

# Developing Training Provider Quality Assurance and Internal Audit Skills: Experiential Workshop

**Overview:** Join this comprehensive workshop that centres around the implementation of best practices based on International Organization for Standardization (ISO) principles including basic SkillsFuture Singapore (SSG) requirements for In-house or External Training Quality System and Internal Audit Training Provider Requirements. This workshop is designed to equip you with essential skills and tools to effectively maintain and improve the quality of your training system. By participating, you will acquire valuable insights and practical strategies that can greatly contribute to the success of your training programs and education centres. Ultimately, this workshop will help you remain competitive in the industry and meet the expectations of your stakeholders and clients.

**Objectives:** This workshop is designed to provide learners with a foundation in Training Provider Quality Assurance knowledge and Auditing Know-how. By the end of the course, learners will be able to:

- **Apply** effective course administration and corporate governance to ensure Training Providers have robust processes in place to provide administrative support to learners.
- **Evaluate** the Training Quality System of a training provider to ensure they have adequate systems in place for content design, development, and effective delivery that meets desired learning outcomes.
- **Assess** the training provider's tracking system and course quality outcomes to ensure continuous improvement and effectiveness.
- **Prepare** for internal audits, collaborating with relevant stakeholders to ensure compliance and quality assurance.

## Course Content:

### Module 1: Course Administration and Corporate Governance (7 Hours)

- Effective learner communication and management of feedback, requests, and appeals.
- Provision of pre-course and post-course advisory services.
- Implementation of efficient administration systems.
- Adherence to corporate governance principles.
- Management of marketing staff and agents.
- Establishment of processes for tracking and monitoring organizational outcomes.

### Module 2: Course Quality Assurance (3 Hours)

- Systematic approach to course quality assurance.
- Profiling learners to ensure course suitability.
- Effective management of adult educators.
- Introduction to the Plan-Do-Check-Act (PDCA) system.

### Module 3: Training Evaluation (2 Hours)

- Assessing organizational outcomes resulting from training.
- Evaluating training outcomes for continuous improvement.

### Module 4: Internal Audit (2 Hours)

- Overview of auditing needs and expectations.
- Stages/phases of auditing: planning, implementation, and reporting of internal quality system audits.
- Detailed interpretation and understanding of quality standards for effective auditing.
- Key questioning and auditing techniques.

### Who Should Attend:

The workshop is designed for Management Representatives and associates who oversee and administer training and education centres. It is also beneficial for individuals planning to start their own training provider or education centre, as it provides valuable insights on how to succeed in this industry. This workshop is a bonus for anyone who wants to further his or her career in learning and development management professionally.

### Course Fees: Duration: 2 days | 9am – 5pm | 14 hours

Participant's Profile	Singapore Citizen >=40 years	Singapore Citizen 21- 39 years/ Spore PR >= 21 years	Non-Singapore Citizen/PR (Foreigner)
Full Course Fee	\$ 1500.00	\$ 1500.00	\$ 1500.00
Less Trg. Grant	-\$ 900.00	- \$ 660.00	N.A.
Nett Amount Payable	<b>\$ 600.00</b>	<b>\$ 840.00</b>	\$ 1200.00

**Training Dates: 21<sup>st</sup> & 22<sup>nd</sup> November 2023** (Tuesday & Wednesday)

Or **4<sup>th</sup> & 5<sup>th</sup> December 2023** (Monday & Tuesday)

**Venue:** Face-To-Face Facilitation Session at Lifelong Learning Institute, 11 Eunos Road 8, Singapore 408601

### Training Methodology

The workshop will be activity-based and interactive with experiential and accelerated learning. Activities, case studies and role play will be used to bring across pertinent learning points.

*Join us for this practical and informative workshop to enhance your skills in auditing training providers and ensuring training quality.*

**Register Now to Secure your Spot!**

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## Research and Consulting Lead: Bridging Academic Insights with Practical Solutions towards Workforce Sustainability and Leadership Excellence



**Dr. Tommy Tan** stands as an Omnipreneur, epitomizing extensive experience and notable achievements within the realm of workforce sustainability and leadership. Accumulating more than two decades of leadership proficiency in the Asian region, he garners the status of a seasoned Human Resources connoisseur, specializing in the domains of leadership evolution and adept team administration. Anchored by a robust educational framework and widespread hands-on acumen, he has ascended to the echelons of pre-eminence as a venerated authority in nurturing effective talent management and cultivating enriching learning milieus within corporate landscapes.

With this profound scholarly bedrock as his cornerstone, Dr. Tommy embarked on a mission to orchestrate a substantial influence across the sphere of workforce sustainability and leadership in the dynamic expanse of Asia. Dr Tommy is an experienced and engaged facilitator, specializing in cultivating service and workplace learning cultures within organizations while assessing the effectiveness of workplace learning and performance enhancement initiatives. He excels in consulting, forming strong business relationships with HR and business stakeholders, and leveraging his extensive background to design and implement solutions for service leadership development, job redesign, service values alignment, and competency mapping for service excellence frameworks. Additionally, Dr. Tommy brings expertise in fostering team bonding across diverse industries.

On the technical front, he demonstrates proficiency in various domains, encompassing project and process management, service leadership, training, curriculum development, and facilitation skills. His expertise extends to competency mapping, job re-design, workplace learning strategies, leadership development, active facilitation, instructional design, team development, coaching for performance, organizational design and development, HR consultancy, and behavioural learning techniques. Dr. Tommy Tan is actively engaged in the process of writing a book centered around "Singapore Workforce Sustainability and Leadership." His goal is to have the book published by the end of 2023. Notably, since 2020, Dr. Tommy Tan has served as an esteemed advisory board member for Curriculum Development at the Singapore Training and Development Association (STADA).

### **Learning Journey**

DBA (Switzerland), MSc HRM (Dublin) Ireland, BBus HRM (La Trobe) Australia, GDip HRM (SHRI) Spore, Dip.Adm.Mgmt. (UK), Dip. Mechanical Engg. (Spore), Dip. Public Relations & Marketing (UK), ACTA (WDA, Spore), AInstAM (UK), AMA (Prof.) USA, LLCC (UK), Certified Quality Manager (CQM Spore), IRCA Certified Internal QMS Auditor, Certificate ISO 21001:2018 EOMS Internal Auditor, Certified Facilitator (DDI, Spore), Certified Management Consultant (Spore), Certified OJT Consultant (Spore), Action Learning Coach (WIAL), Association for Talent Development (ATD, USA) Facilitating Virtual Training Certificate, Design Virtual Training (Boston, USA) authorized by IACET: International Association for Continuing Education and Training, Micro-learning Online Certification (ATD, USA), SUE Masterclass Behavioral Design, Amsterdam BD Academy, The Emotional Cultural Deck Practitioner (ECD), New Zealand, Cert. Sustainability Strategies and Green Economy, Spore. Mgnt. Uni. (SMU, Spore), Cert. Geragogy Guidelines C3A Singapore, Certified Workplace Happiness Consultant, Happiitude. Prof. Cert. in The Science of Happiness at Work, Berkeley University of California, USA. Well-Being Certification, The Berkeley Well-Being Institute, USA. Cert. Understand Dyslexia, Singapore. PSMB Train The Trainer (Malaysia).