

# HR4 DELIVERS!

## DEFENCE PROCUREMENT TRAINING SUPPORT

An experienced defence equipment supplier was required to provide Train the Trainer courses for both operators and maintainers but had underestimated the time and personnel needed for to develop training packages to in the format required by their customer.

A long term client of HR4, recommended that they talk to us as they believed HR4 were the only ones who were responsive enough to be able to achieve the increasingly tight timelines with the experience to meet their customer's needs.



This result, identified the following main problems:

- A 10 Day dead line for the delivery of an outline training plan and draft training package.
- Insufficient capacity or capability within their organisation and no time for recruitment of people to meet the deadline
- No current equipment publications.
- A 1 month deadline for the delivery of the first maintainer training and an unclear plan for any further training delivery.

Any delay or default could resulting in loss of the training delivery revenue and/or financial penalties.

### Within 24 hours HR4 had:

- Designed an outline training package for each course
- Produced a training development program plan for each course
- Delivered costed options to enable the equipment supplier to make a considered decision.
- Agreed a contract and outlined the delivery plan for the full 12 month training program.

### Within 8 days HR4 delivered:

- An outline block program showing the main components of the training and how they would be delivered.
- A training management plan detailing how all the deliverables would be developed and presented to the client.
- Example training presentations for each module, showing the format and content for each Training Objective.
- CV's of those responsible for developing the training and those who would be delivering it, proving their ability and giving the HR4's client much needed capacity and credibility.

### Within the month HR4 had :

- Produced all the training presentations the theory and practical lessons, integrated the customers Training Plan and cross-referenced them against the Safety Management Plan.
- Travelled to the client's location to finalise train delivery and set up training environment making final adjustments to the training package after the delivery of the training vehicles.
- Included auxiliary equipment and CES lessons.
- Deliver the 2 week pilot course to the customers' instructors and adjust the course content to meet their specific requirements.

On completion of the training package not only was the customer exceedingly happy with what was delivered, they also requested an increase in the number of courses to be delivered and specified they were to include other audience groups.