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COURSE BROCHURE

Training Quality Management to ISO 10015 Course

29 March – 2 April 2027
Geneva

Training Quality Management to ISO 10015 Course

Ref: 1364_51073 **Date:** 29 March – 2 April 2027 **Location:** Geneva **Fees:** 6500 GBP

Training Quality Management to ISO 10015 is a 1-week training course for training managers and quality officers who must show that each stage of the training cycle is planned, controlled and improved, each drafting a Training Quality Control Plan for their own learning function. Auditors and internal clients now expect learning to meet the same discipline as any other managed process. Jupiter Prime Training runs training quality management to ISO 10015 for these practitioners.

Why Training Quality Management to ISO 10015 Matters Now

Two groups shape this subject. Quality and audit teams increasingly sample the learning function, asking for evidence that competence needs were determined, courses were designed against them and results were reviewed. Internal clients and employees compare inconsistent course experiences across sites and suppliers, and lose faith when standards vary. A function that controls each stage of its training cycle can explain variation and fix it at source; one that treats training as a calendar of events struggles to show why outcomes differ. The course rests on ISO 10015, the international guidance on competence management and people development, the Plan-Do-Check-Act PDCA cycle and the Kirkpatrick four-level evaluation model.

Who Gains Most from Training Quality Management to ISO 10015

- Those who own the training procedure and its records
- Those who audit or self-assess the learning function
- Those who approve course designs and supplier offerings
- Those who monitor delivery consistency across sites and trainers
- Those who report training performance to quality committees

A training department gains most when its manager and the quality officer who audits it attend together, because control points and evidence expectations can then be agreed in one plan.

Training Quality Management to ISO 10015 Capabilities

Participants leave able to map the training cycle as a controlled process, set quality criteria at each stage and use findings to drive improvement.

- Apply ISO 10015 guidance to determine competence needs and record their basis — quality auditors
- Specify design review criteria and approval gates for new courses — course owners
- Build delivery controls covering trainer qualification, materials version and venue readiness — site managers
- Assess evaluation evidence against stated objectives — quality committees
- Design corrective and preventive actions from audit findings and learner complaints — training managers

- Calculate a small set of training quality indicators and trend them — senior management

Key Training Quality Management to ISO 10015 Terms

- ISO 10015 — international guidance on competence management and people development, applied here to plan, deliver and improve training.
- Competence need — a documented gap between the competence a role requires and what people currently demonstrate.
- Design review — a planned check that a course design meets its objectives, audience needs and quality criteria before release.
- Control point — a stage in the training cycle where a defined check is made and a record kept.
- Nonconformity — a failure to meet a stated requirement, such as an unqualified trainer or an outdated module.
- Corrective action — an action to remove the cause of a nonconformity so it does not recur.

Training Quality Management to ISO 10015 Day by Day

Day 1: Training as a Managed Process

- ISO 10015 Structure and Intent — Scope of Competence Management Guidance
- Training Cycle Process Map — Inputs, Outputs and Owners
- PDCA Cycle Applied to Learning — Planning for Control
- Interested Parties and Their Expectations — Defining Training Quality
- Current-State Gap Check Against the Guidance — Improvement Priorities

Day 2: Determining Needs and Designing Courses

- Competence Need Determination Records — Traceable Justification
- Training Specification Templates — Objectives, Audience and Methods
- Design Review and Approval Gates — Release Decisions
- Supplier and Off-the-Shelf Course Evaluation Criteria — Buy or Build
- Document and Version Control for Materials — Consistent Content

Day 3: Controlling Delivery

- Trainer Qualification and Calibration Records — Consistent Instruction
- Pre-Course Readiness Checklists — Venue, Equipment and Joining Instructions
- Observation of Delivery Against Session Plans — Fidelity Checks
- Learner Feedback and Complaint Handling — Early Warning Signals
- Attendance and Assessment Records — Evidence for Auditors

Day 4: Evaluation and Improvement

- Kirkpatrick Levels Linked to Stated Objectives — Evaluating Outcomes
- Training Quality Indicators and Trend Charts — Monitoring Performance
- Internal Audit of the Training Function — Sampling and Findings
- Nonconformity Logging and Root Cause — Corrective Action Planning
- Management Review Inputs for Training — Resourcing and Priorities

Day 5: Practising the Training Quality Control Plan

- Process Map of the Participant's Own Training Cycle — Applying Day 1 Methods
- Design and Delivery Control Points — Applying Days 2 and 3 Checks
- Indicator Set and Audit Schedule — Applying Day 4 Tools
- Peer Audit Simulation — Testing Evidence Readiness
- Training Quality Control Plan — Process Map, Control Points, Indicators and Actions

Applying Training Quality Management to ISO 10015 After the Course

- Introduce a design review gate with written approval criteria for the next new course before release.
- Run an internal audit sample of five recent courses against the control points and log any nonconformities.

Training Quality Management to ISO 10015 Questions FAQ

What is training quality management to ISO 10015 and why does it matter now?

It is the practice of controlling each stage of the training cycle using ISO 10015 guidance. It matters now because auditors and internal clients expect consistent, evidenced training rather than a calendar of unrelated events.

Which roles gain most from training quality management to ISO 10015?

Training managers and quality officers gain most. Those who approve course designs, audit the learning function or monitor delivery across sites and suppliers also benefit from shared control points.

How does training quality management to ISO 10015 differ from a general quality management course?

A general quality management course covers organisation-wide systems over a longer span. Training quality management to ISO 10015 focuses only on the training cycle, from competence needs through design, delivery and evaluation.

What do you bring back from training quality management to ISO 10015?

You bring back a Training Quality Control Plan for your own function, with a process map, control points, quality indicators, an audit schedule and an action log.

Training Quality Management to ISO 10015: The Way Forward

The Training Quality Control Plan first informs which control points to introduce before the next audit. Training managers own it, and quality officers use it to sample evidence. After its first audit cycle, revisit the indicators, since what signals quality in a utility's safety academy differs from a retail chain's induction centre.