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COURSE BROCHURE

Training Coordination and Learning Operations Course

15 – 19 February 2027
Geneva

Training Coordination and Learning Operations Course

Ref: 1375_51499 **Date:** 15 – 19 February 2027 **Location:** Geneva **Fees:** 6500 GBP

Training Coordination and Learning Operations is a 1-week training course for training coordinators and administrators who keep the learning calendar running, from nomination windows and joining instructions to attendance registers and completion reports, each building a Learning Operations Playbook for their own unit. When coordination slips, seats go empty, trainers wait for equipment and audit evidence goes missing. Jupiter Prime Training runs training coordination and learning operations for those who make sessions happen.

Why Training Coordination and Learning Operations Matters Now

Three groups lean on coordinators more than ever. Line managers expect seats to be confirmed early and nominations handled without long email chains. Finance teams track spend against the annual learning budget month by month and question late cancellations and no-show charges. Quality and audit reviewers sample attendance and completion records and expect them to match. An organisation with disciplined learning operations fills seats, controls cost and answers audit requests quickly; one without loses money to empty places and struggles to prove who was trained. The course draws on the training coordination role family described by professional learning bodies and on the Kirkpatrick four-level model for reporting reaction and completion data.

Who Gains Most from Training Coordination and Learning Operations

- Those who build and publish the annual training calendar
- Those who run nomination windows and confirm seats with managers
- Those who book venues, trainers, catering and equipment
- Those who keep attendance registers and completion records
- Those who track learning spend and prepare monthly reports

A learning unit gains most when all its coordinators attend together, so nomination rules, booking checklists and record formats become one shared standard.

Training Coordination and Learning Operations Capabilities

Participants leave able to run the coordination cycle predictably, from calendar to completion report, with fewer last-minute surprises.

- Build an annual training calendar balancing demand, trainer capacity and business peaks — department heads
- Design a nomination process with clear windows, approvals and waiting lists — line managers
- Apply logistics checklists for venues, equipment, catering and joining instructions — trainers and participants
- Specify attendance and completion record formats that satisfy auditors — quality reviewers

- Calculate operational indicators such as fill rate, no-show rate and cost per learner day — finance partners
- Communicate monthly learning operations reports in a consistent layout — L&D leadership

Key Training Coordination and Learning Operations Terms

- Nomination window — a set period during which managers put forward participants for a scheduled session before seats are confirmed.
- Joining instructions — the pre-course message telling participants where, when and how to attend and what to prepare.
- Fill rate — the share of available seats in a session that are taken by confirmed participants.
- No-show rate — the share of confirmed participants who do not attend without notice, often triggering cancellation charges.
- Attendance register — the signed or digital record of who attended each session, used as audit evidence.
- Learning operations — the scheduling, booking, logistics, records and reporting activities that keep a training calendar running.

Training Coordination and Learning Operations Day by Day

Day 1: The Coordination Role and Calendar

- Training Coordination Role Family Responsibilities — Scope of the Coordinator
- Annual Training Calendar Construction — Demand, Capacity and Business Peaks
- Stakeholder Map: Managers, Trainers, Finance, Suppliers — Service Expectations
- Calendar Publication Channels — Reaching Every Department
- Coordination Service Standards — Response Times and Escalation

Day 2: Nominations and Enrolment

- Nomination Window Design — Timing, Approvals and Eligibility
- Waiting Lists and Seat Reallocation — Filling Late Gaps
- Joining Instructions Templates — Arrival Readiness
- Cancellation and No-Show Rules — Protecting Budget and Seats
- Learning Platform Enrolment Basics — Matching Bookings to Records

Day 3: Logistics and Supplier Bookings

- Venue Selection and Room Set-Up Checklists — Session Readiness
- Trainer Booking and Briefing Packs — Avoiding Day-One Surprises
- Equipment, Materials and Catering Orders — Lead Times and Checks
- External Provider Purchase Orders — Invoice Matching
- Contingency Plans for Trainer or Venue Loss — Continuity Choices

Day 4: Records, Budget and Indicators

- Attendance Registers and Completion Records — Audit Evidence
- Kirkpatrick Level 1 Survey Collection — Reaction Data Handling
- Learning Budget Tracker by Month — Committed Versus Actual Spend
- Fill Rate, No-Show Rate and Cost per Learner Day — Operational Indicators
- Monthly Learning Operations Report Layout — Leadership Visibility

Day 5: Practising the Learning Operations Playbook

- Calendar Draft for a Sample Year — Applying Day 1 Methods
- Nomination and Waiting List Simulation — Applying Day 2 Rules
- Logistics Checklist Run-Through — Applying Day 3 Bookings
- Indicator Calculation and Report Mock-Up — Applying Day 4 Records
- Learning Operations Playbook — Calendar, Nominations, Logistics, Records and Report

Applying Training Coordination and Learning Operations After the Course

- Introduce a fixed nomination window with a waiting list for the next quarter's sessions and track fill rate.
- Publish the first monthly learning operations report showing fill rate, no-show rate and spend against budget.

Training Coordination and Learning Operations Questions FAQ

What is training coordination and learning operations and why does it matter now?

It is the work of scheduling, booking, recording and reporting that keeps a training calendar running. It matters now because managers, finance and auditors expect seats filled, spend controlled and records accurate.

Which roles gain most from training coordination and learning operations?

Training coordinators and administrators gain most, especially those handling calendars, nominations and bookings. Staff who maintain attendance records or report learning spend also benefit from shared standards.

How does training coordination and learning operations differ from a learning platform administration course?

A learning platform administration course configures the system itself. Training coordination and learning operations covers the wider cycle: calendars, nominations, logistics, supplier bookings, records and operational indicators.

What do you bring back from training coordination and learning operations?

You bring back a Learning Operations Playbook with a calendar template, nomination rules, logistics checklists, record formats and a monthly report layout ready to use.

Training Coordination and Learning Operations: The Way Forward

The Learning Operations Playbook first informs how the next quarter's nominations and bookings are run. Coordinators use it daily, and L&D leads use its report to spot waste and capacity gaps. After first use, revisit the cancellation rules, since a hospital's shift patterns and a bank's quarter-end peaks create different no-show risks.