

# Training Organisation Scorecard

How to measure and level up your training

Taking a new  
approach to training  
can be daunting.  
To help you move  
forward, let's find out  
where you are.

Companies of all industries and sizes are beginning to realise the benefits that a training led approach can bring. From improved staff morale, to a better skilled workforce, there are lots of advantages. Using our quick scorecard, you can get a snapshot of your operation, and plan your next steps.

# The Scorecard

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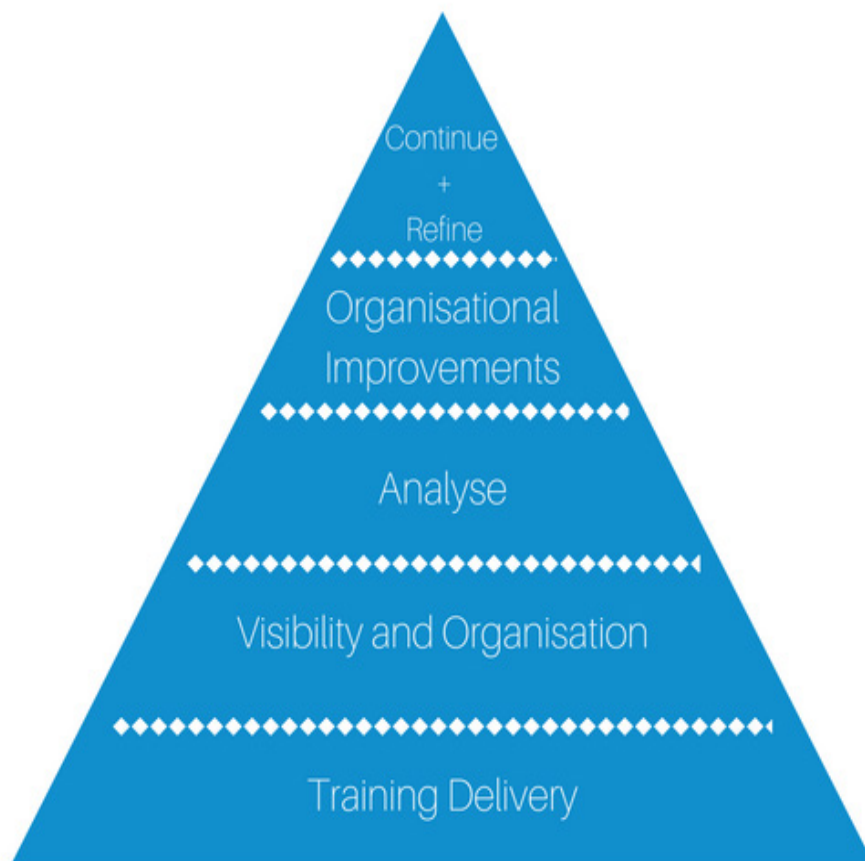
# The Scorecard

## How it Works

The Administrative scorecard exists to help organisations establish where they are on the training journey, and plan their next steps. We ask you 20 questions, and follow a basic Likert scale from 1-5 for each. Together, this will give you a combined score reflective of your position on the training hierarchy.

## The Training Hierarchy

Based on Maslow's hierarchy of human needs, we developed our own hierarchy to help organisations assess their training. Like Maslow's model, we propose that until an organisation has climbed up one layer, they rarely progress to the next. By creating a strong foundation, companies are able to progressively improve their training operations - improving team morale, company culture, and workforce skill. Our pyramid is structured as below:



# Questions

Using the questions and scale below, please score your organisation:

- 1 - Not at all
- 2 - Occasionally
- 3 - Average
- 4 - Most Often
- 5 - Always

Please answer honestly, in order to get the clearest picture of your organisation.

1. My organisation has a clear internal plan for development.

1      2      3      4      5

2. My team has a positive attitude towards training.

1      2      3      4      5

3. Our training will result in career progression.

1      2      3      4      5

4. If I want to develop my skills, the company makes it easy to do so.

1      2      3      4      5

5. There will be high quality training delivered within the next year.

1      2      3      4      5

6. Training is conducted in a way that I find engaging.

1      2      3      4      5

7. Training is well organised in my company.

1      2      3      4      5

8. I know the areas that my team are weakest in.

1      2      3      4      5

9. I can clearly define the value of the training I give/receive.

1      2      3      4      5

## The Scorecard

10. Leaders and Managers take part in training sessions.

1      2      3      4      5

11. Students deliver positive feedback on my courses.

1      2      3      4      5

12. I know which areas our students would like us to improve upon.

1      2      3      4      5

13. Our training offers value for money.

1      2      3      4      5

14. Training is flexible (non-linear, asynchronous, mixed methods).

1      2      3      4      5

15. Instructors have confidence in the organisational team.

1      2      3      4      5

16. After completing training, students book another course.

1      2      3      4      5

17. My training is highly regarded in my field (awards, recognition).

1      2      3      4      5

18. My training team are rarely stressed or anxious.

1      2      3      4      5

19. Staff turnover in our company is reducing.

1      2      3      4      5

20. We have clear defined vision for how our training should be.

1      2      3      4      5

## Results

Now that you've marked your card, it's time to add up your score. The following brackets determine which stage of the pyramid your organisation currently sits.

20-33: Training Delivery

34-50: Visibility and Organisation

51-67: Analysis

68-84: Organisational Improvements

85-100: Continue and Refine

## Training Delivery

For most organisations, this is where they will live and die in their approach to training. Of course, this doesn't have to be you and your team.

Organisations typically spend between \$1200-1800 per employee on training, yet have no idea of what this investment has actually achieved. The team has been trained, but directors and operations managers are blind to the extent of the knowledge gained. They'll have no measure of the attainment from each student, instructor feedback, or where there's knowledge deficits.

A Training Management System (TMS) like Administrate allows for patterns to be identified and acted upon. For example, perhaps your cohort all passed, but marks were consistently lower in health and safety tests. This gives you the opportunity to review that section of training, and consider refresher sessions for more seasoned staff. Without such a system, you continue to spend thousands of dollars blindly on each employee, causing spending inefficiency and sacrificing ROI. By contrast, success at this level gives your company the foundation to thrive through it's training, not in spite of it.

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*"We've seen a marked increase in business...and a marked increase in turnover, all with the same admin team we had prior."*

STEVE BOOKER, MANAGING DIRECTOR, Kentec Training Ltd.

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## Visibility and Organisation

For an insightful organisation with the proper approach to training, this is where the ascent up the pyramid begins to gather pace. However, it's also where it's very easy to stray. You may have some systems in place to bring you clarity, which is helping inform your team. But is the data reliable, and does it reflect what you see every day? To remedy this, review your current systems, and compare with competitors. Perhaps a system like Administrate can show you some vital decision data that others can't?

Following success at this stage in the pyramid, we see a rapid reduction in the stress and anxiety that comes with a training cycle. Research into employee health strongly indicates that reducing stress in the workplace can result in benefits to productivity. This alone qualifies as a major success, but the key development here is the creation of a process. Having a clear process brings a vital company wide understanding of training value.

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*"Administrate acts as the glue that keeps this whole system together."*  
STEVE BAGBY, PRODUCTION LEADER, Boston Whaler

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## Analysis

Evidence shows that feedback is a critical component of timely development. We've seen the power of feedback drive the success of several high profile companies - Uber, for example, have thrived through allowing feedback on drivers, and feedback on passengers. Being able to gather quality feedback, interpret it, and create actionable points is key to furthering staff development. If your organisation is at this stage, you're very much on the right track. The next step is analysing where you are, and planning where you'll go.

Through your reviewed processes and systems, you can better understand your training instructors. Analysis enables you to create reports quickly, measuring the effectiveness of your training across all levels. From here you should be able to plot future progress, both in terms of training success, and company success in the form of profit and loss. You can also determine where to invest in developing your training staff, through looking for common patterns and investing in weaknesses to transform them into strengths. At this point, an investment in a TMS system is absolutely necessary to sustain your advancement through the pyramid.

*“Yes of course we’re using the reporting system. If you need to have that data in terms revenue per participants, per class, everything is there, so you can easily customise your reports, and this makes life easier.”*

*AMER BADARNEH, INSTITUTE MANAGER, Meli*

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## Organisational Improvements

If you’re at this stage, your training operations are moving well. Now it’s time to roll out your improvements across your organisation. You’ll have begun to see the benefits of a clear process less anxiety in your training team, and now the company as a whole should feel the benefits. Your team system, which should be built around a culture of sharing and feedback, is now key. Training should now begin to create a positive feedback loop, whereby strengths and weaknesses are raised by employees as part of a company culture that prioritises training, and maximising of ROI.

By engaging staff with their development, you can identify future company leaders. Those that are performing best in terms of learning and development often translate into the highest performers in companies. This also gives you a new metric with which to evaluate staff. While an employee may be hired on the strength of their education and past experience, they can be progressed on the strength of their in-work achievements. Success at this level comes in the form of an improved workplace, where effort across the business gets it’s fair reward.

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*“Administrators have truly made a difference to our company, the usability, speed and overall functionality of the CRM has allowed Live And Learn Consultancy take on further accounts and ensure they are accurately managed. 10/10”*

*LIVE AND LEARN CONSULTANCY, Paul Kitchen, Head of Learning and Development*

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## Continue and Refine

Having come through the two to three year process of climbing to the top of the pyramid, you will have completely overhauled how training operates in your company. Furthermore, your company attitude towards training should have changed too - it's an opportunity, not an inconvenience. You can move faster than competitors when rolling out company wide strategic plans, and you can thrive as a result.

If this is true in your organisation, congratulations! We know how hard a road this is, and want to help you protect your hard won culture. To help you, Administrate's features can take a lot of the time consuming work off your hands. With communication options ranging from e-mail, to SMS, you'll be able to stay on top of your cohort.

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*"We had a lot of issues to tackle. Would the system be able to handle the complexity of the business processes? Administrate rose to that challenge and was flexible enough to meet all these requirements."*

*FADI GANNI, CEO, Morgan International*

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## Book A Demo

To book a demo of Administrate and evolve your training, [click here](#).

## Get in Touch

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