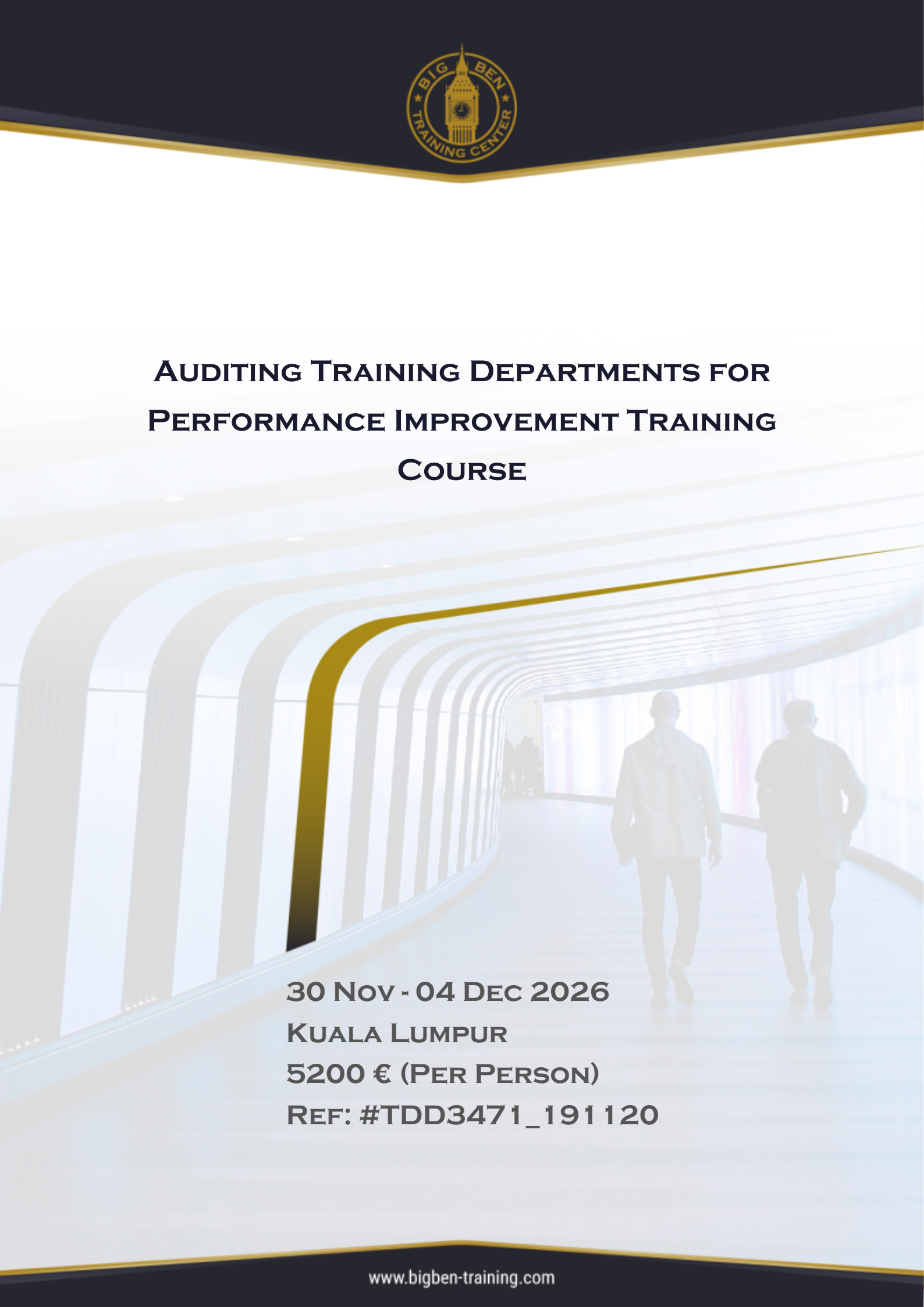
Auditing Training Departments for Performance Improvement Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #TDD3471_191120

Course Introduction / Overview:

This course provides a comprehensive framework for systematically evaluating and enhancing the effectiveness of corporate training functions. In today's competitive landscape, a training department must operate not as a cost center, but as a strategic partner driving organizational performance. This program moves beyond traditional activity metrics to focus on impact, efficiency, and alignment with business objectives. Participants will learn how to conduct a thorough training department audit, a critical process for identifying strengths, weaknesses, and opportunities for improvement. Drawing on established methodologies like those pioneered by evaluation expert Jack J. Phillips in his work "Return on Investment in Training and Performance Improvement," this course equips professionals with the tools to measure the true value of learning initiatives. At BIG BEN Training Center, we have designed this curriculum to be intensely practical, enabling attendees to diagnose issues, analyze data, and develop actionable strategies that elevate the training function's contribution. The course covers the entire audit lifecycle, from defining scope and collecting data to analyzing findings and presenting compelling recommendations to senior leadership, ensuring a tangible return on investment and fostering a culture of continuous improvement.

Target Audience / This training course is suitable for:

- Training and Development Managers.
- Human Resources Directors and Business Partners.
- Learning and Development Specialists and Coordinators.
- Internal Auditors and Quality Assurance Professionals.
- Organizational Development Consultants.
- Department Heads and Line Managers with training responsibilities.
- Talent Management Professionals.
- Performance Improvement Specialists.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Oil, Gas, and Energy.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Governmental bodies and public sector organizations.
- Non-profit organizations.

Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Training and Employee Development.
- Internal Audit.
- Quality Management and Assurance.
- Talent Management.
- Organizational Development.
- Strategic Planning.

Course Offerings:

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

- Design and implement a comprehensive audit framework for a training department.
- Utilize various data collection methods, including surveys, interviews, and focus groups.
- Evaluate training program effectiveness using models like Kirkpatrick's Four Levels.
- Apply the Phillips ROI Model to calculate the financial return on training investments.
- Analyze training processes for efficiency and identify areas for optimization.
- Align training and development initiatives with strategic organizational goals.
- Assess the impact of learning technologies and instructional design quality.
- Develop data-driven performance improvement plans for the L&D function.
- Create compelling audit reports and present findings effectively to stakeholders.
- Establish a system for continuous monitoring and improvement of training activities.
- Benchmark the training function against industry best practices.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learning is most effective when it is directly applicable to real-world challenges. This course moves beyond theoretical lectures to immerse participants in a practical learning environment. A significant portion of the program is dedicated to hands-on activities, including analyzing case studies of actual training department audits, engaging in group exercises to design audit tools, and participating in role-playing scenarios for stakeholder interviews and feedback sessions. Participants will work with practical templates and checklists that they can adapt and use immediately within their own organizations. Our expert facilitators foster a collaborative atmosphere, encouraging peer-to-peer learning and the sharing of diverse experiences. The course structure includes interactive discussions, problem-solving workshops, and structured feedback mechanisms to ensure concepts are not just understood, but mastered. This blended approach ensures that participants leave with both the strategic knowledge and the practical skills required to conduct impactful training audits and drive meaningful performance improvement.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Training Audits

- Introduction to training department audits and their strategic importance.
- Differentiating between auditing, evaluation, and monitoring.
- Defining the scope, objectives, and key stakeholders of a training audit.
- Exploring established audit frameworks and models.
- Aligning the audit process with organizational strategy and goals.
- The role of the auditor and establishing credibility.
- Ethical considerations in conducting a training audit.

Unit Two: The Audit Process and Data Collection

- Planning and designing the audit project from start to finish.
- Developing audit checklists, questionnaires, and interview protocols.
- Techniques for conducting effective stakeholder interviews and focus groups.
- Methods for reviewing training materials and documentation.
- Analyzing training budgets and resource allocation.
- Assessing the effectiveness of the training needs analysis process.
- Leveraging technology for efficient data collection.

Unit Three: Evaluating Training Effectiveness and Impact

- Deep dive into Kirkpatrick's Four Levels of Evaluation (Reaction, Learning, Behavior, Results).
- Applying the Phillips ROI Model to quantify financial impact.
- Calculating the Benefit-Cost Ratio (BCR) and Return on Investment (ROI).
- Isolating the effects of training from other factors.
- Using learning analytics to measure engagement and knowledge transfer.
- Assessing on-the-job application and behavior change.
- Gathering and analyzing qualitative data on training impact.

Unit Four: Analyzing Performance and Identifying Improvement Opportunities

- Analyzing audit data to identify strengths, weaknesses, and root causes.
- Assessing the efficiency of training administration and delivery processes.
- Evaluating the quality of instructional design and delivery methods.
- Benchmarking the training function against industry standards.
- Conducting a gap analysis between current and desired performance.
- Formulating data-driven recommendations for improvement.
- Prioritizing initiatives based on impact and feasibility.

Unit Five: Reporting, Implementation, and Continuous Improvement

- Structuring and writing a clear, concise, and persuasive audit report.
- Techniques for presenting audit findings to senior leadership and other stakeholders.
- Developing a strategic action plan for implementing recommendations.
- Gaining buy-in and managing change effectively.
- Establishing key performance indicators (KPIs) to monitor the training function.
- Creating a cycle of continuous improvement for the L&D department.
- Future trends in training audits and performance measurement.

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 ROI, how can a training audit quantify its contribution to fostering a resilient and adaptive learning culture within an organization?

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

This course distinguishes itself by focusing on the training function as a strategic business partner rather than merely an administrative unit. While many programs cover evaluation models in theory, our curriculum is built around the practical, end-to-end process of conducting a comprehensive departmental audit. We move beyond simply measuring course completion rates to instill a mindset of performance consulting, teaching participants how to link every learning initiative directly to measurable business outcomes and strategic objectives. The emphasis is on actionable intelligence; participants learn not just how to find problems, but how to analyze their root causes and present compelling, data-backed solutions to senior leadership. A key differentiator is our focus on the communication and change management aspects of an audit. We equip participants with the skills to build a strong business case, gain stakeholder buy-in, and drive the implementation of their recommendations. The course provides a holistic framework that integrates financial analysis, process efficiency, strategic alignment, and cultural impact, offering a far more comprehensive and strategic perspective than courses that focus on a single aspect of training evaluation.