

## Jessanol Ltd – Evaluation & Continuous Improvement Policy

### 1. Policy Statement

Jessanol Ltd is committed to delivering high-quality learning experiences that are relevant, effective, and continuously improving.

Evaluation is a core part of our approach, enabling us to understand the impact of our learning and make informed decisions about future development.

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### 2. Purpose

The purpose of evaluation is to:

- assess whether learning has achieved its intended outcomes
  - understand the effectiveness of learning design and delivery
  - identify opportunities for improvement
  - ensure content remains relevant, accurate, and valuable
  - support continuous professional development and service improvement
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### 3. Our Approach to Evaluation

Jessanol uses a **practical, insight-led approach** to evaluation, focusing on both:

#### 1. Learner Experience

Understanding how learners experience the learning, including:

- clarity and structure
  - relevance to their role
  - accessibility and usability
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#### 2. Learning Impact

Understanding what has changed as a result of the learning, including:

- knowledge and understanding
- confidence
- application in the workplace

#### **4. Methods of Evaluation**

Jessanol gathers evaluation data through a range of methods, including:

- learner feedback and reflections
  - post-learning evaluation activities
  - client feedback and review discussions
  - observations and testing of learning experiences
  - insights from complaints, appeals, and support requests
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#### **5. Timing of Evaluation**

Evaluation may take place:

- during learning (to identify immediate issues)
  - immediately after learning (to capture initial reactions and understanding)
  - after a period of time (to understand application and impact)
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#### **6. Use of Evaluation Data**

Jessanol will use evaluation insights to:

- improve course content and structure
  - refine learning design and delivery approaches
  - enhance learner experience and accessibility
  - inform future learning development
  - support client recommendations and advisory work
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#### **7. Recording and Monitoring**

Jessanol will:

- maintain records of evaluation activities and key findings
- identify themes and trends across learning experiences
- use data to inform decision-making and prioritisation

**Insights from evaluation are reviewed as part of Jessanol’s continuous professional development and service improvement approach, ensuring that learning remains effective, relevant, and aligned to real-world needs.**

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## **8. Relationship to Other Policies**

This policy works alongside:

- Course Content Review Policy
- Complaints Policy
- Appeals Policy
- Reasonable Adjustments Policy

Together, these policies support a consistent and robust approach to quality and improvement.

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## **9. Responsibilities**

Overall responsibility for evaluation sits with the **Jessanol Director**.

Jessanol will ensure that:

- evaluation is embedded into learning design and delivery
  - feedback is actively reviewed and acted upon
  - improvements are implemented where needed
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## **10. Review of Policy**

This policy will be reviewed annually or as required.

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**Owner:** Jessanol Ltd

**Role Responsible:** Director

**Version:** 1.0

**Date:** 20/3/26

**Next Review:** 20/3/27