



Quality in Training and Continuing Education 13-15 April, 2001, Beijing, China

Globalisation and rapid technological development have changed the way companies organise themselves and compete in the world market. Increasingly, “knowledge”, “innovativeness”, “flexibility” and “entrepreneurship” are key elements which are becoming equally if not more important for the success of global companies than traditional concerns about product mix, pricing strategy, distribution channels, branding etc.

In this context, the quality of a company’s human resources is *the* key driver for sustained top level performance of a global company. The company alone cannot resolve all the issues related to the quality of its human resources. Instead, it has to rely on continued access to a pool of qualified human resources and on the provision of on-going training and development opportunities to fulfil its human resource requirements.

In-service management training, in contrast to general management education, is intended to meet specific operational demands. Therefore, management training has to be performance/problem oriented with a strong emphasis on performance improvement and bottom line impact. Management training, therefore, needs to be subject to the same quality rigor as is the case for the management of all other production processes.

It is in this context that an international conference has been organised to exchange experiences and best practices in the field of quality assurance of management training and continue education with a special focus on quality assurance of management related training of large size companies.

Organisers

China Training Centre, State Economic and Trade Commission, Chinese Government, Beijing.

Centre for Socio-Eco-Nomic Development (CSEND), Geneva.

Intended participants.

- ∅ Managers responsible for human resource development and training within companies or government ministries
- ∅ Managers in charge of training institutions or management schools
- ∅ Quality specialists responsible for quality assurance within enterprises

Programme

Day 1 (13 April, 2001)

Time	Title	Speaker
8.30 - 9.00	Opening Ceremony	Chaired by Mme. Zhang Nan, Director of CTC/SETC, China
9.00 - 10.30	Introduction to Quality in Training & Overview of ISO 10015	Dr. Raymond Saner, Director, Centre for Socio-Eco-Nomic Development (CSEND), Switzerland
10.30 - 10.45	Break	
10.45 - 12.15	Performance Management and Competence Development	Foundations of ISO 10015: Mr. Tommie Johansson, Senior VP, STF Kompetens, Sweden
12.15 - 14.00		Lunch
14.00 - 15.45	ISO 10015: History, Model and Training Needs Analysis (Step 1)	Mr. Basil Dutton, Canada's Representative to Working Groups of ISO 10015 & 10013, Canada
15.45 - 16.00		Break
16.00 - 17.00		Plenary: Panel Discussion Chaired by Mr. Zhong Hong Xiang, Deputy Director, CTC/SETC, China with speakers of the day

Day 2 (14 April, 2001)

Time	Title	Speaker
8.30 - 10.00	ISO 10015: Instructional Design, Training Delivery & Training Effectiveness (Step 2 & 3)	Dr. Lichia Saner-Yiu, President, Centre for Socio-Eco-Nomic Development (CSEND), Switzerland
10.00 - 10.30		Break
10.30 - 12.00	ISO 10015: Training Evaluation & Performance Improvement (Step 4)	Mr. Basil Dutton, Canada's Representative to Working Groups of ISO 10015 & 10013, Canada
12.00 - 14.00		Lunch
14.00 - 15.45	Installing ISO 10015 System in Training Institutions & Certification Process	Mr. Giuseppe Maggioli, President, QuaSys Consulting SA, Switzerland
15.45 - 16.00		Break
16.00 - 17.00		Plenary: Panel Discussion Chaired by Dr. Raymond Saner, Director, CSEND, Switzerland, with speakers of the day