

Training Needs Analysis – The Process

Objective

In Practice Systems have designed a Training Needs Analysis (TNA) that will not only help you develop a Training Program within your Practice for each individual staff member, but also identify your Practice IT objectives and set new Strategic and Performance goals. The Training Pack includes an example of what you may want to include in your Training Strategy.

Approach

Identify Competencies

The TNA is the process by which overall and individual training and development needs are established. The information gathered will assist to identify tasks, skills and knowledge gaps required to meet individual and practice needs, now and in the future. The data will be used to form key elements of the Training Program and produce an overall skills matrix.

The Method

The assessment form below is designed to be conducted as an interview on a one-to-one basis for each member of the practice team along with the Manager or Trainer (Assessor). The advantages of this method are that real training requirements are identified based on accepted gaps in people's skills and provide immediate feedback. However, as this method can be time-consuming some practices may ask staff to complete the form on their own, in which case, the form can be reviewed with the Manager as part of their appraisal.

Training Needs Analysis Report

Following the completion of the Training Needs Analysis we have provided practices with an example of a TNA Report that can be used to consolidate the results.

Training/Personal Development Plan

The Training Plan will ensure that training is developed to meet the needs identified in the Training Needs Analysis report. As well as including clear aims and objectives, student activity and on-going assessment it should also incorporate practice objectives. An example of a Training/Development Plan is included in the pack.

Training Program

The Practice Training program should clearly state when, where and how training is to be undertaken. It should be delivered in accordance with the Practice Training Strategy and be linked to the Training Needs Analysis and Personal Development Plans. An example of a Training Program is included in the pack.

Skills Matrix

Skills matrices are a good way of recording and consolidating everyone's skills levels succinctly. An example of a Skills matrix is included in the pack.

Evaluation & Assessment Approach

As part of the Training process there should be some evaluation & assessment to see if practice and individual objectives have been met.

