

PEOPLE DEVELOPER ASSESSOR COURSE

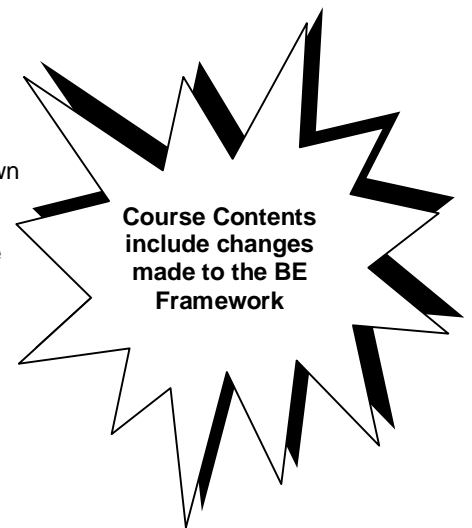
(Based on the New Criteria for Business Excellence Niche Standard (People))

The criteria requirements for the People Developer have been reviewed and revised with effect from 1 August 2006 and the new enhanced Standard has over 60% of new criteria requirements and only 14% of the criteria requirements are retained in the current form. The transition to the enhanced BE Niche Standard (People) while meeting the short renewal deadlines may be a daunting task. This course will give participants a better understanding of the importance of a total and systematic approach to the enhanced Business Excellence Niche Standard (People), and at the end of the course, participants will be able to **assess the gaps and conduct an in-house assessment using the revised PD Standard** in their organization.

COURSE OBJECTIVES

At the end of the course, participants will be able to:

- ❖ Understand the importance of developing PEOPLE within their own organisation
- ❖ Appreciate the key requirements of the Business Excellence Niche Standard (People)
- ❖ Use the APEX tool for self-assessment
- ❖ Understand how to prepare for Certification/ Recertification for PD



COURSE CONTENTS

- ❖ Overview of Business Excellence and the positioning of BE Niche Standard (People)
- ❖ People Excellence and its benefits
- ❖ BE Niche Standard (People)
 - Review of People Developer
 - Categories & Items
 - Interpretation of the criteria statements
 - Leadership
 - Planning
 - Information
 - People
 - Results
- ❖ People Developer related performance indicators
- ❖ Internal Assessment of People Developer (with the use of a **CASE STUDY**)
 - Self Assessment tool (APEX)
 - Scoring Dimensions
 - Scoring Guidelines
 - Scoring Allocation
 - Documentation Requirements



- ❖ Organising a Self-Assessment
 - Forming an Assessment Team
 - Planning for an Internal Assessment
 - Conducting an Assessment
 - Preparing Feedback
 - Interview Techniques
 - Reporting an Assessment
- ❖ Roles and Responsibilities of an Internal Assessor
- ❖ Preparation for Certification/Re-certification
 - Application for Assessment
 - Submission Requirements
 - Application Summary
 - Preparation for Site Visit

WHO IT IS FOR

- ❖ HR / HRD Managers
- ❖ MR for PD certification
- ❖ Managers / Executives supporting or involved in the implementation of the PD

METHODOLOGY

Presentation, sharing of examples, case study, group exercise and discussions

PARTICIPANT / REFERENCE MATERIAL

- ❖ APEX, the self-assessment tool
- ❖ Interpretation Guide to BE Niche Standard (People)
- ❖ General Guide to BE Standards & Self-Assessment
- ❖ Course slides and forms for exercises and reference



ABOUT EPC

Enterprise Promotion Centres Pte Ltd (EPC) is the leading business service provider of networking, management learning events, workshops & courses, consultancy and industry development services and events. EPC is approved by the Standards Productivity and Innovation Board (SPRING Singapore) to conduct training courses under its **Management Excellence Programme** for: Singapore Service Class, Singapore Quality Class, Singapore Innovation Class and People Developer Standard training courses. EPC training courses are conducted by experienced and qualified consultants & trainers, all being ex-National Assessors. To date, we have conducted training programs for more than 250 organizations and 900 participants since becoming an approved training provider with SPRING in June 2004. Most of our SQC/PD consultants are ex-National Assessors who conduct training courses apart from providing consulting services in related areas.



Registration Form

Please complete and return this registration form to:

Mr Jackson / Ms Kaiying
Tel: 6377 6604 / 6377 6608
Fax: 6278 7518
Email: Jackson@epc.com.sg / Training@epc.com.sg

Mr. / Mrs. / Ms / Dr: _____

Designation: _____

Company name: _____

Address: _____

Email: _____

Tel: _____

Fax: _____

**PEOPLE DEVELOPER
ASSESSOR COURSE**

Date: **To be advised**

Time: 9:00 am to 5:00 pm

Course Duration: 2 Full Days

Venue: EPC Training Centre

Fees: S\$580 per pax (excluding GST)

Please note that lunch is not provided for the course.

Applicable for Productivity and Innovation (PIC) Scheme. For details, please refer to IRAS website.

Seats will be confirmed only upon receipt of this registration form via fax. Please send this registration together with your cheque payable to **Enterprise Promotion Centres Pte Ltd** and forward it to: **1003 Bukit Merah Central #02-10 Inno. Centre Singapore 159836 Attn: Mr Jackson / Ms Kaiying**

Upon receipt of registration, any request for cancellation or transfer must be confirmed in writing 5 working days before the session and subjected to a 10% administrative charge. If a participant fails to attend the session or if notice of cancellation is received less than 5 days before the session, the participant shall be invoiced the full fee. Substitutions from the same company are allowed. No refund is possible for any part of the package not taken. EPC reserves the right to amend, postpone or cancel the session due to unforeseen circumstances. For further enquiries, please contact Mr Jackson at: 6377 6604, email: Jackson@epc.com.sg or Ms Kaiying at 6377 6608