Article 4
Leonardo – Testing and Evaluation

This is the fourth of a series of articles reviewing several important aspects of the delivery of a Leonardo pilot project, in the context of Loss Adjuster staff training in the 21st Century. The previous article looked at the development of the training product. This fourth article reviews the testing and evaluation phase.

The testing and evaluation phase is in many ways the most challenging phase of the project. It is in this phase that the training modules, now developed and ready for evaluation, are presented to potential users of the training for their review. It is in this phase that the various main "linkages" between the different parties are for the first time put to the test. In other words, in this phase of the project the partners are in direct contact conducting discussions on the usability of the material with the beneficiary organisations, so crucial to the future success of the project after the period of EU intervention. It is challenging because the management of this transition from draft modules to finished product, alongside discussions with users is the most difficult aspect of the project.

Testing and evaluation consists of a number of different phases.

- Selection of appropriate organisations to undertake the testing and evaluation. Partner organisations undertake this selection based on their suitability for pilot project work and their interest in the proposed new methods of undertaking training.
- Selection of criteria for evaluation. These criteria are to be the same for each country and are agreed by the testing, evaluation, valorisation and dissemination working group.
- The modules are presented to the selected organisations. They will supervise closely the beneficiary trainees who will review the proposed modules in conjunction with their employers,
- The selected organisations will feed back to the partner responsible for their respective countries and the information will be collated and reviewed by the working group.
- The Working Group will then report back to the module development group with requests for changes and amendments.

It is expected that in some cases substantial changes may be required. In this eventuality the modules will be revised and then the above process will be repeated so that the potential users are satisfied that they meet their needs.

In the case of Local Authority Staff training, national practices vary considerably from one Member State to another. Substantial changes will have therefore to be made to existing practices. Change always creates uncertainty and difficulties. However all parties involved in the IRRV Leonardo project are committed to a successful outcome and implementation, essential if the pilot project is to achieve widespread acceptance.

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