

## **To whom it may concern**

Devonport City Council has had a long association with NDA Computing as a training provider. We have always been pleased with the high standard of training that they have provided to the Council.

Over the past few years, due to restructuring of the Council organisation and a high turnover of staff in some areas, we did not have a very good understanding of the current skill level of the existing staff in regards to Microsoft Office software. Last year the Council decided to upgrade its Office 97 software to Office XP, thus prior to proceeding with the upgrade we realised it was important to determine the individual staff training requirements. To achieve this we used the NDA Training Needs Analysis (TNA) to define the skills required for each position and then determine if the occupants of those positions had the required skills or needed additional training.

The TNA groups skills by software type and sub-divides each category of software into a range of business applications. It is designed to allow staff to identify a need for software applications and skills that they may not have previously been aware of, or considered in the context of their positions.

NDA offered two methods of conducting the TNA. The first option was the completion of a paper questionnaire during group presentations led by an instructor. The second option was the completion of the questionnaire via a web based form on the Internet. Due to the fact that we have over 90 staff spread across several office locations, we decided to complete the TNA via the Internet. This proved to be extremely convenient with most staff completing the questionnaire in less than 10 minutes.

Within one week of the questionnaire begin completed, NDA were able to present us with a training matrix identifying staff training needs and a full costing for the delivery of the training. We advised NDA of the dates over the following 10 months for which it was convenient for us to release staff for training and some other guidelines, such as minimising the number of staff from the same department attending training at the same time.

NDA was able to present us with a detailed training program for each staff member, specifying training courses, dates and durations, and an overall training schedule for the Council specifying dates, training courses and a list of staff attending each course. This was of great assistance as we were able to simply circulate the training programs directly to staff via e-mail.

The training is currently being delivered using NDA's 'Just-in-Time' short course training program – feedback from staff attending courses has been very positive.

On the basis of our experience I am happy to recommend NDA for the conduct of Training Needs Analysis, preparation of training plans and delivery of training.

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Devonport City Council  
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