

Tackle the Skills Shortage by Choosing the Right Training Provider

By Ruth Bayley

In this time of dire skills shortage in the APS, choice of training provider can be the decision that will determine an organisation's success in keeping the best staff. The key question is:

"How does one go about finding a provider that can fulfil an individual's or an organisation's skill development needs?"

Too often, training providers are chosen on the basis of arbitrary criteria such as a luxury venue, gourmet food or a really cheap offer. However, if you want real learning and outstanding results from your training there are 5 things you need to look out for:

1. What do I want in a training provider?

Managers want genuine results. Managers in the APS are very busy. They need a training provider they can rely on to deliver quality learning solutions that build qualifications, skills and confidence in their valuable staff.

Participants want learning that will help them achieve success. Quality facilitators understand the complexity of participants' jobs. They offer training that's up to date, comprehensive and gives participants practical tips to confidently apply their learning back in the workplace.

2. Does the training provider fit my organisation?

The goal should be to develop long term, strong, rewarding relationships with clients so customised solutions to their learning problems can be offered. You should choose a trainer that loves their work!

3. Who delivers the learning?

A high calibre training provider should employ only qualified and experienced consultants to deliver services with facilitators who can focus on practical application. Facilitators should combine substantial practical work-place experience with relevant qualifications in technical skills and knowledge as well as workplace training and assessment.

4. Do they assess and recognise skills?

After all the hard work, people deserve to be recognised for their achievements. Your training provider should have RTO status to offer full qualifications and Statements of Attainment under the Australian Qualifications Framework (AQF).

Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), training and on the job learning should combine to help you achieve the desired level of qualification.

5. How do they help people learn?

It's not only about achieving the qualification. People are an organisation's most valuable asset and so they deserve special attention during their learning experience.

Learning opportunities should be practical, interesting and tailored to your needs. The goal should be that people can apply new skills capably and confidently in the workplace.

For help in choosing the right training provider and training contact Bayley and Associates (02) 6282-5660 or info@bayleyteam.com.au.