Advanced Quality Assurance and ISO Standards for Training Excellence Training Course



06 - 10 Dec 2026

Amman

3800 € (Per Person)

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Course Introduction / Overview:

This comprehensive training course is meticulously designed to equip professionals with the advanced knowledge and practical skills required to implement robust quality assurance training and ISO standards within their learning and development functions. In an era where training effectiveness and organizational learning quality are paramount, understanding and applying global training standards is no longer optional but a strategic imperative. Participants will delve into the foundational principles of quality management systems, exploring how concepts championed by pioneers like W. Edwards Deming, whose influential work "Out of the Crisis" reshaped industrial quality, can be adapted to elevate training department quality. The curriculum covers essential aspects from developing a strategic training quality framework to ensuring training program accreditation and continuous improvement in training delivery. BIG BEN Training Center is committed to fostering operational excellence in training by providing insights into ISO 9001 for training and the specialized ISO 21001 for educational organizations. This course goes beyond theoretical understanding, focusing on practical application of quality assurance methodologies, training quality metrics, and audit readiness training, ensuring participants can drive significant performance improvement training within their organizations. It addresses the critical need for L&D quality assurance, offering a pathway to achieve global training standards and foster a strong quality culture in L&D.

Target Audience / This training course is suitable for:

- Training Managers and Directors.
- Learning and Development Specialists.
- Quality Assurance Professionals in L&D.
- HR Business Partners involved in training.
- Instructional Designers and Content Developers.
- Compliance and Regulatory Affairs Officers.
- Organizational Development Consultants.
- Project Managers overseeing training initiatives.
- Professionals seeking to implement ISO standards for training.
- Individuals responsible for training effectiveness and evaluation.

Target Sectors and Industries:

- Education and Academic Institutions.
- Healthcare and Pharmaceutical.
- Manufacturing and Industrial.
- Financial Services and Banking.
- Information Technology and Telecommunications.
- Government Agencies and Public Sector.
- Consulting and Professional Services.
- Energy and Utilities.
- Retail and Consumer Goods.
- Logistics and Supply Chain.

Target Organizations Departments:

- Learning and Development Departments.
- Human Resources Departments.
- Quality Assurance and Compliance Departments.
- Organizational Development Departments.
- Training and Education Centers.
- Operations Departments.
- Risk Management Departments.
- Project Management Offices.
- Talent Management Departments.
- Corporate Universities.

Course Offerings:

By the end of this course, the participants will have able to:

- Design and implement effective quality assurance training frameworks.
- Understand and apply ISO standards for training, including ISO 9001 and ISO 21001.
- Develop robust quality management systems tailored for training departments.
- Establish key training quality metrics and performance indicators.
- Conduct internal audits for training program accreditation and compliance.
- Drive continuous improvement in training processes and outcomes.
- Enhance training effectiveness and organizational learning quality.
- Mitigate risks associated with training delivery and compliance.
- Foster a strong quality culture in L&D across the organization.
- Strategically align training quality with overall business objectives.

Course Methodology:

This Advanced Quality Assurance and ISO Standards for Training Excellence Training Course employs a dynamic and interactive methodology designed to maximize learning and practical application. BIG BEN Training Center utilizes a blended approach that combines expert-led presentations with extensive hands-on activities, ensuring deep engagement and skill development. Participants will engage in real-world case studies, analyzing scenarios related to training department quality, ISO standards for training, and quality management systems. Group discussions and collaborative problem-solving sessions will encourage the sharing of best practices in training quality and diverse perspectives on implementing global training standards. Interactive workshops will provide opportunities to practice developing training quality metrics, conducting mock audits for audit readiness training, and designing continuous improvement in training initiatives. Feedback sessions will offer personalized guidance, reinforcing learning and allowing participants to refine their understanding of L&D quality assurance. This methodology is specifically structured to enable participants to immediately apply the acquired knowledge of quality assurance methodologies and training effectiveness to their professional roles, fostering a practical understanding of strategic training quality and operational excellence in training.

Course Agenda (Course Units):

Unit One: Foundations of Quality Assurance in Training

- Introduction to quality assurance in learning and development.
- Understanding the importance of training department quality.
- Key principles of quality management systems for L&D.
- Defining training quality metrics and performance indicators.
- Developing a quality assurance framework for training.
- Stakeholder engagement in quality initiatives.
- Benefits of implementing robust quality assurance training.

Unit Two: Understanding and Implementing ISO Standards for L&D

- Overview of ISO standards relevant to training and education.
- Detailed exploration of ISO 9001 for training applications.
- Introduction to ISO 21001, the standard for educational organizations.
- Mapping training processes to ISO requirements.
- Documentation and record-keeping for ISO compliance.
- Integrating ISO principles into instructional design quality.
- Achieving training program accreditation through ISO standards.

Unit Three: Quality Management Systems and Continuous Improvement

- Designing and implementing a quality management system in training.
- Tools and techniques for continuous improvement in training.
- Applying Lean and Six Sigma principles to L&D processes.
- Root cause analysis for training quality issues.
- Developing corrective and preventive actions (CAPA) for training.
- Monitoring and measuring training effectiveness.
- Fostering a quality culture in L&D.

Unit Four: Auditing, Compliance, and Risk Management in Training

- Principles of internal and external audits for training.
- Developing audit readiness training protocols.
- Conducting effective training audits based on ISO 19011 guidelines.
- Managing non-conformities and audit findings.
- Regulatory compliance training requirements and standards.
- Identifying and mitigating risks in training delivery.
- Ethical considerations in training quality assurance.

Unit Five: Strategic Quality Leadership and Future Trends

- Strategic alignment of training quality with organizational goals.
- Leadership's role in driving L&D quality assurance.
- Benchmarking best practices in training quality globally.
- Leveraging technology for quality assurance in e-learning and blended learning.
- Future trends in quality assurance methodologies for training.
- Developing a roadmap for sustained training excellence.
- Showcasing the value of quality assurance in talent development.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can organizations effectively balance the pursuit of rigorous ISO compliance with the need for agile and innovative training solutions in a rapidly evolving global landscape?

What unique qualities does this course offer compared to other courses?

This Advanced Quality Assurance and ISO Standards for Training Excellence Training Course stands apart by offering a deeply integrated and practical approach to elevating training department quality. Unlike generic quality management programs, this course specifically tailors ISO standards for training, providing actionable insights into ISO 9001 for training and the specialized ISO 21001 for educational organizations. Participants gain more than just theoretical knowledge; they acquire the strategic capability to design and implement comprehensive quality management systems that directly enhance training effectiveness and organizational learning quality. The curriculum emphasizes real-world application through extensive case studies and interactive workshops, focusing on developing robust training quality metrics, mastering audit readiness training, and driving continuous improvement in training. It uniquely addresses the critical intersection of L&D quality assurance with regulatory compliance training and risk management in training, ensuring participants can navigate complex challenges. By fostering a strong quality culture in L&D and providing a roadmap for strategic training quality, this course empowers professionals to transform their training functions into centers of operational excellence in training, delivering measurable impact and sustained value to their organizations.