

Fareport Training Organisation Limited Training Impact Questionnaire

Employer Name: **

Company Name: Employer two

FTO Staff Member: Ruth Cole

1. How did you first hear about Fareport Training?

- ☐ Networking
- ☐ Word of Mouth
- ☐ Existing Customer
- ☐ Advertisement
- ☐ Other

2. What do you feel were the business challenges/issues facing your organisation which made you decide to work with Fareport Training on Staff Development? (Funding, mandatory training, time management, other)

The challenge the employer wanted to overcome was the cost of recruitment. The employer felt that cycle of recruitment wasn't cost effective and they wanted to ensure that they employed the correct person, invest in them and in return get a fully training, skilled loyal member of staff. The employer wanted to 'nurture the talent' and 'invest in the right person, providing an opportunity for a young person'.

3. On a **scale of 1 to 4** (where 1 is excellent and 4 is poor) how well does Fareport's programmes address these issues?

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4. What has been the impact of the training you have undertaken with us?

The employer spoke to the learners (use of learner voice) to identify what impact the training had had on the business. The response provided an interesting result. The learners felt that the criteria of the NVQ did not support their learning fully within their job role, but the internal training provided by the employer had benefitted them more to learn the job role. The employer did not see this as a negative as the process of working with FTO had supported the recruitment challenge. An example given was the post unit within the NVQ, it looked at how to open a letter safely, the security of the letter (e.g. letter bombs) but as the employer was a low risk organisation, the audit trail of a letter would be a more relevant learning outcome.

Discussing this further it was identified that by prompting all employers to speak to the learners, both 'employer and learners voice' would complement each other and give a true reflection which could be used to measure the impact.

5. Do you intend to continue using Fareport Training to improve staff development?

☒ Yes / No

6. Do you have any further comments which you feel would like to raise?

Verbal discussion ref future part-funding of Government funded training.

Alex identified that due to the learners feeling that the in-house training had supported their development to such an extent, this could be a way in-which employers could play their part 'in-kind' for payment.

7. ☒ Do you use other providers? Yes / ☒ No

If so, are you happy to give names?

8. If so on a **scale of 1 to 4** (where 1 is excellent and 4 is poor) how does Fareport compare to other providers?