ISO 10015 Quality Management for Training Systems Training Course



02 - 06 Nov 2026

Cape town

4600 € (Per Person)

Ref: #TDD2067_294922

Course Introduction / Overview:

This course provides a comprehensive framework for managing the quality of training processes in line with the internationally recognized ISO 10015:2019 standard. In today's competitive landscape, organizations recognize that human capital is their most valuable asset, and investing in effective training is paramount to achieving strategic goals. However, without a structured approach, training investments can fail to deliver the expected return. This program, offered by BIG BEN Training Center, demystifies the ISO 10015 guidelines, transforming them from a complex standard into a practical toolkit for enhancing training effectiveness and demonstrating its value. We will explore the complete four-stage training cycle, from accurately defining training needs to rigorously evaluating outcomes. The course draws on established principles of adult learning and performance improvement, referencing the foundational work of experts like Dr. Donald L. Kirkpatrick, whose book "Evaluating Training Programs: The Four Levels" provides a critical model for assessing training impact, a core component of the ISO 10015 standard. Participants will learn not just to comply with a standard, but to build a robust quality management system for training that drives competence, improves performance, and contributes directly to organizational success and continuous improvement.

Target Audience / This training course is suitable for:

- Learning and Development (L&D) Managers and Professionals.
- Human Resources (HR) Directors and Managers.
- Training Coordinators and Administrators.
- Quality Assurance and Quality Control Managers.
- Compliance Officers and Auditors.
- Department Heads and Line Managers responsible for team development.
- Instructional Designers and Curriculum Developers.
- Consultants specializing in training and organizational development.

Target Sectors and Industries:

- Manufacturing and Engineering.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Information Technology and Telecommunications.
- Aviation and Transportation.
- Oil and Gas.
- Governmental bodies and public sector organizations.
- Hospitality and Customer Service.
- Education and Professional Services.

Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Training and Development.
- Quality Assurance and Management.
- Operations Management.
- Compliance and Regulatory Affairs.
- Strategic Planning.
- All operational departments seeking to improve staff competency.

Course Offerings:

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

- Interpret the requirements and guidelines of the ISO 10015:2019 standard.
- Establish a systematic process for conducting training needs analysis.
- Design and develop training programs that align with organizational objectives.
- Select appropriate training providers and methodologies based on quality criteria.
- Implement effective training delivery strategies.
- Evaluate the impact and return on investment (ROI) of training initiatives.
- Monitor the entire training process for continuous improvement.
- Integrate the training quality management system with other organizational systems like ISO 9001.
- Prepare and maintain the necessary documentation for ISO 10015 compliance.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and participant-centered, ensuring a deep and applicable understanding of the ISO 10015 standard. We move beyond traditional lectures to create an immersive learning environment where participants actively engage with the material. The course heavily utilizes real-world case studies to illustrate successful implementations and common challenges of a training quality management system. Through collaborative group workshops, participants will work together to design components of a training process, such as a needs analysis survey or an evaluation plan, fostering peer learning and diverse perspectives. Interactive sessions, facilitated discussions, and problem-solving exercises will be used to explore the nuances of each stage of the training cycle. Participants will receive constructive feedback from the instructor and peers, allowing them to refine their understanding and skills in a supportive setting. This hands-on approach ensures that attendees leave not just with theoretical knowledge, but with the practical skills and confidence to apply the ISO 10015 guidelines effectively within their own organizations, turning learning into tangible performance improvement.

Course Agenda (Course Units):

Unit One: Foundations of Quality Management in Training

- Introduction to ISO 10015 and its purpose.
- The relationship between ISO 10015 and the ISO 9000 family of standards.
- Key terms and definitions in quality management for training.
- Benefits of implementing a structured training quality system.
- The Plan-Do-Check-Act (PDCA) cycle in the context of training.
- Understanding the role of top management in supporting quality training.
- Overview of the four-stage training process model.

Unit Two: Stage 1 - Defining Training Needs

- Identifying organizational goals and strategic objectives.
- Conducting a comprehensive training needs analysis (TNA).
- Methods for analyzing organizational, occupational, and individual needs.
- Defining competency requirements and identifying performance gaps.
- Translating identified needs into clear training specifications.
- Documenting the needs analysis process and its outputs.
- Prioritizing training needs based on urgency and impact.

Unit Three: Stage 2 - Designing and Planning the Training

- Developing clear and measurable learning objectives.
- Selecting appropriate training content and curriculum design.
- Choosing the right training methods and delivery modes.
- Planning for training resources including budget, facilities, and technology.
- Criteria for selecting internal or external training providers.
- Creating a detailed training plan and schedule.
- Designing pre-course and post-course support materials.

Unit Four: Stage 3 - Providing the Training

- Managing the logistics of training delivery.
- Creating a positive and effective learning environment.
- Responsibilities of the trainer and the trainee.
- Techniques for effective training facilitation and delivery.
- Monitoring the training process in real-time.
- Handling challenges during training delivery.
- Ensuring consistency and quality across different training sessions.

Unit Five: Stage 4 - Evaluating Training Outcomes and Monitoring

- Introduction to training evaluation models (e.g., Kirkpatrick, Phillips ROI).
- Evaluating trainee reaction and satisfaction (Level 1).
- Assessing the acquisition of knowledge and skills (Level 2).
- Measuring the application of learning on the job (Level 3).
- Determining the impact of training on business results (Level 4).
- Calculating the Return on Investment (ROI) of training.
- Establishing a system for monitoring and continuous improvement of the training process.
- Reporting training results to stakeholders.

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:

Beyond compliance, how can the principles of ISO 10015 be leveraged to foster a genuine culture of continuous learning and development within an organization?

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

This course distinguishes itself by focusing on the strategic implementation of ISO 10015 as a tool for business improvement, rather than merely a standard for compliance. While other programs may focus on the clauses of the standard in isolation, our curriculum integrates them into a holistic business process, demonstrating how a quality-managed training system directly impacts organizational performance, efficiency, and profitability. We emphasize the critical link between training activities and strategic objectives, teaching participants how to conduct a needs analysis that addresses genuine business problems and how to evaluate outcomes in terms of tangible business results and return on investment. The course provides practical, step-by-step guidance on navigating the entire four-stage training cycle, from initial analysis to final evaluation, using interactive workshops and real-world case studies. This practical approach ensures that participants gain the skills to not only design and manage a compliant training process but also to champion its value to senior leadership. The focus is on transforming the training function from a cost center into a strategic partner that drives measurable improvement and fosters a culture of competence and continuous development.