

# Learning Needs Assessment Tool

## Your Learning Needs Assessment

At the Community Information Centre, we understand that every employee and volunteer has varying levels of knowledge and prior experience. This **Learning Needs Assessment Tool** has been designed to ignite the conversation and capture the current level of knowledge and understanding. The below template should be completed with the Coordinator as you discuss your current position and setting a plan in place.

### Learning Needs Tool

#### Instructions for use

- With the Manager complete this table discussing each point then rating which column you believe describes your knowledge of the particular subject.
- The fourth column should only be completed by the General Manager should they have observed competency in this area.
- Once each point has been rated and learning opportunities identified with a highlighter, this should then guide a learning plan.
- Column A will indicate specific areas that need immediate attention and support.

Name:

Date:

Learning Needs Tool	A	B	C	D
Key areas that play a part in assisting you to meet the expectations of your role.	I have no knowledge of this topic/practice.	I am not confident in this topic/practice	I feel I am confident in this topic and practice	I have demonstrated competency in this topic and practice
<b>Customer Service – rate how confident you are at using these systems, then mark each one with a highlighter if you would like to learn more</b>				
Answering the telephone				
Transferring a phone call				
Importance of personal appearance				
Recording a message				
What to do when you do not know the answer				

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Learning Needs Tool	A	B	C	D
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<b>PROJECT AND PROGRAM - rate how confident you are at using these systems, then mark each one with a highlighter if you would like to learn more</b>				
Understanding Diversity				
New Resident Packs				
Together Townsville Networks				
Activation Space and Meeting room bookings				
Community Newsletter				
Learning Links Program				
Mentoring or teaching others a new skill – give example in the comments				
CIC Services and Programs				

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Learning Needs Tool	A	B	C	D
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<b>BUSINESS &amp; SYSTEMS – rate how confident you are at using these systems, then mark each one with a highlighter if you would like to learn more</b>				
Utilising Feedback – Customer Service				
Archiving at CIC				
CIC Strategic Plan and how to contribute to it				
CIC Constitution – what it is and how it is used				
Brochure reconciliation				
XERO				
Word				
Excel				
Outlook				
Directory Data base on the administration side				
CIC website in public view				
Publisher				
Instagram				
Facebook				
Poster my wall				

# Learning Needs Assessment Tool

LinkedIn				
Canva				
Learning Needs Tool	A	B	C	D
<b>Key areas that play a part in assisting you to meet the expectations of your role.</b>	<b>I have no knowledge of this topic/practice.</b>	<b>I am not confident in this topic/practice</b>	<b>I feel I am confident in this topic and practice</b>	<b>I have demonstrated competency in this topic and practice</b>
<b>RESILIENCE - rate how confident you are using each of these systems, then mark each with a highlighter if you would like to learn more</b>				
Monitoring and managing own emotions				
Being aware of others' emotions and wellbeing				

Learning Needs Tool	A	B	C	D
<b>Key areas that play a part in assisting you to meet the expectations of your role</b>	<b>I have no knowledge of this topic/practice</b>	<b>I am not confident in this topic/practice</b>	<b>I feel I am confident in this topic and practice</b>	<b>I have demonstrated competency in this topic and practice</b>
<b>SAFETY – rate how confident you are using each of these systems, then mark each with a highlighter if you would like to learn more</b>				
Completing Health & Safety Reports				
Reporting incidents or risks				
Responding to incidents				
Has knowledge in how to contribute to policy and procedure writing and willing to contribute				

# Learning Needs Assessment Tool

**Learning and Training Plan:** From what has been identified in this LNA, please list where support can be offered or tasks you would like to learn, and training provided below.

Support, Learning and Training	Action

Additional Comments, Ideas and feedback	Action

<b>General Manager:</b>	<b>Volunteer/Staff</b>
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