

YOUR TRUSTED
TRAINING PROVIDER
SINCE 1960



TRAINING AND PROFESSIONAL DEVELOPMENT

CUSTOMISED TRAINING
CAPABILITIES

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CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

CUSTOMISED TRAINING TO MEET YOUR CAPACITY-BUILDING NEEDS

Through our innovative training and professional development programmes, we harness an individual's potential to accelerate positive change in their organisation and play a greater role in their nation's progress. Alongside our comprehensive portfolio of scheduled courses we are working with a number of organisations to develop customised training programmes on a range of bespoke topics to meet their specific capacity-building needs.

When delivering customised training programmes, we work closely with our clients to establish a detailed knowledge of their unique issues and what they want to achieve. We then design tailored solutions that can be delivered whenever and wherever suits their requirements.

CUSTOMISED TRAINING FOR YOUR ORGANISATION

Our customised training programmes can be tailored to fit your organisation's exact needs, and we can adapt any content from our open programmes to your own business or cultural context. Delivering customised programmes at a time and in a location that suits you often results in significant savings on travel and accommodation and is a cost-effective way to train groups of staff.

We also know that our clients need to fit training into their busy working schedules, so our customised programmes can be delivered with flexible durations and timetables. Training can be delivered full-time or spread over a number of weeks to allow staff to do their work around the programme.

We have designed and implemented customised training programmes for governments and organisations all over the world:

4,000

We have trained over 4,000 National Bank of Ethiopia and Commercial Bank of Ethiopia staff in management and technical financial services

500

We have delivered export and trade training to over 500 European small businesses

250

In partnership with the UN, we have supported over 250 Procurement and Contract Managers working to rebuild Iraq

72,000

Our capacity building with the Government of Rwanda has been rolled out to train over 72,000 farmers

Our clients' customised programmes are often sponsored by major international donors and institutions, such as the World Bank, African Development Bank, United Nations, USAID and GIZ. Drawing on our extensive experience of delivering customised training, we can follow established donor procurement processes and even support clients to identify and secure this funding.

FACE-TO-FACE TRAINING DURING COVID-19

During the pandemic we knew we had to adapt our customised training offer to meet the needs of our valued clients and delegates. We pivoted to the new world order by incorporating strict safety precautions and hygiene measures into our face-to-face programmes. As one of the only training providers to still deliver in-person courses in 2020 and 2021 we are very confident with the measures we have in place and have been delighted to run a number of both scheduled and customised programmes for our clients since September 2020.

Some of our recent in-person deliveries have included:

CASE STUDY



In September 2020, we were pleased to successfully run a face-to-face training course for delegates from Berhan Bank S.C., Ethiopia, who joined us in Dubai. This was our first face-to-face course following the outbreak of the COVID-19 pandemic. The delegates were happy to be able to resume in-person training, and to their delight we were even able to safely include both technical and cultural sightseeing visits as part of the course.

"Under the unfortunate circumstances where the COVID-19 pandemic prevented most face-to-face encounters, the training was well organised...Overall, with the necessary precautionary measures in place coupled with creativity in facilitation, it is possible to organise a face-to-face training course during this pandemic." Dr Nardos Berhanu, Vice Chairperson, Berhan Bank S.C., Ethiopia

CASE STUDY

In April 2021, Abay Bank contracted Crown Agents to deliver a significantly contextualised training course for 10 members of the Board of Directors in Dubai to build their skills in strategic management, change management and leadership. Through highly practical methods and engaging discussions the training supported the bank's strategic management aims through an exploration of the issues facing the organisation and how the Board could overcome these.



"Well organised; full of knowledge and experience." Taddese Assefa Tiruneh, Board Member, Abay Bank, Ethiopia

By incorporating safety precautions on our customised face-to-face training courses, including smaller groups of delegates, strict hygiene protocols, paperless teaching and social distancing measures in the training room and venue, we can provide a safe environment for training to take place during the pandemic.



Cost effective training for your organisation



Any of our courses can be tailored to your specific needs



We have run customised training in over 30 countries

HIGH-QUALITY TRAINING - DELIVERED REMOTELY

Due to the impact of the pandemic, in 2020 we rapidly expanded our remote training capabilities in order to deliver courses digitally whilst travel was restricted. Alongside our face-to-face customised programmes we also offer a range of online learning options to meet our clients' capacity building needs remotely.

Our training courses can be delivered using a range of approaches and platforms. This includes flexible scheduling to fit around delegates' busy working lives, blended learning incorporating online sessions with home study and options for large groups to enrol in training hosted on our Learning Management System.

CASE STUDY

In March 2021, the Department for International Trade (DIT), Barbados, contracted Crown Agents to deliver an online training course for 63 delegates from a range of Government Departments and Regional Organisations in the Eastern Caribbean, with the aim of improving their procurement processes for contracting private sector entities responsible for the delivery of Overseas Development Agency funded projects. Our flexible remote training approach meant that delegates could easily fit their work commitments around the five, half-day sessions. Incorporating a mixture of interactive activities, Q&A sessions and discussions meant that they were able to fully engage with the training despite the restriction of delivering the course virtually.

"The training provided by Crown Agents...was very detailed, engaging and provided a great introduction into the world of procurement." Sherry-Ann Blackett, Senior Trade & Investment Officer/Country Lead, DIT Barbados

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

If customised face-to-face or remote training would be of interest to your organisation, please contact us today:

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