

CASE STUDY

Training Gap Analysis – Identifying gaps in Training Competencies

Underground Coal Mine

Objective

Core Crew Training was engaged to conduct a comprehensive analysis of the client's existing training data to assess the effectiveness of their workforce development programs. By evaluating training records, and competency frameworks, our objective was to identify gaps in knowledge, skills, and compliance requirements.

This analysis provided valuable insights into areas where additional training or upskilling was needed, enabling the client to enhance workforce capabilities, improve operational efficiency, and ensure alignment with industry standards and compliance with statutory requirements.

The Challenges

The client struggled with several obstacles impacting the effectiveness of their training programs. Some of the key challenges were:

- Inconsistency in the client's existing training data, making it difficult to evaluate and address skill gaps.
- A misalignment between current training programs and the evolving needs of the workforce.
- Lack of a centralised training database, causing inefficiencies.

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Challenges

- Inconsistency in client's existing data
- Lack of alignment between current training programs and workforce needs
- Lack of centralised training database – causing inefficiencies

Benefits

- **>106% increase** in competencies tracked
- Training gaps reduced by **38%**
- Resolved inconsistencies by creating a structured, worker-specific TNA Matrix
- Identified high-demand training areas for strategic planning
- Developed a custom training dashboard

Our Approach

Our team's approach ensured a clear and data-driven process to assess and enhance workforce competency compliance.



Data Collection and Analysis

Our team initially sourced the client's TNA Matrix, which outlines the competencies and training each role is required to hold for compliance.



Data Mapping

We then cross-referenced the TNA Matrix with individual worker records to identify training gaps and current competency standings.



Visual Representation

A new, worker-specific TNA Matrix was then developed using a colour-coded system to provide an overview of each employee's compliance status.



Training Forecasting

We analysed competency gaps and highlight high-demand training areas, allowing the client to prioritise workforce development efforts efficiently.



Dashboard and KPI Tracking

A customised dashboard was developed, presenting real-time compliance metrics, key performance indicators, and insights for continuous improvement.

Our Results

Our structured approach delivered significant improvements in workforce competency management. By addressing inconsistencies in the client's existing data, we provided a centralised, accurate, and easily accessible training matrix. This streamlined data management enabled better alignment between training programs and workforce needs, reducing inefficiencies and ensuring compliance with statutory requirements.

Some **key outcomes** were:

- Resolved inconsistencies by creating a structured, worker-specific TNA Matrix.
- Identified high-demand training areas for strategic planning.
- Developed a custom dashboard delivered key metrics and compliance tracking.
- **>106% increase** in competencies tracked.
- Training gaps decreased from 39% to **24%**.

