

Policy: AD-06-38

Policy Title: Training Personnel Qualification and Evaluation Policy

Policy Purpose: To define guidelines for evaluating and verifying qualifications of training personnel.

Implementation Date: 09/22/2006

Revision Date: N/A

**TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT
TRAINING PERSONNEL QUALIFICATION AND EVALUATION
POLICY**

1. **Purpose:** The purpose of the Training Personnel Qualification and Evaluation policy is to set forth guidelines which shall be used to qualify and evaluate training personnel. The process will ensure that all training that is conducted within the department is thoroughly evaluated and conducted by qualified personnel.

2. **Considerations for selecting a trainer:**
 - 2.01 The most important consideration when selecting a trainer is that they are well suited to the training design required to meet the learning goals.

For example: If learners prefer computer-based instruction, they'll benefit from a trainer who understands on-line training technologies. If learners prefer ongoing coaching, they'll benefit from a trainer who is readily accessible to the employee for ongoing advice and guidance. If learners struggle with communication skills, they'll benefit from a trainer who can integrate remedial communications strategies with other training methods.
 - 2.02 Consider using an ex-employee who has the skills needed by the learner. Of course, this option depends on whether the ex-employee left the organization under good terms and remains in good standing with the organization.
 - 2.03 Consider whether other supervisors or organizations have employees who need similar training. If so, one might combine your needs and funding to get a trainer to conduct in-house training.

3. **Considerations for hiring a consultant to conduct training:**
 - 3.01 Issue a Request for Proposal which asks the consultant to provide a written proposal for how they would carry out training, evaluation methods, cost, etc. Have the proposal include at least the goals preferred from the training, when to have training and what evaluation results should occur.

- 3.02 Request that trainers remain available for follow-up consultation if desired.
- 3.03 Ask the trainer what methods they use to ensure their consultation projects are successful with clients.
- 3.04 Ask for at least three references.

4. Considerations for self-directed learning:

- 4.01 Self-directed learning is accomplished primarily by the learner who leads or takes a strong role in determining learning goals, how they will be accomplished and how learning will be verified.
- 4.02 Self-directed learning can be used where employees are highly motivated and self reliant.
- 4.03 Self-directed learning can be verified by a variety of means, e.g.,
 - a. Written reports describing what learning activities have occurred and what results were produced.
 - b. Observation of the employee by a supervisor or other skilled expert equipped to assess progress of the employee.
 - c. A portfolio or collection of results showing employees' improvement over time.
 - d. A presentation from the employee that includes description of learning activities and a display of results, etc.

5. Trainer Evaluation Form:

- 5.01 Each trainer utilized within the organization shall be subjected to a Training Evaluation. The evaluation will require that each associate trained fill out a Training Evaluation Form (See Exhibit "A"). A copy of the results of the evaluation will be presented to the trainer and provided to the Director of the department.



Bruce A. Hauk, Director
Westfield Public Works

EXHIBIT "A"

WESTFIELD PUBLIC WORKS TRAINING EVALUATION FORM

Please circle the number that describes your evaluation of this session. Use the scale of 1 - 5 with 1 being the lowest rating and 5 being the highest or most outstanding rating:

Session Evaluation Criteria	Rating Scale				
1. Performance of the presenter – well organized and prepared	1	2	3	4	5
2. Your assessment of speaker's technical expertise	1	2	3	4	5
3. Information I can use in my profession	1	2	3	4	5
4. Hand out materials - PowerPoint slides or other handout information	1	2	3	4	5
5. Handout materials are a useful reference source	1	2	3	4	5
6. Participant interaction was encouraged	1	2	3	4	5
7. Did this session justify your attendance	1	2	3	4	5
8. Your impression of the meeting room	1	2	3	4	5
9. Length of the session (too long, too short)	1	2	3	4	5
10. Information was current and accurate	1	2	3	4	5

Additional Comments or revisions suggested: _____
