

# Training Needs Analysis

Service Category: Training, Cloud Support Services

## About Our Service

We deliver fully managed turnkey training solutions, guiding you from need identification through delivery and evaluation. Using a systems approach to training (SAT), our innovative methods align with your learning strategy, streamline processes, and ensure measurable value for money while enhancing organisational development and performance outcomes effectively.



## Service Features

Fully managed  
turnkey solutions  
from need through  
delivery and  
evaluation

Apply principles of a  
systems approach  
to training (SAT)

Identification of  
training needs in  
the workforce

Production of high  
quality training  
products

Streamlines training  
design and delivery  
processes

Aligns training to  
your corporate  
vision and strategy

Collaborative  
working to enable  
common  
understanding of  
requirements

Progressive  
assurance of  
training  
documentation

Reach-back to  
extensive team of  
subject matter  
experts

## Service Benefits

Comprehensive  
identification of  
performance gaps

Aligns training with  
organisational  
objectives

Systematic,  
evidence-based  
approach that  
clearly identifies  
who needs the  
training

Identifies most  
effective methods  
and media to  
deliver training

Improved decision-  
making

Maximises users'  
comprehension and  
situational  
awareness

Prepares employees  
by equipping them  
with knowledge,  
skills and abilities

Manage financial  
resources allocated  
to training more  
efficiently



# Detailed Service Definition

## **Frazer-Nash Consultancy: innovative training solutions**

Frazer-Nash Consultancy has an established reputation for delivering innovative training solutions tailored to client needs. We provide fully managed, turnkey services that guide organisations from the initial identification of training requirements through to delivery and evaluation. Our approach is grounded in the principles of the Systems Approach to Training (SAT), recognised by academia and government as best practice. This ensures streamlined analysis, design, and delivery processes that are timely, pragmatic, and cost-effective.

## Detailed Service Definition (continued)

We work closely with clients to ensure training solutions integrate seamlessly with wider learning and development (L&D) strategies and people initiatives. This alignment makes training sustainable and fully connected to corporate vision and objectives.

### Our methodology

Our delivery model is built on three core themes:

- **Teamed approach** – We collaborate hand-in-glove with clients, building trust and shared understanding from the outset. Strong communication and cooperation underpin the creation of high-quality training outputs.
- **Progressive assurance** – Through the iterative SAT process, training documentation evolves with client input, reducing rework, saving time, and de-risking projects while ensuring value for money.
- **Reach-back** – We draw on a wide network of subject matter experts, offering deep technical knowledge and industry experience to strengthen training outcomes.

# Detailed Service Definition (continued)

## Training Needs Analysis (TNA)

Our specialists in training analysis, design, delivery, and evaluation provide comprehensive support across programmes and projects. At the heart of this is Training Needs Analysis (TNA), which identifies gaps between employee development needs and current training provision.

Key benefits of TNA include:

- Clear identification of performance gaps.
- Alignment of training with organisational objectives.
- Evidence-based targeting of who needs training, what they need, and how best to deliver it.
- Reduced risk of training failure by equipping employees with the right skills for future challenges.
- Efficient management of training budgets, ensuring investment delivers maximum impact.

## Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

## Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

## Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001** and **Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

## Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



## Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



## Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

## Next Steps

To discuss your requirements in more detail or request an order for services, please contact [ccs@fnc.co.uk](mailto:ccs@fnc.co.uk)

