CHOOSING A PROVIDER
QUESTIONS TO ASK AN EMPLOYER

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INTRODUCTION

These facilitator notes provide a list of suggested questions that a Broker will need to ask an employer to establish the type of training provider they require. These notes could be distributed to Brokers for future reference after the group activity.

Type of Training Provider
- What qualifications should trainers possess?
- Should trainers be affiliated to a professional body or similar?
- Is it important that they are an LSC funded or recommended provider?
- Are you interested in seeing the provider’s inspection reports?

Aspects of the Training/Courses
- Why has a requirement for training arisen?
- What are the objectives of the training?
- What exactly should the training cover?
- Should training be tailored to meet specific needs?
- Is there any follow-on training necessary for learners?
- Should the priority of the training be to gain a qualification/accreditation or just teach learners the skills they need to do the job?
- Is it important how learners are assessed?
- Does it matter when and where the exams or assessments take place?
- Is it important which awarding bodies the provider works with?

Delivery Arrangements
- Where and when should the training be delivered? Does delivery need to be flexible?
- How long should the training last? How long can learners be away from the workplace?
- Is it important that the training provider can match the training style to the individual learning style?
- Does the training provider need to deliver training at the employers’ workplace?
- What delivery method would be best? (e.g. classroom based, seminars, work based, work simulation)
• Do you have a preference as to the minimum and maximum class sizes?

**Training Facilities**
• What training facilities do you require?
• Are facilities/support required for learners with special needs?

**Costs & Fees**
• Is cost an important factor?
• Are there penalties for absenteeism when learners miss their training?
• Are you happy to pay assessment/exam fees for learners?

**Tailoring to Industry/Sector Requirements**
• To what extent is the trainers’ experience of your industry or sector important?
• To what extent should the training be tailored to your sector or industry?
• Would you like to see references from other employers that have used the provider?
• Does the provider need to have accreditation from trade bodies, Government, etc?
• Does the provider need to have specific equipment, which relates to your sector/industry? (e.g. machinery, software)

**Other Services You Require**
• Is a pre-course assessment for each learner necessary?
• Are you interested in what support is available for those learners who experience difficulties on the course?
• Is account management support important?
• Do you want to receive updates on how learners are progressing?
Any Other Considerations

- What health and safety procedures do you require the training provider to have in place?

Is it important that:

- There is sufficient car parking at the training provider’s point of delivery for learners?
- The training provider’s premises are easily accessible by public transport?
- The training provider’s premises able to cater for disabled people?
- The training provider offers support for speakers of foreign languages?
- The training provider offers distance/online learning?