

# FINDING THE RIGHT TRAINING PROVIDER: QUESTIONS TO ASK

## Questions for shortlisting training providers

Name of training provider:	
What training options are available to meet our needs? (the brief you wrote in Step 2 will help here)	
What costs are involved?	
Can training be delivered to suit us? (e.g. online, at our workplace, at a campus, outside of business hours)	
What support will be provided to help our employees (or students) succeed?	



**Questions for interviewing training providers**

<b>Name of training provider:</b>	
<b>Organisational alignment</b>	
What will you do to understand our industry, organisation and needs? (Can they speak our language?)	
What are your organisation's values? (Do they align with ours?)	
What other aspects of workforce development can you help us with (besides delivering training)? For example can you help us to: <ul style="list-style-type: none"> <li>- better understand our workforce needs?</li> <li>- analyse our training needs and skills profile?</li> <li>- find suitable employees?</li> <li>- understand the training system?</li> </ul>	
How do we agree and articulate what we'll do together and what roles and obligations we each have?	
<b>Costs and funding</b>	
What costs are involved? (Is this clear and transparent? What can be negotiated?)	
Can you help us identify what subsidies or funding sources are available to us?	
<b>Training delivery</b>	
How will training be delivered? How will employees be assessed?	
Who will we work with? Do they have current experience in our industry? What happens if your staff members change?	
Can training be customised to suit us and our employees? Can we take things out or add things in?	
Will the training be contextualised to our workplace?	
How long will the training take?	
What will you require of us?	
<b>Quality</b>	
What quality control processes do you have in place? Have you been audited by relevant regulator/s recently?	
Are testimonials available from other employers or students?	
Are you a member of any industry bodies, or quality schemes?	

