



Need for Training Needs Assessment (TNA) in Civil Service Training Institutions (CSTIs)

For an institute, it is important to examine the present training program, course content and identify the need to update the same. TNA is one of the key pillars of the National Standards for Civil Service Training Institutions (NSCSTI). This pillar aims to measure trainees' current competency levels and help identify training needs at the individual or the program level. The insights from the TNA process are utilised by the institute in designing and revising training programs.

Features of Training Needs Assessment pillar of NSCSTI Framework



Enabling TNA process

- Develop in-house capacity to conduct TNA periodically

Design Courses based on TNA

- Develop and redesign courses based on TNA analysis
- Follow standard process to develop all courses based on identified functional, behavioral and domain competencies

Networking

- Identify training needs through collaboration with Ministry/ Department/ Organization (MDOs)
- Partner with national institutes for implementing TNA

Steps in TNA implementation ²

Step 1:

- Develop Questionnaire
- Identify competencies through competency mapping
- Associate with an external TNA expert
- Design questionnaire

Step 2:

- Conduct Survey
- Define length and breadth of the survey/ geographical area
- Define sample size and involve multiple stakeholders
- Define and formalize SOP for conducting TNA

Step 3:

- Critically assess insights of the survey
- Analyze gathered data
- Bring out relevant insights
- Critical analysis of insights through sub-committee and focus groups

Step 4:

- Seek approval
- Present recommendations to apex committee/ academic board
- Present recommendations and seek approval from the concerned Ministry or Department

¹NSCSTI. (2022, July). Approach Paper. Retrieved from NSCSTI: https://www.nscsti.org/assets/pdf_doc/CBC_Approach%20Paper.pdf
As adopted by Sardar Valabbhai Patel National Police Academy (SVPNPA)

²Interventions are indicative in nature. Institutes are advised to seek delegation of powers from attached MDO, if they do not have authority to undertake such interventions





What can CSTIs do in Short-term to implement TNA³

- **Build in-house capacity** to conduct TNA by training faculty & staff members
- Set **Standard Operating Procedure (SOP)** for conducting TNA
- **Involve multiple stakeholders** such as MDOs, citizens and subject matter experts for TNA
- **Gather TNA data** through multiple data collection methods such as surveys, focus groups and interviews

What can CSTIs do in Long-term to implement TNA³

- **Design and update all courses** based on the outcomes and analysis of TNA
 - **Regularly update training plan** to ensure relevance and effectiveness
 - **Conduct TNA once a year** for every batch for all induction and mid-career training programmes based on the TNA steps provided in the report
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- **Formalize standard operating procedure** for updating of courses, content and delivery mechanism

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