

DAY 1

Defining ISO 29993 - Quality Assurance of L&D to Meet Business Needs

- Strategy and Organisational Development
- Planning for Future Skills and Competences
- ISO Standard – *Framework and Structure*
- The ISO: 29993:2017 Standard: Overview
- Aligning Learning and Development to Business Objectives
- Creating the Business Vase for the Training Investment
- Evaluation – *Methods and Models*

DAY 2

Management of the L&D Function to ISO 29993:2017 Standards

- General Information Provision Development
- Training Needs Analysis: Requirements and Format
- Design of the Learning Service
- Sponsors and Learners: Requirements
- Service Delivery Standards
 - Staff
 - Learning Material
 - Learning Environment
- Facilitators: Standards, Assessment and Evaluation
- Assessment of Learning
- Monitoring and Evaluation of the Learning Service

DAY 3

Applying ROI Process in Training

- L&D Budget Planning and Formulation: Factors and Structure
- ROI: Process and Methods
- Self-Action Planning: Gap Analysis Assessment / "Health-check" to Gaining the ISO 29993:2017 Standard
- Next Steps