

Training Needs Analysis (TNA)

Scenario

ABC Suites (Pty) Ltd

“Growth responds to Structure whether organizational or personal. Build a structure for your life if you must grow” – Awolunate Samuel

The Challenge:

At ABC Suites, HR Director Molly Coddle was passionate about staff development—but the process lacked structure. Training requests came in ad hoc, often through casual conversations or email threads, making it difficult to track demand, prioritise budgets, or align learning with strategic goals.

Molly wanted to empower staff to take ownership of their growth while giving HR a clear view of what training was needed, who wanted it, and how it aligned with business priorities. She needed a two-way system: one that informed staff of available opportunities and gave HR real-time insight into interest levels and emerging needs.

How ABC Suites uses epic:

Epic’s **Training Needs Analysis (TNA)** feature gave ABC Suites the structure and visibility they needed to turn development into a shared, strategic process.

Molly created a customised training form listing all available options—grouped under headings like Instructor-Led Courses, Microsoft Skills, Apprenticeships, Online Learning, and Internal Coaching & Mentoring. Staff could browse, select, and submit their preferences, with an open-ended “Other” section capturing new ideas outside the current catalogue.



The form could be linked to appraisal periods, making it part of the performance conversation. HR gained instant access to live reports showing interest levels, request volumes, and training trends—perfect for budgeting, planning, and building a Workplace Skills Plan.

The result? Staff felt informed and involved, HR felt empowered and prepared, and ABC Suites built a culture where growth was structured, visible, and aligned.

“From scattered requests to strategic development—Epic’s TNA feature helped ABC Suites turn learning into a shared journey.”