

# Case Study – Evaluation - ROI

## IHC: Evaluation - Return on Investment

### The Assignment

IHC were investing a considerable amount of money into the National Certificate in Human Services (NCHS) training for their Community Support Workers (CSWs). They had only anecdotal information regarding the benefits for both business and their employees. OPRA was commissioned to evaluate the current training and investigate the IHC's Return on Investment (ROI).

### OPRA's Response

OPRA first developed a causal model that demonstrated theoretically how training could enhance workplace performance. This demonstrated proposed causal links from training to various job performance measures, such as absenteeism and work performance. The model formed the basis of the evaluation process.

Seven methodologies was utilised to evaluate the NCHS training: job analysis to identify the content validity (thoroughness) of the training, focus groups, interviews, literature and document review, surveys, performance rating forms and analysis of work-related data.

In order to establish a Return On Investment (ROI), OPRA used utility analysis methodologies designed to assess human resource functions such as training. Utility analysis allowed for an estimation of performance improvement from training assessed in dollar terms.

### The Result

This project illustrated the benefits of the NCHS training for both candidates and the IHC. These benefits can now be communicated to current or potential candidates and IHC Managers to help them encourage their staff to begin the NCHS training.

**As an organisation we seek to support staff to become both confident and competent in their roles supporting people with intellectual disability. This research has given us insight into how best to invest our training resource towards achieving this objective. OPRA were responsive, client-focussed and professional throughout the process ensuring that they combined their knowledge of research with a clear understanding of the specifics of the services IHC offers to complete a professional, insightful report.**

*Jeff Sanders*

*General Manager*

*Service Development and Training*

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