## Training Management Maturity Model Chart

### MATURITY LEVEL

<table>
<thead>
<tr>
<th>PRIMARY OBJECTIVE</th>
<th>LEVEL 1 VISIBILITY</th>
<th>LEVEL 2 STANDARDS</th>
<th>LEVEL 3 PLANNING</th>
<th>LEVEL 4 PERFORMANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOCUS</td>
<td>Defined administrative and reporting processes</td>
<td>Established training principles and methods</td>
<td>Integration with organization’s planning processes</td>
<td>Continuous and measurable performance improvement</td>
</tr>
<tr>
<td>KEY PRACTICES</td>
<td>Training records are maintained and audited for accuracy</td>
<td>Established training methodologies are used</td>
<td>Training programs are managed using established project management methods</td>
<td>Training interventions are integrated with improvement programs</td>
</tr>
<tr>
<td></td>
<td>Training activity and expenditure are reported regularly to management</td>
<td>Internal and external trainers are qualified</td>
<td>Annual training plans are compiled, agreed and resourced</td>
<td>Workplace performance support is available</td>
</tr>
<tr>
<td></td>
<td>Training registration procedures are communicated and followed</td>
<td>Training suppliers are evaluated for quality</td>
<td>Plans incorporate needs at all levels of organization</td>
<td>Individuals and teams receive coaching and mentoring</td>
</tr>
<tr>
<td></td>
<td>Training participant reactions are surveyed and reported</td>
<td>Management support for training is visible</td>
<td>Career development planning is undertaken</td>
<td>Potential leaders are identified and developed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All new employees are inducted to organization</td>
<td>Progress against plans is tracked and reported</td>
<td>Partnerships are developed with educational and professional institutions</td>
</tr>
<tr>
<td>KEY PERFORMANCE INDICATORS (SUGGESTED)</td>
<td>• percent training records accurate</td>
<td>• percent programs complying with training methodology</td>
<td>• project evaluation score</td>
<td>• percent improvement in organizational capability</td>
</tr>
<tr>
<td></td>
<td>• percent compliance with training procedures</td>
<td>• percent internal trainers qualified</td>
<td>• percent plans completed on time</td>
<td>• ROI of major training programs</td>
</tr>
<tr>
<td></td>
<td>• number of management reports delivered on time</td>
<td>• percent training suppliers meet minimum requirements</td>
<td>• percent progress reports delivered on time</td>
<td>• percent improvement in coachees’ performance</td>
</tr>
<tr>
<td></td>
<td>• number of employees trained</td>
<td>• percent new employees inducted within three months</td>
<td>• annual plan progress</td>
<td>• coach and mentor availability</td>
</tr>
<tr>
<td></td>
<td>• training days per employee</td>
<td>• participant satisfaction score</td>
<td>• percent employees with career development plan</td>
<td>• number of potential leaders complete program</td>
</tr>
<tr>
<td></td>
<td>• percent training budget spent</td>
<td>• percent participants passed assessments</td>
<td>• percent learned skills applied in workplace</td>
<td>• number of services from partnered institutions</td>
</tr>
</tbody>
</table>

### DEPENDENCIES

- Management information system
- Management commitment to training
- Effective contract management
- Repository for library resources
- Effective project management
- Systematic and effective strategic and operational planning
- Systematic and accurate workforce planning
- Effective recruitment and selection
- Systematic and objective individual and team performance management
- Career development model
- Competency management tool
- Problem solving tools
- Process orientation to work practices
- Systematic and effective succession planning
- Baseline organization performance measures
- Participatory decision making
- Work organized around teams
- Rewards and recognition coupled to performance

### ROADMAP

- Your organization’s action plan to achieve this level
- Your organization’s action plan to achieve this level
- Your organization’s action plan to achieve this level
- Your organization’s action plan to achieve this level
Use our powerful best practice model and set of practical assessment tools to benchmark your current training management system. The model is centered on a uniquely structured four-phased improvement approach:

- develop effective training administration processes
- ensure the quality of delivered training programs
- formulate training plans linked to the organization’s strategy
- focus on measurable organizational/team/individual performance

The assessment and reporting tools included in the package help you to determine your current training capability and to draw up a roadmap for future improvement efforts. Then use the assessment tools again at a later date to evaluate progress against your plan.

Included in the package are these items:

- Training Management Maturity Model
- Training Management Maturity Assessment Guide
- Training Management Maturity Assessment Form
- Training Management Maturity Model Chart
- Training Management Maturity Ratings and Charting Sheet

Find out more and download the Training Management Maturity Model from www.businessperform.com/training-systems

Visit our training portal at www.businessperform.com/training to check out our other training resources: