



P•T•I TRANSFORMATION PROJECT PHASE ONE: NEEDS ANALYSIS

Phase One: Needs Analysis

- ◆ Determine satisfaction with current P•T•I programs;
- ◆ Explore opportunities to enhance offerings;
- ◆ Identify current/future needs not adequately addressed;
- ◆ Evaluate interest in alternate delivery methods;
- ◆ Investigate how training and certification is handled by other industry associations.

- 16 Industry Assoc/Organizations**
(Environmental Scan)
- 18 Sr. Executives (Telephone Interviews)**
- 4 Regional Business Partners**
(Telephone)
- 257 HR or Line Staff (Online Survey)**
- 510 Trainers/ Examiners (Online Survey)**

8 Components of Research:

1. Gather member specific data on current internal training activities
2. Review current offerings of P•T•I
3. Determine interest in alternate delivery methods
4. Determine interest in general safety programs

- 5. Determine interest in regulatory-based curriculum**
- 6. Determine interest in soft-skills training**
- 7. Determine interest in expanded functional training programs**
- 8. Determine interest in offerings to enhance performance**

1. Gather member specific data on current internal training activities

Peer to Peer

- On the job training
- Site specific for small group

Classroom

- Most Common
- Concepts are complex and require hands-on

Self Study

- Content needs to be covered immediately
- Trainers not available

E Learning

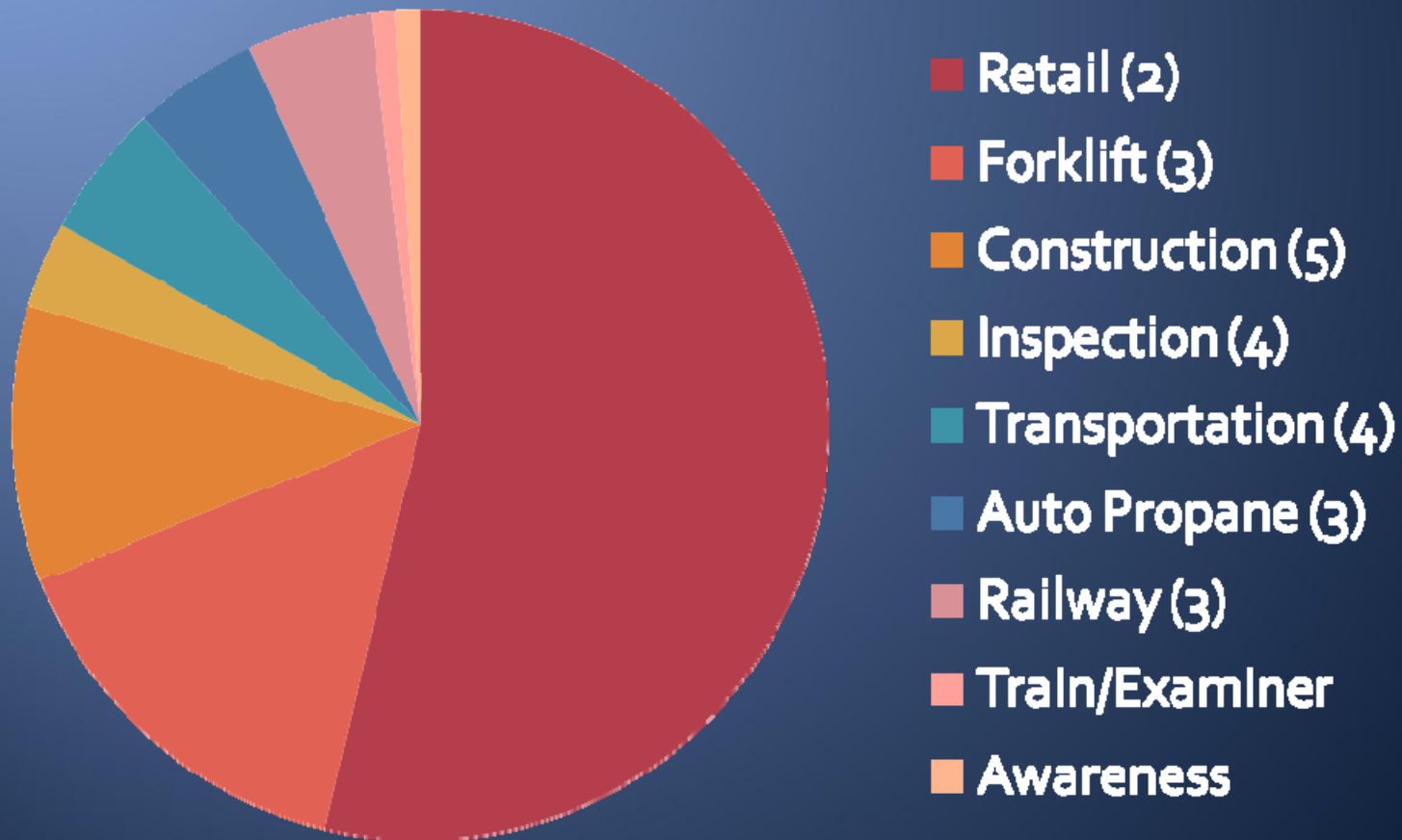
- Love it or hate it!
- Content needs to be covered immediately
- Trainers not available

Current Training: Other Canadian Associations

- ◆ *Classroom Training* for compliance, technical training and leadership development.
- ◆ A few currently offer Elearning, Webinars and DVD's.
- ◆ \$583/795 for 39 hours
- ◆ 3 day/\$750, 2 /\$575,
- ◆ 1 day \$235
- ◆ Self-Study at \$225.
- ◆ Elearning: \$100 per course or any 3 courses for \$250.00

2. Review current offerings of P•T•I

Anticipated Usage



Current Offerings: Awareness & Building Relationships

Current Awareness

- Limited awareness in Retail less in Wholesale, Manufacturers, Producers and Transporters.

Opportunity

- Respondents want to know more (What does P•T•I offer?)
- Asking for increased advertising (electronic and hard copy).
- A desire for direct communication – want to see and talk to someone.

Current Offerings: Workforce Challenges

Front line employees dispensing propane (e.g. gas bar attendants) are identified as the group of employees who are most difficult to get training completed.

Contributing factors include:

- ◆ Timely need for training
- ◆ High Turnover
- ◆ Limited Access to Trainers

Current Offerings: Cost of Training

Factors influencing the cost of training include:

- ◆ High turnover;
- ◆ Geographic location (making access to trainers difficult, increasing travel related costs);
- ◆ Re-testing (Students who fail their first attempt at certification must pay the full course fee in order to purchase the exam).

Current Offerings: Quality of Training

- Access to Qualified Trainers
- Support Materials
- Consistently Updating Materials
- French Materials
- Proofreading and Editing
- Cost of Training

3. Determine interest in alternate delivery methods

Self Study, Elearning & Webinars

- Repeat/refresher/recertification of the material
- Simple concepts
- Low risk for errors (both frequency and outcomes)
- Limited access to trainers

4/5 Determine interest in general safety training and regulatory-based curriculum.

- ◆ General safety related training - most member organizations focus on.
- ◆ Most organizations provide WHIMIS, TDG and general site safety training.
- ◆ Most organizations already have a loyalty to an existing provider.

6/7/8

Determine interest in soft-skills training, expanded functional training programs or other offerings to enhance performance.

Emerging Trends

There is a strong expectation that
PGAC and P•T•I

***“will stay on top of all things
propane.”***

*“They will ensure that I know what
is going on in the industry.”*

Emerging Trends:

Develop Collaborative Relationships

A desire for the Propane Training Institute to intentionally and strategically develop collaborative relationships with all stakeholders including PGAC members, Regional Business Partners (RBP) and Trainers/Examiners.

Next Steps

Foster Compliance

Foster compliance as a solid business choice; look for efficient, and innovative ways to make it easy for all members to keep compliance top of mind.

Updating Programming

Update and expand current offerings, focused on finding cost effective solutions for ease of compliance and overall member development.

Special Thanks
to all of you who have invested
time and energy as participants in
this research
project.

We appreciate you!

PGAC members & P•T•I want the
same thing:

***A more 'collaborative and
innovative' approach to the
services PTI offer.***