



## *In-Tray Exercise*

**Reference:** EoT-20

**Correspondence from:** 'C'

**Addressed to:** EoT StipTrainer (you)

**Subject:** Inputs/Outputs

I've just had a quite dreadful meeting with the newly appointed Director of our main funding agency. She is an IAS officer with an economics background - lots of experience in a variety of government services but, it seems, little practical understanding of training.

Although the Director was friendly and supportive, she moved our meeting from discussing training courses and budgets to 'input of resources'; 'efficiency'; 'job-related performance' and 'measurable outcomes'. It seems that she wants to start evaluating our training using these terms, and is expecting each of our training centres to provide comparative data. This is likely to be difficult to do and, frankly, rather embarrassing. It will also upset some of our less successful training centres.

Until now, I have endeavoured to help each of our training centres to run good quality courses that are well designed and resourced with, as far as possible, competent staff. In some (but not all) of our centres, I believe that this is or will be achieved. Unfortunately, I'm not confident that I can provide evidence to support my belief. Another factor is that the Director says she wants me to start the development of a 'training management information system'. This will enable me to monitor the centres and, by implication, allow her to monitor what we're doing.

I've heard that the Director attended the DoPT's new Evaluation of Training course - as I know you have, so perhaps you can suggest what I should do. The Director is expecting an early response from me, outlining what she refers to as an 'EoT Strategy'.