

Training and Development Assessment 2 – Individual Assignment 25%

Training Needs Analysis Report

Date Due	Session 7 for FT Session 4 for PT & PT Blended 09 NOV 2016
Weightage	25% (50 marks)
Word Limit	1200 words (+/- 10%)
Citation Format	APA
References	You are required to consult and correctly reference a MINIMUM of 6 different sources of information

Assignment Question:

Comfort Transportation Pte Ltd, commonly known as Comfort, is a taxi company owned by ComfortDelgro Corporation Ltd. With the advent of the sharing economy, Singapore's taxi industry has been significantly disrupted (see <http://www.channelnewsasia.com/news/singapore/new-entrants-turn-the/2214680.html>).

- i. Using publicly available information and data, propose business goals for Comfort that will address the challenges the company and industry as a whole is facing.
- ii. Conduct an organisational training needs analysis to determine the knowledge, skills and attitudes necessary for realising the business goals proposed in Part (i). Report your findings.
- iii. Conduct a task (functional) analysis to determine the observable actions and tacit cognitive functions needed for proficiency (and perhaps even excellence) in the identified job tasks. Report your findings.
- iv. Conduct individual learning needs analysis to determine the employee's performance gaps as compared against the findings of the task analysis. Report your findings.
- v. Based on the findings of the three (3) levels of training needs analysis conducted, craft the learning outcomes for the training programme to be designed in Assignment 3.

Reference: Grab Taxi
: ComfortDelgro.

→ Grab/Uber

How mobile app is affecting taxi operator in Singapore?

TRAINING AND DEVELOPMENT ASSIGNMENT 2					
Criteria	Performance descriptors			Total Marks	Marks awarded
	Developing	Proficient	Excellent		
Identification of Business Goals	0-1 There are little or no information and data about the company and industry. Business goals are not related to the researched information and data. Business goals are not S.M.A.R.T.	2-3 There are some information and data about the company and industry. Business goals are reflective of the researched information and data. Business goals are S.M.A.R.T.	4-5 There are detailed information and data about the company and industry. Business goals are based on analysis of the researched information and data. Business goals are S.M.A.R.T.	5	
	0-3 Choice of analysis method(s) is inappropriate. Analysis method(s) is/are applied wrongly. Findings of the analysis are not relevant to the business goals.	4-6 Choice of analysis method(s) is appropriate. Analysis method(s) is/are applied correctly. Findings of the analysis are relevant to the business goals.	7-10 Choice of analysis method(s) is appropriate and well-considered. Analysis method(s) is/are applied correctly and constantly checked against the business goals. Findings of the analysis are closely related to the business goals.		
	Organisational Training Needs Analysis	0-3 Choice of analysis method(s) is inappropriate. Analysis method(s) is/are applied wrongly. Findings of the analysis are not relevant to the organisation's training needs.	4-6 Choice of analysis method(s) is appropriate. Analysis method(s) is/are applied correctly. Findings of the analysis are relevant to the organisation's training needs.		
0-3 Choice of analysis method(s) is inappropriate. Analysis method(s) is/are applied wrongly. Findings of the analysis are not relevant to the organisation's training needs.		4-6 Choice of analysis method(s) is appropriate. Analysis method(s) is/are applied correctly. Findings of the analysis are relevant to the organisation's training needs.	7-10 Choice of analysis method(s) is appropriate and well-considered. Analysis method(s) is/are applied correctly and constantly checked against the organisation's training needs. Findings of the analysis are closely related to the organisation's training needs.		
Task (Functional) Analysis		0-3 Choice of analysis method(s) is inappropriate. Analysis method(s) is/are applied wrongly. Findings of the analysis are not relevant to the organisation's training needs.	4-6 Choice of analysis method(s) is appropriate. Analysis method(s) is/are applied correctly. Findings of the analysis are relevant to the organisation's training needs.	7-10 Choice of analysis method(s) is appropriate and well-considered. Analysis method(s) is/are applied correctly and constantly checked against the organisation's training needs. Findings of the analysis are closely related to the organisation's training needs.	10
	0-3 Choice of analysis method(s) is inappropriate. Analysis method(s) is/are applied wrongly. Findings of the analysis are not relevant to the task analysis.	4-6 Choice of analysis method(s) is appropriate. Analysis method(s) is/are applied correctly. Findings of the analysis are relevant to the task analysis.	7-10 Choice of analysis method(s) is appropriate and well-considered. Analysis method(s) is/are applied correctly and constantly checked against the task analysis. Findings of the analysis are closely related to the task analysis.		
	Individual Training Needs Analysis	0-1 Learning outcomes are not phrased with a verb that indicates action to be taken. Learning outcomes are not reflective of the training needs analyses conducted.	2-3 Learning outcomes are phrased with a verb that indicates action to be taken but the verb may not be the most appropriate. Learning outcomes are reflective of the training needs analyses conducted.	4-5 Learning outcomes are phrased with an appropriate verb that indicates action to be taken. Learning outcomes are critical drawn from the training needs analyses conducted.	
0-1 Word count is grossly below or highly exceeds word count limit. Little or no in-text citations throughout essay. Referencing format does not follow the APA format. Insufficient sources referenced.		2-3 Less than 90% of stipulated word count or exceeds 110% of maximum word count. In-text citations done according to APA format with some mistakes. Referencing follows the APA format but with some mistakes. Sufficient resources referenced.	4-5 Satisfies the stipulated word count of the assignment requirements. In-text citations done according to APA format with little or no mistakes. Referencing follows the APA format but with little or no mistakes. Sufficient and authoritative resources referenced.		
Formative comments on submission			50	0	

-APA citation Format
-Plagiarism is strictly