Training Administration Partnerships
The Learning Key® Approach

In today's business climate, administration of training functions such as registration, scheduling, establishing and communicating logistics, and instructor selection can be a costly overhead expense. Using internal staff to handle administrative tasks ties up human resources and training resources which could be better used in a more strategic and innovative role. Partnering with an external education, training, and consulting firm such as The Learning Key, Inc. can be the solution to freeing valuable internal staff to focus on those corporate priorities which are best handled internally.

Through a long-term, interdependent relationship, external providers can deliver services ranging from administering training to assuming responsibility for the entire training function and its objectives, including needs assessment, course selection, development, evaluation, and follow-up. In partnership with the client organization, long-term approaches to identifying ongoing education and training needs and links with existing human resource systems (such as employee development) can be developed.

Benefits
- Increased training available to employees
- Stabilized delivery and design fees
- Decreased training budgets
- Effective use of internal resources
- Increased flexibility
- Expertise of specialists
- Efficient use of time

Two critical elements for successful partnering are:
- An internal liaison/contact person
- A transition team to jointly develop and document key processes and associated responsibilities.

A five step process for creating, maintaining, or enhancing a training administration partnership is:

Selection of Training for Delivery
- Identify subjects/courses to be offered
- Evaluate current vendors
- Communicate go/no go decisions to vendors
- Schedule courses and vendors

Interface with Vendors
- Identify needs, clarify communication to participants
- Create program needs checklist
- Confirm facilitator, program dates, and costs
- Confirm class/location
- Submit roster
- Receive prework to distribute
- Provide information for shipping materials
- Collect evaluations
- Send evaluation summary after program
- Discuss additional program improvement options

Interface with Participants
- Answer employee questions
- Confirm or wait list registrants
- Send logistics memo and prework

Interface with Training Facility
- Schedule rooms
- Schedule coffee breaks, etc.
- Communicate training room requirements: room set-up; AV; equipment; refreshments; etc.

Program Administration and Monitoring
- Schedule programs
- Develop market plan
- Publicize training programs available
- Register participants
- Maintain records on programs and trainees
- Collate and maintain evaluations
- Generate summary reports such as evaluations, charge backs, no shows, and quarterly attendance
- Invoice client organization
- Summarize and calculate value-added data
- Revise training offerings based on data collected