Course on Managing Training and ROI through ISO 29993:2017 Workshop

Professional Development Training Course Outline

Category	Business	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's competitive business landscape, organizations must ensure that every investment—especially in learning and development—delivers measurable returns. The ISO 29993:2017 standard provides a globally recognized framework for designing, implementing, and evaluating learning services outside formal education. Course on Managing Training & ROI through ISO 29993:2017 Workshop empowers professionals to drive performance outcomes, enhance learning effectiveness, and maximize ROI through structured training systems, compliance, and continuous improvement.

Participants will gain practical insights into aligning training initiatives with business objectives, adopting evidence-based learning metrics, and ensuring consistent quality management in educational services. Whether you are an HR professional, L&D manager, training consultant, or compliance officer, this course offers strategic tools and real-world case studies to enhance your training impact and value delivery using the ISO 29993:2017 standard.

Programme Curriculum

Training Course on Managing Training & ROI through ISO 29993:2017 Workshop

Introduction

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Course Objectives

1. Understand the core principles and scope of ISO 29993:2017 learning services.
2. Define training ROI metrics to evaluate learning investments.
3. Identify critical components of non-formal education quality assurance.
4. Design learner-centered training programs aligned with organizational goals.
5. Implement a quality management system for training services.
6. Establish evidence-based training evaluation frameworks.
7. Map competency development to business performance indicators.
8. Apply gap analysis to identify training needs and solutions.
9. Integrate learning analytics to track effectiveness and engagement.
10. Use ISO standards compliance as a competitive advantage.
11. Manage training risks and ensure stakeholder satisfaction.
12. Prepare for ISO 29993 certification audits effectively.
13. Drive continuous improvement in L&D operations.

Target Audience

1. Learning & Development Managers
2. Human Resource Professionals
3. Training Consultants
4. Corporate Trainers
5. Compliance and Quality Officers
6. Instructional Designers
7. Learning Program Coordinators
8. Business Analysts focusing on Talent Development

Course Duration: 10 days

Course Modules

Module 1: Introduction to ISO 29993:2017

- Scope and structure of the standard
- Definitions and terminology
- Key clauses and their implications

- Link to other ISO standards (e.g., ISO 9001)
- Role in training services
- **Case Study:** A global consulting firm adopts ISO 29993 to standardize client training.

Module 2: Understanding Learning Services

- Formal vs non-formal education
- Identifying client vs learner roles
- Types of learning services
- Benefits of standardizing learning services
- Lifecycle of a learning service
- **Case Study:** University extension program leverages ISO to streamline short courses.

Module 3: Aligning Training with Organizational Objectives

- Strategic alignment frameworks
- Understanding KPIs and business needs
- Communicating training ROI
- Translating goals into learning outcomes
- Stakeholder collaboration
- **Case Study:** Telecom company links training to sales performance improvements.

Module 4: Designing Outcome-Based Training

- Bloom’s taxonomy and learning outcomes
- Curriculum design for ROI
- Training formats: online, hybrid, in-person
- Customized vs standardized content
- Inclusive design practices
- **Case Study:** NGO uses outcome-based design for upskilling rural trainers.

Module 5: Training Needs Analysis (TNA)

- Methods: surveys, interviews, assessments
- Organizational vs individual needs
- Prioritizing needs
- Addressing skills gaps
- Documenting TNA results
- **Case Study:** IT company identifies key skills gaps through robust TNA.

Module 6: Learning Content Development

- Content mapping to outcomes
- SME involvement and content accuracy
- Multimedia and interactivity
- Quality control in content development
- Localization and cultural relevance

- **Case Study:** eLearning platform boosts engagement with revised module content.

Module 7: Learner Engagement and Support

- Pre-training assessments
- Learner motivation techniques
- Ongoing support systems
- Personalized learning paths
- Feedback loops
- **Case Study:** Healthcare firm implements mentorship for trainees.

Module 8: Delivery of Learning Services

- Training delivery models
- Trainer qualification and monitoring
- Learning environment setup
- Blended delivery techniques
- Technical infrastructure
- **Case Study:** Logistics firm shifts to blended learning for remote staff.

Module 9: Evaluation and Assessment Techniques

- Kirkpatrick’s model of evaluation
- Pre/post testing
- Behavioral change metrics
- Client feedback systems
- Summative vs formative assessments
- **Case Study:** Airline evaluates technical training using Level 4 ROI model.

Module 10: Measuring Training ROI

- Calculating ROI (Phillips model)
- Cost-benefit analysis
- Intangible vs tangible returns
- Reporting ROI to executives
- Benchmarking data
- **Case Study:** Bank quantifies savings through leadership training.

Module 11: Quality Management in Training

- Creating SOPs and process maps
- Internal audits and reviews
- Non-conformity identification
- Corrective and preventive actions
- Quality improvement cycles
- **Case Study:** Retail chain implements QMS across training centers.

Module 12: Risk Management in Learning Services

- Identifying learning risks
- Risk mitigation plans
- Legal and data privacy compliance
- Continuity planning
- Stakeholder communication
- **Case Study:** EdTech startup mitigates cyber risks in online training.

Module 13: ISO 29993 Certification Process

- Certification bodies and criteria
- Pre-audit checklist
- Documentation and evidence
- Audit preparation
- Post-certification maintenance
- **Case Study:** Government agency gets certified to scale national training.

Module 14: Continuous Improvement in L&D

- Kaizen and Lean in learning
- Feedback mechanisms
- Data-driven decision-making
- Innovation in training delivery
- Lessons learned reviews
- **Case Study:** Pharma company improves training retention rates via feedback.

Module 15: Implementing ISO 29993 in Your Organization

- Readiness assessment
- Change management strategies
- Resource planning
- Pilot programs
- Roadmap and action plan
- **Case Study:** Insurance firm rolls out ISO implementation in 3 phases.

Training Methodology

- **Interactive Lectures:** Deep dives into ISO 29993 clauses with real-time Q&A
- **Workshops:** Hands-on activities and ISO documentation exercises
- **Group Discussions:** Sharing experiences from different sectors
- **Simulations & Role Plays:** Realistic training scenarios
- **Case Study Analysis:** Application of concepts to practical business problems
- **Assessments:** Pre-and post-training evaluations
- **Toolkit Distribution:** Ready-to-use templates for implementation

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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