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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

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# Introduction

ITIL training and development is a process by which an organization can improve its IT service management capabilities. The process typically includes the identification of training and development needs, the development of training materials and programs, and the delivery of training to employees

# Responsibilities

1. Employees

* Employee has to identify and participate in training opportunities provided by the organization.
* Get approvals from reporting manager to attend training programs

1. Managers

* Provide opportunities and encourage the team to get involved in training activities
* Ensure to allow individuals to make a balance between tasks and training

1. HR Responsibilities

* Identify and assess training requirements
* Maintain the budget and schedule required for training
* Creating strategies and assisting in training and development programs
* Identify and Conduct improvements in current training and development procedures

# Training Procedure

* Understand and assess the profile of the learner.
* Perform a gap analysis on the candidate and identify the skills that require improvement
* Decide the mode of training online or offline
* Team needs to create a proposal and submit to HR describing the need for training. Hr investigates the proposal and creates a budget and training plan
* Identify the outcomes of the training, create training schedules and ensure it doesn’t create problems in the employee’s work schedule.
* Use inclusive learning techniques and ensure all learning outcomes are met
* Employees will be required to pay and send invoices or receipts to HR in situations where the firm does not directly pay for the training. Using this data, HR will approve employee reimbursement.
* Employees are required to report the findings when training concludes with an exam. They can repeat the test at their own expense if they don't pass the first time.
* Conduct Internal assessments even after completion of employee training to ensure they are well equipped to deal with any challenges in their job role.

# Employee Development

Supervisors meet with their employees at least once a year to exchange comments, discuss the employee's personal development, and identify extra training requirements to accomplish development goals.

## Training Effectiveness Evaluation

The effectiveness of the training is evaluated, to ensure the personnel is qualified to do their jobs. Different ways can be used to assess effectiveness:

* Questionnaire/test
* Keeping track of job performance
* External evaluation

# Competency assessment

The competency assessment form determines which employees are best suited for specific positions within the company. It can also help identify areas in which the employees need improvement.

| **Competency Assessment Form** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Employee/Trainee name:  Assessor:  Date of assessment: | |  | | | | | |
| **Technical competency** | | **Assessment** | | | | | **Comment** |
| ND | AC | C | HC | E |
| Provides clear explanation of written codes | |  | ✓ |  |  |  | Great at Communication |
| Submits the project before deadline | |  |  |  | ✓ |  |  |
|  | |  |  |  |  |  |  |
| **Abbreviation:**  **ND**- Needs development  **AC-**Approaching competence  **C-** Component  **HC-** Highly Competent  **E-** Exceptional | | | | | | | |
| **Signature of Assessor:** |  | | | | | | |

## 5.1 Employee rating form

| **Employee rating form** | | |
| --- | --- | --- |
| **Employee Name:** |  | |
| **Rating out of 10** | **Skills and knowledge** | **Comments** |
| 8 | Collaboration | Works collaboratively and assists the team in building projects |
| 9 | Problem-solving | Able to break down complex problems into subsets and create an iterative approach to solve them |
|  |  |  |

## 5.2 Employee abilities

| **Skills required** | **Soft skills** | **Employee Assigned** | **Reason assigning** |
| --- | --- | --- | --- |
| UI Design | Team collaboration, Leadership | Steve Joseph | Steve has a unique skillset of technical as well as leadership qualities |
|  |  |  |  |
|  |  |  |  |

# Gap Analysis

| **Skills** | **Current skill level** | **Desired skill level** | **Action plan** | **Timeline** |
| --- | --- | --- | --- | --- |
| Python | Moderate | Expert | Take courses and work alongside manager on advanced projects |  |
|  |  |  |  |  |

# Key Performance Indicators

1. Training attendance- Measure the following to get a decent idea of attendance:

* registrations for all training
* participants in each training session.
* Each training session's participants.
* Participation in all classes and meetings for each participant.

1. Completion Rate- Measure the completion rate to ensure your employees are completing the training they signed up for.
2. Time taken for completion-Measure the time taken for a candidate to complete the course from the beginning to the end.
3. Test Results- Test results will evaluate the performance of a candidate’s understanding of the subject.
4. Learner satisfaction- Calculate the satisfaction scores and feedback after the training.
5. Job Impact- Ensure how your training activities will impact the employee’s job.

Here are some measures you might use to gauge salespeople's performance:

* Total daily calls and emails
* Number of days with closed sales
* Assessments of client satisfaction
* Typical deal size

e) Return on Investment- A fixed period needs to be determined as to when the return will be generated and to make sure it will be worth to make further investments on training