

Measuring the impact of learning – Michelle Hiller, Unique Training Solutions

To understand the impact our learning interventions, we first have to establish what impact our organisations want this to have. Different organisations will have different drivers for the improvement/change, and establishing this at the start enables us to analyse and confirm the impact achieved.

We carry out a training needs analysis with each employer prior to any programme commencing, so we have a full understanding of what they want to achieve and what the starting points are. This assures we have the time to create content that is more bespoke to these needs, and can therefore report on what has improved.

We then complete a detailed skill scan with each learner prior to them commencing their programme. This is so we understand everyone's starting point and how to adapt any part of the delivery to their individualised learning needs. When looking at starting points, we collate a range of both quantitative and qualitative data from both the employer and the learners, and depending on the piece of work, we may also collate information from families, individuals, or other members of the staff team.

Depending on the length of the programme, we may also carry out some mid-programme data collection, which will show the impact so far and validate whether the training delivery is starting to demonstrate the desired results.

This is all tied up with end of programme data collection, which is used to demonstrate full impact achieved, i.e. improved quality of report writing, reduction in medication errors, individuals being able to live more independently, as well as the analysis of each individual learners improvements in practice.