
Training Department Operations: Planning, Budget and Reporting Course

4 – 8 April 2027
Amman





Training Department Operations: Planning, Budget and Reporting Course

Ref: 47_12086 **Date:** 4 – 8 April 2027 **Location:** Amman **Fees:** 3100 GBP

Programme Summary

Training department operations is a five-day training course for heads of training administration and learning operations managers at managerial level, culminating in a training operations manual for their unit. Training units often deliver an annual plan through spreadsheets, late nominations and last-minute venue changes, while budgets drift and evaluation forms go unanalysed. The approach treats the training cycle as a managed operation with clear intake rules, a controlled calendar, reliable records and decision-ready reports. Mars Training Centre UK delivers this programme in training department operations.

The Business Case

Every cancelled session, empty seat or unrecorded attendance wastes budget and weakens the credibility of the training function with line managers. Units that plan from validated needs, control nominations and logistics, and report evaluation evidence clearly can protect their allocation, deliver more of the approved plan and show management where development spending makes a difference.

- Training Plan Delivery Rate: Rises when scheduling, nominations and vendor bookings follow a controlled calendar.
- Cost per Participant and Budget Variance: Fall when commitments, invoices and cancellations are tracked against the approved budget.
- Management Confidence in Training Data: Grows when records are accurate and evaluation results reach decision-makers on time.

Principles and Evidence Base

- ISO 10015:2019 Guidelines for Competence Management and People Development: Frames the cycle of determining needs, planning, delivering and evaluating development in Sessions 1 and 2.
- Kirkpatrick Model Four Levels of Training Evaluation: Structures reaction, learning, behaviour and results data collection in Session 4.
- Service-Level Thinking for Internal Customers: Defines response times and standards between the training unit, line managers and participants in Session 3.



Intended Participants

- Managers who run the annual training plan and the training calendar for an organisation or academy.
- Supervisors of training coordinators responsible for nominations, enrolment and participant communication.
- Officers who contract training providers, venues and travel and manage their invoices.
- Administrators of learning management systems and training records.
- Staff who prepare training budgets and management reports.

The programme serves corporate academies, government training centres, energy and industrial companies, and healthcare organisations.

Learning Outcomes

1. Participants will be able to construct an annual training plan and calendar from validated training needs.
2. Participants will be able to design nomination, enrolment and attendance rules that reduce no-shows and late changes.
3. Participants will be able to evaluate training providers and venues against agreed service standards.
4. Participants will be able to diagnose gaps in learning management system data and training records.
5. Participants will be able to prioritise spending and control the training budget against commitments.
6. Participants will be able to justify training results to management using Kirkpatrick-based evaluation reports.

Programme Structure

Day 1: Training Department Operations and the Training Cycle

What does a well-run training unit do, and where do its processes break down?

- ISO 10015:2019 Development Cycle Applied to the Training Unit
- Training Needs Intake Forms and Validation With Line Managers
- Roles and Responsibilities Matrix for Training Staff
- Process Mapping of Nomination to Completion
- Training Unit Operations Health Check

Day 2: Annual Plan, Calendar and Nominations

How is approved demand turned into a calendar that runs as planned?

- Annual Training Plan Consolidation and Prioritisation
- Calendar Scheduling Around Peak Workloads
- Nomination Rules, Approvals and Waiting Lists
- Participant Joining Instructions and Reminders
- No-Show and Cancellation Policy



Day 3: Providers, Venues and Logistics

How are external providers, rooms and travel arranged and held to standard?

- Provider Selection Criteria and Request for Proposal Templates
- Service-Level Agreements With Training Providers
- Venue, Equipment and Virtual Classroom Checklists
- Travel and Accommodation Arrangements for Delegates
- Provider Performance Scorecard

Day 4: LMS Records, Budget and Evaluation Data

Which records and figures does management need, and how are they kept reliable?

- Learning Management System Data Standards and Audit
- Attendance, Completion and Training History Records
- Training Budget Tracking, Commitments and Invoice Control
- Kirkpatrick Model Evaluation Instruments for Levels 1 to 4
- Training Dashboard and Quarterly Management Report

Day 5: Applying Training Department Operations

How are the tools assembled into one operating manual for the unit?

- Applying the Operations Health Check to a Participant Unit
- Building the Next Annual Calendar From Sample Needs Data
- Drafting the Budget Control Sheet and Provider Scorecard
- Presenting an Evaluation Report to a Mock Management Panel
- Training Operations Manual Completion and Peer Review

Methodology

The programme uses structured exercises built on realistic training unit files: needs submissions, nomination lists, provider quotes, LMS extracts and evaluation forms from corporate and public sector settings. Participants process these files as they would at work, then compare decisions with peers and refine their templates.

- Suggested activity: Resolving a week of clashing nominations and venue bookings.
- Suggested activity: Reconciling a training budget against invoices and cancellations.
- Suggested activity: Turning raw evaluation forms into a one-page management summary.



Capstone Output

Each participant completes a training operations manual for their unit, containing the intake and nomination rules, a calendar template, provider service levels and scorecard, LMS record standards, a budget control sheet and a management reporting format, ready for approval and use in the next planning cycle.

Frequently Asked Questions

Is training department operations training suitable for experienced training coordinators?

Yes. It suits coordinators moving into supervisory roles and managers of training units. It assumes working experience of organising training, but no background in finance or systems administration.

Which models underpin training department operations in this course?

The programme draws on ISO 10015:2019 guidelines for competence management and people development and the Kirkpatrick Model four levels of training evaluation, supported by service-level agreements with providers.

How is the training operations manual used at work?

You use it as the standard operating reference for your unit, guiding planning, nominations, provider management, records, budget control and reporting through each annual cycle.