

**COURSE OVERVIEW HM0287**  
**Certified Train the Trainer: Master Trainer Program**  
*(Accredited by ILM)*

**Course Title**

Certified Train the Trainer: Master Trainer Program  
 (Accredited by ILM)

**Course Date/Venue**

July 28-August 01, 2025/Glasshouse Meeting  
 Room, Grand Millennium Al Wahda Hotel, Abu  
 Dhabi, UAE

**Course Reference**

HM0287

**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.***

Train-the-trainer is a highly interactive course developed to provide participants with all the skills necessary to facilitate an effective training session and to equip the participants with the latest trends & techniques on how to prepare, organize and deliver this with confidence and success.



This course is designed to provide participants with an up-to-date overview of preparing, delivering and evaluating training in a professional manner. It covers the active adult learning, assessment, objectives, experiential learning and active training; the training need analysis and the types of training materials; developing course content and selecting training materials and audio visuals; the characteristics of successful trainers; the effective communication and reading body languages; dealing with difficult participants; presentation skills; delivering with confidence and persuasive presentations; the confidence and self-esteem; the efficient use of instructional time; and motivation.



Whether you are training for a while or never stepped onto a platform before, you will learn how to build your confidence as a trainer with useful approaches on how to manage your fears, engage your audience, maximize their participation, and deal with challenging situations & difficult people that you may encounter on your training sessions.

## Course Competencies

### - Training Preparation:

Ability to determine training needs, evaluate and assess training, structure and plan successful courses from material design through to using training media

### - Training Delivery:

Possesses the skills and knowledge appropriate to the required training programme. Able to employ a wide range of delivery styles, including the use of modern technology and an interactive methodology, in order to meet the different learning styles of audiences and to capture their interest and involvement

### - Training Evaluation:

Sets clear objectives for training and continuous learning programmes and defines qualitative and quantitative outcome criteria in order to judge effectiveness. Employ a wide range of data collection techniques on which to evaluate quality and effectiveness of the training, the trainers and the continuous learning outcomes.

## Course Objectives

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

- Get certified as a “*Certified Master Trainer*”
- Apply facilitation of adult learning, preparation and delivery of seminar content and classroom management
- Discuss active adult learning, assessment, objectives and experiential learning
- Plan active training and apply training need analysis
- Identify the types of training materials and training material needed
- Develop course content, select training materials and audio visuals
- Describe the characteristics of successful trainers and perform effective communication
- Read body languages and deal with difficult participants
- Carryout presentation skills and develop the attitude of a successful public speaker
- Present content and context as well as identify the do's and don'ts in delivering aids and slides
- Review handouts and facilitate presentations and activities
- Perform opening exercises, brain-friendly lectures and lecture alternatives
- Deliver with confidence and persuasive presentations
- Determine the target audience and apply methods of persuasion
- Describe trainer's voice characteristics, perform experiential activities and extend the value of training
- Carryout confidence and self-esteem as well as the efficient use of instructional time
- Identify the factors of training motivation and review feedback as motivation
- Shift from training to performance and deal with nervousness
- Practice relaxation exercises, ask questions, evaluate training and facilitate presentations and closing activities

### **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 intended for persons who work in a training or supervisory role and wish to develop their instructional skills or for those who are entering the training environment or established trainers who wish to hone existing skills.

### **Exam Eligibility & Structure**

#### **A. Option-1: Degree Holders**

- (a) a degree from a recognized university in any subject;
- (b) Minimum 5-years proven experience certified by employers **or** holder of Minimum **30 CEUs** accredited by **IACET**.

#### **B. Option-2: Diploma Holders**

- (a) a 2-year diploma from a recognized college in any subject;
- (b) Minimum 10-years proven experience certified by employers **or** holder of Minimum **60 CEUs** accredited by **IACET**.

#### **C. Option-3: Experienced Individuals**

- (a) Minimum of 15-years proven experience certified by employers **or** minimum of 10-years proven experience and **30 CEUs** accredited by **IACET**.

### **Practical/Skills Assessment**

The course Accreditation Body, ILM, requires that a 15-minutes video clip shall be taken for each participant while delivering his/her presentation as part of the Practical Assessment.

### **Course Fee**

**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.

### **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 "*Certified Master Trainer*". 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.

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*

Page 1 of 1

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

**CEU Official Transcript of Records**

TOR Issuance Date: 09-Mar-17

HTME No. PAR146816

Participant Name: Hashim Al Rahbi

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HM287	<b>Certified Train the Trainer: Master Trainer Program</b> (Accredited by ILM)	March 05-09, 2017	30	3.0

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

TRUE COPY

Maricel De Guzman  
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 11130 Sunrise Valley Drive, Suite 350 Reston, VA 20191, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 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 1-2013 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 5969 400 | Fax: +971 2 5969 401 | E-mail: info@haward.org | Website: www.haward.org

\* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \* CEUs \* Haward Technology \*

- (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.



### HT-CIP® Stamp

Each successful candidate will be given a unique instructor number and a self-inking stamp valid for 5 years. Instructor's name and Haward Technology Certified Instructor Number will appear in the stamp as per the following sample:-




In order to maintain this certification, Certified Instructors must fulfil the quality requirements by Haward Technology as stated in Haward Quality Document number QAD 872 (System for the Assessment & Certification for Instructors & Trainers).



### **Certificate Accreditations**


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

- 
ILM (City & Guilds Group)

Haward Technology is a **Recognized Provider** by ILM 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 recognizes and approves training providers and academic institutions that deliver quality-assured training and accredited qualifications. As a Recognized Provider of ILM, 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.

- 
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.

- 
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(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** is a **Senior Human Resource & Management Consultant** with over **30 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 course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1: Monday, 28<sup>th</sup> of July 2025**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0900	<b>Introduction to Training</b>
0900 – 0930	<b>Active Adult Learning</b>
0930 – 0945	Break
0945 – 1030	<b>Assessment</b>
1030 – 1100	<b>Objectives</b>
1100 – 1130	<b>Experiential Learning</b>
1130 – 1230	<b>Planning Active Training</b>
1230 – 1245	Break
1245 – 1330	<b>Training Need Analysis</b>
1330 – 1400	<b>Types of Training Materials</b>
1400 – 1420	<b>Training Material Needed</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

#### **Day 2: Tuesday, 29<sup>th</sup> of July 2025**

0730 – 0800	<b>Develop Course Content</b>
0800 – 0830	<b>Selecting Training Materials</b>
0830 – 0900	<b>Audio-visuals</b>
0930 – 0945	Break
0945 – 1030	<b>Characteristics of Successful Trainers</b>
1030 – 1130	<b>Effective Communication</b>
1130 – 1230	<b>Exercise: How do You Read Body Languages?</b>
1230 – 1245	Break
1245 – 1330	<b>Dealing with Difficult Participants</b>
1330 – 1400	<b>Presentation Skills</b>
1400 – 1420	<b>Developing the Attitude of a Successful Public Speaker</b>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3: Wednesday, 30<sup>th</sup> of July 2025**

0730 – 0800	<i>Presentation Content &amp; Context</i>
0800 – 0830	<i>Delivering Aids/Do's &amp; Don'ts</i>
0830 – 0930	<i>Slide Do's &amp; Don'ts</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Handouts</i>
1030 – 1130	<i>Facilitating Presentations &amp; Activities</i>
1130 – 1230	<i>Opening Exercises</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Brain-friendly Lectures</i>
1330 – 1400	<i>Lecture Alternatives</i>
1400 – 1420	<i>Delivering with Confidence</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4: Thursday, 31<sup>st</sup> of July 2025**

0730 – 0800	<i>Subjects of Persuasive Presentations</i>
0800 – 0830	<i>The Target Audience</i>
0830 – 0930	<i>Methods of Persuasion</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Trainer's Voice Characteristics</i>
1030 – 1130	<i>Experiential Activities</i>
1130 – 1230	<i>Extending the Value of Training</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Learner Confidence &amp; Self-Esteem</i>
1330 – 1400	<i>Efficient use of Instructional Time</i>
1400 – 1420	<i>Factors of Training Motivation</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5: Friday, 01<sup>st</sup> of August 2025**

0730 – 0800	<i>Feedback as Motivation</i>
0800 – 0830	<i>Shift from Training to Performance</i>
0830 – 0930	<i>Training Anxieties</i>
0930 – 0945	<i>Break</i>
0945 – 1000	<i>Dealing with Nervousness</i>
1000 – 1030	<i>Relaxation Exercises</i>
1030 – 1100	<i>Asking Questions</i>
1100 – 1130	<i>Evaluating Training</i>
1100 – 1230	<i>Facilitating Presentations &amp; Activities</i>
1230 – 1245	<i>Break</i>
1245 – 1300	<i>Closing Activities</i>
1300 – 1315	<i>Course Conclusion</i>
1315 – 1415	<b>COMPETENCY EXAM</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

### **Practical Sessions**

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



### **Course Coordinator**

Mari Nakintu, Tel: +971 2 30 91 714, Email: [mari1@haward.org](mailto:mari1@haward.org)