

O10 IS Training

IS Competencies

O10.1.1 Do you require IS competency for some or all of the roles in your organisation (outside of the IS department)?

	Yes - required	Yes - preferred	No
Management roles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operational roles, e.g., service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative roles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralised support roles, e.g., finance, HR, fundraising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

O10.1.2 Do you include IS competency standards at recruitment stage?

	Yes - required	Yes - preferred	No
Management roles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operational roles, e.g., service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative roles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralised support roles, e.g., finance, HR, fundraising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

O10.2.1 Do you set a formal IS competency standard for your staff, e.g., ECDL?

- Yes
- No

O10.2.2 Which standard do you set?

- European Computer Driving Licence
- British Computer Society Qualification
- Organisation defined
- Other, please specify _____

O10.2.3 How do you measure attainment of competency standard? [Select all that apply]

- Self assessment by staff
- Informal assessment by managers
- Formal assessment, e.g., by testing
- Other, please specify _____

Training Organisation

O10.3 Who has overall responsibility for IS training in your organisation (ie managing the supply of training courses and materials)?

- The IS department
- The Training department
- The HR department
- Functional departments
- Other, please specify _____

O10.4 What proportion of your IS training is delivered by: (if possible base on days of training delivered, if this is not possible provide the basis for your allocation below)

- O10.4.1 Classroom based _____ %
O10.4.2 On Site training _____ %
O10.4.3 E learning _____ %
O10.4.4 Home study _____ %
O10.4.5 Other, please specify below _____ %

O10.4.6 Basis of allocation _____

O10.5 What proportion (if possible base on days of training delivered, if this is not possible provide the basis for your allocation below) of your IS training is provided by:

- O10.5.1 Internal IS trainers _____ %
O10.5.2 Internal organisation trainers _____ %
O10.5.3 Outsourced training providers _____ %
O10.5.4 Other, please specify below _____ %

O10.5.5 Basis of allocation _____

O10.6 What is the average length of time in weeks between requesting a course and completing a course? [Please give a number] _____

O10.7 Which topics do you offer training in? [Select all that apply]

- Introduction to IT
- Managing files and data
- Information security including data protection
- Word processing
- Spreadsheets
- Databases
- Presentations
- Information and communication, including internet and email
- Business applications, e.g., accounting, HR, fundraising, care systems
- Other, please specify _____

O10.8 Please complete the following table

Topic	Number of days training scheduled	Number of days training delivered
O10.8.1 Introduction to IT		
O10.8.2 Managing files and data		
O10.8.3 Information security including data protection		
O10.8.4 Word processing		
O10.8.5 Spreadsheets		
O10.8.6 Databases		
O10.8.7 Presentations		
O10.8.8 Information and communication,		
O10.8.9 Business applications		
O10.8.10 Other, please specify		

O10.9 Please complete the following table

Topic	Number of people registered for e learning	Number of people completed e learning modules
O10.9.1 Introduction to IT		
O10.9.2 Managing files and data		
O10.9.3 Information security including data protection		
O10.9.4 Word processing		
O10.9.5 Spreadsheets		
O10.9.6 Databases		
O10.9.7 Presentations		
O10.9.8 Information and communication,		
O10.9.9 Business applications		
O10.9.10 Other, please specify		

O10.10.1 How many days IS training for IS FTEs were scheduled in the last year?
[Please give a number]

O10.10.2 How many days IS training for IS FTEs were delivered in the last year? *[Please give a number]*

O10.11 Cost of IS Training

	Users	IT FTEs
Staff costs	£	£
Material costs	£	£
Licences	£	£
Venues	£	£
Other	£	£

User satisfaction rates for training

O10.12 Do you monitor user satisfaction with training by: *[Select all that apply]*

- User Survey on day of training?
- User Survey some time after training?
- Management survey after training?
- Other please specify _____