

**Training Needs Assessment
Support Staff Role**

**Facilities and
Services Centre**

This questionnaire is designed to help you assess your training and development needs.

The questionnaire is based on seven groups of competencies (skills, knowledge) that are relevant to support roles in Facilities and Services Centre.

Importance to the Role:

Some competencies are more important or relevant for some jobs than others. We cannot assume that all support staff jobs are the same.

Using the scale below, give a score (circle) to each competency according to how important you think this competency is to your role.

N	1	2	3	4	5
Not applicable	Not important for the role				Critical for role

Your Capability (Level of Skills and/or Knowledge)

Now consider each competency and assess your capability – to what extent do you possess the skills or knowledge required for this competency?

Using the scale below, give a score (circle) to each competency based on your assessment of your current level of capability.

N	1	2	3	4	5
Not applicable	Very low Capability				High Capability

Completion of this assessment will assist in determining your training priorities for the next twelve months.

Your name:

Date

Training Needs Assessment
– **Support Staff (HEW1-4)**

1	Planning and Organisational Skills		Importance to the Role					Capability (Skills or Knowledge)						
			N	1	2	3	4	5	N	1	2	3	4	5
			Nil					Critical		VLow			VHigh	
1.1	Understanding the "Big Picture"	Understand ECU - core business, (ie teaching and learning).	N	1	2	3	4	5	N	1	2	3	4	5
1.2	Industry Trends and Best Practice	Use best practice methods related to your Business Unit.	N	1	2	3	4	5	N	1	2	3	4	5
1.3	Operational Planning	Contribute to the Business Unit's Operational Plan.	N	1	2	3	4	5	N	1	2	3	4	5
1.4	Work Improvements	Practice methods to reduce costs and increase efficiency.	N	1	2	3	4	5	N	1	2	3	4	5
1.5	Risk Management	Understand ECU risk management process.	N	1	2	3	4	5	N	1	2	3	4	5

2	Improving Processes, Products & Services		Importance to the Role					Capability (Skills or Knowledge)						
			N	1	2	3	4	5	N	1	2	3	4	5
			Nil					Critical		VLow			VHigh	
2.1	Facilities and Services Centre Quality System	Understand the Facilities and Services Centre approach to quality and how to apply it to your work area.	N	1	2	3	4	5	N	1	2	3	4	5
2.2	Facilities and Services Centre Environmental Management System	Understand Facilities and Services Centre approach to environmental management and how to apply it to your work area.	N	1	2	3	4	5	N	1	2	3	4	5
2.3	Continuous Improvement Culture	Identify opportunities for improve work processes.	N	1	2	3	4	5	N	1	2	3	4	5
2.4	Facilities and Services and Business Unit Policies and Procedures	Have awareness of Facilities and Services and Business Unit policies and procedures and know where to access them.	N	1	2	3	4	5	N	1	2	3	4	5
2.5	Costing	Understand the true cost of delivering a service.	N	1	2	3	4	5	N	1	2	3	4	5
2.6	Maintain Assets	Maintain assets in your Business Unit appropriately.	N	1	2	3	4	5	N	1	2	3	4	5
2.7	Procurement	Understand the ECU procurement system in order to undertake purchasing for a work unit.	N	1	2	3	4	5	N	1	2	3	4	5
2.8	Contracts	Liaise with contractors and consultants as directed.	N	1	2	3	4	5	N	1	2	3	4	5

4	Using Technology and Managing Information		Importance to the Role					Capability (Skills or Knowledge)						
			N	1	2	3	4	5	N	1	2	3	4	5
4.6	Using ECU Information Systems	▪ Finance (Oracle, ADI, FMIS, Cognos)	Nil					Critical	VLow					VHigh
		▪ Asset Management												
		▪ Procurement												
		▪ HR (Concept)												
		▪ Outlook, ECU Intranet & website												
		▪ Record Management												
		▪ Other												

5	Customer Service		Importance to the Role					Capability (Skills or Knowledge)						
			N	1	2	3	4	5	N	1	2	3	4	5
5.1	Customer Needs	Anticipate the needs and expectation of key customer groups.												
5.2	Customer Relationships	Develop positive workplace relationships with customers.												
5.3	Complaints	Handle customer complaints to achieve satisfactory outcome.												
5.4	Customer Service Standards	Provide a high level of customer service.												
5.5	Acting on Feedback	Act on customer feedback.												
5.6	Promote Services	Promote services and image to customers.												

6	Business Results		Importance to the Role					Capability (Skills or Knowledge)						
			N	1	2	3	4	5	N	1	2	3	4	5
6.1	Key performance indicators	Practice KPI's established with line manager during managing for performance discussions.												
6.2	Benchmarking	Understand benchmarking to assist your Business Unit.												

