

<b>Name of the Course/Job Role</b>	<b>Assistant Manager (Training) in IT/ITeS</b>
<b>Job Description</b>	<b>Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Collaborate with department heads to assess training needs and develop appropriate programs to address skill gaps and improve performance.</li> <li>• Design and organize training materials, such as manuals, presentations, and multimedia aids.</li> <li>• Manage and update the training calendar, ensuring programs are scheduled and executed in a timely manner.</li> <li>• Conduct training sessions in both individual and group settings on topics including but not limited to: product knowledge, company policies, soft skills, and leadership.</li> <li>• Facilitate onboarding programs for new employees to ensure a smooth transition and understanding of organizational culture and expectations.</li> <li>• Partner with internal and external facilitators to ensure training effectiveness.</li> <li>• Establish evaluation metrics to assess training outcomes and their impact on job performance.</li> <li>• Track employee progress through assessments, feedback surveys, and follow-ups.</li> <li>• Stay current with industry trends and implement best practices for adult learning.</li> <li>• Continuously improve training materials and methods, incorporating innovative techniques and technologies.</li> <li>• Drive a culture of continuous learning and development within the organization.</li> </ul>	<ul style="list-style-type: none"> <li>• Train new hire and Make training plan</li> <li>• Able to evaluate training properly</li> <li>• Certify Certificate after successful completion of training</li> <li>• Plan for orientation programmes for new batch</li> <li>• Provide orientation prorammes in operations to the new batch</li> <li>• Provide knowledge retention of the newly recruits</li> <li>• Judge knowledge orientation of the newly recruits</li> <li>• Check whether Standard Operating Procedure is adhered</li> <li>• Mentor/ coach and counsel trainers and develop their skills</li> <li>• Measure post refresher effectiveness</li> <li>• Take corrective training if required</li> <li>• Mentor/ coach and counsel trainers and develop their skills and attitude</li> <li>• Responsible directly to meet all agreed SLA's for the team and process</li> <li>• Review existing training materials, recommend training material revisions, if necessary</li> <li>• Facilitate adherence with refresher/ corrective trainings</li> <li>• Hold calibration sessions to ensure standardization of the learning systems.</li> <li>• Apply People Management Principles</li> <li>• Apply People Development plan</li> <li>• Provide support to Operation team to meet the targets</li> <li>• Conduct accurate &amp; timely analysis to meet the targets</li> <li>• Improve continuously process performance metrics</li> <li>• Collect data &amp; generate MIS report</li> <li>• Mentor / Counsel of trainees and develop their skills</li> <li>• Hold calibration sessions to ensure standardization</li> <li>• Support to Operation team to meet target</li> <li>• Follow team development process</li> <li>• Exhibit mentoring process</li> <li>• Develop instrument for collecting data</li> <li>• Collect suitable data related to taring</li> <li>• Analysis data</li> <li>• Generate report</li> </ul>