

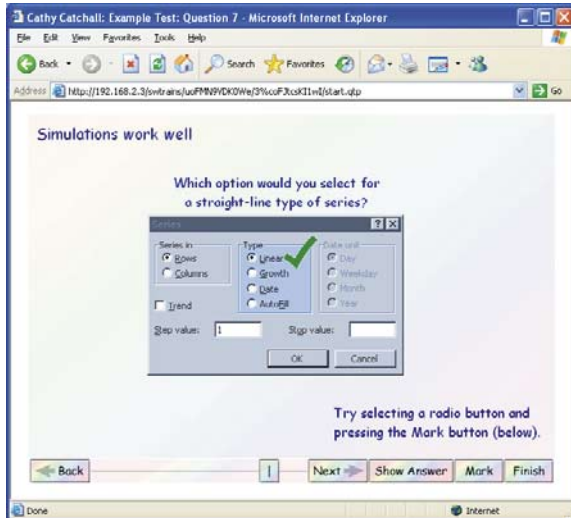
# Reducing Training Costs



# Scenario

## Problem

Some training courses are provided to all staff. Some who attend courses do not need them, and this is a waste of resources. In addition, some staff who might benefit from training may not attend, and so an opportunity to improve performance is missed.



## Solution

Question Tools Editor can be used to create varied tests, with questions broken down into categories. Question Tools NetResult can then be used to deliver a test to assess suitability for a course (or range of courses) over an intranet and / or the internet. Staff need only a web browser, such as Internet Explorer, to take the test. Results are automatically collected and analysed, producing individual and group scores. In addition, there is a breakdown of performance across the categories, again for both groups and individuals.

## Outcome

- Fewer people need be trained as training is targeted on those who need it.
- The results allow both those responsible for training, as well as the individuals who perform well, to demonstrate competence to managers.
- Individuals who might have previously avoided training find such evasion harder.
- Staff are made aware of their own levels of knowledge and performance measured objectively, bringing confidence and true ability to perform a role closer together.
- The time and effort spent marking test results is reduced, with analyses such as performance breakdowns, providing data that was previously unavailable because of the effort involved in calculating it.
- Management information on performance across subject matter and across groups is immediately available, and can be exported from NetResult straight into a spreadsheet.

### Breakdown by category

Market Info:	60.00 %	<div style="width: 60%;"></div>
Procedures:	62.96 %	<div style="width: 62.96%;"></div>
Product Specs:	73.33 %	<div style="width: 73.33%;"></div>

Name:	Dawn Davies	<a href="#">View</a>
Started:	09:11 29/05/2004	Score: 17
Ended:	09:12 29/05/2004	Max: 19
Overall:	89.47 %	<div style="width: 89.47%;"></div>
Market Info:	100.00 %	<div style="width: 100%;"></div>
Procedures:	88.89 %	<div style="width: 88.89%;"></div>
Product Specs:	80.00 %	<div style="width: 80%;"></div>

Name:	Edward Egghart	<a href="#">View</a>
Started:	09:13 29/05/2004	Score: 7
Ended:	09:14 29/05/2004	Max: 19
Overall:	36.84 %	<div style="width: 36.84%;"></div>
Market Info:	60.00 %	<div style="width: 60%;"></div>
Procedures:	22.22 %	<div style="width: 22.22%;"></div>
Product Specs:	40.00 %	<div style="width: 40%;"></div>

## Costs Reduced

- 1 Fewer people are trained.
- 2 Those who may have previously evaded training are targeted, reducing the sometimes expensive mistakes they make.
- 3 The costs of manually marking test results is eliminated.
- 4 The costs of producing management data is reduced.

