



How do you measure the ROI of Learning Programmes

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Kirkpatrick's four levels of evaluation model

- **Reaction of student** - what they thought and felt about the training
- **Learning** - the resulting increase in knowledge or capability
- **Behaviour** - extent of behaviour and capability improvement and implementation/application
- **Results** - the effects on the business or environment resulting from the trainee's performance

Level four.....Results

- Improved performance of the trainee
- Organisational key performance indicators
- Agree accountability and relevance with the trainee at the start of the training