

## Training Needs Analysis

1. Contact Details	
<b>Title:</b>	
<b>First Name:</b>	
<b>Surname:</b>	
<b>Job Title:</b>	
<b>Company:</b>	
<b>Work Telephone:</b>	
<b>E-mail:</b>	

2. General PC Ability		
Please tick <u>one</u> box below which best describes your ability with a PC		Please tick
<b>Novice</b>	Would not know how to turn one on and would feel very unsure about using one	
<b>Beginner</b>	Have just started to use a PC	
<b>Learner</b>	I am able to use some Office packages at a basic level	
<b>Average</b>	I use a PC daily in work	
<b>Confident</b>	I feel reasonably confident using Office packages and finding my way around the PC	
<b>Competent</b>	I regularly use a PC in work, have received some IT training and feel reasonably competent in most areas	
<b>Very Competent</b>	I use a PC in both work and home and believe I am a very competent user	

3. Application usage			
Please tick the applications that you currently use and state what level you think you are at			
	Beginner	Intermediate	Advanced
<b>Microsoft Outlook</b>			
<b>Microsoft Word</b>			
<b>Microsoft Excel</b>			
<b>Microsoft PowerPoint</b>			
<b>Internet</b>			

The next set of questions asks you to assess your ability to complete specific tasks. Using the scoring mechanism below please tick the most appropriate for each question

<b>Don't Know</b>	Have no knowledge on how to complete this action
<b>Require Assistance</b>	Can complete the action if someone shows me how
<b>Average</b>	Have some knowledge but am not confident
<b>Good</b>	Feel confident I could complete this action without any assistance

<b>4. Windows Skills</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Launch Applications				
Search for files / folders				
Using shortcut keys				
Select printers				

<b>5. Managing Files</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Create/Move/Copy folders				
Rename Files				
Understand File paths / locations				
Use Views				
Use file properties				

<b>6. Microsoft Outlook</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Create & send an email				
Reply & forward an email				
Add / Open an attachment				
Create folders				
Apply a read receipt				
Create an AutoSignature				
Use Contacts				

<b>7. Microsoft Word</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Create / save a new document				
Add text to a document				
Edit text				
Use formatting options				
Insert page / section breaks				
Create a mail merge				
Adding tables				
Use tabs				
Use Page set up				
Creating templates				
Add images to documents				

<b>8. Microsoft Excel</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Create / save a new workbook				
Enter into cells				
Work with ranges				
Insert/delete columns and rows				
Sort Data				
Use filters				
Use absolute cell referencing				
Use Autosum				
Create IF statements				
Create / Edit charts				
Using print options				

<b>9. Microsoft Access</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Open/ Create a new database				
Manipulate tables				
Choosing field types				
Understanding table relationships				
Creating/running queries				
Creating Forms				
Creating / running reports				
Using Printing options				

<b>10. Microsoft PowerPoint</b>	<b>Don't Know</b>	<b>Require Assistance</b>	<b>Average</b>	<b>Good</b>
Create a new presentation				
Switching between views				
Adding / Deleting slides to presentations				
Inserting clip art / images				
Creating an organisation chart				
Adding animation				
Creating master slides				
Using drawing tools				
Grouping objects in slides				

11. Internet	Don't Know	Require Assistance	Average	Good
Use Home page and internet addresses				
Use a Browser				
Use a search engine				
Understand structure of URL				
Add and Organise favourites				
Create a Bookmark				
Downloading files				