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| Qualify the need |
| Who is being assessed? (individual, team, organisation) |
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| What is their learning need? |
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| How was this need identified? |
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| Who does this need to relate to? |
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| What is the business impact if the need is not addressed? |
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| Establish objectives |
| What are the business goals for addressing this need? |
|  |
| Identify measures |
| What is the current level of competency/skill/capability?  |
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| How is the desired level of competency (standards)? |
|  |
| How will an increase in competency be measured (outcome)? |
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| Explore solutions |
| What is the profile of the target learners? |
|  |
| What training or other intervention will be most effective in addressing this need? |
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| Can this need be addressed internally? |
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| Can this need be addressed using existing solutions/resources? |
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| Solution design |
| What resources (physical/people) are required to address this need? |
|  |
| What product(s) will be required to deliver this solution (e.g. workshop, e-learning etc.)? |
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| What special considerations need to be factored in to the solution design? |
|  |
| Solution delivery |
| Who will delivery this solution? |
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| When and in what format will delivery occur? |
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