Adding Value to T&D Investment:

Workshop for ISO 10015+ Training Quality Management System
14-16 September 2005, Shanghai
Co-Organised by the Executive Learning Centre, Shanghai

'The quality of a company's human capital is quintessential to ensure long-term competitive advantage and survival in today's global economy. In a knowledge-based economy, training is "mission-critical" to develop and maintain high levels of human capital.'

Academy for Quality in Training & Education, 2004

Programme Objectives

This ISO 10015+ workshop intends to achieve the following:

- to sensitise MNCs and their internal stakeholders of HRD to the need for more effective management systems for human resource development;
- to introduce and provide initial training of executives or managers, who are interested in strengthening the corporation's performance through improving the quality of their workforce;
- to provide first hand exposure to the application of ISO 10015+ in corporate or organisational context.

Programme Overview

The ISO 10015+ as a quality management system safeguards quality in training and supports a company's vision, strategy and culture to ensure sustainability and profitability.

This ISO 10015+ workshop is a foundation workshop of AdeQuaTE®'s Advanced Competence Development Programme on HRD *and* AdeQuaTE®'s Lead Auditor Course for ISO 10015+. It is based on action learning principles and consists of the following modules:

1. Interactive workshop on ISO 10015+ (1 day, 14th September)
2. Site visits and initial gap analysis (1 day, 15th September)
3. Review and brainstorming workshop (half day, 16th June)

Learning Outcome and Benefits

- Participants will acquire basic knowledge of the ISO 10015+ and develop a diagnostic framework concerning the performance and quality assurance of T&D function and services.
- Participants will become familiar with the AdeQuaTE® interpretation of ISO 10015+ Quality Standard for training and its added value to managing the HRD and T&D function.

- Participants will develop further their own working model concerning effectiveness and efficiency of training function and its quality assurance.

Participants

This ISO 10015+ Workshop has been designed to address the needs of professionals interested in effective management of T&D programmes and investments within corporations, including:

- Vice Presidents, Directors and Managers of HR, Training, OD, Performance Management
- Organisation leaders in charge of talent management
- Organisation Development (OD) and Organisation Effectiveness (OE) practitioners
- HR professionals and generalists looking to expand their knowledge of HRD and quality assurance

Maximum Number of participants: 20

Programme Instructor/Facilitator

Dr. Lichia Saner-Yiu

Registered Lead Auditor for ISO 10015+ (2003 -   )

Lichia is the President of Academy for Quality in Training and Education (AdeQuaTE®) in Geneva, Switzerland; Co-founder of Organisational Consultants Ltd, Hong Kong; Visiting professor at different universities; Consultant in organization development for 3M, BASF, Motorola Daimler-Benz, TCE, BNP Paribas; Lead Auditor for ISO 10015+ certification at Haier

Group Company, Shanghai Telecom, Jiangwei Automobile and pre-audits in different MNCs in Switzerland and N. America.

Lichia has authored numerous articles, books; chaired international conferences and served on committees of academic organizations. She is an executive member of the Academy of Management (Management Education and Development Division) and long-term member of the International Association of Institutes and Schools of Administration.

Program Language

English

To Register

Please contact Ms. Julia Feng at 86 21 6208 0398 or send her an email at
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About Organisers

The Academy for Quality in Training and Education (AdeQuaTE^{TM} is a division of CSEND with the mandate to provide ISO 10015+ certification and registration services. It conducts training workshops for ISO auditors and HR professionals on introductory and advanced professional development programmes. (www.AdeQuaTE.org)

The Centre for Socio-Eco-Nomic Development (CSEND) is an independent, non-profit foundation. CSEND conducts research and development projects and engages in adult education programmes in support of performance improvement of organisations and public institutions. (www.csend.org)

Executive Learning Center is a professional service provider of human resources development and learning programs to Fortune 500 companies in China. Executive Learning Center is a premium provider of executive and management programs such as Executive Development Program, Strategic Management, Leadership, Business Innovation, Human Resources Management and Change Management. (www.executivelearningcenter.com)

Programme Overview

Module 1: Interactive Workshop Agenda

The following topics will be covered during the workshop:
- Part 1: System Management Tool for Training: ISO 10015+ and its core elements
- Part 2: Organisational analysis and training needs definition
- Part 3: Training evaluation and return on investment (ROI) of training
- Part 4: Preparation for the field work: Gap analysis and scoping exercise

Module 2: Site Visits and Initial Gap Analysis (15th September)

As part of the learning process, an action learning component is incorporated in this workshop design.   Site visits to two training departments will take place on 15th September 2005.   Participants will be divided into two groups and assigned responsibility for reporting on one of the two sites.   These visits will be accompanied by the programme instructor, one of the world leading expert in quality assurance in training and organisational effectiveness.

Objective of this on-site assessment visit is to get an overview of the existing training management system and to compare it against the ISO 10015+ standard.   Participants will then have a more realistic understanding how the ISO 10015+ standard can be used and will be able to identify the existing gaps in fulfilling the ISO 10015+ requirements.

Duration: 3 hours on site.

Module 3: Review and Brainstorming Workshop (16th September)

A review session will take place with the participants to reflect on the experiences and to brainstorm on intervention strategies in implementing ISO 10015+ and potential challenges.

Other topics will be covered include:
- Third party verification and registration
- Requirements for implementation of ISO 10015+ Quality Assurance System

Forthcoming Programmes on ISO 10015+ Training Quality Management System

■ **AdeQuaTE®'s Advanced Competence Development Program on HRD and Training**

As a competence based training programme, it will support T&D professionals to develop and enhance their personal competencies in the following area:

1. Diagnostic capability to conduct organizational analysis
2. Design capability to conduct system level training architecture design
3. Management capability to executive training
4. Research capability to conduct training evaluation
5. Leadership capability to articulate the vision and strategy for organizational learning
6. Functional capability to measure ROI on training investment.

■ **AdeQuaTE®'s Lead Auditor Course for ISO 10015+ Training Quality Management System.**

A certified programme for preparing and training ISO 10015+ auditors who will then seek registration with the Academy for Quality in Training and Education (AdeQuaTE®) in Geneva. This license will be recognized internationally.

This programme is intended for professionals who are interested to become licensed auditors and engaged by **AdeQuaTE®** to perform ISO 10015+ certification audits.