



In-Tray Exercise

Reference: In-Tray 08

Correspondence from: 'A'

Addressed to: EoT StipTrainer (you)

Subject: TNA/EoT

We are sending some of our staff - one's with training, or HRD experience to the DoPT's course on TNA consultancy skills. The reason is that we are keen to develop training needs analysis as an integral part of our professional services. With this in mind, we have two queries:

1. How can we evaluate the work of these people, once they have completed the course and become 'certificated TNA consultants'? The course includes an assessed project, so some evaluation is already being done - but how can we evaluate this investment as a benefit to our organisation?
2. Once TNA becomes an established service, we intend to use the information obtained to plan more effective training, which is delivered more efficiently. So, given access to TNA reports, how can we develop complementary EoT?

Your advice and perhaps involvement would be most appreciated.