

## **Training Needs Assessment for Metrology, What Is It and Do We Need It?**

Speaker/Author: Susan Dass  
sdass@ara.com

### **Abstract**

A training needs assessment has three main components: identify the job requirements, identify existing training, and compare the two. The comparison results in identifying training needs but can also offer the opportunity to collect much more information if planned in advance and executed properly, such as prioritizing training development based on task criticality or frequency. Identifying job requirements sounds deceptively simple but once begun, requires a systematic approach involving a number of participants and stakeholders. Capturing, collating, and synthesizing all job requirements into a comprehensive, consistent set of tasks can be a challenge since many people have the same tasks but call it or state it differently; at other times, participants of different levels of responsibilities will have different levels of understanding for the different tasks. Although a subject matter expert has the prerequisite knowledge to capture job tasks, it can sometimes be better accomplished by a third-party independent facilitator experienced in recognizing and creating tasks to ensure consistency, separate passion from fact, and be well defined. Previous task analyses often serve as a basis to expand, validate, and / or update to jumpstart capturing current task listings and future tasks. The second part of a training needs assessment, identifying existing training, is also equally challenging. The training content as viewed through a syllabus and / or learning objectives must be mapped to the captured job requirements. Interpreting the syllabus to the tasks requires an in depth understanding of the tasks and hence the oversight by subject matter experts. It is equally important to collect if the student perceived the training as meeting their needs; what one job role and responsibility needs versus another can determine the success and acceptance of the available training. This paper will explore what a training needs assessment would like look for the metrology community and what benefits it would provide if accomplished.