COURSE OVERVIEW HM0239
Certificate in Training and Development

Course Title
Certificate in Training and Development

Course Date/Venue
Session 1: July 06-10, 2025/Meeting Plus 9, City Centre Rotana, Doha, Qatar
Session 2: September 21-25, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

Course Reference
HM0239

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Training and Development. It covers the importance, scope and objectives of training and development; the roles and responsibilities of a training professional and adult learning principles; the training needs analysis (TNA), learning objectives, competency mapping and training policies and governance; the instructional design models, designing a training curriculum and developing learning materials; the blended and elearning approaches, training aids and technology and inclusive and accessible training design; the facilitation techniques, presentation and communication skills and training session planning; and the effective workshops, cultural sensitivity in delivery and using feedback in real time.

During this interactive course, participants will learn the evaluation models and methods, designing evaluation tools, feedback analysis and action planning; the trainer performance assessment, continuous learning and development and quality assurance in training; linking training to organizational strategy and the cost-benefit analysis, budget planning steps, measuring ROI of training and justifying training investments; the emerging trends in learning and development; and the global training standards and academy structure and governance.

Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an in-depth knowledge on training and development

- Discuss the importance, scope and objectives of training and development

- Recognize the roles and responsibilities of a training professional and explain adult learning principles

- Carryout training needs analysis (TNA), learning objectives and competency mapping and training policies and governance

- Illustrate instructional design models, design a training curriculum and develop learning materials

- Apply blended and eLearning approaches, training aids and technology and inclusive and accessible training design

- Employ facilitation techniques, presentation and communication skills and training session planning

- Conduct effective workshops, cultural sensitivity in delivery and using feedback in real time

- Implement evaluation models and methods, designing evaluation tools and feedback analysis and action planning

- Apply trainer performance assessment, continuous learning and development and quality assurance in training

- Link training to organizational strategy covering learning culture development, workforce capability planning, talent management integration and performance improvement

- Carryout cost-benefit analysis, budget planning steps, measuring ROI of training and justifying training investments

- Discuss the emerging trends in learning and development, global training standards and academy structure and governance

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course is designed for senior staff including training and development seniors counselors and counselors from training and development section in HR department.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Haward Technology Middle East

Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-
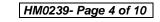
Haward Technology Middle East

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-24

HTME No. 74851

Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HM0239	Certificate in Training and Development	Nov 10-14, 2024	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

TRUE COPY

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

Certificate Accreditations

Haward's Certificates are accredited by the following international accreditation organizations:

- **BAC**   British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- **IACET**   The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

Doha	**US$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM, PMI-ATP is a **Senior Human Resource & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **People Management** Essentials, Strategic **Recruitment, Interviewing & Selection**, **Human Capital Asset** Management, **Human Resource** Development, **Human Resource** Management, **Career** Development & Succession Planning Strategies, **HR Management** System, **Human Relation Skills & EQ Intelligence, Project Management**, **Project Delivery & Governance Framework**, **Project Management Systems**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management Contract Management** & **Tendering**, **Tender Development**, **Contract Standards** & **Laws**, **Bidder Selection** & **Tender Evaluation**, **Dispute Resolution**, and **Risk Identification**. Further, he is also well-versed in **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Presentation Skills**, **Problem Solving & Decision Making**, **Preventive Actions**, **Situation Analysis**, **Crisis Management**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development, Career Management**, **Situation & Behaviour Analysis**, Interpersonal Motivation, Leadership Orientation, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Introduction to Training & Development*** *Definition and Importance • Scope and Objectives • Strategic Alignment with Business Goals • Training versus Development versus Education*
0930 – 0945	*Break*
0945 – 1030	***Roles & Responsibilities of a Training Professional*** *Trainer as Facilitator and Coach • Ethical and Professional Behavior • Competency Frameworks (e.g., ATD) • Communication and Interpersonal Skills*
1030 – 1130	***Understanding Adult Learning Principles*** *Andragogy versus Pedagogy • Kolb's Learning Styles • Motivation to Learn • Active and Experiential Learning*
1130 – 1215	***Training Needs Analysis (TNA)*** *Organizational, Task and Person Analysis • Data Collection Methods (Surveys, Interviews, etc.) • Gap Analysis • Prioritizing Training Needs*
1215 – 1230	*Break*
1230 – 1330	***Learning Objectives & Competency Mapping*** *Writing SMART Learning Objectives • Bloom's Taxonomy • Linking Objectives to Job Roles • Competency-Based Training Design*
1330 – 1420	***Training Policies & Governance*** *Training Policy Components • Compliance with Laws and Regulations • Training Budgets and Planning Cycles • Internal versus External Training*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	**Instructional Design Models** ADDIE Model Overview • AGILE and SAM • Backward Design • Selecting the Right Model
0830 – 0930	**Designing a Training Curriculum** Sequencing and Structuring Modules • Time Allocation • Selecting Delivery Methods • Content versus Skill Balance
0930 – 0945	Break
0945 – 1100	**Developing Learning Materials** Trainer Guides and Participant Manuals • Slide Deck Best Practices • Interactive Activities and Job Aids • Designing Assessments and Quizzes
1100 – 1215	**Blended & eLearning Approaches** eLearning Tools and Platforms • Blended Learning Models • Microlearning and Video-Based Training • Virtual Instructor-Led Training (VILT)
1215 – 1230	Break
1230 – 1330	**Training Aids & Technology** Visual Aids and Infographics • Learning Management Systems (LMS) • Simulation Tools and VR • Audience Response Tools (e.g., Kahoot, Mentimeter)
1330 – 1420	**Inclusive & Accessible Training Design** Universal Design for Learning (UDL) • Adapting for Language and Literacy Levels • Accessibility Standards (WCAG) • Gender and Cultural Inclusivity
1420 – 1430	**Recap** Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 – 0830	**Facilitation Techniques** Questioning and Feedback Methods • Managing Group Dynamics • Handling Difficult Participants • Techniques for Engagement
0830 – 0930	**Presentation & Communication Skills** Voice Modulation and Body Language • Visual Storytelling • Managing Anxiety • Using Analogies and Examples
0930 – 0945	Break
0945 – 1100	**Training Session Planning** Session Outlines and Timing • Icebreakers and Energizers • Learning Checkpoints • Backup Plans and Contingencies
1100 – 1215	**Conducting Effective Workshops** Interactive Group Activities • Role-Plays and Simulations • Brainstorming and Mind-Mapping • Case Study Analysis
1215 – 1230	Break
1230 – 1330	**Cultural Sensitivity in Delivery** Language Barriers and Adaptations • Respecting Diversity • Cross-Cultural Facilitation • Managing Local vs Global Audiences

1330 – 1420	**Using Feedback in Real Time** *Types of Learner Feedback • Adjusting Delivery Based on Cues • Debriefing Techniques • Encouraging Open Discussions*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	**Evaluation Models & Methods** *Kirkpatrick's Four Levels • Phillips ROI Model • Qualitative versus Quantitative Tools • Benchmarking and KPIs*
0830 – 0930	**Designing Evaluation Tools** *Reaction Surveys (Level 1) • Pre/Post-Tests (Level 2) • Observation Checklists (Level 3) • Business Metrics Analysis (Level 4)*
0930 – 0945	*Break*
0945 – 1100	**Feedback Analysis & Action Planning** *Aggregating and Interpreting Results • Identifying Training Gaps • Stakeholder Communication • Follow-up Strategies*
1100 – 1215	**Trainer Performance Assessment** *Self-Evaluation • Peer and Supervisor Reviews • Trainee Feedback • Personal Improvement Plans*
1215 – 1230	*Break*
1230 – 1330	**Continuous Learning & Development** *Reflective Practices • Communities of Practice • Staying Current with Trends • Attending Certifications and Conferences*
1330 – 1420	**Quality Assurance in Training** *Internal Audits • Accreditation Requirements • Standard Operating Procedures (SOPs) • Documentation and Reporting*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	**Linking Training to Organizational Strategy** *Learning Culture Development • Workforce Capability Planning • Talent Management Integration • Performance Improvement*
0830 – 0930	**Training Budgeting & ROI** *Cost-Benefit Analysis • Budget Planning Steps • Measuring ROI of Training • Justifying Training Investments*
0930 – 0945	*Break*
0945 – 1100	**Emerging Trends in Learning & Development** *AI and Adaptive Learning • Gamification • Social Learning Platforms • Learning in the Flow of Work*
1100 – 1215	**Global Training Standards & Certifications** *ISO 10015 and Learning Standards • ATD, CIPD, and Other Certifying Bodies • Certified Training Professional (CTP) • Maintaining Certification*

1215 – 1230	Break
1230 – 1300	**Building an in-House Training Academy** *Academy Structure and Governance • Course Catalog Development • Trainer Pools and Rotations • Tracking and LMS Integration*
1300 – 1315	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about Topics that were Covered During the Course*
1315 – 1415	**COMPETENCY EXAM**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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