

## Knowledge K14 - Governance and metrics management

### Course Summary

Establishing control with confidence

### Introduction

This module outlines the importance of being able to track, monitor and assess the success or challenges facing a training group, including the importance of establishing quantifiable metrics and governance processes. These metrics need to reflect how the business is operating in the achievement of its long- and short-term objectives, sufficient to provide insight in order to establish relevant controls that protect and steer the business.

### Topics

- Governance and training
- Financial metrics
- Business metrics
- Training-specific metrics
- Return on investment

### Prerequisites

Foundation Series