

EoT Matrix	Learning Processes	Proving Learning & Development	Improving L&D Interventions	Monitoring Learning & Development
Level 1 Reactions	Learners and trainers reactions to learning events. Also peers/manager of learners. Match entry behaviour? Users: trainers, learners	Trainers and learners beliefs about what was learned. Users: trainers, learners	Trainers and learners views on how the learning process could be improved. Were correct needs addressed? Users: trainers, designers	Learners and trainers views on utility of learning to justify existing & further funding. Users: managers,funding agencies
Level 2 Learning Outcomes	Revise design. Provide remedial training. Users: trainers and learners	Measuring/testing learning: Formative and summative Feedback oral, written Certification Users: trainers and learners	Trainers review design. How can learning be improved? Design, entry behaviour, delivery, validation procedures Users: trainers and designers	Objectives being achieved. Peer assessment. Comparison of costs, numbers trained. Users: managers +funding agencies
Level 3 Job Performance	Transfer of learning Users: trainers, mentors, managers.	Improved / changed job performance? Users: trainers, learners, managers	Change learning to get better performance? Check TNA? <i>Triangulate change</i> Users: trainers	TNA accurate? <i>Triangulate change</i> Users: managers +funding agencies
Level 4 Results Achieved	Organisational learning Users: trainers, training managers	Results measured and linked to learning achieved. Users: trainers and learners	Career development Quality assurance Continuing professional development Users: managers, TNA consultants	Funding agencies justifying investment. Bidding for future funding. Meeting political/social needs? Users: managers +funding agencies