

Guide to Selecting Training Providers

Training is a hot issue currently, not least due to the DCPC legislation rapidly approaching the end of its first five-year cycle.

Selecting the correct training solution to improve business performance in any field is an important decision which can impact heavily on future achievement of individuals, teams and organisations.

This guide is designed to assist you in selecting a suitable training provider, and as an RHA member. Please do not forget that you have your own training department in RHA Training, available to help with advice and support in a wide range of training matters.

In addition, there are a number of active member companies who are well established in successful training provision to the industry.

SELECTING THE PROVIDER:

The first step is to select who to approach to deliver your training needs. There is a wide range of training providers in the market, ranging from small, local companies, through colleges to the well-known national providers.

For significant training programmes and long-term projects, a formal tendering process might be the most suitable way forward.

Whichever way you approach the selection process, it is essential that you decide what is important to you and your business and question training providers as to how they will deliver those needs.

Invest some time in talking to providers and ask for the names of referees who they have worked with and examples of benefits they have brought to their customers. Effective training can hinge on personal preferences and relationships built between the instructor and delegate. Always take up references for providers from very recent customers, contacted by yourself rather than reviewing copies of letters.

Check how long a provider has been established and if they specialise in any particular areas of training provision.

Ask for evidence of the qualifications of staff and how they ensure the training staff's knowledge is kept up to date (Continued Professional Development).

Does the provider hold any accreditations and if so, how are they relevant to your specific needs? For Driver CPC training, industry knowledge and an empathy with drivers' lifestyles are important matters. Some training providers have a very strong empathy with our industry and are RHA members themselves.

When discussing your needs with a potential provider, do they show a genuine interest in your company and its needs, or are they more interested in selling their standard packages?

Ask for details of the specific staff who would be delivering your training, including qualifications, experience and industry background. Consider whether these would match your company needs.

Interaction, stimulus and response are essential in DCPC training and motivation isn't always initially high. A good trainer with strong materials can frequently generate motivation and interest in challenging conditions.

Question what depth of cover is available should a trainer be sick or leave the company part way through your programme.

Check the content of training materials. Do you feel the style and content are suitable for your company needs?

Ask potential providers for a copy of their terms and conditions prior to agreeing to any plans to ensure they meet your requirements.

While cost is always an important part of any purchasing decision, please remember that training is an investment and wherever possible you should look to quantify the return you expect from that investment. An initial higher outlay can often give a higher return. Cost should be reasonable and affordable but relevant to the benefits.

Many training providers will say they can provide what you need, and many may be right, while others may be mistaken.

FUNDED TRAINING:

Opportunities for funded training for our industry are few and far between and access tends to be restricted to certain groups and subject to frequent change. Rules differ from region to region and are applied to certain age groups and specified needs by a range of government agencies and charitable organisations.

This document is not a suitable medium for attempting to discuss the reach and availability of funding options. Please contact your RHA Helpdesk or area manager to discuss the likelihood of funding availability for your specific circumstances.