Management system standards

ISO 10015:2019 — Competence

One day to apply ISO 10015:2019 to competence management and people development. The standard gives guidelines, not certifiable requirements: the course shows how to use it to define the competences required, choose development actions and measure their effect, starting from your job descriptions, your competence matrix and your training plan.

Duration : 1 day

Objectives

1. Explain the status of ISO 10015:2019 and its link with the competence requirements of management system standards
2. Determine competence needs at organisation, team and individual level
3. Choose suitable development actions: training, mentoring, mobility, on-the-job learning
4. Evaluate the results and the impact of development actions on performance
5. Build a competence matrix and a development plan that stand up in an audit

Programme

Day 1 — morning

• Guidelines and requirements: what ISO 10015:2019 brings to a management system

• Competence, people development, effectiveness: the vocabulary of the standard

• Determining needs: analysis of processes, jobs and competence gaps

• Exercise: competence profiles of two positions in your organisation

Day 1 — afternoon (workshop)

• Planning and carrying out development: training, coaching, transfer to the job

• Evaluating short-term results and longer-term impact

• Workshop: competence matrix and development plan for a department

• Knowledge test and presentation of the work

Teaching methods

• Short presentations followed by immediate application on your job descriptions

• Work on your competence matrix and your current training plan

• Comparison of effectiveness evaluation methods: questionnaire, observation on the job, process indicators

• Quiz at the end of the morning and final test

Assessment and documents

Knowledge test at the end of the day, post-course evaluation at D+1. Each participant receives a numbered certificate, verifiable online; the company receives the training report and the competence matrix drafted in the workshop.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For a training provider or an in-house training centre that wants to structure its whole system, the course “ISO 21001:2018 — Education” takes over.

Practical information

Duration	1 day
Audience	HR and training managers, quality managers, team managers
Prerequisites	No prerequisites; basic knowledge of ISO 9001 helps
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Can ISO 10015:2019 be certified?

No, it gives guidelines. It helps to meet the competence requirements of certifiable standards, such as ISO 9001:2026 or ISO 45001:2018, solidly, and to build a coherent system for developing people.

Who should attend this day?

HR and training managers, quality managers and managers who assess the competence of their teams. An HR and quality pair gives the best results, because the two functions often keep different grids.

What should we bring?

A few job descriptions, your competence grid if there is one, your training plan and an example of a training effectiveness evaluation. The afternoon’s work starts from these documents.

Does the course help prepare a funding application?

It helps to identify and justify needs, which then feed the training plan. CSF applications to OFPPT or GIAC files are prepared with you according to the rules in force.