

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Learning Programme Development and Delivery					
<b>TSC</b>	Learning Programme Evaluation					
<b>TSC Description</b>	Evaluate the effectiveness of learning experiences and modify the teaching approaches and materials accordingly					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
					<b>SSC-LDD-5023-1.1</b>	<b>SSC-LDD-6023-1.1</b>
					Evaluate programme effectiveness and implement improvements in programmes	Lead development and implementation of programme evaluation initiatives
<b>Knowledge</b>					<ul style="list-style-type: none"> <li>Evaluation designs and frameworks</li> <li>Confidential data protection methods</li> <li>Assessment tools and criteria for evaluating efficacy and fidelity of programmes</li> <li>Methods to evaluate acquisition of knowledge and application of skills acquired</li> <li>Methods for data analysis of programme outcomes</li> <li>Review processes for training programmes</li> </ul>	<ul style="list-style-type: none"> <li>Emerging or new programme evaluation frameworks</li> <li>Evaluation designs and frameworks</li> <li>Project management principles</li> <li>Quality assurance principles</li> <li>Mentoring and supervisory frameworks</li> </ul>
<b>Abilities</b>					<ul style="list-style-type: none"> <li>Collect and organise data sources for programme evaluation</li> <li>Conduct course evaluation on learners' knowledge and their ability to apply skills at the workplace</li> <li>Prepare course evaluation report</li> <li>Review learners' needs and ensure learning objectives are met</li> <li>Review the effectiveness of educators in delivering programmes</li> </ul>	<ul style="list-style-type: none"> <li>Develop the organisation's programme evaluation framework based on best practices and standards</li> <li>Implement relevant programme evaluation strategies, methodologies and designs to improve quality of learning and development initiatives</li> <li>Mentor or supervise educators in programme evaluation capabilities</li> <li>Develop project plans and projects</li> </ul>

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					<ul style="list-style-type: none"> <li>Propose recommendations based on evaluation findings</li> <li>Develop improvement plans to facilitate implementation of improvements to programmes</li> <li>Review and update programmes</li> </ul>	<ul style="list-style-type: none"> <li>Manage programme evaluation initiatives</li> <li>Review effectiveness and drive improvements in the mentoring framework</li> </ul>
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