



Organisational Needs Analysis

Organisation name

.....

Address

.....

Post Code

.....

Phone Number:

.....

E mail

.....

Industrial sector

.....

Company size 1-14 15 – 49 50-249 250+

Where did you hear about us?

Repeat customer **Website** **Cold call** **Radio advertisement**

Recommended by someone else **Marketing material** **Other**

Please give detail _____

Follow up - What actions did you take?

Meeting arranged and conducted **Phone calls**

Company Background, Business Vision & Goals

How long has the business been established? _____

What are the business' goals and targets for the future in terms of: ((Discussion between Employer representative and SLIC Training representative)

Competitiveness? (this could include greater efficiency, reduced costs, improved services etc)

Company specifics regarding competitiveness

Staff skills? -This could include improving existing skills, re-training for a new job role or improving interpersonal skills.

Company specifics regarding staff skills

Satisfaction with services ? This could include improved customer satisfaction, reduced customer complaints

Company specifics regarding customer satisfaction.

Compliance? E.g. with industry legislation and internal company guidelines - This may include confidence and capability, supervision of staff performance, early application of correct procedures, succession planning.

Company specifics regarding compliance

Staff attitude? This could include staff morale, reduction in absenteeism,

Company specifics regarding staff attitude

Is there anything else the company wants out of training ?

Where do you see the business in 3 (short term), 5 (mid term), and 10 years (long term) time?

+ 3 years

+ 5 years

+ 10 years

What are the current and future key challenges for the business?

Markets, Products & Services

What are your business' main markets, products and services?

How do you develop new products/services?

How do you promote your business?

What are your routes to market - how do you sell?

Accreditations & Standards

ISO 9000	<input type="checkbox"/>	ISO 14000	<input type="checkbox"/>	Industry Specific (state)	<input type="checkbox"/>
Investors in People	<input type="checkbox"/>	Other (state)	<input type="checkbox"/>	Other (state):	<input type="checkbox"/>

Operations

How do you measure - costs, efficiency, customer satisfaction, & quality?

Costs:	Efficiency:
Customer Satisfaction:	Quality:

Does this meet your expectations/goals/ promise?

Yes No if no, why: _____

Use of ICT – networks, internet, website, email?

Part of any Networks:

+ _____

Do you have access to the internet:

+ _____

What is your website address (if applicable):

+ _____

Do you have a work email address (if different from above):

+ _____

Structure and People

What is the structure of the business? Different departments? Draw or attach an organisation chart.

Any vacancies or issues surrounding recruitment and/or retention of staff?

Is your business experiencing any staff development or leadership issues?

HR Policies and Procedures

Do employees have job descriptions and contracts of employment?

Job Description	All	<input type="checkbox"/>	Some	<input type="checkbox"/>	None	<input type="checkbox"/>
Employment Contracts	All	<input type="checkbox"/>	Some	<input type="checkbox"/>	None	<input type="checkbox"/>
Annual Appraisals	All	<input type="checkbox"/>	Some	<input type="checkbox"/>	None	<input type="checkbox"/>

Are they up to date? Yes No

Do you have a training plan? Yes No

Do you have a Health & Safety Policy? Yes No

Training and Development

Currently undertaking training and development? Yes No

How close is your current workforce to meeting any regulatory training targets? %

Details of current training taking place (In-house or Externally delivered):

Who is delivering this training for your organisation?

How effective has this training been in achieving its goals?

How could this training have been improved

Further training and development planned in the next 6-12 months? Yes No

Details (in-house or externally delivered?):

Who will provide this training?

ONA SUMMARY

Guidance to SLIC representative: please discuss training solutions and packages we could provide to meet the needs of business goals and objectives identified. Please include details of other organisations, training providers who we can refer the business to in meeting their training needs.

Main Business Issues which may have a training solution by SLIC Training to satisfy Business Vision, Goals and objectives of organisation

1 Competitiveness
2 Staff skills
3 Satisfaction with services
4 Compliance
5 Satisfaction with services
6 Staff attitude
7 Other
Details of other organisations which may be able to provide training and support identified above which SLIC is unable to provide to meet the business goals and objectives

Training Needs and Solution Identified

	Type/Level of Qualification or Short Course	Potential Learner Numbers	Learners eligible for TtG funding (Provider must have carried out eligibility checks)
First Full L2/L3 Jumper			
Level 3			
Skills for Life			
Other NVQs			
Apprenticeships			
Short Courses			
HE/Foundation Degrees			
Leadership & Management			
Other			

Is there a key issue/ KPI that you would like us to improve during our training delivery?

In your opinion, how could we quantify/measure if this issue/ KPI has been improved as a direct result of the training?

ACTIONS

What

When by

Who by

Further information which may be useful for trainers/assessors when delivering programmes e.g. resource requirements, additional needs of learners, preferred days/times of training etc

I certify that the actions described above meet my current and (known) future business needs at this time and that I am aware that if I require any further help, particularly for any skills-related issues I can contact a Skills Broker.

Employer Signature: _____ Name: _____ Date: _____

Provider Signature: _____ Name: _____ Date: _____