

A CHECKLIST FOR ESTABLISHING A RELATIONSHIP WITH A TRAINING PROVIDER

Working through the following steps will help to lay a foundation for an effective relationship between you and the training provider.

Steps to take	Discussed and resolved?
1. Clarify outcomes and details of training	
What skills and knowledge will participants gain?	
What training will be delivered? (e.g. training content, number of hours)	
How and where will delivery and assessment take place?	
Can we have a detailed timeline for training delivery and reporting?	
What costs and charges will we have to pay and when?	
2. Define the roles and responsibilities	
How often will trainers visit employees or students in the workplace?	
How often will the provider communicate with your employees? What method will they use?	
What support will the training provider/trainer give to employees or students who are struggling?	
What is expected of employees or students during training and how will you and the training provider/trainer ensure they understand this?	
How much time off will you give employees for training and study?	
What kinds of work experiences will you provide to support their training?	
How will you supervise and mentor employees in the workplace?	
Who will be the workplace supervisor, and do they need training to do this?	
What support will you give to help employees, if needed?	



Steps to take	Discussed and resolved?
3. Establish ground rules for communicating and resolving conflict	
How and how often will you communicate? (e.g. regular meeting times, or regular email updates on employee progress)	
What kinds of issues would you like to be told about and how?	
What are the channels of communication and respective points of contact?	
Are there any potential risk factors or barriers to successful outcomes?	
What is the process for resolving problems?	
4. Formalise the agreement	
Will you put your agreement in writing? (e.g. through an MOU or partnership agreement)	

