

Why should an organisation measure **ROI in Training**?



This workshop will answer your questions!

It will explore ways and means of quantifying the value of training so that you can measure its impact on your organisation. That is what return on investment (ROI) is all about – measuring the value of learning.

Workshop outline:

- Introduction to ROI in training
- Understanding ROI in training
- Calculating ROI in training
- Implementing ROI in training
- Case Studies
- The ROI checklist

Measuring Return on Investment in Training

27–28 March 2012 • Johannesburg

TWO-DAY WORKSHOP

This workshop provides an integrated framework that indicates the link between ROI measurement and related processes such as **training needs analysis, ROI methodology & ratios, performance management** and the **Workplace Skills Plan**.

The workshop is created for people who are interested in measuring the return on investment (ROI) of training interventions. It describes the process for ROI data collection, ratios, and how to use these ratios to demonstrate the contribution of training interventions to business performance in tangible financial terms.

Join Rina as she covers the step-by-step process for measuring ROI and provides checklists and practical guidelines that can be used to measure the impact of learning programmes. The workshop combines relevant international expertise with local experience, and includes local case-studies to demonstrate the practical application of ROI in the South African workplace.

Facilitated by **Catherina Opperman**
Human Resources Development Consultant



Catherina Opperman is a consultant specialising in Return on Investment in training measurement, assessment tool design, facilitation and workplace assessment and moderation.

Prior to this she spent thirteen years at Medscheme initially in the finance department and then transferred to the training department as human resource development consultant and skills development facilitator heading up the People Development Department. Rina obtained her Masters degree in adult education specialising in measuring ROI and also obtained an international diploma in teaching and training. She is an accredited assessor, moderator, and Skills Development Facilitator, and is a registered human resource practitioner with the South African Board for Personnel Practice. Rina is the co-author of the first South African book on ROI and a managing member of ROIOnline, a specialist company who measures the financial impact of HRD interventions. Rina facilitated workshops on ROI in Malaysia and the Philippines, Namibia and Botswana.

Information

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Who should attend?

This workshop will be valuable for training and Human Resources staff interested in measuring the impact of training interventions on business performance, especially:

- HRD and Training Managers
- HR Managers
- Skills Development Facilitators
- Training consultants

Workshop programme

08:00 – 08:30 **Registration**

Example of the structure of the workshop:

8:30 – 16:30

The need for ROI training measurement in South Africa

- The need for ROI training measurement
- The role of training and HRD
- Strategic view of ROI
- Criticism against training
- Kirkpatrick's 4 level measurement model
- ROI Formula
- Determine your current ROI status
- Dealing with the pitfalls in ROI
- Guidelines for successful ROI measurements
- ROI awareness
- ROI as a business practice
- Accountability
- Skills Development in the organisation
- King Report on Corporate Governance
- International best practices
- ASTD: benchmark for best practice
- The future of the training function
- Adding value to the business
- Human capital measurement

How to calculate ROI

- Identify training cost items:
- Identify non-training variables that influence ROI measurement
- Estimate the influence of non-training variables
- Calculate true ROI

Performance Management and ROI

- Strategy to measure
- Performance management and the training link
- Skills matrix application as the basis for measurement
- Link performance standards to KPIs
- Interpersonal skills
- Assessment of competency: skills gaps, base line measures
- Assessment practice
- International measurement areas
- Competency measurement according to quantity, quality, cost & time
- Identify Organisation-specific measurements for one course
- Identify potential learning programmes

When & how to implement ROI

- 11 Step Implementation Plan
- Reporting: what should be included in feedback to Stakeholders
- Justification of calculations; link to budget
- Recommendations
- ROI Excel spreadsheet
- ROI international examples
- ROI measurement examples
- Measure own ROI impact; identify organisation specific measures
- Closing the ROI loop
- ROI Executive summary
- 20 R's of ROI
- Feedback
- Closure

SETA accreditation

Many of our delegates enquire after our accreditation status. There is a misguided opinion that organisations can only claim their levies back if they use accredited training providers only. This is not entirely correct. In the Government Gazette (No.20865 of 7 February 2000), it clearly states that the Skills Development Levies Act provides for recovery of a levy payment based on the submission of Workplace Skills Plans (WSPs), Workplace Skills Implementation Plans (WSIPs), and the submission of the names of Skills Development Facilitators (SDFs), and not on the basis of making use of accredited providers or NQF-aligned training and development events only.

Remember to bring your calculator!

Whilst every effort will be made to conform to the above programme outline, we are indeed flexible to deviate slightly or align our style and approach to meet the needs of the particular group or situation.

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Registration

Registration fee

R 8 490.00

The above registration fee includes VAT, lunch and refreshments, parking and workshop material

Terms and Conditions

Please note: Payment must be received before the event takes place. Knowledge Resources reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on 011 880 8540 to confirm that we have received your registration.

SOMETHING HAS COME UP AND I CANNOT ATTEND

If you cannot make it to the event, you have several options (the below options need to be received in writing):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%
- You may cancel your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee
- Unfortunately, no refund or credit can be given to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions

In the event of unforeseen circumstances Knowledge Resources reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 5 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled.

PAYMENT

- Cheques should be made payable to Knowledge Resources (Pty)Ltd. Please do not mail any cheques.
- Electronic Transfer or Direct Deposit into our bank account, validated by faxed copy of transaction slip
Nedbank Cresta
Account No.: 1913164489
Branch Code: 191305
FAX: 011 880 8700

Please note: Payment must be received by no later than 15:00 the day before the first morning of the event.



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Special Offer

- Register 3 delegates and the 4th delegate attends free of charge!
- Special discount for registered NPO's, small businesses (30 or less employees) & full-time lecturers at universities/colleges/schools – contact us for more information!

Registration Methods

- Register online GO TO www.kr.co.za
- Phone Plaxy Kathumba on 011 880-8540
- Fax completed registration form to 011 880-8700 / 9829
- Email completed form to plaxy@knowres.co.za

Once payment has been made please fax through proof of payment with the event's name written in the top right-hand corner

PLEASE NOTE Delegates will not be allowed entry to the event if payment has not been received.

Booking made by	
Phone	Email
Date	Signature

By signing this registration form, the delegates agree to the enclosed terms and conditions

DELEGATE 1

Name	Title
Designation	
Phone	Fax
Cellular	Email
Company	
Company VAT Number	
Postal Address	
	Postal Code
Dietary Requirements	

DELEGATE 2

Name
Title
Designation
Cellular
Fax
Email
Dietary Requirements

DELEGATE 3

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