TRAINING NEEDS ANALYSIS

Smartdesc offers a Training Needs Analysis (TNA) to kick start your IT Training Programme.

We will identify the IT skills gaps in your organisation, design a training plan that is bespoke to your staff, and target learning based on roles to digitally upskill your business.

Smartdesc has 10+ years of experience in the non-profit sector with successful training outcomes following the TNA, and is a NCVO Trusted Supplier to the sector.

Overview and Benefits .

- ▶ **Tailor made Training Suite:** Smartdesc will suggest training based on how you run your business and propose how best to use M365

- ▶ **Staff Development:** Through targeted training, staff are supported in their roles increasing productivity

- ▶ **Reduction in IT Tickets raised:** Part of the TNA is to highlight knowledge gaps through analysing IT Support tickets, leading to a reduction in helpdesk queries.

- ▶ **Tailored Content:** Courses are written by Smartdesc, an NCVO-approved IT provider who works exclusively with UK charities of all sizes, ensuring the content is relevant to your organisation.

What is included?

- 💻 Thorough Training Needs Analysis identifying company specific knowledge gaps

- 🤝 Specific learning objectives per department; not everyone needs the same training as others

- ⚡ Identifying and training Subject Matter Experts (SMEs) to build long lasting internal training support

- 🔒 Guidance on IT Inductions for new starters, getting all staff off on the right foot

- 🛡️ The creation of tailor-made Quick Reference Guides and Quick Reference Videos

- ☑️ Upskilling at your own pace with a choice of Blended Learning

Enquiries: 0203 440 2445
Support: 0203 440 2444

Smartdesc - charity IT specialists
@Smartdesc_ltd

www.smartdesc.co.uk
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