

Sample Questions to Ask Essential Skills Advisors About Services and Training

Below are sample questions to ask about resources, services and costs. The questions will also help ensure ES advisors and instructor/trainers have experience with Essential Skills in the workplace and are a good fit with your organization.

Questions about services

- What services do they offer for workplace Essential Skills such as workplace needs analysis, clear writing strategies, embedding Essential Skills development into other workplace training, etc.?
- What are the costs for consultations, support and training?
- What funding resources are available? What is the funding criterion? What is the process for applying for funding?

Questions about their experience

- What is your experience with Essential Skills in the workplace? Ask for examples.
- What is your experience in developing workplace working teams and promoting Essential Skills in a workplace? Ask for examples.
- What is your experience with workplace needs analysis? Ask for examples.
- What is your experience in building Essential Skills into a workplace? Ask for examples.
- What type of service contract do they use?
- What Essential Skills and upgrading programs would they recommend for employees?

Questions about Essential Skills Training

- How are training needs determined and developed? What is the cost?
- Who develops and delivers the training?
- How long is the training and how many hours per week?
- How is the training delivered?
- Where does the training take place?
- How is the training promoted to participants?
- How are participants selected?
- What incentives do they recommend for participants (e.g. full/partial paid training time or training on participants own time)?
- How will success be measured?
- Who is responsible for what and is there a contract?