

1. The table below outlines the external training spend in the previous 3 fiscal years. The data on external training relates to training which is delivered externally to Scottish Enterprise:

Request	Detail	17/18	18/19	19/20
External training spend in the previous 3 fiscal years	Amount spent through the Civil Service Learning contract	£18,658.52	Nil (no invoice)	£16,852.38
	Amount spent to deliver external training through other contracts	£76,225.00	£86,640.00	£86,858.00
Under the Civil Service Learning contract	Amount spent on online/digital delivery	£18,658.52	Nil	£16,852.38
	Amount spent on in-person delivery	£0	£0	£0
	Amount of spend allocated for bespoke courses specifically developed for your needs	£0	£0	£0
	amount of spend allocated for 'off-the-shelf' training material	£0	£0	£0

2. The table below is a breakdown of the 2019/20 external training spend through the CSL contract in Scottish Enterprise by course. Please note it was not possible to provide the training provider for each of the courses, as they were all delivered as e-learning courses, which do not state the name of the original provider.

In summary, the detail equates to 614 colleagues undertaking 83 separate e-learning courses at a cost of £16,852.38, which is an average of £27.45 per course. It should be noted that the average figure was used to calculate the course cost within the table and therefore shows a slight difference in overall cost.

Delivery Method	Course Name	Subject Area	Learners per course	Cost
E-Learning	Active listening 2013	PE	2	£54.90
E-Learning	An introduction to the European Union	PE	1	£27.45
E-Learning	Analysing evidence: effective collaboration	PE	2	£54.90
E-Learning	Analysis and use of Evidence	PE		£0.00
E-Learning	Awareness of finance in government (online)	PE	2	£54.90
E-Learning	Basic digital skills	D	2	£54.90
E-Learning	Basic Fire Awareness for all staff	M	103	£2,827.35
E-Learning	Becoming disability confident	M	9	£247.05

Delivery Method	Course Name	Subject Area	Learners per course	Cost
E-Learning	Children's rights	PE	1	£27.45
E-Learning	Civil Service written communications	C	2	£54.90
E-Learning	Collaboration across departments, government and beyond	PE	1	£27.45
E-Learning	Commercial awareness	PE	1	£27.45
E-Learning	Communicating with customers 2013	C	3	£82.35
E-Learning	Competency Framework Self Assessment - Level 2	PE	1	£27.45
E-Learning	Competency Framework Self Assessment - Level 3	PE	2	£54.90
E-Learning	Counter fraud, bribery and corruption: all staff	M	15	£411.75
E-Learning	Counter fraud, bribery and corruption: managers	M	1	£27.45
E-Learning	Customer insight	PE	3	£82.35
E-Learning	Delegation: achieving results through others (online)	PM	1	£27.45
E-Learning	Delivering Excellent Customer Service Part 1	PE	4	£109.80
E-Learning	Developing a Customer Service strategy	PE	1	£27.45
E-Learning	Developing people	PM	2	£54.90
E-Learning	Devolution and intergovernmental working (online only)	PE	2	£54.90
E-Learning	Digital skills - Listening to users	D	2	£54.90
E-Learning	Digital skills - Starting with user needs	D	2	£54.90
E-Learning	Digital skills - Transforming services with Agile	D	2	£54.90
E-Learning	Digital skills - Using social media in public services	D	3	£82.35
E-Learning	Drafting for Success: Critical Review	C	1	£27.45
E-Learning	Economics for Non-Economists	PE	2	£54.90
E-Learning	Effective Communication	C	2	£54.90

Delivery Method	Course Name	Subject Area	Learners per course	Cost
E-Learning	Emotional intelligence	PE	1	£27.45
E-Learning	Equality, diversity and inclusion in the Civil Service	M	16	£439.20
E-Learning	Excel foundation	D	9	£247.05
E-Learning	Finance Foundations	D	6	£164.70
E-Learning	Finance Skills For All Module 1 - Financial Planning and Control Part 1	PE	1	£27.45
E-Learning	Finance Skills for All Module 8 - Interpretation of Accounts	PE	2	£54.90
E-Learning	Fraud	M	13	£356.85
E-Learning	Gathering and Analysing Information	PE	1	£27.45
E-Learning	Get to Grips with Statistics	PE	1	£27.45
E-Learning	Getting it right: scope and change	PE	2	£54.90
E-Learning	Giving feedback (online)	PM	1	£27.45
E-Learning	Going the extra mile for your customer	PE	1	£27.45
E-Learning	Governance, assurance and audit	MI	1	£27.45
E-Learning	Government security classifications	MI	12	£329.40
E-Learning	Handling challenging customers	C	1	£27.45
E-Learning	Handling complaints	C	1	£27.45
E-Learning	Health and Safety Awareness for all staff	M	104	£2,854.80
E-Learning	Health and Safety Awareness for Managers	M	1	£27.45
E-Learning	Health and safety awareness for managers 2019	M	2	£54.90
E-Learning	In the workplace	M	15	£411.75
E-Learning	Innovative Delivery Models E-Learning	PE	1	£27.45
E-Learning	Introducing unconscious bias	M	11	£301.95
E-Learning	Introduction to communicating effectively	C	3	£82.35
E-Learning	Introduction to continuous improvement and quality management	MI	2	£54.90

Delivery Method	Course Name	Subject Area	Learners per course	Cost
E-Learning	Introduction to policy	PE	1	£27.45
E-Learning	Introduction to social media	C	3	£82.35
E-Learning	Introduction to Sustainable Development	PE	1	£27.45
E-Learning	Legal Awareness	MI	1	£27.45
E-Learning	LGB&T Awareness	PE	2	£54.90
E-Learning	Literacy	PE	1	£27.45
E-Learning	Management of Risk	MI	1	£27.45
E-Learning	Managing information as an asset	MI	12	£329.40
E-Learning	Managing poor performance	PM	2	£54.90
E-Learning	Managing reactions to change (online)	PM	1	£27.45
E-Learning	Managing risk, issues and dependencies	MI	1	£27.45
E-Learning	Managing Teams Remotely	PM	1	£27.45
E-Learning	Mental health at work	W	2	£54.90
E-Learning	Operational Delivery Profession	PE	1	£27.45
E-Learning	Our inclusive workplace	PE	13	£356.85
E-Learning	Project planning	PE	1	£27.45
E-Learning	Protecting and sharing information	MI	13	£356.85
E-Learning	Resilience and wellbeing (online)	W	1	£27.45
E-Learning	Staying safe online	W	14	£384.30
E-Learning	Success Profiles: applying for jobs (online)	PE	1	£27.45
E-Learning	Success Profiles: interviewee skills (online)	PE	1	£27.45
E-Learning	Systems and complexity	PE	1	£27.45
E-Learning	Tackling unconscious bias	M	11	£301.95
E-Learning	Unconscious Bias	M	102	£2,799.90
E-Learning	Unconscious bias (online)	M	5	£137.25

Delivery Method	Course Name	Subject Area	Learners per course	Cost
E-Learning	Unconscious bias in recruitment decisions	M	11	£301.95
E-Learning	Unconscious bias in the workplace	M	12	£329.40
E-Learning	Well-Being, Resilience and Stress - E-Learning	W	2	£54.90
E-Learning	Working flexibly	W	12	£329.40
E-Learning	Working with Agile	PE	1	£27.45
	<b>Total</b>		<b>614</b>	<b>£16,854.30</b>

#### Subject Area Codes

- C Communications
- D Digital
- M Mandatory
- MI Managing information & Risk
- PE Personal Effectiveness
- PM People Management
- W Wellbeing & Resilience