

COURSE OVERVIEW HM0010 Professional Training Officer

Course Title

Professional Training Officer

Course Date/Venue

Please refer to page 3

Course Reference

HM0010

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



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

This course is designed to introduce participants to the concepts, theories, applications and rationale of training, learning and education within the industry framework. The course will examine various training assessment, measurement and benchmarking tools and techniques and highlight the pros and cons of each of them, with reference to evaluation and validation.

The course will review the various human resource management systems which play a contributing role to training productivity, effectiveness and efficiency in terms of competence profiling.

The course participants will be exposed to the skills and knowledge needed for the identification of training needs and the preparation of an annual training budget. The participants will additionally establish the return value on investment in training in particular and human resource development in general.

The course participants will address the competence involved in the sequential steps of designing and implementing a training event and an annual training plan. Finally, the participants will come to grips with the documentation of the training records, and appreciate the associated factors involved in changing the paradigm about training.

Course Objectives

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

- Get certified as a “*Professional Training Officer*”
- Implement the training function, levels and types of training and training organizational structure and apply the learning cycle, style and process, applications and core ingredients of a competence system
- Use skill and know-how in preparing a job, personal, functional and organizational profiles and determine the competence profile of the training officer/specialist including the effect of technology on training outcome
- Explain the linkage of training to other human resource systems including its relationship to the training function, rationale and value of training and identify the training needs, tools, techniques, roles, responsibilities, duties, documentation, integration, linkage and cross reference related to the training function
- Allocate a training budget and take into consideration expenditure cost elements and phasing as well as the presentation and layout
- Employ the approaches and methodologies of training and explain the training myths
- Give emphasis on the return on investment through assessment of training, measuring productivity and the added value and calculating the intellectual capital
- Organize a training event as well as draw and implement an annual training plan
- Employ proper documentation and implement the management of change and paradigm shift and formulate a personal implementation plan
- Evaluate test/competency examination and perform presentation of training module with video recording

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 provides an overview of all significant aspects and considerations of identification and analysis of training needs for those who are involved in the design, implementation and evaluation of training and human resource development programs in both technical and non-technical functions.

Course Date/Venue

Session(s)	Date	Venue
1	April 27 – May 01, 2025	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
2	July 06-10, 2025	Safir Meeting Room, Divan Istanbul, Turkey
3	September 07-11, 2025	Meeting Plus 9, City Centre Rotana, Doha Qatar
4	November 02-06, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
5	February 08-12, 2026	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
6	May 17-21, 2026	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
7	August 09-13, 2026	Meeting Plus 9, City Centre Rotana, Doha Qatar
8	November 01-05, 2026	Safir Meeting Room, Divan Istanbul, Turkey

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 Fee

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

Accommodation

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

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. Successful candidate will be certified as a “Professional Training Officer”. 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:-





- (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.




- (3) ILM (City & Guilds Group) Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course.



Certificates Accreditations


Certificates are accredited by the following international accreditation organization

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ILM (City & Guilds Group)

Haward Technology has been awarded the **ILM Recognised** status under the **City & Guilds Group Business**. The ILM stands for excellence in leadership and management qualifications design, development and delivery under the City & Guilds of London Institute as the award-giving body for these qualifications. ILM recognises and approved the programmes of training providers and academic institutions that deliver quality-assured training and accredited qualifications. As an Approved Provider of ILM Recognised programmes, Haward Technology meets the quality assurance criteria of the ILM to deliver application-based leadership and management programs that meet international standards and professional benchmarks.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. 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.

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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 Instructor

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



Mr. Drag Zic is a **Senior Human Resource & Management Consultant** with over **30 years** of 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, Leading Effective Meetings, Leadership & Business, Presentation Skills, Decision Making Skills, Communication Skills, Negotiation Skills, Coaching & Mentoring, Performance Management, Customer Service Management, Critical Thinking & Creativity, Quality Management, Risk Management, Data Management Systems, R&D and Research Management, Project Management, Planning, Budgeting & Cost Control, Document Management, Record Management and Contract Management.** Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director & Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Programme Manager, Managing Member, Rock Engineering Manager, Contract Manager, HR Manager, Consultant/Lecturer, Mine Seismologist, Data Analyst** and **Assistant Analyst** from different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and an active member of various professional engineering bodies internationally like the **European Geosciences Union (EGU)**, the **Canadian Institute of Mining (CIM)**, the **Project Management South Africa (PSMA)**, the **European Association of Geoscientists and Engineers (EAGE)**, the **South African Council for Natural Scientific Professions (SACNASP)**, the **International Society for Rock Mechanics (ISRM)** and the **South African Geophysical Association (SAGA)**. He has further delivered numerous trainings, workshops, conferences and seminars internationally.



Course Program

The following program is planned for this course. However, the course instructor may modify this program before or during the course 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 – 0900	The Training Function The Component Elements of Training • The Juxtaposition of Training, Education & Learning within the Industry Base • Levels & Types of Training • The Training Organizational Structure • Training as a Human Resource System
0900 – 0945	The Theory of Learning & Learning Cycle, Style & Process
0945 – 1000	Break
1000 – 1030	The Competence Theory & Applications
1030 – 1100	The Core Ingredients of a Competence System
1100 – 1215	The Skill & Know-How of Preparing Job Profiles • Personal Profiles • Functional Profiles • Organizational Profiles
1215 – 1230	Break
1230 – 1330	The Competence Profile of the Training Officer/ Specialist Technical Competence • Administrative Competence • Professional Competence
1330 – 1420	The Effect of Technology on Training Outcome
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2

0730 – 0900	The Linkage of Training to Other Human Resource Systems Manpower Recruitment & Succession Planning • Training Policies • Remuneration & Training Allowances • Performance Management • Career Development & Potential Assessment
0900 – 0915	Break
0915 – 1045	How Do Human Resource Management Systems Feed Into the Training Function? Job Grading & Evaluation • Psychometric Testing • Job Re-Design/ Career Laddering / Progression • Nationalization / Localization • Government Legislations, Regulations & Laws • Morale & Motivation
1045 – 1215	The Rationale & Value of Training
1215 – 1230	Break
1230 – 1330	The Identification of Training Needs Process • Tools & Techniques • Roles, Responsibilities & Duties • Documentation
1330 – 1420	Integration, Linkage & Cross Reference
1420 - 1430	Recap
1430	Lunch & End of Day Two





Day 3

0730 – 0900	The Training Budget – Phase I <i>Human Asset Accounting: Cost or Investment? • Expenditure Cost Elements & Phasing • Estimation Techniques & Cycle • Centralization Versus Decentralization</i>
0900 – 0915	Break
0915 – 1045	The Training Budget – Phase II <i>Functional Allocations • Monitoring & Control • Statistical Considerations • Presentation & Layout</i>
1045 – 1215	Approaches & Methodologies of Training <i>The Benchmark Approach • Self-Development • Individual Development Plan • The Performance Gap • Coaching, Counseling & Mentoring</i>
1215 – 1230	Break
1230 – 1420	The Training Myths: What Training Is Not?
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0900	The Return on Investment <i>Assessment of Training (Evaluation, Validation, Measurements & Formulae) • Productivity & the Added-Value • Intellectual Capital</i>
0900 – 0915	Break
0915 – 1045	How to Organize a Training Event <i>Resources, Planning, Costing, Implantation, Review, Feedback</i>
1045 – 1215	How to Draw & Implement an Annual Training Plan-Phase1
1215 – 1230	Break
1230 – 1420	How to Draw & Implement an Annual Training Plan-Phase2
1420 – 1430	Recap
1430	Lunch & End of Day Four

Day 5

0730 – 0930	Documentation <i>Ready-Made Packages • Computerization • Records Management</i>
0930 – 0945	Break
0945 – 1045	The Management of Change & the Paradigm Shift
1045 – 1145	A Total Review of Course Themes <i>Summary of Learning Points</i>
1145 - 1200	Break
1200 - 1300	The Personal Implementation Plan
1300 - 1315	Course Conclusion
1315 - 1415	COMPETENCY EXAM
1415 – 1430	<i>Presentation of Course Certificates</i>
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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