

## **Level 2 Evaluation - Learning**

Assessment at this level attempts to determine the extent students have advanced in skills, knowledge or attitude. Measurement at this level is more difficult and laborious than level one. Methods range from formal to informal testing to team assessment and self-assessment. If possible, participants take the test or assessment before and after training to determine the amount of learning that has occurred. CFSI evaluated 70% of courses at this level in FY 2001-2002, including all language courses.

## **Level 3 Evaluation - Transfer**

This level measures the transfer that has occurred in learners' behaviour due to the training programme. Evaluating at this level attempts to answer the question - Are the newly acquired skills, knowledge or attitude being used in the everyday environment of the learner? It is typically done six months to one year after the course.

Four CFSI courses as well as the Foreign Language Social Integration and Professional Proficiency Programmes were evaluated at level 3. The results indicate that the majority of employees learned, used and retained the skills taught. For the LES in-Canada training approximately two-thirds of participants and the same proportion of their supervisors rated the courses "very relevant" with all remaining respondents rating it "relevant". These quantitative findings were supported by comments from supervisors who spoke of their LES employees' increased effectiveness in performing their duties.

## **Level 4 Evaluation - Results**

Frequently thought of as the bottom line, this level measures the success of the programme in terms that managers and executives can appreciate - increased production, improved quality, decreased costs, etc. From an organizational perspective, this is the overall reason for a training programme. This level of evaluation is very rarely seen. SIE on behalf of CFSI is conducting a level 4 evaluation of the LES in-Canada programme with a target completion date of June 2002.