



Training Management Services

Akonia is pleased to offer an extensive range of training management services underpinned by our unique CEE Change™ training success framework that is central to our service delivery philosophy, and includes:

- **Departmental and Project Management**

Management of the training department or project is essential to ensure that fundamental systems and procedures are set-up and implemented smoothly, and communicated efficiently to support the defined training objectives which are aligned to the Organisation's business.

This could include building a training department from scratch; taking over an existing department and improving its operational performance; implementing and managing a specific project including the rollout of instructor-led training (ILT) and/or eLearning based systems.

Services include:

- Budgeting departmental costs
- Forecasting actual sales and pipeline
- Profit & Loss control and analysis
- Financial and Management reporting
- Staff recruiting, objective setting, appraisals and career development

- **Streamlining Training Administration**

Set-up and/or run the training administration function to operate efficient systems for handling course enquiries; registering students; arranging invoicing; ensuring classrooms are prepared for course delivery; obtaining course feedback; and promoting training services.

Services include:

- Procedural design and automation (where possible)
- Policy validation
- Quality assurance and defect reduction
- Procedural monitoring, alerting and remedial action
- Problem handling and resolution

- **Marketing and Promoting Courses**

Effective marketing and promoting of courses is essential through the use of appropriate "routes to market" including such activities as hot, warm and cold-calling prospects.

Services include:

- Preparation and delivery of sales and service presentations
- Customer visits
- Internal department visits
- Writing fully-costed training proposals, RFIs and RFPs
- Development of course information packs
- Promoting of courses and education programmes
- Marketing of new systems and procedures linked to a change programme

- **Course Preparation and Delivery Capability**

It is important to ensure the right courses (Instructor-led and eLearning) are developed and/or readily available for the customer and/or internal workforce, from the right experts at the right time in the right place.

Services include:

- Defining course requirements and content
- Course catalogue rationalisation
- Course calendar planning
- Instructor allocation and rotation
- Design and development of courses
- Sourcing of external training facilities



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- **Instructor Preparation**

It is essential to prepare the instructor with an appropriate level of knowledge to impart to the students in an informative and stimulating way, while also effectively controlling the classroom and ensuring that the students gain the most from the learning experience.

Services include:

- Course delivery readiness
- Delivering presentation skills workshops
- Field experience and shadowing rotation

- **Course Sourcing**

It is important to ensure the right courses (Instructor-led and eLearning) are sourced from 3rd-party suppliers who offer 1st-class levels of support, assistance and value; an extensive course catalogue with depth and breadth of courses; have excellent training facilities and the flexibility to deliver courses on-site.

Services include:

- Defining course (Instructor-led and eLearning) selection criteria
- Acquisition of 3rd-party courses
- Defining Service Level Agreements (SLAs)
- Negotiating contracts with external training organisations

- **Capability & Effectiveness Enhancement**

CEE Change™ is the training success framework that focuses on enhancing the capability of the Workforce through effective learning which enables your Organisation to satisfy your Market's demand and achieve greater success, growth and profitability. CEE stands for Capability and Effectiveness Enhancement.

Services include:

- Job role definition
- Management by Objectives (MbOs) alignment
- Skills Gap Assessment (SGA)
- Training Needs Analysis (TNA)
- Individual Training Plan (ITP) preparation
- Environmental quality assurance

Utilising our services will boost your training department or project success.

For further information please call Gary Weinstein on +44 (0) 7931 280 697 or email services@akonia.com or see our website www.akonia.com