



Training Outsourcing and Provider Management Course: RFPs, SLAs and Scorecards

5 – 9 April 2027

Dubai - Five-star CBD venue



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Ref: 1322_22529 **Date:** 5 – 9 April 2027 **Location:** Dubai - Five-star CBD venue **Fees:** 19500 SAR

Introduction:

Training outsourcing and provider management, covering RFPs, SLAs and scorecards, is a five-day course for L&D managers, training coordinators and procurement teams that buy training, ending with a Training Outsourcing Strategy, Training RFP and Provider Scorecard for a case organisation. Many organisations buy courses invoice by invoice, accept unvetted trainer substitutions and find too late that they do not own the materials they funded. Nominees already arrange or approve external training and work through case studies built on tender documents and provider data. CoreConcept Training Center delivers this course on training outsourcing.

Course Objectives:

- Decide which learning activities to keep in-house, co-source or outsource using a make-or-buy matrix and a total cost of training ownership baseline
- Select a single course purchase, preferred supplier list, framework agreement or managed learning services model to suit the training portfolio
- Write a training statement of work and RFP that bidders can price consistently and score against weighted criteria
- Compare per-delegate, per-day and licence pricing and set rate cards and cancellation terms that keep training spend under control
- Agree contract clauses, intellectual property terms, SLAs and KPIs, then monitor delivery through classroom observation and quarterly business reviews
- Produce a Training Outsourcing Strategy, Training RFP and Provider Scorecard ready for approval by the L&D head and procurement

Target Audience:

- Learning and development management teams responsible for the training budget and the external provider portfolio
 - Training coordination teams that request quotations, book providers and handle trainer and course changes
 - Procurement and category management teams that source and award learning services contracts
 - Corporate academy management teams that combine internal faculty with contracted trainers and content
 - Contract management teams that administer training agreements, invoices and provider disputes
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Course Outline:

Day 1: Training Outsourcing Landscape and the Make-or-Buy Decision

- Learning Function Operating Model and Sourcing Options Map
- Make-or-Buy Matrix for Design, Delivery and Administration
- Total Cost of Training Ownership Baseline Worksheet
- Current Training Spend and Provider Base Analysis
- Outsourcing Readiness Checklist for the L&D Unit

Day 2: Outsourcing Models, Supplier Quality Standards and Training Requirements

- Single Course Purchase Versus Preferred Supplier List Arrangements
- Managed Learning Services Scope and Retained Organisation Design
- Framework Agreements and Call-Off Contracts for Training
- ISO 29993 and ISO 21001 as Supplier Quality References
- Training Statement of Work and Learning Outcome Specification

Day 3: Training RFPs, Provider and Trainer Evaluation and Pricing

- Training RFP Structure with Delivery and Content Requirements
- Weighted Scoring Model for Training Provider Proposals
- Trainer CV Vetting, Demonstration Sessions and Reference Checks
- Per-Delegate, Per-Day and Licence Pricing Model Comparison
- Rate Card, Volume Discount and Cancellation Term Controls

Day 4: Contract Terms, Delivery Quality and Provider Relationship Governance

- Training Services Agreement Clauses for Trainer Substitution and Liability
- Intellectual Property and Course Content Ownership Licence Options
- Training SLA and KPI Set with Service Credits
- Classroom Observation Protocol and Facilitation Quality Audit
- Quarterly Business Review, Provider Transition and Exit Plan

Day 5: Case Study: Training Outsourcing Strategy, RFP and Provider Scorecard

- Case Organisation Briefing on Training Spend and Provider Issues
 - Case Make-or-Buy Decision and Outsourcing Model Selection
 - Case Training RFP Drafting and Proposal Scoring Exercise
 - Case Provider Scorecard with SLA and Observation Measures
 - Training Outsourcing Strategy, RFP and Provider Scorecard Completion
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Skills You Will Gain:

- Learning Make-or-Buy Analysis
- Outsourcing Model Selection
- Training Scope of Work Writing
- Training Provider Proposal Evaluation
- Trainer Vetting
- Training Price Negotiation
- Training Content Rights Management
- Provider Performance Governance

Why Attend This Course:

- Deliver a Training Outsourcing Strategy, Training RFP and Provider Scorecard to the head of learning and the procurement committee for approval
- Choose between buying single courses, setting up a framework agreement or contracting managed learning services on evidence rather than habit
- Prevent unvetted trainer substitutions, unpriced cancellations and disputes over who owns paid-for course materials
- Share RFP, scoring, observation and review templates with coordinators and buyers who handle the next training purchase

Conclusion:

Back at work, the participant gives the head of learning and the procurement committee a Training Outsourcing Strategy, Training RFP and Provider Scorecard for the organisation's external training. Sponsors use it to approve the outsourcing model, the shortlist criteria and the service levels each provider must meet, while coordinators use the scorecard after every delivery. After the first contract cycle, the unit should review scorecard results, trainer substitution cases, cost per delegate against the baseline and whether content rights were secured as planned.

Frequently Asked Questions FAQ:

What should participants know before a training outsourcing and provider management course?

Participants should already arrange, approve or buy external training and know how their organisation requests and pays for courses. Bringing a recent quotation, provider contract or delivery complaint helps them apply the case work to their own training purchases.

How does training outsourcing and provider management differ from a training coordinator or training evaluation course?

It concentrates on buying and governing external learning services: sourcing models, RFPs, pricing, contracts, SLAs and provider reviews. Coordinator courses cover needs collection, scheduling and records, and evaluation courses cover measuring learning impact and return, which this course touches only lightly.

When does managed learning services make sense in training outsourcing and provider management?

Managed learning services suits organisations with large, recurring training volumes across many providers, where one contractor can consolidate sourcing, logistics and administration. Smaller or specialised portfolios are often better served by a framework agreement or a preferred supplier list with direct oversight.

What do participants take back from the training outsourcing and provider management course?

Participants take back a Training Outsourcing Strategy, Training RFP and Provider Scorecard built on a case organisation, together with make-or-buy, scoring, observation and quarterly review templates that can be adapted to their own learning services contracts.
