

Things to think about Identifying the logistics

Implementing your training will pose some logistical challenges. As you work out the practical arrangements here are some things to consider. Your ITO, which is familiar with the nature of your industry, or your training provider will be able to help with advice to suit the needs of your business and employees.

Delivery of your programme

Will you train your employees in small groups or one-on-one? Will you suspend work during training sessions or can you adjust the rosters? Is there a time of the year when your workplace will be quieter – can you run your programme then?

Training in work time

Evidence suggests programmes are more successful when employees are allowed to attend in paid work time. What's the cost of this for your business? What will be your expectation for homework to supplement the time you cover?

Length of your programme

A programme of around 35–45 hours should improve your employees' skills. It could be delivered in weekly sessions of one or two hours or more frequently. What would work for your business?

Finding a training space

You'll need to find a room which is comfortable, quiet, and provides privacy. If you don't have a dedicated training room, is there a quiet space in your workplace? Is there a health and safety risk in using this space? What about your employees in remote locations?

Providing resources

Will trainers need you to photocopy resources? What about computers, or phone access? Find out what you need to provide and what the trainer will be bringing.

Employers talk about handling the logistics

We asked employers for feedback about how they handled the logistics of their programmes. Here's what they said.



Probably our biggest challenge has been to do with setting up training in such a way that it doesn't disrupt daily work. That's something we'll continue to look at and continue to improve as part of embedding this programme.

New Zealand Post

We recruited three fulltime literacy and language coaches and had 10 people trained to run Business Basics. We've taken a lot of care to recruit and train our Business Basics coaches. In time, it'll be their job to co-ordinate the delivery of the programme in every hotel on every site, assisted by the 10 support people. We've looked for people whose personalities are suited to training and coaching and who have some experience (where possible) in the hospitality industry.

Millennium and Copthorne Hotels New Zealand

Logistically it was quite difficult trying to get people in on their days off... Initially our programme involved two hours tutoring a week per learner. We asked each learner to give up an hour of their own time (on one of their rostered days off) and the other hour they did in company time.

Canterbury Spinners



Access to your workplace

How will your trainer get into your workplace, particularly if they're running courses early or late at night to get around roster constraints? Will they need keys or swipe cards?

Inducting your trainer

Trainers working on site will need health and safety briefings and a tour around the facilities. They'll need to know areas they can and can't enter. They'll also need to meet your key personnel, including your supervisors and managers.

Contact points

Your trainer and employees being trained need to know how to get in touch with each other. For example, if unforeseen circumstances mean one of them can't make an agreed training time it would be easier for them to contact each other direct, particularly if training is happening outside normal office hours.

Maintaining commitment

Lack of cover, personal issues, and changes in work demands can make it difficult for your employees to attend every session. Your supervisors can help you with managing these issues. Consider an attendance agreement where your supervisors and employees agree in writing that your employees will attend the entire programme.

Employers talk about handling the logistics

We asked employers for feedback about how they handled the logistics of their programmes. Here's what they said.



Our PA was great at following up trainees. She knew how to rattle the cages of the young guys. She'd chase them if they'd missed a class. Or, if there was an early start, she'd ring them the night before and say: 'You haven't forgotten tomorrow, you've got to be at such-and-such a place, at such-and-such a time.'

Fletcher Construction

We got a few important things clear upfront (with our provider), which was good. For example, we were clear that our tutors needed to be flexible in their availability because we run a 24/7 operation. Our people work a variety of shift patterns. We needed our tutors to be available at night (at times) and we needed them to be willing to really work with us to understand our business.

Juken New Zealand

