

Knowledge K08 - Schedule and Resource Management

Course Summary

Planning to deliver on the training market opportunity

Introduction

Selling to an opportunity is in itself a business challenge. However, it is catastrophic not to have the capability to deliver. This is where understanding and interpreting demand is key, especially in relation to managing the business for both commercial and product success.

This module discusses the main tasks associated with scheduling and resourcing training courses together with understanding and interpreting demand, including how to cater for regional variance by way of enhancing or minimising the curriculum on offer. Practical challenges covering scheduling the right modality for the right market need, managing the delivery resource in an efficient manner, managing cost and revenue expectations, and factoring in international needs are then outlined and a scheduling checklist provided for reference and consideration.

Topics

- Understanding and interpreting demand
- Enhancing the curriculum to suit local customer need
- Minimising the curriculum offered to suit local customer need
- Scheduling the right modality to the right market conditions
- Sizing, scaling and managing the delivery resource
- Resourcing efficiency (contract or employ)
- Contract instructors
- Scheduler's checklist
- International and language considerations
- Managing cost and revenue expectations

Prerequisites

Foundation Series