PRESENTATION OF THE BUSINESS CASE

AVALNET

Presentation of a case

About FDTI: Fundação para a Divulgação das Tecnologias de Informação (Foundation for the Dissemination of Information Technologies) was established in 1991 by the Portuguese Youth Institute and by the Institute of Employment and Professional Training, with the purpose of spreading technical and scientific knowledge, as a mean of contribution to prepare, train and support the community, especially the youth, to face both present and future challenges.

The Foundation develops several activities in order to bring the benefits of the Information Society to all Portuguese as Broad dissemination and training in information technologies, specially youngsters and in less-favoured areas; Training of trainers in information technologies; Edition of computing manuals and trainers guides; Support and training of both public and private organisations in information technologies. In order to accomplish its aims, FDTI has 150 Centres for the Dissemination of Information Technology all over the Portuguese.

Introduction

This *Business Case* is about a training project of a group of 7 FDTI employees. This group of people was responsible for FDTI training management system.

The purpose of this training was to obtain skills to get an IQF certification in new domains (IQF is the Portuguese organization that manages the certification of the training entities).

Those certification domains had to do with identifying training needs and evaluating training.

Those FDTI employees didn't have skills on those domains, therefore it was important to FDTI obtain that certification.

FDTI searched the training market and choose CECOA as trainer company.

1. When did we apply the ROI Methodology?

The 1st evaluation level of the ROI methodology were applied along the course duration. The reaction evaluation was applied after the course to measure the trainees' level of satisfaction with this training.

2. What did we apply?

The *formative evaluation* was conducted by the trainer to improve the program while the program was being developed.
Because the class was homogenous and very interested, the class gave a great feedback to the trainer in order to satisfy their training needs.

3. Which were the methods or tools?

The evaluation was done using questionnaires and interviews.
At the end of the learning process, trainees received a certification, provided by CECOA, which certifies their knowledge, skills and competence in the fields.

4. What were the results?

At the end of the training course, concerning to reaction level, 14,3% of the participants had a medium level of satisfaction and the others 85,7% of the participants had a high level of satisfaction.

After the course, FDTI didn't get the aimed IQF certification domains because for that it was also necessary to have evidences of employing those skills. However, those skills became very useful in the current activity of FDTI and the probability to be well succeeded in obtain that certification had a great growth with this training program.

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