

High-level indicator of organizational performance	Baseline	Target	Results 2020
<p>1.1: Number of participants reached through face-to-face training activities, disaggregated by gender, tripartite constituents, place of training (field or campus) and showing the share of these face-to-face learners involved in blended learning activities (i.e. combined with distance learning activities, see indicator 1.2 below)</p>	<p>(2018)</p> <p>Total number of participants: 10 668, with 44.3 per cent of them women</p> <p>Among them: 1 245 employer participants 1 462 worker participants 1 285 labour ministry participants</p>	<p>(cumulative number for the 2020-21 biennium)</p> <p>22 500 participants, with 45 per cent of them women</p> <p>Among them: 2 800 employer participants 3 200 worker participants 3 000 labour ministry participants</p>	<p>1 841 (*) participants, with 32 per cent of them women</p> <p>Among them: 59 employer participants 68 worker participants 80 labour ministry participants ----- (*) Source MAP.</p>
<p>1.2: Number of participants reached through distance learning activities, disaggregated by gender, tripartite constituents and distance learning modality (e.g. MOOC, self-guided distance learning course, etc.)</p>	<p>(2018)</p> <p>7 743 (*) active distance learners</p> <p>accounting for 9 765 (*) enrolments with 45.8 per cent of them women</p> <p>Among them: 679 employer participants 1 766 worker participants 894 labour ministry participants</p>	<p>(cumulative number for the 2020-21 biennium)</p> <p>20 000 participants, with 45 per cent of them women</p> <p>Among them: 2 000 employer participants 4 000 worker participants 2 000 labour ministry participants</p>	<p>34,564 (*) active distance learners</p> <p>accounting for 52,056 (*) enrolments with 39.9 per cent of them women</p> <p>Among them: 4,014 employer participants 4,553 worker participants 3,622 labour ministry participants ----- (*) Source e-Campus, SoliComm and MAP.</p>

High-level indicator of organizational performance	Baseline	Target	Results 2020
1.3: Percentage of training activities designed and/or delivered in institutional partnership with ILO technical departments and/or ILO field offices	(2018)  65.1 per cent	(average for the 2020-21 biennium)  66 per cent	63 per cent
1.4: Number of ILO staff trained by the Centre	(2018)  745 (Face-to-face) 607 (Active Distance Learners)	(cumulative number for the 2020-21 biennium)  1 600 (Face-to-face) 1 300 (Active Distance Learners)	186 (Face-to-face) 1,800 (Active Distance Learners)
1.5: Percentage of activities designed and/or delivered in partnership with other training organizations	(2018)  13.3 per cent	(average for the 2020-21 biennium)  25 per cent	19 per cent
1.6: Number of training organizations reached with Institutional capacity development advisory services	N/A	(target for the 2020-21 biennium)  10	4
1.7: Percentage of non-training capacity development assignments (Advisory services, media development support and material development support)	(2019)  33 per cent	33 per cent	43.7 per cent

<b>High-level indicator of organizational performance</b>	<b>Baseline</b>	<b>Target</b>	<b>Results 2020</b>
2.1: End-of-activity level of participant satisfaction with overall quality	(2018) 4.5	(average for the 2020-21 biennium) 4.5	4.43
2.2: Percentage of participants who acquire new knowledge during training	(2018) 83.9 per cent	(average for the 2020-21 biennium) 85 per cent	83 per cent
2.3: Percentage of participants who apply the newly acquired knowledge after training	(2018-19) 71.4 per cent	(average for the 2020-21 biennium) 75 per cent	73 per cent
2.4: Alignment of the quality assurance framework of the Centre with global good practices	75 per cent	Certification requirements for ISO 29993 met by the end of the biennium	78.5 per cent
2.5: Establish an Innovation Learning Lab	(2019) Preliminary design based on the funding scheme of the Italian Ministry of Foreign Affairs and International Cooperation completed	Inauguration by mid-2021	Construction scheduled to start in early 2021

<b>High-level indicator of organizational performance</b>	<b>Baseline</b>	<b>Target</b>	<b>Results 2020</b>
3.1: Statement V revenue earned from training activities and media production	(2018) €24.246 million	(2020-21 biennium) €50 million	€ 13 million

3.2: Revenue earned from training and media production activities linked to funding agreements with a contract value exceeding €500,000.	(2018) €13.5 million	(2020-21 biennium) €8 million	€ 2.947 700
3.3: Success rate of competitive bids for training activities, expressed as percentage of contracts won as a result of the total number of bids submitted during the calendar year	(2018) 44 per cent	(average for the 2020-21 biennium) 33 per cent	32 per cent

High-level indicator of organizational performance	Baseline	Target	Results 2020
A.1: Biennium allocation from the Innovation Fund of the Centre for new product developments projects	(2018-19) €300 000	(2020-21 biennium) €400 000	0
A.2: Number of new training products introduced to market each year	(2018) 3	Three products per year	3
A.3: Number of participants who have benefited from learning experience hosted by the Innovation Learning Lab in the biennium (disaggregated by constituent group)	N/A	(2020-21 biennium) 500 participants (including 100 workers representatives, 100 employers representatives and 100 government representatives)	0

High-level indicator of organizational performance	Baseline	Target	Results 2020
B.1: Percentage of training activities scoring two or higher on the Gender Marker	(2018) 47 per cent	(average for the 2020-21 biennium) 50 per cent	26 per cent

High-level indicator of organizational performance	Baseline	Target	Results 2020
C.1: Percentage of training activities incorporating at least one learning tool or session on ILS	(2018) 40.9 per cent	(average for the 2020-21 biennium) 50 per cent	29 per cent
C.2: Percentage of training activities incorporating at least one learning tool or session on Social Dialogue and Tripartism	N/A	(average for the 2020-21 biennium) 50 per cent	24 per cent
C.3: Percentage of participants stating that ILS had been explicitly referenced during training	(2018) 86.7 per cent	(average for the 2020-21 biennium) 90 per cent of participants in activities with an ILS marker of 2 or higher	90 per cent
C.4: Percentage of participants stating that Social Dialogue and Tripartism had been explicitly referenced during training	N/A	(average for the 2020-21 biennium) 75 per cent of participants in activities with an SDT marker of 2 or higher	86 per cent