



1% of typical week is focused on Training and Development

ABOUT SGS ACADEMY

TYPES OF TRAINING

METHODOLOGIES

CASE STUDIES

HOW CAN YOU CREATE FUTURE INDUSTRY LEADERS? ENHANCE CONTINUOUS PROFESSIONAL DEVELOPMENT

SGS **ACADEMY**



SGS ACADEMY

The greatest asset an organization has is its workforce. Unlocking the full potential of your employees is the key to creating a successful and dynamic business. To achieve this, employees must be provided with training that promotes continuous personal and professional development.



7
OUT OF
10
PEOPLE

said that training and development opportunities influence their decision to stay



87%

OF MILLENNIALS said that professional development or career growth opportunities are very important



1/3

OF TRAINING HOURS were delivered with a combination of training methodologies



60%

OF TIME SPENT ON TRAINING can be saved by automation and self-training through LMS.



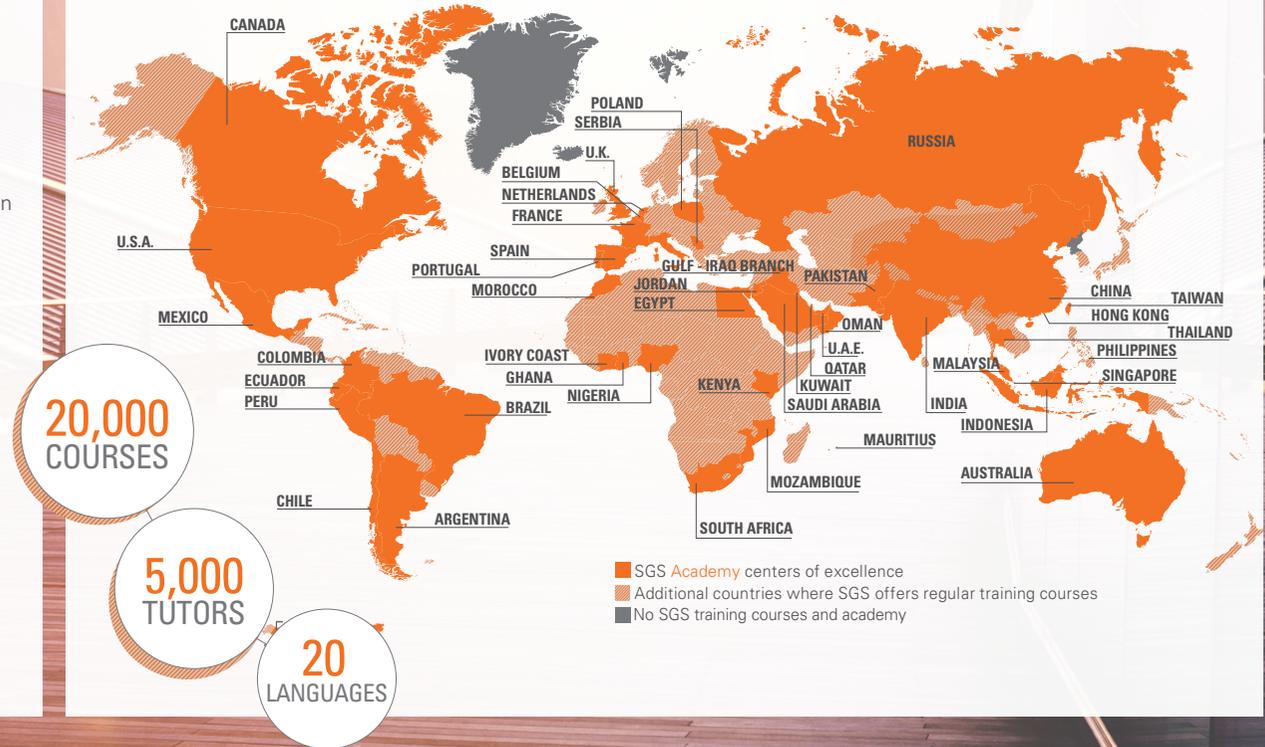
24%

INCREASED PROFIT MARGIN were experienced by companies that offered training.

SGS ACADEMY CENTERS OF EXCELLENCE

BE THE BENCHMARK WITH TRAINING PROGRAMS FROM SGS ACADEMY

Whatever the industry, wherever your business operates, SGS Academy has a training solution to help unleash the full potential of your workforce.



SGS ACADEMY

Operating as Centers of Excellence situated around the globe, SGS Academy provides training programs that are engaging and deliver targeted knowledge to the individual without excessive costs. We operate in over 100 countries, provide in excess of 20,000 courses, in more than 20 languages, and all delivered by over 5,000 tutors. Our programs have helped us to achieve internationally recognized standards of performance, giving us a competitive advantage in the marketplace.

SGS Academy has a training solution for every industry to help unleash the full potential of your workforce. Be the benchmark with training programs from SGS Academy.

TAKING A DATA CENTRIC APPROACH TO TRAINING

As the global leader in certification, SGS has been able to collect a vast data set of common industry pain points. Spanning over 39 industries, across all countries, our dataset of over 200,000 customers allows us to identify gap areas and develop custom learning solutions. This data centric approach, allows us to meet the needs of our clients and include:

CUSTOM LEARNING

Utilizing our client's existing audit data or by conducting a gap assessment, we are able to identify various gap areas and develop custom training courses to close those gaps.

INDUSTRY TRAINING PACKS

From an overall industry analysis of our dataset we have identified the top pain points per industries and can bundle existing training courses to solve a specific industry's needs.

At SGS Academy, we understand that training is specific to every organization, so we have developed this data centric approach to ensure our clients receive the most effective and relevant learning solutions to meet their business goals.

The greatest asset an organization has is its workforce. Unlocking the full potential of your employees is the key to creating a successful and dynamic business. To achieve this, employees must be provided with training that promotes continuous personal and professional development.



Traditional classroom models may not always deliver the optimum training solution in today's increasingly decentralized workplace – around

30%

of employees are now listed as working at multiple sites,



sometimes in very remote situations. In the UK and USA, this figure is higher. A 2015 YouGov survey showed that

48%

of workers now operate off-site in the UK and



a Buffer survey from 2018 showed some companies are looking at employing

55%

off-site workers by 2020. The requirement for continuous development means businesses are therefore looking for training that is easy for an individual to access, wherever they operate in the world, and which will reduce environmental impact and lower costs.

People learn in different ways. It makes practical and economic sense for a business to find adaptable, intuitive training solutions that can be tailored and delivered in ways that meet the expectations of both the business and the individual. To achieve this, training must focus on content that is relevant and memorable.

TYPES OF TRAINING

CERTIFICATION TRAINING (ISO & REGULATORY STANDARDS)

Management systems, regulatory standards and technical standards are constantly evolving. Whether you require foundation, awareness, internal auditor, implementation or lead auditor courses, SGS Academy has a training solution to support your business and keep it ahead of market developments.

Our accredited and SGS approved training programs help your business meet all applicable requirements, whether they are regulatory, mandatory or business-specific.

OUR COURSES FOR ISO AND REGULATORY STANDARDS COVER A WIDE VARIETY OF SUBJECTS, INCLUDING:

- Quality management
- Environmental management
- Energy management
- Occupational health and safety management
- Food Safety System Certification (FSSC)
- Food safety management
- International Automotive Task Force (IATF)
- Business continuity
- Social compliance and management
- Information security

INDUSTRY SPECIFIC

Covering all major industrial sectors, our industry-based training will help your workforce improve existing skills and acquire new ones. Administered by industry experts, our courses will direct participants along a career path that creates long-term stability and better efficiency, as well as managing risk and delivering a competitive advantage to your company.

WE OFFER COURSES RELATING TO:

 Travel and hospitality	 Medical devices	 Retail	 Mining	 Industrial
 Agriculture and food	 Transportation	 Life science	 Oil and gas	 Government and institution services



LEADERSHIP AND SKILL

Organizations need to be driven from the top down. The key to a successful business is effective leadership and management. To achieve this, the leadership team must be highly skilled and capable of implementing its knowledge in the workplace.

SGS Academy provides a comprehensive range of leadership and management training courses to help you remain in the driving seat. From leadership and management development to project management and soft skills, we have the right training courses to help you optimize your business.

SUBJECT AREAS INCLUDE:

 Leadership	 Management development	 Project management	 Soft skills – e.g. managing meetings, presentation, strategic thinking
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CUSTOM SOLUTIONS

The needs of your organization can be as individual as the learning requirements of an employee. SGS Academy can work with you to create customized solutions that allow your employees to develop in a way that benefits both.

METHODOLOGIES

SGS Academy training solutions can incorporate a number of different methodologies. By offering this diversity, we can optimize the training outcomes for your business and employees.

FACE-TO-FACE

Face-to-face training remains the best way for many people to learn. It creates real-time interaction between learner and tutor, allowing the learner to ask direct questions relevant to their environment and affording the tutor the opportunity to adapt their course in response to these needs. Direct interaction between learner and tutor also lets the tutor assess the level of understanding and reduces the possibility of misunderstanding and misinterpretation.

SGS Academy's range of face-to-face training courses utilize a variety of media to create a participative experience, involving activities, discussions, group and/or individual presentations. Each training course is targeted at the needs of the employee and the company. It is delivered using a variety of visual stimuli, interactive exercises and group knowledge sharing.

BENEFITS INCLUDE:

- Physical interaction
- Building dynamic relationships between learners and tutors
- Improved engagement and focus
- Consistent communication and interpretation, and the sharing of best practice

VIRTUAL

Virtual training uses a simulated environment to create an effective and efficient training experience for the learner. It is ideal when employees are based in different time zones. Unlike eLearning, virtual training allows 'real-time' learning, creating online interaction between tutor and learner.

BENEFITS INCLUDE:

- Minimal disruption
- Easy and accessible training materials
- Real-time interaction between tutor and learners

eLEARNING

Search engines and smart phones are now the default resource for many employees when they need to access new knowledge.

SGS Academy eLearning courses can be accessed through our customized Learning Management System (LMS), allowing employees to learn at their own pace. Courses can be accessed at any time, from any geographical location and using a variety of devices.

BENEFITS INCLUDE:

- **Flexibility** – employees control when and how they learn
- **Personalization** – training can be targeted at the individual to promote continual learning
- **Connectivity** – staff from multiple locations can easily access the learning resource
- **Trackable** – progress can be measured by employers through a range of reports, giving you access to the information you need
- **Cost effective** – reduces the need for travel and time away from work, it also puts management in control of when, how and what courses are undertaken and any associated costs
- Reduces environmental impact

BLENDED

SGS Academy's blended training solutions help businesses unlock their employees' potential in ways that are convenient and effective. Delivered either through SGS's LMS or the employer's own system, they offer a training solution that can be adapted to the needs of the employee and the employer, wherever they are operating in the world.

BENEFITS INCLUDE:

- Personalized learning approach
- Flexibility of schedule, and learning method
- Reduce training costs
- Easily track employee performance

LEARNING MANAGEMENT SYSTEM (LMS)

SGS Academy has a customized Learning Management System (LMS), fully integrated with SGS.com's Global Training Schedule. It provides management and employees with direct online access to relevant training programs and continuous professional development.

SGS Academy LMS makes learning easier to organize, record and undertake. It has several advantages for learners and management.



FOR LEARNERS

Intuitive – uses recognizable online methods to enhance the training experience

Effective – uses client data to target relevant courses, promoting continuous professional development

Tracked – all training is recorded and can be accessed at any time

Transcripts – can be downloaded as required

Organized – schedules are kept in one place, making planning simple. Changes to schedules, course definitions etc. are reflected instantly on LMS

Certificates – direct access to printable documentation

Control – courses can be booked by the learner, allowing control over their training schedule



FOR MANAGERS

Reports – has a relevant number of reports available. Managers can access the data they need in a suitable format

Invoicing – complete control over invoicing, allowing budget supervision

Resource management – provides complete command over all aspects of staff training

SGS Academy LMS gives learners and managers complete control over what courses are undertaken, when and where, and how those costs impact the business.

CASE STUDIES



GLOBAL CLOTHING BRAND ACHIEVES HEALTH AND SAFETY CONFORMITY WITH eLEARNING SOLUTION

Spanish clothing brand Desigual operates in 72 countries. They wanted to develop an eLearning course to ensure compliance and consistency to their health and safety practices.

SGS Academy worked with Desigual to create an online health and safety training course based on Spanish global standards, country specific legislation and company guidelines. SGS Academy utilized local experts to storyboard the course's script, thereby ensuring alignment with agreed learning objectives. The course was then translated into ten languages before being hosted on our LMS, with the SGS Academy Project Manager taking responsibility for day-to-day control of the course.

It has now been successfully delivered to over 6,000 employees in 14 countries, allowing Desigual to conform to all health and safety specific regulations, reduce costs and time resources, and maintain a consistent message across the company.



MULTINATIONAL RETAILER DELIVERS SUPPLIER TRAINING TO INTERNAL MANUFACTURING STANDARDS

British retailer Tesco PLC operates in 12 countries. To ensure their suppliers comply with their internal manufacturing standards they wanted introduce a face-to-face training solution covering Africa, Europe, Asia, China, Turkey, and the Americas.

SGS Academy identified qualified, experienced and competent tutors in each area that met Tesco's competency criteria. Following tutor training, SGS Academy rolled out a full marketing and strategy plan to ensure suppliers attended the face-to-face courses. SGS's Project Manager acted as a single point of contact with Tesco, ensuring local resource availability, course scheduling and full LMS management. Monthly updates were delivered to Tesco covering progress, learner feedback and potential improvements.

The introduction of this global program has allowed Tesco's to maintain stakeholder commitments while optimizing resources.



INTERGOVERNMENTAL ORGANIZATION PROMOTES CONTINUOUS IMPROVEMENTS

The Asia-Pacific Institute for Broadcasting Development (AIBD) has 26 full members and 80 associate members. It promotes a vibrant and cohesive electronic media environment in the Asia-Pacific region through policy and resource development.

SGS Academy was engaged by AIBD to achieve compliance with the ISAS BCP 9001:2010 quality management standard for the broadcasting sector. Following accreditation to the standard, AIBD has continued with its policy of continuous improvement – SGS experts help identify further areas for improvement during surveillance audits and annual training.

Working with SGS Academy lets AIBD ensure its management systems are effective and efficient while striving for continuous improvements.

WHY SGS?

Efficiency and cost-optimization are no longer the sole drivers in business development strategies. Successful businesses recognize the importance of offering their workforce continuous development and training. Motivated and effective teams create industry leaders.

CONTACT SGS

To know more about our training solutions, contact us today.

For more details, Call on our toll free no: 1800 10 33 449 or WhatsApp on: 7045 780 756.
You can also drop an email at Cbe.Marketing@sgs.com for more details.

www.sgs.com

WHEN YOU NEED TO BE SURE

SGS