeurs	FR	TCD	1	86.9
Formation de concepteur de cours (TDC FR)	FR	TCD	1	92.6
ICAO Annex 9 - Facilitation	EN	FAL	1	93.2
Validating Competency-based Training (VCT)	EN	TCD	1	58.8

Note: Successful completion of the VCT course is a critical step in the ICAO Instructional Systems Design (ISD) Validator qualification process, hence, the average score of the performance exam at the end of the VCT course is lower than 80%, as expected by GAT.

Virtual Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	Evaluation Level 2 (%)
COVID-19 Aviation Safety Risk Management for CAAs: Virtual Classroom	EN	FSM	11	89.8
Derecho Aeronáutico Internacional: Impartición Virtual	SP	LAW	6	96.3
Gestión del cumplimiento de los SARPS de la OACI (MCIS): Impartición Virtual	SP	MGT	2	92.4
Managing Compliance with ICAO SARPs (MCIS): Virtual Classroom	EN	MGT	4	89.5
Aviation Data-driven Decision Making (AD3M): Virtual Classroom	EN	FSM	4	93.0
Training Developers Course (TDC): Virtual Classroom	EN	TCD	7	93.3
Post-Training Evaluation (PTE): Virtual Classroom	EN	TCD	5	92.7
Gestion de la conformité aux SARPs de l'OACI (MCIS): Classe Virtuelle	SP	MGT	1	88.9
International Air Law: Virtual Classroom	EN	LAW	7	92.1
Training Managers Course (TMC): Virtual Classroom	EN	TCD	5	89.9
Especialista en Evaluacion Post-Instruccion: Impartición Virtual	SP	TCD	2	92.6
Curso de preparadores de instrucción (TDC SP): Impartición virtual	SP	TCD	3	94.0
Curso de Gerentes de Centros de Instrucción (CGCI): Impartición Virtual	SP	TCD	1	88.2
Air Cargo Safety Management: Virtual Classroom	EN	FSM	1	95.6
CORSIA Verification: Virtual Classroom	EN	ENV	5	84.5
ICAO Annex 9 - Facilitation: Virtual Classroom	EN	FAL	3	89.2
ICAO Government Safety Inspector Operations – Air Cargo Certification (GSI-AC-18702) Virtual Classroom	EN	FSM	1	81.7
Instrucción en el aula virtual: Impartición Virtual	SP	TCD	4	87.3
Safety Management for Practitioners (SMxP): Virtual Classroom	EN	FSM	10	91.7
Safety Risk Management Fundamentals: Virtual Classroom	EN	FSM	3	90.2
Validating Competency-based Training (VCT): Virtual Classroom	EN	TCD	1	78.8
Virtual Classroom Instruction (VCI): Virtual Classroom	EN	TCD	40	89.4
Курс для разработчиков учебных курсов (TDC RU): Виртуальный Класс	RU	TCD	1	94.7

Note: Successful completion of the VCT Virtual Classroom course is a critical step in the ICAO ISD Validator qualification process, hence, the average score of the performance exam at the end of the VCT course is lower than 80%, as expected by GAT.

4.3 Level 3 Evaluation of ITPs

PTE Implementation Data

- a) Total number of ITP deliveries in which PTE methodology is implemented: **108 deliveries**
- b) Total number of trainees responded: **1713 Trainees**
- c) Total number of supervisors responded: **477 Supervisors**

Blended ITPs

Course Title	Language	Training Area	No. of deliveries	WIN Index	Impact Value %	Impact Range
Aviation Data-driven Decision Making (AD3M)	EN	FSM	2	4.080	81.6	Optimal Impact
Safety Management for Practitioners (SMxP)	EN	FSM	2	4.241	84.82	Optimal Impact
Training Instructors Course (TIC) Part 2	EN	TCD	9	4.129	82.6	Optimal Impact

Face-to-face Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	WIN Index	Impact Value %	Impact Range
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) End User	EN	FSM	1	3.72	74.4	High Impact
ECCAIRS - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) Technical	EN	FSM	1	4.01	80.2	Optimal Impact
ICAO Government Safety Inspector – Personnel Licensing (GSI-PEL-18710)	EN	FSM	4	4.32	86.4	Optimal Impact
ICAO Government Safety Inspector Operations – Air Operator Certification (GSI-OPS-18700)	EN	FSM	3	4.23	84.6	Optimal Impact
Training Developers Course (TDC)	EN	TCD	5	4.14	82.8	Optimal Impact
International Air Law Course	EN	LAW	1	4.03	80.6	Optimal Impact
Dangerous Goods – Using the Technical Instructions for the Safe Transport of Dangerous Goods by Air	EN	FSM	2	4.36	87.2	Optimal Impact
ICAO Government Safety Inspector Airworthiness – Air Operator and Approved Maintenance Organization Certification (GSI-AIR-	EN	FSM	1	3.85	77.0	High Impact

18701)						
Curso de preparadores de instrucción (TDC SP)	SP	TCD	1	4.88	97.6	Optimal Impact
Curso de Formación de Instructores (CFI)	SP	TCD	1	4.03	80.6	Optimal Impact
State Safety Programme (SSP)	EN	FSM	1	4.13	82.6	Optimal Impact

Virtual Classroom ITPs

Course Title	Language	Training Area	No. of deliveries	WIN Index	Impact Value %	Impact Range
COVID-19 Aviation Safety Risk Management for CAAs: Virtual Classroom	EN	FSM	11	4.07	81.4	Optimal Impact
Derecho Aeronáutico Internacional: Impartición Virtual	SP	LAW	6	3.92	78.4	High Impact
Gestión del cumplimiento de los SARPs de la OACI (MCIS): Impartición Virtual	SP	MGT	1	4.18	83.6	Optimal Impact
Managing Compliance with ICAO SARPs (MCIS): Virtual Classroom	EN	MGT	4	3.95	79.0	High Impact
Aviation Data-driven Decision Making (AD3M): Virtual Classroom	EN	FSM	4	4.12	82.4	Optimal Impact
Training Developers Course (TDC): Virtual Classroom	EN	TCD	7	4.08	81.6	Optimal Impact
Safety Management for Practitioners (SMxP): Virtual Classroom	EN	FSM	10	4.33	86.6	Optimal Impact
Post-Training Evaluation (PTE): Virtual Classroom	EN	TCD	5	4.17	83.4	Optimal Impact
Gestion de la conformité aux SARPs de l'OACI (MCIS): Classe Virtuelle	SP	MGT	1	4.27	85.4	Optimal Impact
International Air Law: Virtual Classroom	EN	LAW	7	3.96	79.2	High Impact
Training Managers Course (TMC): Virtual Classroom	EN	TCD	5	4.51	90.2	Optimal Impact
Especialista en Evaluación Post-Instrucción: Impartición Virtual	SP	TCD	2	3.73	74.6	High Impact
Curso de preparadores de instrucción (TDC SP): Impartición virtual	SP	TCD	3	4.23	84.6	Optimal Impact
Curso de Gerentes de Centros de Instrucción (CGCI): Impartición Virtual	SP	TCD	1	4.19	83.8	Optimal Impact

5 Overall Results in 2020

The three levels of evaluation were applied to a total of **175** ICAO training courses delivered in 2020, consisting of **45** face-to-face classroom, **130** virtual classroom and **21** online courses. The overall results of training evaluation in 2020 are:

- **Level 1 – Reaction: 90.10 %;**
- **Level 2 – Learning: 89.82 %;**
- **Level 3 - Behaviour: 4.17 (equivalent to 83.4%).**

6 Conclusions

The overall results of the training evaluation in 2020 demonstrate the training effectiveness of ICAO courses. In particular, 90.10% of trainees are satisfied with the courses that they attended; 89.82% trainees achieved the prescribed competencies through these courses; and 83.4% trainees and their supervisors agreed that these courses helped trainees' performance improvements in the workplace.

Taking into account the quantitative and qualitative feedback through the training evaluation, ICAO-recognized training courses are required to be reviewed at least once every three years, to ensure continuous validity and course quality. In this respect, GAT will collaborate with Bureaus on the course update to ensure ICAO courses are in line with the most current ICAO provisions and, consequently, support ICAO Member States in capacity-building and human resources development through training.

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Appendix A Module Opinion Questionnaire

Please rate the module you have just completed.

Course Title		Delivery Date	<u>day/month/year</u>
Module Title		Module Number	

(5=Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree)

A. Module Structure & Mastery Test		5	4	3	2	1
1.	The end-of-module objective was clearly identified at the beginning of this module					
2.	This module was well structured for achieving the end-of-module objective					
3.	The module content supported the successful completion of the mastery test					
B. Training Activities		5	4	3	2	1
4.	The training activities (e.g. lesson, group discussions, etc.) supported the learning objectives of the module					
5.	The practical exercises (e.g. role play, case study, etc.) allowed the application of the learning objectives					
6.	Adequate time was provided for questions and discussion					
C. Training Material		5	4	3	2	1
7.	Training material was relevant to the learning objectives					
8.	Written instructions for exercises were clear					
9.	Written instructions for tests were clear					
10.	Visual materials illustrated the learning objectives					
D. Comments						
11.	What did you like most about this module?					
12.	Do you have any suggestions for improving this module?					

Appendix B Integral Course Evaluation

Please rate the course you have just completed.

Course Title		Delivery Date	from _____ to _____
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(5=Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree)

A. Environment		5	4	3	2	1
1.	The training environment was appropriate for learning					
B. Course		5	4	3	2	1
2.	The course followed a logical sequence					
3.	The training materials were appropriate and complete					
4.	The training activities allowed me to achieve the learning objectives					
5.	The equipment and tools used in the course delivery were functioning and appropriate.					
C. Expectations		5	4	3	2	1
6.	The course has allowed me to obtain the appropriate competencies to better perform my job					
7.	The course will allow me to improve my performance on the job					
8.	The course fulfilled my expectations					
D. Comments						

Appendix C Instructor Evaluation Questionnaire

Please rate your instructor on the course you have completed.

Name of Instructor		Delivery Date	day /month/year _____
Course Title			

(5=Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree, N/A)

A . Classroom Management		5	4	3	2	1
1.	Adapted to the learning needs of trainees					
2.	Stimulated and sustained trainees' interest					
3.	Used good time management					
4.	The feedback on exercises and tests was provided in a timely manner					
5.	Respected the cultural aspects of trainees					
B. Course Delivery		5	4	3	2	1
6.	Explained the learning objectives clearly					
7.	Encouraged trainees to participate in discussions and other training activities					
8.	Ensured the course content was understood by the trainees					
9.	Answered questions adequately					
10.	Provided clear instructions for exercises and tests					
11.	Used fluent language for course delivery					
12.	Managed the technical aspects of virtual classroom seamlessly (if applicable)					
C. Expertise		5	4	3	2	1
13.	Subject matter expertise					
14.	Instructional techniques					
15.	Interpersonal skills					
D. Comments						

Appendix D PTE Evaluation Tool to Trainees

L3 PTE SCALE TO EVALUATE THE IMPACT SELF-ASSIGNED BY THE PARTICIPANT'S OF THE COURSE, ON THEIR WORK PERFORMANCE

PART I. QUESTIONS ABOUT THE INSTITUTIONAL CONTEXT PRIOR TRAINING DELIVERY

Q1. Prior to course promotion, your organization had already identified the training needs associated with this course.

YES NO NA (No answer)

Q2. Prior to course delivery, you were informed about the course training objectives, the content, and the expected impact on your professional performance, and how it could forward the goals of your organization.

YES NO NA (No answer)

Q3. Your participation in the course was part of a strategy previously established by your organization.

YES NO NA (No answer)

PART II. OVERALL IMPACT OF THE COURSE ON PROFESSIONAL AND JOB PERFORMANCE

1. The course has helped you to improve hierarchical relationships with supervisors and/or subordinates.

(Influence of received training on the quality of hierarchical relations with supervisors and / or subordinates, in terms of personal respect, information transparency, instructions clarity, opinions consideration and participation in the decision making)

NA 1 2 3 4 5

2. The course has allowed you to clearly understand the relationships and interdependence between your work department / area with others in the organization sharing work processes.

(Influence of received training on the development of collaborative attitudes among others professionals in others departments that share work processes)

NA 1 2 3 4 5

3. The course has allowed you to identify the sources of occupational risk (physical or mental) that entails the application of new acquired competences and develop capacities to prevent such risks.

NA 1 2 3 4 5

4. The course has reinforced your attitudes and behaviors related to prevention of occupational hazards in your performance, in accordance with applicable regulations for your work place.

(Influence of received training on the internalization of the work place safety regulations)

NA 1 2 3 4 5

5. The alignment of the course objectives and contents with the needs of your work place, has allowed you to apply the acquired skills to your professional performance.

NA 1 2 3 4 5

6. The work model of your company/organization has allowed you to apply the acquired skills acquired in the course to your professional performance.
(Your work environment has allowed you to apply the acquired competences to your performance)

NA 1 2 3 4 5

7. The course has improved your autonomy for the accomplishment of professional tasks.
(Influence of delivered training on the development of the professional's ability to plan, manage and perform his / her job tasks according to established quality standard, evaluate his / her achievements and solve unforeseen problems in the absence of operative supervisor)

NA 1 2 3 4 5

8. The course has allowed you to reach the following target competencies, and verify your mastery in real life conditions:

8a, b, c, etc.(here should listed those target competencies delivered in the course)

NA 1 2 3 4 5

9. The course has favored the acquisition of "internal entrepreneurship" attitudes, generating initiatives and value added proposals, preventive treatment of the problems and permanent improvement.
(Influence of delivered training on strengthening of responsibility attitudes, professional initiative and problems anticipation)

NA 1 2 3 4 5

10. The course has expanded your vision on the causes and effects of the problems faced while doing your tasks and the operational capacity to find solutions.
(Influence of received training on strengthen of the solving problem capacities)

NA 1 2 3 4 5

11. You have verified in your work place that the course has allowed to.....(statement to be completed with reference to the satisfaction experienced by the recipient of the product generated by the implementation of the competencies learned in the course.).

NA 1 2 3 4 5

12. You have verified in your work place, that course has allowed you to.....(statement to be completed by referring the satisfaction of the recipient).

NA 1 2 3 4 5

13. After training delivery and in your workplace the course allowed you to:

13a, b, c, etc.(here should listed statements linked to indicators that were defined during development phase to measure of how symptoms have evolved due to the implementation of the course as training solution for the performance problem that

originated it)
<input checked="" type="radio"/> NA <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

14. The course has helped to improve your work stability, compensation and performance.
<input checked="" type="radio"/> NA <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

15. The course has had a significant and positive impact on your professional career.
<input checked="" type="radio"/> NA <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

OBSERVATIONS AND PROPOSALS FOR THE IMPROVEMENT OF THE INSTRUCTION

Identify small problems and minor issues that can be improved, no matter how insignificant they may seem, observed during course delivery and propose alternative solutions (if any) that mitigate or solve problems, with more efficient and lower cost criteria.

OVERALL COURSE MANAGEMENT	REMARKS (Issues that can be improved)	PROPOSALS FOR IMPROVEMENTS
COURSE DESIGN		
COURSE PROMOTION AND COMMUNICATION		
QUALITY OF INSTRUCTORS		
LOGISTICS FOR INSTRUCTORS AND PARTICIPANTS		
TRAINING METHODOLOGY		
INFRASTRUCTURE		
EQUIPMENTS USING IN TRAINING		

PARTICIPANT'S GUIDE AND TRAINING MATERIALS		
EVALUATION METHODOLOGY IN THE TRAINING CENTER		
CERTIFICATION OF TRAINING DELIVERED		

THANK YOU FOR YOUR TIME AND ATTENTION. REST ASSURED THAT ALL RESPONSES WILL HELP TO IMPROVE FUTURE VERSIONS OF THE COURSE!

Appendix E PTE Evaluation tool to Supervisors

PTE SCALE TO EVALUATE THE IMPACT PERCEIVED BY THE SUPERVISOR ON THE WORK PERFORMANCE OF THE PERSONNEL UNDER ITS SUPERVISION THAT PARTICIPATED IN THE COURSE

PART I. QUESTIONS ABOUT THE INSTITUTIONAL CONTEXT PRIOR TRAINING DELIVERY

Q1. Prior to course promotion, your organization had already identified the training needs associated with this course.

YES NO NA (No answer)

Q2. Prior to course delivery, you were informed about the course training objectives, the content, and the expected impact on your professional performance, and how it could forward the goals of your organization.

YES NO NA (No answer)

Q3. Your participation in the course was part of a strategy previously established by your organization.

YES NO NA (No answer)

PART II. OVERALL IMPACT OF THE COURSE ON PROFESSIONAL AND JOB PERFORMANCE

1. The alignment of the course objectives and contents with the needs of your work place, has allowed the personnel under your supervision to apply the acquired skills to their professional performance.

NA 1 2 3 4 5

2. The work model of your company/organization has allowed the personnel under your supervision to apply competencies acquired in the course to their professional performance.

(Your work environment has allowed you to apply the acquired competences to your performance)

NA 1 2 3 4 5

3. The course has improved the autonomy of personnel under your supervision for the accomplishment of their professional tasks.

(Influence of delivered training on the development of the professional's ability to plan, manage and perform his / her job tasks according to established quality standard, evaluate his / her achievements and solve unforeseen problems in the absence of operative supervisor)

NA 1 2 3 4 5

4. The course has allowed the personnel under your supervision to reach the following target competencies, and verify their mastery in real life conditions:

4a, b, c, etc.(here should listed those target competencies delivered in the course)

NA 1 2 3 4 5

5. **The course has favored the acquisition of "internal entrepreneurship" attitudes for personnel under your supervision, generating initiatives and value added proposals, preventive treatment of the problems and permanent improvement.**
 (Influence of delivered training on strengthening of responsibility attitudes, professional initiative and problems anticipation)

NA 1 2 3 4 5

6. **The course has allowed the personnel under your supervision to expand their vision on the causes and effects of the problems faced while doing their tasks and their operational capacity to find solutions.**
 (Influence of received training on strengthen of the solving problem capacities)

NA 1 2 3 4 5

7. **You have verified in your work place that the course has allowed the personnel under your supervision to(statement to be completed with reference to the satisfaction experienced by the recipient of the product generated by the implementation of the competencies learned in the course.).**

NA 1 2 3 4 5

8. **You have verified in your work place, that course has allowed the personnel under your supervision to.....(statement to be completed by referring the satisfaction of the recipient)..**

NA 1 2 3 4 5

9. **You have verified, under real performance conditions, that the professional competencies attained in the course by the personnel under your supervision have allowed to:**

9a, b, c, etc.(here should listed statements linked to indicators that were defined during development phase to measure of how symptoms have evolved due to the implementation of the course as training solution for the performance problem that originated it)

NA 1 2 3 4 5

OBSERVATIONS AND PROPOSALS FOR COURSE IMPROVEMENT

Based on the information you received about the main objectives and content of the course and after observing the professional behavior demonstrated by personnel under your supervision after the course delivery, could you provide some comments and/or proposals for the course improvement?.

OVERALL COURSE MANAGEMENT	REMARKS (Issues that can be improved)	PROPOSALS FOR IMPROVEMENTS
COURSE DESIGN		
COURSE PROMOTION AND COMMUNICATION		

QUALITY OF INSTRUCTORS		
LOGISTICS FOR INSTRUCTORS AND PARTICIPANTS		
TRAINING METHODOLOGY		
INFRASTRUCTURE		
EQUIPMENTS USING IN TRAINING		
PARTICIPANT'S GUIDE AND TRAINING MATERIALS		
EVALUATION METHODOLOGY IN THE TRAINING CENTER		
CERTIFICATION OF TRAINING DELIVERED		

THANK YOU FOR YOUR TIME AND ATTENTION. REST ASSURED THAT ALL RESPONSES WILL HELP TO IMPROVE FUTURE VERSIONS OF THE COURSE!