# Whitepaper
## 4 Reasons to Outsource Your Training

ID and BADGING | TSA SECURITY | DRUG and ALCOHOL | ONLINE TRAINING | FINGERPRINTING

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# Introduction

*When it comes to outsourcing your training program, it's all about decisions.*

Every day you make several decisions on behalf of your department or company. While most of these decisions have to do with your business' core competencies, you are often faced with decisions that fall outside of your technical expertise. Outsourcing is one of them.

The challenging decision as to which aspects of your business should be outsourced - or whether to outsource at all - can have a significant impact on your ability to meet your strategic objectives.

Outsourcing can save on costs, give you access to the latest technology and help you keep up with industry standards. On the other hand, steps need to be taken in order to ensure that quality and security standards are upheld.

In this whitepaper, we'll discuss outsourcing as it relates to training functions within the aviation industry. For most employees in the industry, training is required. However, the specific training modules required vary by position. It's your job to determine the most economical, efficient and effective way to train all of your employees and adhere to regulations, whether you do so in house or decide to outsource your training program.

In the following pages, we'll explore the benefits of outsourcing your employee training program and discuss how to know if you should consider outsourcing your program. We'll also provide you with some additional resources to help you get started on outsourcing your training.

# Should You Consider Outsourcing?

As we discussed in the introduction, the decision as to whether to outsource your training program is complex. Before we dive into the reasons that businesses like yours benefit from outsourcing their training program, let's explore some of the signs that outsourcing your training program could be right for you.

Consider the list below. If one or more of the of the following statements apply to you or your company, you should evaluate whether outsourcing your training program could be of benefit:

- ✓ My organization finds it difficult to keep up with the ever-changing regulatory environment for employee training.
- ✓ My organization spends a significant amount of time each month tracking the status of employee training.
- ✓ I do not have a quick and easy way to identify whether an individual employee has started or completed their required training.
- ✓ My organization does not have access to a subject-matter expert who is an aviation industry veteran to teach required training modules.
- ✓ My organization struggles with producing proof of completion for employee training upon the request of auditors.
- ✓ My organization does not provide position-specific training.
- ✓ My organization does not have an easy way of keeping up with regulatory changes as they happen, so that our training program can be updated immediately to reflect those changes and remain in compliance.
- ✓ My training program is not presented in a format that is user-friendly to the employee.
- ✓ The technology used by my organization for tracking employee-training status does not offer automatic reminders of due for training renewal.

Do any of the statements listed above strike a chord with you? If so, keep reading. It's time to explore the benefits of outsourcing your employee training program.

# Outsourcing Benefit #1: Training is Not Your Core Competency

Let's face it – providing required training to your employees is not the reason for your organization's existence. You are running your business to execute on your organizational mission, serve your customers and achieve your goals.

However, running an employee training program demands a significant amount of organizational resources. Keeping track of the training status for new hires and current employees is both tedious and time consuming. Not to mention that proving the completion status of employee training when auditors come around is messy and difficult. Before long, the organizational resources that must be allocated in order to keep your business in compliance force your focus away from the things that matter most – your core mission.

> **Top Training Time-Wasters**
> - ✓ Tracking individual completion status
> - ✓ Monitoring new regulations and training requirements
> - ✓ Keeping up with existing-employee training renewals
> - ✓ Demonstrating training completion to auditors

Handling employee training in-house is both cumbersome and expensive, but it doesn't have to be. By outsourcing your training needs to a trustworthy and competent provider, you can keep your focus on your core mission. Furthermore, investing in a provider that uses technology to help you avoid your top training time-wasters, will help ensure that your training program is both efficient, effective and economical.

When outsourcing your training, be sure to seek out a provider that gives you both the training expertise and technology to help you manage your training program smoothly. A high-quality provider will offer you training performed by industry veterans who are experts in the aviation industry. Additionally, you should look for a training provider who will give you access to a technology platform that makes it easy to monitor employee progress on the individual level and easily demonstrate the completion status of individual employees across the entire organization.

Choosing the right training provider will mean more time for you to focus on your business and its objectives. Don't waste internal resources managing a costly and time-consuming program, when you could partner with the experts to deliver better results, faster.

# Outsourcing Benefit #2: Manage Your Risk

Every business incurs some level of risk. Your job is to manage that risk in order to minimize negative consequences for your business. Your employee-training program is a source of risk and holds particular importance in the aviation industry. If employees are not properly trained, an adverse situation could lead to disaster.

How effective are you at managing your organization's risk associated with employee training? Running an effective employee training program is a critical function in every business. After all, your employees *are* your company. Well-trained employees are safer, more productive and more conscientious employees. On the other hand, improperly trained employees can lead to accidents, failed audits, costly fines or negative press.

*"Well-trained employees are safer, more productive and more conscientious employees."*

In this case, you could think of your employee training programs as a form of insurance. The better you train your employees and the more proactive you are about adhering to the latest regulations means that negative consequences are less likely. Of course, a certain level of risk will always exist. However, you can use your training to program as a tool to manage that risk.

Provided that you choose the right training partner, there are certain risk management advantages when it comes to partnering with an external agency to deliver your employee training:

- ✓ Access to industry-veterans who are subject-matter experts on the topics being explored in each training model means that your employees will be learning from the best in the business.
- ✓ Targeted, role-specific training means that your employees will receive training that is relevant to them in their daily roles.
- ✓ Technology that gives administrators an instant snapshot of training status for employees and issues reminders when training is needed or regulations change, means that you'll always be in compliance and won't risk a failed audit.

When it comes to managing risk, there's no sense letting the things that we can control go by the wayside. Partnering with a training provider that brings the best technology and training professionals to your training program means a lower overall risk to your business.

## Outsourcing Benefit #3: Lean on Subject-Matter Experts with Industry Experience

10,000 hours, according to best-selling business author Malcolm Gladwell, is the time required to become an expert at something. Delivering a winning training program to your employees requires an expert. In order to offer a top-notch training program, you need to have access to an expert, whether it is in-house or an external partner.

*"When you choose to outsource your training needs to a partner organization, you don't have to worry about bleeding knowledge capital that you've taken years to cultivate."*

While this can certainly be handled in-house, there are a certain number of challenges associated with doing so. The person handling your training program is tasked with becoming a subject-matter expert in the training material as well as becoming an expert at administering a training program. This requires a significant amount of time and dedication in order to do this successfully, and often requires more than one employee. Additional pressure is placed on your resources, as employees responsible for delivering your training program, must constantly educate themselves on the ever-changing rules, regulations and requirements – then turn around and implement those changes so that they are a part of your training program going forward.

Furthermore, the employee who runs your training program holds a great deal of knowledge – what happens when they decide to retire or switch jobs? They take all of that knowledge capital with them and you start from scratch.

Outsourcing your training program provides you with access to industry veterans who are subject-matter experts in the specific training area that your employees require in order to stay compliant. Outsourcing your training program means that you will have access to the most-qualified instructors in the aviation industry to train your employees. This is a major factor in building a high-quality training program. Furthermore, when you choose to outsource your training needs to a partner organization, you don't have to worry about bleeding knowledge capital that you've taken years to cultivate. In fact, you'll now have access to entire team of people who are responsible for executing a successful training program for your team. This, in turn, helps you maximize your efficiency and use your internal resources to contribute to achieving your goals as an organization.

# Outsourcing Benefit #4: Reduce Your Costs

Outsourcing is recognized by many businesses as a means to reduce costs. When it comes to outsourcing your employee training program, the aviation industry is no different.

*"In this day and age, businesses are running leaner. It's important to reduce costs whether possible."*

Consider your personnel costs, or the expenses related to running your training program, such as producing training materials and monitoring compliance. The costs associated with running a successful training program and keeping up-to-date with the latest regulations are high. In this day and age, businesses are running leaner. It's important to reduce costs whether possible in order to maximize the bottom line.

There are several cost-saving advantages to outsourcing your employee training program:

✓ The money that you invest in your training provider gives you access to a team of instructors who specialize in the aviation industry. If you are handling your training program in house, it's likely that you have only one employee tasked with both delivering and administering the training.
✓ Outsourcing your training saves you money on the countless hours spent managing a traditional training program. A training partner like NATA Compliance Services provides you with access to technology that helps you manage your training program in minutes rather than hours.
✓ Enlisting a training partner to help you with your training program will ensure that your training program is up-to-date and that you have all necessary documentation that you need to prove that all required employees have completed training. This will save you from potential finds assessed by being out of compliance.

If you are considering outsourcing your employee training program in order to save costs, we encourage you to do an internal audit of all hard and soft costs associated with running your training program before exploring providers. Starting with an accurate cost comparison will help you make your decision.

# Conclusion

*Again, it's all about decisions.*

The decision on who will train employees isn't a one-time decision, either. It should be something you reevaluate as a company on a regular basis. After all, just because you have done something one way in the past, doesn't mean it is how you should do it in the future. Trends, people and requirements change and that all affects how we do business.

As your company grows, the number of decisions you have to make each day will increase. Outsourcing your employee training is one of the easier business decisions you can make.

# Additional Resources

NATACS's online training program offers comprehensive training to ensure you're in compliance while taking the burden of administering the training and keeping up with the changes in regulations off of you.

Our program helps you stay on top of everything efficiently, tracking all records and training progress online including, certificate issuance, record retention, reminders for recurrence, and required training updates.

Contact us today or click on the links below to learn more about our training programs:

- General Security Awareness Training
- Drug Program Training
- Fingerprint Collector Training
- TSA Security Program Training
    - DASSP In-Flight Security Coordinator Training
    - DASSP Primary and Alternate Security Coordinator Training
    - DASSP All Employee Training
    - FBO Primary and Alternate Security Coordinator Training
    - FBO All Employee Training
    - TFSSP In-Flight Security Coordinator Training
    - TFSSP Ground Security Coordinator Training
    - TFSSP All Employee Training


Get started today by calling us at 1-800-788-3210 or visit our website!

## About NATA Compliance Services, LLC

A subsidiary of the National Air Transportation Association (NATA), considered the "Voice of Aviation." NATA Compliance Services (NATACS) was founded and is led by aviation experts who understand the industry and its needs. NATACS' programs are tailored to meet the compliance needs of operators under regulations by FAA, TSA, DOT and CBP, et. al.  As a premium provider, their services range from TSA fingerprinting and clearance issuance, flight crew and employee badges, online security and compliance training, anti-drug and alcohol misuse prevention program management, background checks and airport/company badging and access systems. No other team is better suited to help you comply with confidence than NATA Compliance Services.