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SINCE 1960



## TRAINING AND PROFESSIONAL DEVELOPMENT

REMOTE TRAINING CAPABILITIES

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**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

# THE CROWN AGENTS GUARANTEE OF QUALITY TRAINING – DELIVERED ONLINE /

Due to the global impact of the COVID-19 pandemic, in 2020 we had to rapidly pivot to the new world order as face-to-face training became an impossibility due to travel restrictions and tough lockdowns imposed around the world. We rose to this challenge by quickly developing remote training capabilities so that we could reach our valued clients online during the crisis.

While we know that our clients greatly value the face-to-face training in which we specialise, we are proud of how we have been able to adjust our training offering to deliver courses remotely at the same high standard and in-depth quality.

**Our remote training capabilities include:**

## **SCHEDULED TRAINING COURSES /**

Alongside our regular classroom-based activities, we have developed a range of remote training and coaching solutions to make sure we can meet your training requirements online this year while travel remains challenging. Our 20 open remote courses closely follow the in-depth and content rich schedule of the face-to-face programmes but have been redesigned and optimised by a digital training expert for the best online learning experience. **For more information, visit our website.**

## **CUSTOMISED REMOTE TRAINING FOR YOUR ORGANISATION /**

In addition to our scheduled courses, we are working with a number of organisations to develop customised remote training courses for their staff. These courses can be on any subject as required, with flexible durations and schedules. They can be delivered as full-time training or spread over a number of weeks to allow staff to do their work around the programme; participants can train from their own home or from an office or external venue where this is possible. If customised remote training on any subject would be of interest to you or your organisation, please get in touch by emailing us at **[customisedtraining@crownagents.co.uk](mailto:customisedtraining@crownagents.co.uk)**

## **LARGE-SCALE DIGITAL TRAINING PROGRAMMES /**

In 2020 Crown Agents designed and launched a high-profile digital training project for the European Bank for Reconstruction and Development (EBRD). This programme is supporting over 16,000 businesses across 30 economies where the EBRD operates with free-to-access training and advice. **The programme uses our new Learning Management System [LMS] which is ideal for delivering large quantities of e-learning for big training cohorts and can be used for learners in multiple locations and in multiple languages.** If you need to deliver training on a larger scale, contact us at **[customisedtraining@crownagents.co.uk](mailto:customisedtraining@crownagents.co.uk)** to discuss how we could design a bespoke programme for you.

## Our remote training courses deliver:



**The same content, quality and in-depth learning:** Our remote courses closely follow the in-depth and interactive schedule of our face-to-face courses but have been redesigned by our digital learning expert to ensure that participants will experience the optimal online training experience.



**Simple technology:** Training is delivered over the Zoom platform. It is simple to use, can be accessed on a wide range of devices and is designed to work well in environments with bandwidth or connectivity issues.



**Guaranteed interaction and group work:** We set a maximum number of participants for our scheduled remote courses, just as we do for face-to-face courses. This is to ensure that the all-important interaction and group working can be maintained.



**Great value for money:** Save nearly 70% when you book a scheduled remote training programme!

## Our customised remote courses can be delivered using a variety of training methods to suit your specific needs and requirements:

### Regular Format Training

Crown Agents can deliver customised remote training courses that closely follow the schedule of our face-to-face courses, replicating all of the standard face-to-face course content and timetable in a digital format that ensures interactivity and high levels of engagement.

CASE  
STUDY

Between May 2019 and March 2021, Crown Agents delivered several training courses for the European Bank for Reconstruction and Development (EBRD) on the export of goods, specifically tailored for SMEs in Greece. Since June 2020 all of these courses have pivoted to become remote deliveries, taking the same course structure and replicating this digitally. Over the course of all programmes we have trained over 140 officials in trade and export processes, ensuring delegates gain the essential knowledge and skills to increase export capacity for their businesses.

### Enriched Virtual Model

Our enriched courses combine elements of both online and offline training, using offline case study work and assignments to enrich the virtual learning. During these programmes extensive use is made of online discussion-based activities that build upon offline activities and focus on key challenges and issues that participants are facing in their workplace. This keeps delegates energised and the learning focused on where it can make the most impact.

CASE  
STUDY

In November 2020, UNICEF Mozambique awarded Crown Agents a contract to deliver a two-week online training programme to increase participants' understanding of policy and programme evaluation. To ensure the online training was effective, and to help facilitate the group sessions, a complementary participant group work document was created with the tools, techniques and templates required to facilitate discussion. This course was also created as a dual-language delivery, with all course materials and audio translated into both English and Portuguese so participants could train in their preferred language.

***"One of the best pragmatic trainings I have ever attended...Amazing blend of theory and application. I found the remote platform to be super efficient."*** Anand Prokash Kanoo, Program Officer - Risk and Resilience, UNICEF India

## Training for Larger Groups

Virtual deliveries mean there are few limits to how many participants we can train at once on customised programmes. We've run large-scale deliveries for clients to deliver knowledge to a big cohort at the same time. To enhance the learning experience, the training can be enriched with the inclusion of polls, contextualised Q&A features and quizzes to keep delegates engaged.

CASE  
STUDY

In October, The Caribbean Development Bank (CDB) asked Crown Agents to deliver two large-scale online training sessions to increase understanding and application of the Incoterms® Rules amongst its members. As a result of the training, over 125 people from across the Caribbean are now better informed about the roles and responsibilities of the buyer and the seller during a transaction of goods.

***"The training supports the Bank's continued efforts to expand the use of established international trading standards to further regional trade and development."*** Douglas Fraser, Head of Procurement, CDB

## Flexible Training Schedules

Our online courses can be delivered with flexible durations and schedules. They can be taken as full-time training or spread over several weeks to allow staff to do their work around the course, with sessions in evenings and weekends so as not to disrupt working patterns.

CASE  
STUDY

In November 2020, the Ghana Revenue Authority (GRA) asked Crown Agents to deliver two highly contextualised online training courses on International Tax and Transfer Pricing and Border Management. These interactive programmes were based on our scheduled course offering, but due to the travel restrictions caused by the pandemic the booking was customised as a virtual delivery with content tailored to the organisation's unique business context and requirements. The sessions were spread across several days (including weekends) to fit around the delegates' busy work schedules.

***"It was very practical and interactive. Not only that, the remote training was flexible with up-to-date materials and concepts."*** Angelina Faalong, Head – Policy and Programs, Customs Division, Ghana Revenue Authority

**To discuss your remote training or coaching needs, including scheduled courses, customised deliveries or training via our Learning Management System, contact us today:**

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