

Training

5 things to seek in a provider

 By Ansie Snyders

Many companies see training as a luxury, meaning that it is often one of the first areas organizations cut back on when their budgets come under pressure. As much I believe in the value of on-the-job training, there are certain skills and competencies where formal training programs and courses can deliver an excellent return on investment for the business.

Rather than cutting back on their investments on training when the economy is under pressure, organizations should ensure that they're getting quality and value for money from training and education. Start by choosing the right training provider and courses.

Here are a few criteria that you can use to ensure delivery of quality programs.

1. Find a Reputable Partner

When you're evaluating training providers, take the time to investigate their reputation in the market. Ask each provider you are considering for some reference sites, and be sure to contact them to find out about their experiences. This will take five minutes of your time, but may save you thousands in training costs.

2. Choose a Specialist

Find out which trainers will be responsible for delivering training on courses you are considering, and evaluate their expertise and qualifications in the subject matter. Someone with a strong, proven theoretical grounding is good; a trainer with practical experience in the field is even better because he or she will be able to talk about real-life situations.

3. Fulfill Specific Training Needs

Training is expensive, so be sure you know what outcome to expect from your investment in a course or workshop for an employee. Look closely at the course overview and determine beforehand if it will fulfill your need.

If you are choosing training on behalf of your employee, discuss the expected outcome with him or her. Ask the provider for a detailed course outline and discuss how each topic on the list will cover the employee's training need with him or her before the course commences.

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4. Look at the Take Home Value

It's not enough for the training course to deliver practical skills and knowledge that the employee can apply as soon as he or she returns to office - it must also offer value in the materials the employee gets to take away from the sessions.

Researchers reckon that you remember less than 20% of what you learn during a training intervention. For that reason, a course's value is vastly increased when the employee leaves with reference manuals, online support, and other such tools and materials.

5. Assessing the Learner

The topic of assessments can be controversial. Some people believe they unsettle the learner, while others believe that they're essential to the learning process. Whichever side of the fence you sit on, choose a provider that aligns with your needs.

Closing Words

The fact that your training provider has all the right accreditations is not enough on its own to guarantee that its services are of a high quality or that it will meet your needs. Know what you want from the training, and do your homework properly to ensure that you choose the right training partner. **TEL**



Ansie Snyders is Head of Department for Training and Seminars at Sage VIP Payroll & HR. Ansie brings deep passion for and extensive experience in developing human potential through training. She joined Sage VIP's training division in 2001, where she helped to deliver a range of training solutions for the company and overseeing its accreditation as a training provider. Visit www.sagevip.co.za Connect [Ansie Snyders](#)

