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COURSE BROCHURE

Training Unit as an Internal Service Training Course

4 – 8 July 2027
Dubai

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Ref: 896_33805 **Date:** 4 – 8 July 2027 **Location:** Dubai **Fees:** 4600 GBP

Training Unit as an Internal Service is a 1-week training course for training managers and knowledge leads who run a corporate learning function and ends with a training service charter for the unit. Business units now expect the training function to respond like any other internal provider, with clear offers, predictable turnaround and visible results. Jupiter Prime Training delivers this course on the Training Unit as an Internal Service.

Why Training Unit as an Internal Service Matters Now

Three forces push the training unit toward a service model. Line directors compare it with external suppliers and ask why requests wait weeks. Hybrid workforces want short, on-demand learning that a classroom calendar cannot meet. Finance teams want each request traced to a business need before it is funded. A unit with defined offers earns a seat in workforce decisions; one that reacts to every email becomes an order-taker. The course draws on ISO 30422 Human Resource Management, Learning and Development and ISO 10015 Guidelines for Competence Management and People Development.

Who Gains Most from Training Unit as an Internal Service

- Leaders who own the training function's operating model and staffing
- Specialists who receive, screen and prioritise requests from business units
- Knowledge leads who host communities of practice and lessons-learned libraries
- Coordinators who schedule cohorts, trainers and venues across departments
- Partners who represent learning in divisional leadership meetings

A training department that sends its manager, intake specialist and knowledge lead together gains most.

Training Unit as an Internal Service Capabilities

Participants treat each business unit as an internal client that can order, measure and renew training offers.

- Design a training service catalogue with tiers and turnaround times — business unit heads
- Build an intake and triage route for learning requests — the training manager
- Specify service level agreements with internal clients — divisional directors
- Apply after action reviews to capture lessons from projects — operations leaders
- Assess the health of communities of practice — knowledge leads
- Communicate service performance through a quarterly client report — the executive committee

Key Training Unit as an Internal Service Terms

- Service catalogue — a published list of the learning offers a training unit provides, with scope, audience and turnaround for each.
- Internal client — a department or business unit that requests and consumes training services from the organisation's own training function.
- Service level agreement — a written agreement setting response times, quality measures and responsibilities between the training unit and a client.
- Intake triage — the screening step that decides whether a request needs training, another solution or no action at all.
- Community of practice — a group of staff who share a craft and meet regularly to exchange know-how and solve shared problems.
- After action review — a short structured debrief asking what was planned, what happened, why, and what to repeat or change.

Training Unit as an Internal Service Day by Day

Day 1: The Learning Function as a Provider

- Internal Client Mapping — Which Units Drive Most Learning Demand
- Service Operating Models — Centralised, Embedded or Hybrid Training Unit
- ISO 30422 Process View — Where the Unit Owns Each Stage
- Learning Organisation Disciplines — Signals of a Culture That Learns
- Client Expectation Interviews — Gaps Between Promise and Experience

Day 2: Designing the Service Catalogue

- Offer Tiers — Standard, Tailored and Advisory Learning Services
- Turnaround Standards — Realistic Lead Times for Each Offer
- Intake Form Design — Questions That Separate Needs From Wishes
- Triage Decision Tree — Training, Job Aid or Process Fix
- Capacity Planning — Trainer Days Against Forecast Requests

Day 3: Agreements and Client Relations

- Service Level Agreement Drafting — Shared Duties of Unit and Client
- Account Manager Role — One Contact Point per Division
- Escalation Rules — Handling Urgent or Out-of-Scope Requests
- Client Satisfaction Pulse — Short Surveys After Each Service
- ISO 10015 Competence Records — Evidence Clients Can Rely On

Day 4: Knowledge Sharing Mechanisms

- Community of Practice Charters — Purpose, Sponsor and Meeting Rhythm
- After Action Review Facilitation — Turning Projects Into Lessons
- Lessons-Learned Library — Tagging and Retrieval for Reuse
- Expert Locator Directory — Connecting Staff With Internal Know-How
- Peer Teaching Rosters — Spreading Delivery Beyond the Unit

Day 5: Practising the Training Service Charter

- Catalogue Pricing in Trainer Days — Applying Day 2 Capacity Work
- Pilot Agreement With One Division — Applying Day 3 Drafting
- Community and Review Calendar — Applying Day 4 Mechanisms
- Quarterly Client Report Layout — What Leaders See Each Cycle
- Training Service Charter — Final Draft Presented for Peer Challenge

Applying Training Unit as an Internal Service After the Course

- Run the intake triage decision tree on the next twenty requests and log non-training fixes.
- Facilitate one after action review with a recently finished project team and file the lessons in a tagged library.

Training Unit as an Internal Service Questions FAQ

What is the Training Unit as an Internal Service approach and why does it matter now?

It is a way of running the training department like a provider with a catalogue, agreements and clients. It matters now because business units expect fast, predictable responses and finance teams want every request linked to a real need before funds are released.

Which roles gain most from the Training Unit as an Internal Service course?

Training managers, intake specialists, knowledge leads and learning coordinators gain most. Divisional learning partners who negotiate client agreements also benefit.

How does Training Unit as an Internal Service differ from a training budget or evaluation course?

It focuses on how the unit receives, screens and serves requests, not on funding lines or impact formulas. It shapes the offer, the client relationship and the knowledge-sharing routines.

What do you bring back from the Training Unit as an Internal Service course?

You bring back a draft service charter for your own unit. It holds a tiered catalogue, an intake decision tree and a pilot client agreement.

Training Unit as an Internal Service: The Way Forward

The training service charter first informs which division signs the pilot agreement and which offers enter the catalogue. The training manager, account managers and knowledge leads use it to answer requests consistently. After its first quarter, revisit the turnaround standards against real intake volumes and decide whether communities of practice now handle demand the unit once met with classroom sessions.