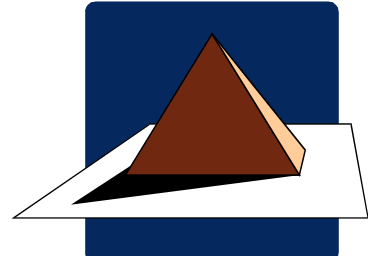


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“Service Measured To The Standard”

~ A.T.T.A.C. TRAINING ~

How effective is your training in achieving long-term skill improvements? If it is not successful, you may be pulling on a door marked **PUSH**. Please enter here!

How do you plan and provide your training? Probably it is comprised of on-the-job training, some classroom instruction with handouts and an occasional test. The demand to reduce overall costs increases with each passing year. The methods currently used to train personnel may be ineffective as well as inefficient. Consider these possibilities:

1. The training material presented does not meet the need.
2. Some students who attend will not necessarily use the training.
3. The students may not have a comprehensive evaluation.
4. The instructor and his methods may be ineffective.
5. The long-term skill improvement is not followed up by observation and certification.

One cost-effective method to address new skills or improving old practices is through the use of the A.T.T.A.C. Training Process. What is A.T.T.A.C.? It stands for Assess, Train, Test, Audit, and Certify. Each step in the process is critical for a successful training program.

The first step is to **Assess** the training needs by evaluating skill performance. A couple examples: equipment failures may identify common improper work practices; reviews may reveal a lack of understanding of the tasks. The list of training topics should be prioritized by the greatest financial benefits.

The second step is to provide **Training** according to one of two categories. First, departmental training should be provided based on safety or general skill definitions. Second, specific training should be limited to the individuals who are directly involved with the associated tasks. Training time should target the material which was identified in order to be cost efficient.

The third step is to provide written *and* hands-on **Tests** at the completion of the training session. This step is important to evaluate the short-term knowledge gained. Testing also provides immediate feedback on the classroom training.

The fourth step is to **Audit** the training by observing the personnel practicing the lessons. The audits help clear up “fuzzy” comprehension by providing immediate feedback. Additionally, audits provide a long-term evaluation of the effectiveness of the training program. Auditing is the *most critical* step.

The final step is the **Certify** the individual’s training. Certification indicates that the student meets the employer’s requirements.

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