



HM158: Managing Training & ROI through ISO 29990

Training Description:

This intensive training course will provide you with the essential knowledge and skills to gain greater strategic value from your investment in training and development. The focus of this training course will be the analysis and alignment of business objectives in relation to ISO 29990 in order to ensure the highest quality procedures are applied when engaging a learning service provider. This is an essential course for those who are responsible for ensuring the correct engagement and credibility of learning service providers as well as creating, measuring and managing training and interventions

ISO 29990:2010, Learning services for non-formal education and training – provides basic requirements for service providers, will also enhance transparency and allow comparison on a worldwide basis of learning services, offering a single alternative backed by international consensus to the huge variety of national service and management standards which now exists in the field of non-formal learning. This relatively new ISO standard aims to improve the quality of offerings on the global market that has grown up around non-formal education and training, such as vocational training, life-long learning and in-company training.

The training course will highlight:

- ✓ Issues related to the management of the training budget and the 'training spend'
- ✓ Ensuring that proposed training programmes are relevant and the business case to support planned expenditure can be made
- ✓ Demonstrating that Cost-benefit and/or ROI has been achieved
- ✓ Ensuring the correct engagement of service providers utilizing the ISO 29990 standards

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Utilise ISO 29990 as the business quality standard
- ✓ Apply the techniques training need analysis (TNA)
- ✓ Develop and propose a business case for training to meet strategic business objectives
- ✓ Analyze cost-benefit and return-on-investment for training and development activities

Training Designed for:

This course is intended for HR, L&D and Training professionals, line managers, team leaders, but will greatly benefit those who:

- Utilise ISO 29990 as the business quality standard to engage learning service providers
- Apply techniques to identifying business training needs
- Develop and propose a business case for training to meet strategic business objectives
- Prepare and create training and development budget and financial reports
- Analyze evaluation methods to aid the management and measurement of investment
- Have direct responsibility for the training budget within the organisation and wish to gain greater effectiveness and efficiency in managing this
- Are responsible for initiating training programmes or authorizing expenditure for training and wish to gain a greater understanding of training budgets and ROI
- Are responsible for Human Resource / Organisational Development and the planning and delivery of training programmes at a strategic level
- Are responsible for the planning and implementation of training programs

- Need to know about training evaluation and ROI

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ **Understanding the ISO 29990:2010**
 - Business strategy: the need for long-term planning for future skills and competences
 - The ISO 29990 standard
 - Learning services for non-formal education and training
 - Basic requirements for service providers
 - Creating the business case for the training investment
 - The business case for training, learning & development
- ❖ **Defining Training Needs and Understanding Competencies**
 - Understanding the training cycle and why it matters
 - Introducing Training Needs Analysis (TNA)
 - The role of competencies in learning & development
 - How competencies can be measured
 - TNA at corporate, department, team and individual level
 - Awareness of different learning styles and how to provide for them
- ❖ **Setting Objectives & Evaluating Training**
 - Why clear and measurable learning objectives matter
 - Understanding and applying cost-benefit analysis
 - How to measure training return-on-investment (ROI)
 - What to measure: defining the measurement parameters and metrics
 - Training budget planning and formulation
 - Personal action planning
- ❖ **Course Conclusion**
- ❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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