Teacher guide

Training and development - TNT

Where does the lesson fit?

This session would serve as an introduction to training and development within a Human Resources or People in Organisations module. It could be followed by a more in-depth investigation into the types of training that could be carried out by organisations.

Suggested resources & activities related to TNT and training and development

- Full TNT case study
- Training and development PowerPoint
- Customer service lesson resources
- TNT crossword
- TNT word search

Suggested timings for the session

10 mins	Starter e.g. TNT word search
5 mins	Use the Training and development PowerPoint to discuss the topic
5 mins	Read the case study
10 mins	Questions
20 mins	Task – training needs analysis
10 mins	What have you learned?

Answers to questions

1. What is the difference between training and development?
   Training involves acquiring new skills and knowledge in relation to a current role. It is concerned with the present and the needs of the job role. Development, on the other hand, relates to a person's potential to acquire wider capabilities. It is more concerned with the future and the needs of the employee.

2. Give examples of training and development provided by TNT.
   Examples include:
   - a foundation degree with Hull College which focuses on the logistics industry
   - a management and leadership foundation degree with Coventry University
   - a five-year apprenticeship programme in vehicle maintenance

3. What evidence is there that TNT develops its workers to allow them to progress in their careers?
Development opportunities are provided that result in around 70% of supervisory roles being filled internally.

4. Analyse the importance of having and well trained and developed workforce for organisations like TNT.
Training and developing the workforce can benefit organisations like TNT because:
- Workers are able to do their jobs well. In TNT's case, they are able to deliver the levels of customer service expected from the customer focus strategy
- Improved productivity and quality of product/service
- Greater efficiency due to lower levels of wastage
- Motivated workers who are able to progress within their careers
- Succession planning
- Easier to attract workers and customers

What have you learned?
Expected learning is likely to include:
- Definitions of training and development
- Methods of training and development
- Benefits of T&D
- Costs of T&D