

Training Needs Analysis Certification Program

Target Participants

- New Trainers
- New in Training
- New in TNA
- Aspiring Trainers
- Experienced Trainers

Goals / Needs

- Learn the basics of TNA to be able to perform a TNA assignment
- Enable transitioning to a Trainer role
- Update/upgrade knowledge on latest and best practices

Learning Objectives

Terminal Objectives:

By the end of the 2-day training, the participants will be able to guide the prioritization of training and non-training solutions to address identified gaps at organizational, functional and individual levels. Participants should be able to:

- Prepare a Competency-based TNA Plan
- Conduct TNA using best practices
- Prepare/Present TNA Report based on best practices

Enabling Objectives

- Outline the steps of the TNA Process
- Align training programs with business requirements
- Identify training or non-training solutions to address a given gap
- Identify critical competency gaps at various levels (Strategic, Functional, and Job levels)
- Identify performance gaps or tasks requirements
- Identify the appropriate data gathering method in consideration of variable factors like cost, location, sample size, etc.
- Determine the appropriate training and non-training solutions to address a need
- Identify training objectives based

Course Outline

- Pre-Work / Asynchronous Learning
- Familiarization with PSTD's Learning Experience Platform (LXP)
- "Theoretical parts of each topic"
- Definitions of Concepts/Terms
- Knowledge Assessment

Session 1 Introduction to TNA

- Definition of Concepts/Terms
- Role and Competencies of the Training Needs Analyst
- Managing the TNA Process

Session 2 Four Levels of Needs Assessment

- Strategic-level Assessment
- Operational-level Assessment
- Individual-level Assessment
- Task-level Assessment

Session 3 TNA Planning

- Identifying Data Requirements, Data Sources, and Data Collection Method
- Preparing the TNA Plan
- Using Design Thinking Principles to Analyze Needs

Session 4 Conducting the TNA

- Data Gathering (Administering and Conducting Surveys and Interview, Analysis of Documents and Records)



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Session 5 Analyzing Gaps

- Identifying Strategic-level Competency Gaps
- Identifying Operational-level Competency Gaps
- Identifying Individual/Task Level Gaps
- Identifying Training and Non-training Solutions to Address Identified Needs/Gaps

Session 6 Preparation and Presentation of TNA

- Aligning TNA with Program Design
- Translating Identified Needs into Design Inputs
- Presentation of TNA Report
- Closure