Proving Impact

Why the expectations of L&D are different now, and how we can establish success

Andrew Jacobs

Andrew Jacobs has significant experience in a range of roles across learning, training, talent, and people development. This experience has been learnt in a range of industries in both the public and private sector, most recently in central government with HMRC and DHSC.

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How to measure the quality of the data you're collecting

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Quality of data	Verification	Source Reliability	Use in Decision-Making	Evidence Quality	Stakeholder Trust
Undeniable	Irrefutable and thoroughly verified	Verified by multiple independent sources	Forms the basis for key decisions with high confidence	High-quality, solidly grounded in facts	Fully trusted by stakeholders
Credible	Supported by strong evidence and methodology	Vetted by credible sources or processes	Sufficient for guiding decisions with confidence	High-quality, often from systematic reviews or controlled sources	Generally trusted by stakeholders
Plausible	Lacks concrete verification; based on assumptions	May not have undergone rigorous vetting	Requires further scrutiny before use	Lower quality; may rely on anecdotal or circumstantial evidence	May raise questions among stakeholders
Speculative	Based on conjecture or incomplete information	Often lacks clear sources or is based on guesses	Should not be used as a sole basis for decisions	Suggests possibilities without definitive proof	Often leads to skepticism among stakeholders
Dubious	Contains inconsistencies or weak evidence	Sources may be unreliable or questionable	Risky to base decisions on; requires caution	Low quality; may involve errors or inconsistencies	Raises significant concerns and doubt
Bogus	Entirely fabricated or intentionally misleading	No factual basis; often created to deceive	Should never be used for decision-making	No value in performance analysis; completely unreliable	Completely undermines trust; viewed with suspicion

The 14 modern learning approaches you're probably not measuring well

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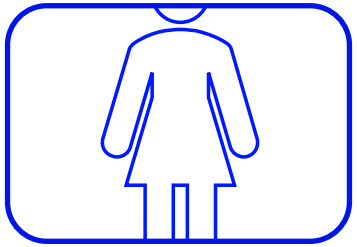
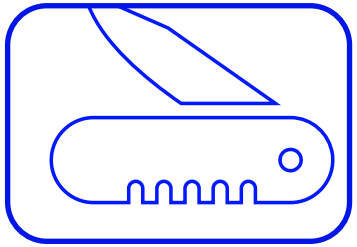
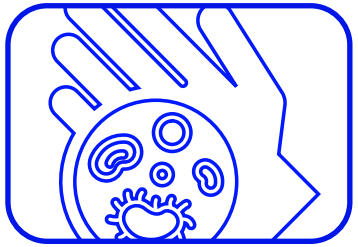
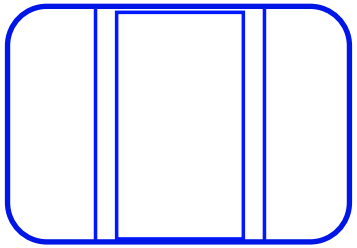

Learner-Centred

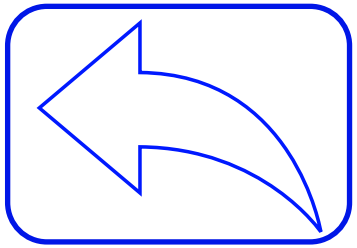

Multimodal

Constructivist

Connectivist


Micro


Mobile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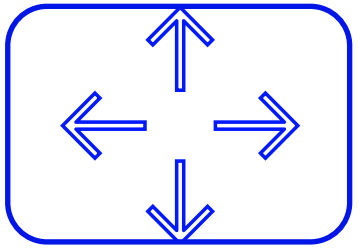
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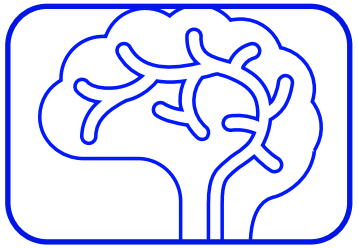
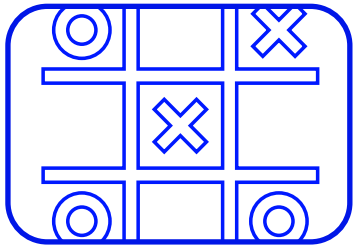
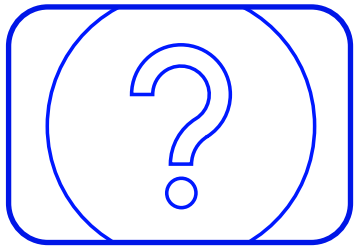
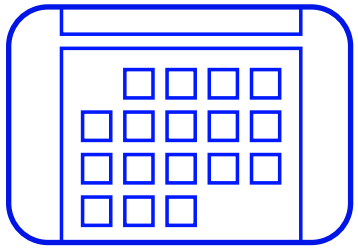
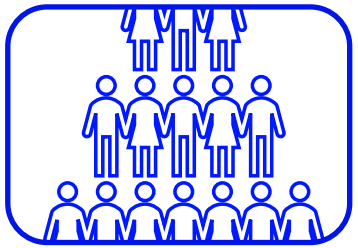
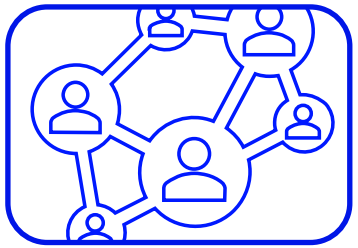

Neuroscience-Informed


Gamification and Game-Based


Problem and Project Based


Lifelong and Life wide


Collaborative


Social

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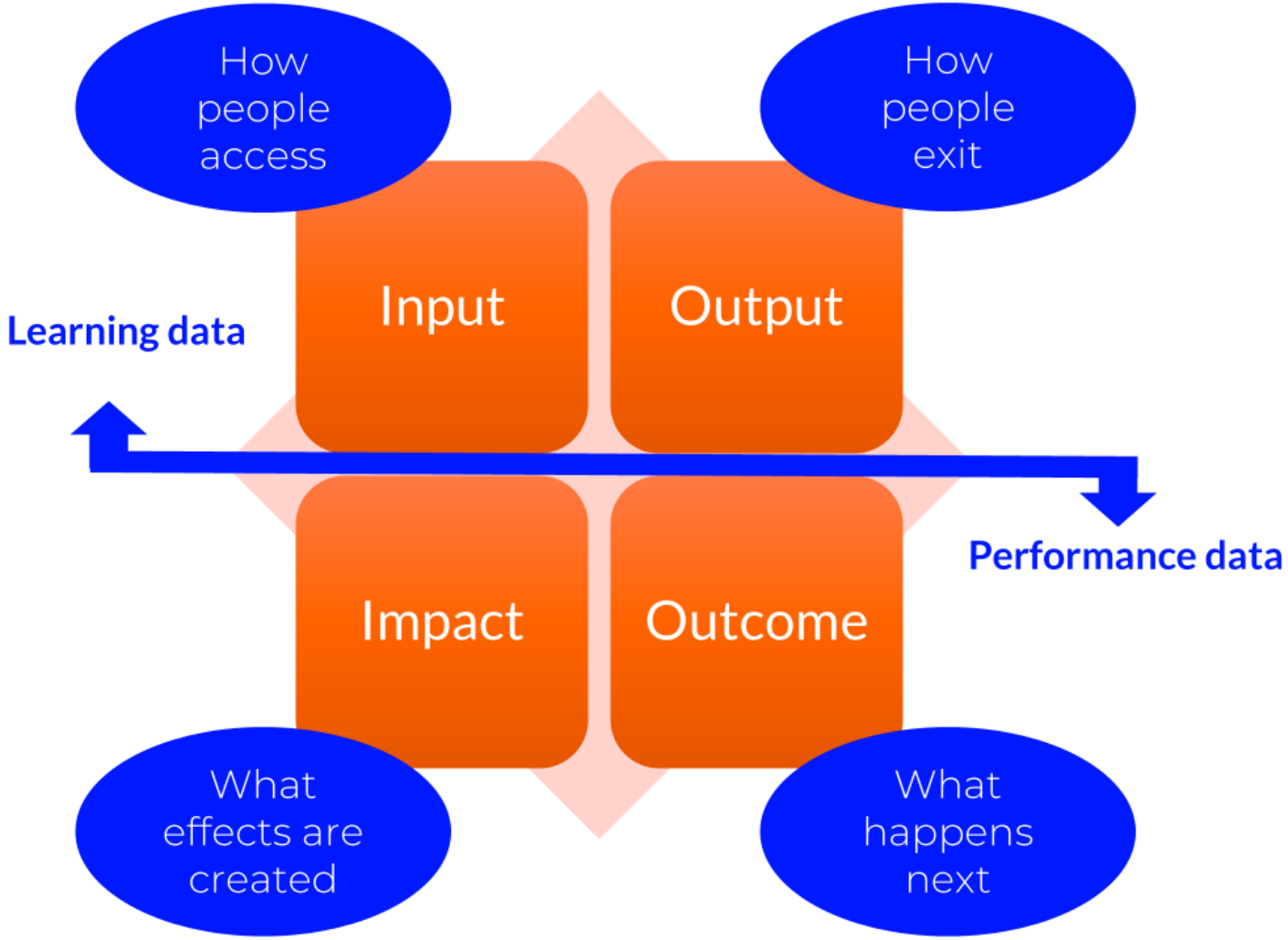
Why outcome and impact matter more than input and output



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Thank you!

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