

## Choosing A Training Provider

Be clear about what you need and expect from a provider and then assess how they compare. Use the following chart to define your requirements and rate each provider. Weightings can also be applied to the categories which are most important to your organisation.

| Category  | Define Requirement | Rating (1-5) |
|---|--------------------|--------------|
| <b>Offering/ Capability</b> <ul style="list-style-type: none"> <li>▪ Off the shelf Vs Tailored</li> <li>▪ Range of subjects</li> <li>▪ Specialisms</li> <li>▪ No. of consultants/trainers</li> </ul>  |                    |              |
| <b>Credentials</b> <ul style="list-style-type: none"> <li>▪ Track record</li> <li>▪ Past clients/ references</li> <li>▪ Consultants' profiles/ skills</li> <li>▪ Up to date – professional development</li> <li>▪ Professionalism &amp; personality</li> </ul>  |                    |              |
| <b>Level of Service</b> <ul style="list-style-type: none"> <li>▪ Ad hoc requirements</li> <li>▪ Ongoing portfolio</li> <li>▪ Tailored to specific needs</li> <li>▪ One off Vs Long term</li> <li>▪ Supplier or Partner</li> </ul>   |                    |              |
| <b>Admin &amp; Logistics</b> <ul style="list-style-type: none"> <li>▪ Ease &amp; dovetail with internal processes</li> <li>▪ Materials</li> <li>▪ Confirmation, Invoicing, Cancellations</li> <li>▪ Venues</li> <li>▪ Joining Instructions</li> <li>▪ Location/ mobility</li> <li>▪ Back up/ contingency</li> </ul> |                    |              |
| <b>Terms</b> <ul style="list-style-type: none"> <li>▪ Rates</li> <li>▪ Inclusive/ exclusive</li> <li>▪ Structure &amp; payment terms</li> <li>▪ T&amp;Cs</li> <li>▪ Flexibility</li> </ul>  |                    |              |

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|---|--------------------|--------------|
| <b>Relationship</b> <ul style="list-style-type: none"> <li>▪ Shared learning philosophy &amp; approach</li> <li>▪ Do we need them to understand our business, culture and current issues</li> <li>▪ If so are they willing</li> <li>▪ How do they respond to client needs</li> <li>▪ Review &amp; Evaluation process</li> <li>▪ Complaints procedure</li> </ul> |                    |              |
| <b>Other</b> <ul style="list-style-type: none"> <li>▪ Flexibility</li> <li>▪ Working with other providers</li> <li>▪ Co-delivery</li> <li>▪ Design</li> <li>▪ Blended Learning</li> </ul>   |                    |              |
| <b>Total Scores</b>   |                    |              |