

Adding Value to T&D Investment: Workshop on ISO 10015+ Training Quality Management System

'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

A Post Conference Workshop for

The 34 IFTDO World Conference & Exhibition

18th November 2005, Cairo

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 sensitise the government officials and their social partners to the need for more effective regulatory instruments in managing their human capital investments and attuning training to the needs of the enterprises
- to provide initial training on ISO 10015 standard to executives or managers, who are interested in strengthening the organisation's performance through improving the quality of their workforce;
- to inform training specialists and experts on the application of ISO 10015 and how it would enhance the results of their training by attuning their training design with the needs of the organisation.

Programme Overview

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

profitability.

The workshop schedule will be 8.30 - 12.30, 13.30 - 16.30. A detailed programme outline is presented in the Annex 1.

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 and other organisations, including:

- HR and training professionals and generalists looking to expand their knowledge of HRD and quality assurance
- Government officials responsible for the development of high quality of human resources and better match between demands and supply of labour market

Maximum Number of participants: 50

Programme Instructor/Facilitator

Dr. Lichia Saner-Yiu

Registered Lead Auditor for ISO 10015+ (since 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 and other MNCs; Lead Auditor for ISO 10015+ certification at Haier Group Company, Shanghai Telecom, Jiangwei Automobile and pre-audits in different MNCs in Switzerland, Taiwan and N. America.

Besides being a researcher and consultant, Lichia continues to teach at different business schools and MBA programmes. She has been a visiting professor at the Business School of National Chengchi University, Taiwan, for the last three years.

Lichia has authored numerous articles, books in the area of organisation development, management development and global leadership; 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.

Dr. Tony Twigger

Tony is the Executive Director of the International Federation of Training and Development Organisations (IFTDO), based in Geneva, Switzerland, a post that he has held since 2001. He has extensive experience in human resource development, with particular emphasis on technical and vocational education and training at enterprise, national and international levels. Recent assignments have included: developing a national HRD policy for Turkey; introducing an ISO quality assurance scheme into TVET in Egypt; reviewing the ILO's Asian Pacific Skill Development Programme; and developing a sustainable development programme for change agents responsible for implementing national development projects.

During 1998, he was a member of the ILO team that prepared the World Employment Report 1998-99, which focussed on training for globalization and technological and organizational change. He was a member of a Multi-Donor Review mission in February 2000 which assessed the effectiveness of the Social Fund for Development in Egypt. He also produced 10 case studies on high performance working, and has been the Team Leader of missions to: Egypt; Bahrain; China; South Africa; Afghanistan; Kuwait; Malawi; Mauritius; and Yemen.

He has been a member of World Bank missions undertaking education and training sector studies in Egypt, Turkey and Poland and has participated in project preparation and appraisal missions for the World Bank in India, Egypt and Turkey. During 1994 and 1995, he was responsible for the production of technical reports on the impact of structural adjustment on training in the industrial sectors covering the Metal Trades and the Chemical Industries. He has also been involved in ILO Country Employment Policy Reviews (CEPRs) in Pakistan and Thailand.

Guest Speaker

Mr. Peter C. Fleming

Peter is the Team Leader for the National Skill Standard Programme in Egypt.

Programme Overview

Time	Topics
0830	Opening
0845	Part I: Human Capital and National competitiveness: Strategic Function of TVET (AJT)
0945	Break
1015	Part II: System Management Tool for Training: ISO 10015+ and its Core Elements (LSY)
1230	Lunch
1330	Part III: Requirements for Implementation of ISO 10015+ (LSY)
1430	Refreshments
1500	Part IV: Requirements for Implementation of ISO 10015 within TVET system: A case Example from Egypt (PCF)
1545	Part V: A panel discussion (chaired by AJT)
1615	Closing

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