

Regional SYMPOSIUM on Effective Governance and Digital Transformation for Accelerating Implementation of the 2030 Agenda for Sustainable Development and Addressing Global Challenges

22 - 24 November 2022

10:00 AM - 6:00 PM Seoul, GMT+9

Incheon, Republic of Korea and Online



Department of
Economic and
Social Affairs



**Public Service Training Assessment Framework for Strengthening
Capacities of Public Servants to Support SDG Implementation**

**Ms. Tshering
Yangden, RCSC, Bhutan**



**United
Nations**

Department of
Economic and
Social Affairs



WHY ASSESSMENT?

1. Assessment is integral to all teaching and learning processes.
2. Appraises the knowledge & skill gained
3. Check the impact of the training on achieving the training objectives.
4. Return on the investment.
5. For further improvement of the training programme & assures quality of the training programme.
6. Capacity building of the training centre
7. Talent management- assess the Individual Leadership Growth and Competency Development.



PROCESSES IN DEVELOPING ASSESSMENT FRAMEWORK

1. Clearly define and identify the learning outcomes.
2. Select appropriate assessment measures and assess the learning outcomes.
3. Analyze the results of the outcomes assessed.
4. Adjust or improve programs following the results of the learning outcomes assessed.



Foundation of our Assessment Framework

1. Learning Outcomes
2. Competency Based Framework-Competencies required for each professions-55 CBFs,117 professions
3. Leadership Capability Framework-5 Capabilities & 26 competencies
4. Kirkpatric's Four Levels of Training Evaluation model- 4 levels of learning(Reactions, Learning, Behavior & Result)
*** Our training assessment tools focus on these four levels of learning



Learning objectives/outcomes

- Bring about the desired mindset and behavioural change in the future leaders as required by the Leadership Capability Framework.
- Change the Culture and incentives- in terms of training
- Learning culture instituted
- Leadership capacity enhanced
- Performance & efficiency in the civil service sector improved.
- Public service delivery improved.
- Build inclusive, effective & accountable institutions-Staff motivation improved.

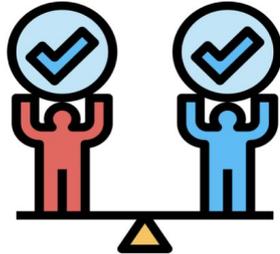


Principles of Assessment



VALID

It is accurately assessing the learning objectives.



FAIR

It is a fair assessment for all learners.



RELIABLE

It is easily understood and assessed by others.



AUTHENTIC

It is true to the discipline and is students' own work.

Icons by users Eucalyp and Pixelmeetup on Flaticon.



Kirkpatrick's Four-Level Training Evaluation Model



Source: Eliza Quek, Terrific Mentors International Pte Ltd. \ Singapore

Level 1- Reaction- Participants'. Feelings and observation. Did the learner consider the training to be relevant and useful? Through feedback on the training and resource persons.

Level 2- Learning-what knowledge and skills gained? Did the training achieve its stated learning goals? Survey,class discussion,reflection paper,self development planning,panel discussion and change leadership project.

Level 3- Behaviour- behavioural change as a result of the training.Outcome is the most important factor when it comes to the quality of the training. How are the participants able to put what they have learned into practice in your work?"

Level 4- Results- Did the training achieve desired business outcomes (improved efficiency, reduced costs, increased revenue, etc.)? Impact of the training on the agency/changes and benefits to the organization.Leadership change project,coaching etc.



ASSESSMENT TOOLS

1. Statement of interest for the training
2. Short quiz
3. Class participation
4. Reflection/insights
5. Skills application
6. Self development plan
7. Change leadership project



Best Practices

- Alignment of assessments' criteria to learning objectives.
- Ensure the assessment rubric is clear.
- Ensure the assessment instructions and feedback are clear and student-oriented.
- Balance of formative and summative assessments.



Good wishes with the offering of
the 8 Lucky symbols of Bhutan.

TASHI DELEK!



THANK YOU

Email: tsheringy@rcsc.gov.bt