

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Education for Healthcare Professions					
TSC	Programme Evaluation					
TSC Description	Evaluate the effectiveness and efficiency of programmes, and contribute to continuous programme improvement					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				HCE-PDV-4041-1.1	HCE-PDV-5041-1.1	HCE-PDV-6041-1.1
				Conduct evaluation of programmes through data collection, analysis and interpretation to establish programme effectiveness, and provide recommendations to contribute to programme improvement	Lead the development and implementation of programme evaluation initiatives and procedures, and evaluate the effectiveness of training programmes	Drive the healthcare setting's strategic plans in programme evaluation so as to achieve organisation goals
Knowledge				<ul style="list-style-type: none"> • Current evaluation theories and framework • Programme-specific content • Data analysis methods • Evaluation tools • Confidential data protection methods • Programme goals and objectives • Outcome-driven assessment tools • Methods to evaluate learners' reactions and extent of learning • Analysis and interpretation of assessment results and feedback of learners • Potential areas for refinement of training programmes • Cultural norms and department practices • Stakeholders who are affected by the results of reviews 	<ul style="list-style-type: none"> • Guiding principles of programme evaluation • Evaluation design • Development of evaluation plans • Validation process to review and evaluate on-the-job training materials • Processes for training programme pilot run • Procedures for the reviewing and updating of training programmes • Impact of evaluation results on stakeholders • Latest programme evaluation strategies, methodologies and technologies • Methods to monitor post-training impacts 	<ul style="list-style-type: none"> • Healthcare setting's learning and development strategies and directives • Industry best practice evaluation methodologies • Programme evaluation strategy development and implementation • Organisational and professional quality standards for training, learning and development

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Abilities				<ul style="list-style-type: none"> • Engage and communicate with relevant stakeholders • Identify existing data sources for potential use in programme evaluations • Conduct post-course evaluations using appropriate means to gather feedback • Review training programmes to determine if learners' needs and organisational objectives are met • Review feedback to identify potential areas for improvement • Review effectiveness of trainers in delivering content • Prepare post-course evaluation reports • Perform post-training evaluation of staff to determine if transfer of learning has taken place • Propose recommendations based on evaluation findings • -Apply current theories, principles and frameworks in evaluating programmes • Apply standards to ensure quality of the education experience 	<ul style="list-style-type: none"> • Develop the department's programme evaluation frameworks in alignment with best practice programme evaluation standards • Endorse the department's programme evaluation frameworks • Apply latest programme evaluation strategies, methodologies and technologies to improve the department's learning and development initiatives • Establish management plans for programme evaluations • Build professional relationships to enhance evaluation practice • Review, improve and update training programmes and mentoring frameworks • Review and evaluate on-the-job training materials • Implement standards to ensure quality of the education experience • Determine stakeholders' needs, interest and level of satisfaction 	<ul style="list-style-type: none"> • Measure training outcomes against organisational strategies and objectives • Monitor return-of-investments to workforce capability development through training and education programmes • Set standards to ensure quality of the education experience
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