SOURCING TRAINING PROVISION – “EMPLOYER’S GUIDE TO TRAINING PROVIDERS” (EGTP)
CHECKLISTS FOR EMPLOYERS
QUESTIONS FOR THE EMPLOYER TO ASK THEMSELVES

Your training needs
1. Have you worked out where there are skill gaps in your workforce? If you know where these skills gaps are, you can ask for training that will meet your specific needs, rather than an off-the-shelf course.
2. Can you describe what your employee needs to be able to do at the end of the course?
3. Are you after a qualification or a level of skill for a particular job?
4. How up-to-date is the employee's job description? Is it clear how it fits with the overall objectives of your business?
5. In what timescale do you want your employee to complete the training?
6. Have you considered what your employee is realistically capable of achieving?
7. Do you need advice on what courses or types of training will be most beneficial to your organisation?
8. Are you aware of the work your Sector Skills Council has been doing to build up a picture of the training that will best equip staff in particular sectors?

Support for employee in training?
1. What support will you or the employee's line manager provide for the employees who are training?
2. When you come to review your employee's progress, ask whether he or she is coping with the course. Is he or she attending every session? Are the learning objectives you identified being addressed?
3. When you offer mentoring or coaching, can you use your experience to demonstrate why the course is relevant to the business? Can you spend time observing and assessing the employee's developing skills? Can you provide contact with other recent trainees?
4. Will you offer financial support, for example with course fees, the cost of materials or transport?
QUESTIONS FOR THE EMPLOYER TO ASK THE PROVIDER

Before you contact a provider who is offering the training you need, go through the questions below. Some will be more relevant than others, but going through them will help you decide whether you will be getting what you need from the training provider you have chosen. Take a few moments to think about the answers you want to hear from the training provider.

1. About Training Courses
   1. What does the course cover?
   2. What are the objectives of the course?
   3. How recently was the course updated?
   4. What follow-on training is available for my workforce?
   5. Can you design a course for me, or tailor an existing one to meet my needs?
   6. Does the course lead to a qualification or accreditation?
   7. How is the course assessed (exams, course work, practical, etc)?

2. The Training Arrangements
   1. Where does the training take place?
   2. When is it provided?
   3. How long does the course last?
   4. What are the minimum and maximum class sizes?
   5. How long do the classes take?
   6. When and where do the exams or assessments take place?
   7. Can you match the training to the individual person's learning style?
3. Costs
   1. How much does the course cost?
   2. Are there any other costs (e.g. books, materials, software)?
   3. Am I going to have to put in some of my own time?
   4. Are there penalties if my employees do not complete their courses or are absent?

4. Payment arrangements
   1. When do I have to pay for registration?
   2. What are the payment arrangements after the course has been completed?
   3. Are there exam fees?
   4. Are there any grants available?

5. Relevance to my sector
   1. What other organisations use your training courses? (sector, size of organisation, etc)?
   2. What types of learner do you train (age, ability, seniority, etc)?
   3. Do you have references from other employers that have used your service?
   4. Do you have accreditation from trade bodies, Government, etc?
   5. What is the extent of the trainers' experience of my industry or sector?

6. Services for employers
   1. Can you do an assessment of my business training needs?
   2. Can you develop job descriptions?
   3. Do you do a pre-course assessment for each staff member who is training with you?
4. Do you offer mentoring or support for those who are having difficulties on the course?

5. What mentoring or account management support is available to me as an employer?

6. What is the complaints procedure?

7. What is the system for reporting on progress?

7. Training facilities
   1. Is there a work-based or work-simulation environment?
   2. What version of equipment, software, etc do you use?
   3. Is the equipment or software available on-site or can it be accessed somewhere else?
   4. Do you offer distance learning or online learning (e-learning)?
   5. What facilities and support are in place for learners with special educational needs?

8. Additional facilities
   1. Is there a crèche, and if so, what are the hours and costs for using it?
   2. What are the parking arrangements?
   3. How easy is it to reach the premises by public transport?
   4. What is the accommodation like (classrooms, workshops, etc)?
   5. What are the arrangements for disabled people?
   6. Do you offer help for speakers of other languages?