# Professional Development Catalogue

## Speak with our expert team

Surviving and thriving in today's dynamic delivery landscape means continually lifting the capabilities of people, teams and organisations. Developing the right skills and competencies not only strengthens the ability to achieve strategic objectives, but it also ensures that people and teams are more confident and motivated in their role.

Training and certification are a vital part of the journey towards success, and PM-Partners are committed to providing industry leading education that is relevant, up-to-date and designed to provide professionals with practical knowledge that can be applied in the workplace.

So, if you're ready for long-term, measurable results, speak with us today and ask how we can help you improve your delivery capabilities.

**1300 70 13 14**  |  **info@pm-partners.com.au**  |  **pm-partners.com.au**

# TRAINING COURSE CATALOGUE

# Optimise delivery with PM-Partners

PM-Partners offers individual and organisation-wide capability uplift and development, alongside advisory and coaching services, to help you and your organisation deliver change faster and with less risk.

Our programs provide accredited certification and development across a range of globally recognised streams and our expert facilitators draw from real-life scenarios. As practitioners in the field, they are continuously analysing and fostering evolving industry practices to deliver relevant content, aligned with global best practices.

**We provide capability development in the following three ways:**

**1. Public training**
PM-Partners education programs provide certification and development across a range of globally recognised streams. Our courses focus on delivering best practice thinking, while providing take-away tools, resources, and knowledge, that can be injected into the workplace.

For managers looking to stretch their training budget our public training courses are an affordable solution. Volume-based discounts apply (calculated at booking) and attendees can choose from any course listed in our public training catalogue.

**2. In-house training**
Our in-house training provides a more bespoke learning experience for teams of any size. Our expert facilitator will work closely with you to ensure course content reflects your workplace environment and the subject matter knowledge of the group. This approach helps to fast-track learning and arms participants with relevant skills they can immediately put into practice.

Courses are run at your office, or from one of our training centres where your team can learn in person and/or virtually depending on their work location. Training modules can also be adapted, for example to run over half-days, to minimise workflow disruptions.

Tailored team training includes:

» Your choice of delivery mode and location
» Customised content, including case studies, real-world examples etc.
» Pre-course assessment to determine subject matter knowledge.
» Exam preparation (if applicable)
» Follow-up workshop to further embed learning or address blockers.

**3. Capability uplift**
If your organisation is looking for more than a training course, PM-Partners' capability uplift framework goes beyond traditional learning.

Our four-step method is designed to identify where you are, where you need to be, and how to get there. Throughout the engagement, our expert coaches work closely with your team to create a tailored training program that both maximises your strengths, while targeting specific areas for improvement.

> " Great to see PM-Partners as leaders in professional training taking the lead to help organisations along their journey. "
>
> **RITU CHAUDHRY, Ausgrid**
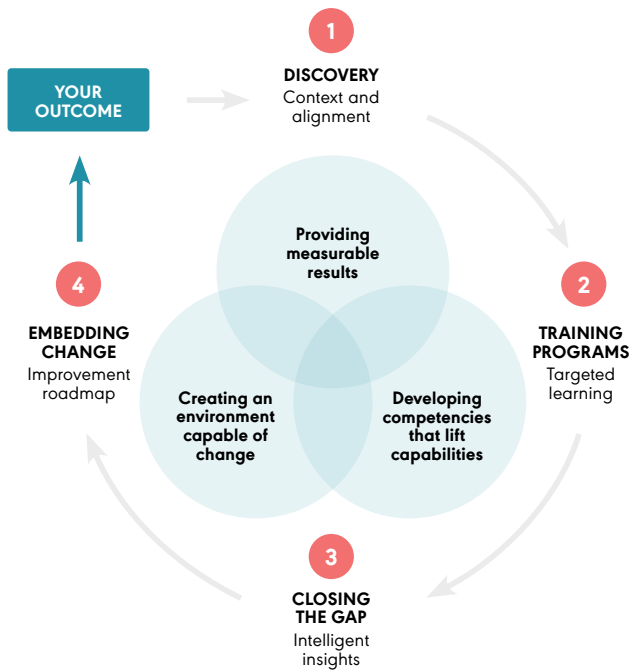
## 1. DISCOVERY
We aim to understand your unique challenges and current capabilities so we can align competencies with your organisational goals.

## 2. TRAINING PROGRAMS
Based on 'discovery', and drawing from real-life scenarios, we create a targeted training program to uplift underperforming areas and ensure new knowledge and skills are being applied within your environment.

## 3. CLOSING THE GAPS
We conduct regular assessments and measure the results through our Capability Hub. This enables organisations to monitor progress against desired outcomes.

## 4. EMBEDDING CHANGE
Insights gathered from the Capability Hub are then used to refine the uplift approach and drive an ongoing improvement roadmap, guiding behavioural change and nurturing a culture of excellence.

# The PM-Partners difference

The right training solutions are critical to delivery success, and when done right they provide your organisation with the ability to upskill and grow your people to deliver tangible, long-term benefits.

Through our extensive advisory work within PPM offices and agile environments, we understand the necessary skills and applied attributes that changing organisations seek and benefit from in today's market.

» To date, we have developed over 200 learning modules for team training across more than 40 specialist courses.

» Each year we train and certify over 12,000 people through Australia, New Zealand and South-East Asia to globally recognised standards.

» To facilitate and embed learning, our expert facilitators draw from a variety of techniques, formats and methods, including:

  » Integrated learning (classroom, virtual and hybrid)
  » Tailored team training
  » Online, micro-learning, staged learning and bootcamps
  » Global professional certifications
  » Coaching, mentoring and refresher training
  » Capability assessments and uplift

At PM-Partners, we believe that investing in relevant skills and competencies aligned with your objectives is critical to success. To find out how we can help lift your delivery capabilities contact us today on 1300 70 13 14.

## Agile professional development pathway

Agile is a way of thinking and working that challenges conventional process to accelerate delivery. The following pathway is designed to promote both an understanding and develop skills in 'being agile' and 'doing agile'.

Our certified Agile courses have been designed to deliver insights, practices and a greater understanding of implementing Agile methods into both blended and traditional environments.

The agile pathway presented offers a guide for combining our courses and assessments to meet professional development needs.
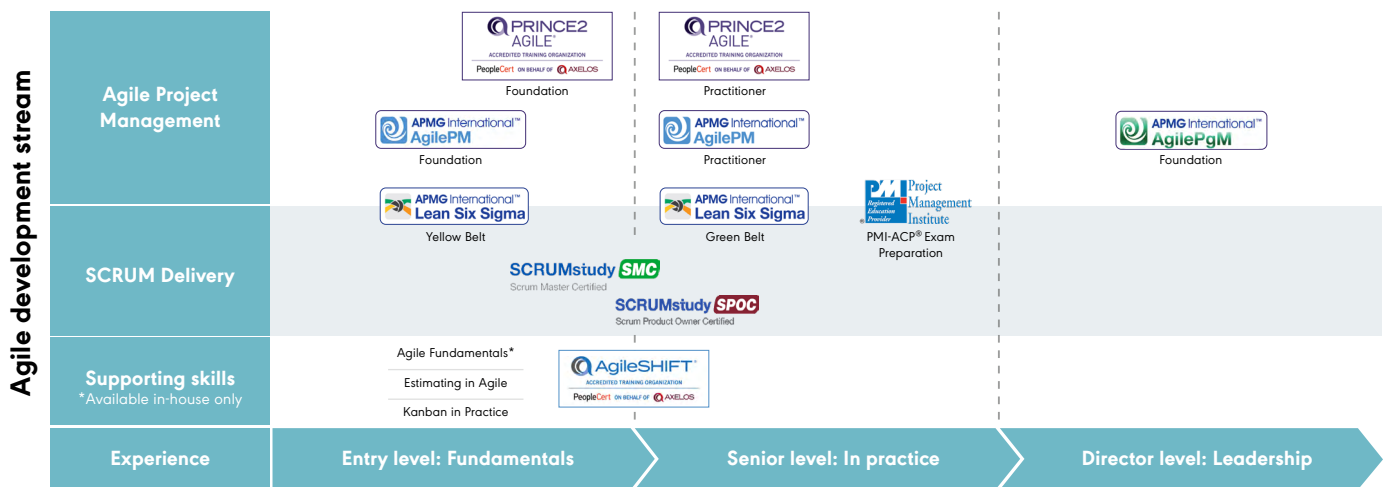


## Agile Fundamentals

### Overview

Agile has become increasingly popular as it incorporates aspects of both Lean and iterative development thinking. This enables organisations to respond to volatile market change and deliver business value whilst improving overall business performance.

Agile as a philosophy incorporates a set of values, principles and practices to help improve business performance. When the Agile mindset is fully embraced it provides an organisation with the transparency and awareness required to help their delivery teams deliver business value early and often, while reducing bottlenecks, thus delivering value on time without overshooting budgets or time constraints.

### Objectives

This course will provide you with a clear understanding of how to use the Agile mindset and an awareness of the various methods or practices that could be used when you are delivering work using an Agile approach.

» Work effectively in an Agile environment
» Deliver work using a structured Agile approach
» Use Agile principles and values to deliver business valued outcomes
» Apply common Agile practices and techniques

☑ 1 day
☑ PDUs & CPDs

# Agile Project Management (AgilePM®)

## Overview

AgilePM® provides the ability to deliver Agile projects in organisations requiring standards, rigour and visibility around Project Management, whilst at the same time enabling the fast pace of change and empowerment that is integral to Agile.

The Foundation course lays a solid foundation for managing projects using the DSDM Agile Project Framework and prepares candidates for the AgilePM Foundation certification.

The Practitioner course builds on the AgilePM Foundation course, providing additional depth of understanding, and prepares candidates for the AgilePM Practitioner certification exam.

### AgilePM Foundation

**Objectives**

This course will enable participants to:
- » Adopt an Agile approach and philosophy
- » Work in line with DSDM philosophy and principles
- » Work effectively with DSDM roles, process and products
- » Describe how DSDM Agile projects are managed
- » Prepare for the Foundation examination

- ☑ 3 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

### AgilePM Practitioner

**Objectives**

The Practitioner course prepares participants to undertake and pass the AgilePM Practitioner Examination. The course follows Section 2 of the AgilePM Handbook V2 –"Digging Deeper", and includes a review, consolidation of concepts and exam questions for the Practitioner level certification.

- ☑ 1 day
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# AgileSHIFT® Enterprise Agility

## Overview

Increasing customer demand and expectation, the rise of disruptive competitors shaking up established industries, legacy processes that no longer fit in today's environment, a company culture that fails to support rapid go-to-market. These factors are all driving change and most organisations today know they need to transform if they want to survive.

AgileSHIFT®, developed by global best practice providers AXELOS, helps prepare everyone across an organisation for transformational change. This offering provides staff with the knowledge and guidance to be able to understand, engage with, and influence change by embracing agile and lean ways of working.

Taking a holistic view of an organisation, this easily tailorable, lightweight framework helps organisations on their change journey and helps them thrive in an ever emerging disruptive and competitive marketplace.

## Objectives

By the end of the course, participants will be able to:

- » Explain why organisations need to create a culture of enterprise agility in response to a changing context
- » Start to think and work differently to enable change
- » Talk confidently about what it means to be agile
- » Use the easily tailorable lightweight AgileSHIFT framework to champion change within their organisation.

- ☑ 2 days
- ☑ Exam
- ☑ PDUs & CPDs

# Scrum Master Certified (SMC®)

**SCRUMstudy SMC**
Scrum Master Certified

## Overview

Scrum, created by Schwaber and Sutherland (c. 1995), is a popular Agile framework for developing and sustaining complex products. It offers a collection of roles, events, artefacts and rules, providing a way to assess the efficiency of your practices so that you can improve.

Scrum was formulated as a faster, more flexible way to deliver the greatest value in the least amount of time.

The Scrum Master Certified course is a collaborative learning experience, including roundtables, group discussions, team activities and role-plays.

The course also prepares candidates for the Scrum Master Certified (SMC) certification exam.

## Objectives

» Be comfortable in taking on the role of Scrum Master and understand how the role relates to other Scrum roles
» Apply the Scrum framework's philosophy and principles when delivering work
» Ensure Scrum aspects, such as business justification and quality, are addressed throughout a project
» Use a range of facilitation techniques to successfully manage meetings, address common issues and resolve impediments.
» Understand the Scrum processes in detail so they can, in the role of Scrum Master, ensure processes are being correctly followed by the Scrum Team
» Understand how Scrum is scaled in large projects, programs or portfolios
» Prepare for the Scrum Master Certified exam.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

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# Scrum Product Owner Certified (SPOC®)

**SCRUMstudy SPOC**
Scrum Product Owner Certified

## Overview

Scrum, created by Schwaber and Sutherland (c. 1995), is a popular Agile framework for developing and sustaining complex products. It offers a collection of roles, events, artefacts and rules, providing a way to assess the efficiency of your practices so that you can improve.

Scrum was formulated as a faster, more flexible way to deliver the greatest value in the least amount of time.

The Scrum Product Owner Certified (SPOC™) course focuses on the perspective, responsibilities, tools and techniques employed by the Product Owner. It provides an interactive hands-on learning experience through a mix of highly interactive facilitator-led discussions, group activities, games and product development simulation.

## Objectives

» Be familiar with the concepts, advantages and challenges
» Have a deep understanding of the Scrum framework's philosophy and lifecycle
» Explore the role throughout the life of a Scrum project.
» Gain a practical knowledge of Scrum from a Product Owner's perspective, including roles, meetings and artefacts.
» Be prepared to take on the role of Product Owner including managing common issues and roadblocks.
» Have a working knowledge of the tools and techniques required to write effective requirements (User Stories), and to prioritise and maintain a product backlog.
» Be adept in handling the business aspects of Scrum
» Gain a functional understanding of the other roles in Scrum
» Be prepared with the necessary knowledge to take the online Scrum Product Owner Certified (SPOC) certification exam.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# AGILE

## PRINCE2 Agile®
### Overview

PRINCE2 Agile® combines the flexibility and responsiveness of agile with the governance of PRINCE2®. PRINCE2 is the most commonly used project management approach in the world, and it is increasingly being used in conjunction with agile. As more organisations adopt agile, the need for specific guidance on how to use PRINCE2 in an agile context has grown accordingly. In simple terms, PRINCE2 and agile each have their own strengths and when combined they complement each other and create a holistic approach to managing projects.

The strength of PRINCE2 lies in the areas of project direction and project management. However, it provides little focus on the field of product delivery. Conversely, agile has a very strong focus on product delivery but relatively little on project direction and project management. When PRINCE2 and agile are combined, all three areas are addressed.

### PRINCE2 Agile Foundation
#### Objectives

PRINCE2 Agile Foundation aims to help professionals deliver agile projects by tailoring PRINCE2 management controls with a broad toolset of agile delivery techniques and frameworks.

» Understand the key aspects of PRINCE2
» Understand basic concepts behind common agile ways of working
» Demonstrate the purpose of combining PRINCE2 with agile
» Be able to fix and flex the six aspects of a project in an agile context
» Apply the PRINCE2 principles and tailor the themes, processes and management products to a project in an agile context
» Prepare for the PRINCE2 Agile Foundation Exam
» To ensure your outcomes are achieved some pre-course preparation is required for both the Foundation and Practitioner courses.
» Pre-course work will be sent out 2 weeks prior to course commencement for the Foundation Course and at the end of the Foundation Course for the Practitioner course.

☑ 3 days         ☑ In-house
☑ Course prerequisites   ☑ Public schedule
☑ Exam          ☑ On-demand
☑ PDUs & CPDs

### PRINCE2 Agile Practitioner
#### Objectives

This course examines how PRINCE2 and agile methods can interact and be adapted to accommodate each other to benefit the overall management of projects. It will help experienced project practitioners tailor PRINCE2 management controls for agile development.

» Understand the basic concepts of common agile ways of working
» Understand the purpose and context for combining PRINCE2 and agile way of working
» Be able to apply and evaluate the focus areas to a project in an agile context
» Be able to fix and flex the six aspects of a project in an agile context
» Apply the PRINCE2 principles and tailor the themes, processes and management products to a project in an agile context
» Prepare for the PRINCE2 Agile Practitioner exam

☑ 3 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

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## Project Management Institute Agile Certified Practitioner (PMI-ACP)®

### Overview

The project management domain has been evolving over recent years, with agile methods and practices becoming increasingly popular as organisations seek to respond faster and more effectively to ever-increasing change initiatives.

Our PMI Agile Certified Practitioner course provides the necessary study and preparation required to obtain the globally recognised Agile Certified Practitioner (PMI-ACP®) and enable the fast pace of change and empowerment that is integral to agile.

The purpose of this certification program is to build a comprehensive knowledge base of agile best practices, to enable project managers and team members to apply the tools and techniques when working within an agile environment, with a goal of obtaining a professional certification credential of the highest calibre.

### Objectives

» Adopt agile best practices to deliver benefits
» Describe in detail the agile principles and mindset
» Understand incremental delivery processes
» Engage stakeholders throughout the project life cycle
» Develop a high performing team
» Adaptively plan as the project moves through the life cycle
» Identify and resolve threats and issues
» Encourage and promote continuous improvement
» Use a broad range of agile methodologies including Scrum, Kanban, Lean, extreme programming (XP) and test-driven development (TDD)
» Understand the requirements of the certification application process and fully prepare for the PMI's Agile Practitioner Certification and exam process

☑ 3 days
☑ Course prerequisites
☑ PDUs & CPDs

## Lean Six Sigma Yellow Belt



### Overview

The focus of Lean is about speed, efficiency and taking waste out of a process. Six Sigma focuses on effectiveness and removal of errors. When combined and implemented properly it can be a powerful management tool that can greatly improve an organisation's performance, by providing a structured approach to resolving problems. This course will help your organisation achieve the qualitative benefits of Six Sigma, but at a greater speed by applying Lean at the same time.

The purpose of the APMG International Lean Six Sigma Yellow Belt qualification is to confirm that a participant has sufficient knowledge and understanding of the Lean Six Sigma process improvement methodology and practice to be able to work effectively with, or as a member of, a process improvement team working within an environment supporting Lean Six Sigma.

### Objectives

» Explain the role of process improvement in enabling an organisation to move closer to World Class Performance
» Assist in the establishment of an organised work environment to create a solid foundation for further process improvement programmes
» Employ a range of techniques and quality tools will that help to create a continuous improvement culture
» Identify the correct way to set up and execute improvement projects
» Visualise, analyse and improve the logistical flow of processes - making them more stable, predictable and efficient, effective, productive and agile
» Apply Six Sigma and statistical tools to collect data and to assure a valid and reliable performance measurement system.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## Lean Six Sigma Green Belt



### Overview

Lean Six Sigma is a management approach to business performance improvement that has blended the two individual specialisms of Lean and Six Sigma.

The focus of Lean is about speed, efficiency and taking waste out of a process. Six Sigma focuses on effectiveness and removal of errors. When combined and implemented properly it can be a powerful management tool that can greatly improve an organisation's performance, by providing a structured approach to resolving problems.

The purpose of the Green Belt qualification is to confirm that a participant has sufficient knowledge and understanding of the Lean Six Sigma process improvement methodology and practice to be able to achieve significant improvements in performance and quality, either working as a team member in a large project or working alone as a junior project manager.

### Objectives

» Analyse their organisation's processes to identify the priority issues leading to waste and inefficiency
» Deeply investigate and understand the systemic root causes for these issues
» Understand what process improvement tools are available and how to best apply them to eliminate the source of the problem and drive customer value.
» Effective Green Belts are capable of implementing significant change within their organisation. Participants will also learn how to manage people through change, how to lead an improvement project team, and how to engage with enterprise leadership.
» The Continuous Improvement Maturity Model will be introduced which charts the necessary changes organisations need to make, to move towards World Class Operational performance (Structured > Managed > Predictable > Capable > World Class).

- ☑ 4 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## Agile Programme Management (AgilePgM®)

### Overview

AgilePgM® provides programme managers with a disciplined but flexible agile approach to the management of transformational organisational change, allowing for iterative and incremental delivery of outputs and benefits.

The governance model, contained within the guidance, ensures a programme will capture its vision, whilst empowering teams to work without undue interference. Built on firm foundations, the programme can evolve and react to business change in our increasingly dynamic world.

The guidance is based on the DSDM® (Dynamic System Development Method) approach - a long established, internationally recognised framework for agile project delivery.

### AgilePgM Foundation

**Objectives**
» Understand the fundamentals of Agile PgM.
» Lay the foundations for successful agile programmes.
» Understand the philosophy, principles, processes, roles and documentation required in an agile programme.

» Gain the ability to apply relevant programme management methods, leading to successful agile programmes.
» Clarify different management styles needed for successful agile programmes compared to traditional programmes.
» Actively promote trust and close co-operation between all stakeholders and provide ongoing visibility into what is happening.
» Combine knowledge of more traditional management methodologies with agile methods to ensure continuous alignment to a changing business environment.
» Ensure incremental and iterative realisation of benefits by encouraging active stakeholder involvement, feedback and effective controls.
» Prepare for the Agile Programme Management Foundation examination.

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

## Estimating in Agile

### Overview

Agile, by definition, is iterative and elaborative but that does not mean that you don't need to plan or provide estimates for the work involved. In fact, it is essential that you develop appropriate estimates for the project phase you are in, deliver the work, reflect on your planned versus actual achievements, and update estimations frequently to ensure you maintain confidence in delivery.

This course will provide participants with a solid understanding and experience of working with various agile estimating styles and techniques that will improve your chances of delivering projects on-time.

### Objectives

This course is based on the Estimating in Agile pocketbook, produced by DSDM® (Dynamic System Development Method). Although focusing on DSDM, the information in the pocketbook, and therefore the content of this course, is applicable to any of the agile approaches.

» Give practical support to those working with estimates
» Understand various estimating tools and techniques that support an agile way of working
» Enable estimators to take account of risk when developing estimates

☑ 1 day
☑ Course prerequisites
☑ PDUs & CPDs

## Kanban in Practice

### Overview

The Kanban method is fast gaining acceptance across all industries facilitating business improvement by streamlining processes and reducing costs.

Incorporating a set of principles and disciplined practices that can be applied to any process, Kanban, when implemented properly, provides transparency and awareness. This helps teams improve lead time and reduce bottlenecks, thus delivering value on time without overshooting budgets or time considerations.

### Objectives

» Understand of the benefits of using the Kanban method
» An overview of Kanban principles and practices
» Practical experience in applying Kanban principles, practices and techniques
» An understanding of how Kanban can be incorporated into other Agile practices.

☑ 1 day
☑ PDUs & CPDs

## Coaching Agile Teams

### Overview

The goal of agile coaching is to help individuals, teams, and organisations establish and improve agile practices and frameworks, while embedding core agile values and mindsets.

Agile coaches enable the optimisation of agile ways of working and the scaling of agile practices to ensure effective outcomes at a team and organisation level.

The role of an agile coach is varied. The coach is a guide, a catalyst, a champion for change, a servant leader, and a resolver of conflicts and issues. Effective coaches have a wealth of practical experience to draw on as they teach, mentor, coach, or facilitate agile teams to achieve results.

### Objectives

Coaching Agile Teams focuses primarily on the mindset, roles, and responsibilities of an agile coach when coaching the team as a whole, or individual team members.

» Differentiate between and among mentoring, facilitating, consulting, teaching and coaching
» Gain skills needed to create a safe environment to optimise collaboration and healthy conflict resolution
» Lead a coaching conversation and mentoring session
» Create a lesson plan for teaching core agile concepts
» Understand how to identify and improve team performance levels.

☑ 3 days
☑ Course prerequisites
☑ PDUs

## DevOps Fundamentals


PeopleCert DevOps.
ACCREDITED TRAINING ORGANIZATION

### Overview

This course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals.

To maximise the IT value flow to customers, DevOps creates an improved ability to design, develop, deploy and operate software and services faster for the benefit of the business.

Higher customer satisfaction, better quality, faster delivery and lower costs are all benefits of using DevOps.

### Objectives

» Understand DevOps terms, principles, tools and practices, and how to use tools efficiently and effectively within a DevOps environment to achieve business goals.
» Understand the importance of communication, collaboration, integration, and automation in the DevOps movement, as critical factors, that improve the workflow between software developers and IT operations professionals and support organisations in their digital transformation journey.
» Learn how the DevOps cultural and professional movement supports organisational efforts to reduce costs, while increasing agility, speed of execution, and output quality.

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

# Scaled Agile professional development pathway

As an early adopter of Scaled Agile, and a SAFe® Gold Partner*, we have trained more than 5,000 people in the Scaled Agile Framework and helped customers successfully implement SAFe. PM-Partners specialises in providing SAFe training, consulting and coaching services in Australia, and around the world.

We offer a full range of accredited courses, which can be delivered in our state-of-the-art training centres, virtually, or at your location. Our certified trainers bring SAFe to life with practical examples of how to achieve success in your context.

The SAFe pathway presented offers a guide for combining our courses and assessments to meet professional development needs.

| Scaled Agile development stream | | | | | |
|---|---|---|---|---|---|
| **Scaled Agile** | | SP SAFe 6 — SAFe® for Teams | SA SAFe 6 — Leading SAFe® | ARCH SAFe 6 — SAFe® for Architects | LPM SAFe 6 — Lean Portfolio Management |
| **Supporting skills** *Available in-house only | | Agile Fundamentals* | | | |
| **Experience** | | Entry level: Fundamentals | Senior level: In practice | | Director level: Leadership |

# SAFe® for Teams

## Overview

Scaled Agile Framework® (SAFe®) empowers complex organisations to achieve the benefits of Lean-Agile software and systems development at scale. SAFe is the world's leading framework for scaling agile across the enterprise. Used by hundreds of the world's largest organisations, SAFe sustains and drives faster time-to-market, dramatic increases in productivity and quality, and improvement in employee engagement.

Build the skills needed to become a highperforming team member on an Agile Release Train (ART)—and learn how to collaborate effectively with other teams—by becoming a SAFe® Practitioner (SP). During this twoday course, attendees gain an in-depth understanding of the qualities of highperforming agile Teams, the ART and how it delivers value, and what they can do to effectively perform their role using Scrum, Kanban, and XP.

Attendees also learn how to write stories and break down features, plan and execute Iterations, and experience a PI Planning event. Finally, attendees learn about the Continuous Delivery Pipeline, the importance of a DevOps culture, how to effectively integrate with other teams on the ART, and what it takes to continuously improve.

## Objectives

Upon completion of this course, you will be able to:

» Explain SAFe Agile Principles
» Plan Iterations
» Plan Program Increments
» Execute Iterations and demonstrate value
» Improve Agile Release Train processes
» Integrate and work with other teams on the Agile Release Train
» Perform as member of an Agile Team on an Agile Release Train

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

SCALED AGILE
**PARTNER**
GOLD

## Leading SAFe®

### Overview

During this two-day course, you will gain the knowledge necessary to lead a Lean-Agile enterprise by leveraging the Scaled Agile Framework® (SAFe®), and its underlying principles derived from Lean, systems thinking, Agile development, product development flow, and DevOps. This course explores the five competencies needed to become a Lean Enterprise, whilst allowing participants to practice the skills required for supporting and executing Program Increment (PI) Planning events and coordinating multiple Agile Release Trains (ARTs).

This course will provide you with an understanding of the Lean-Agile mindset, why it's so effective in today's adapt-or-die marketplace, and what it means to lead a Lean-Agile transformation. It will also show you how to build and support Agile teams and programs, empower a Lean Portfolio, build a Continuous Delivery Pipeline and DevOps culture, and coordinate large solutions. You will develop a skillset that is in demand worldwide— and empower your enterprise to succeed in a disruptive marketplace—when you become a SAFe® Agilist (SA).

### Objectives

Upon completion of this course, you will be able to:

» Lead the transformation to Business Agility with SAFe
» Become a Lean-Agile leader
» Explain the importance of the Seven Core Competencies of Business Agility
» Understand customer needs with Design Thinking
» Enable Agile Product Delivery
» Initiate Lean Portfolio Management
» Apply the values and principles of a Lean-Agile Mindset
» Create high-performing teams by establishing mission and purpose

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## SAFe® for Architects

### Overview

Attendees can improve collaboration and alignment in a SAFe® Lean-Agile enterprise when they become a SAFe Architect. The SAFe® for architects course prepares system, solution, and enterprise architects to engage across the organisation as effective leaders and change agents who collaboratively deliver architectural solutions.

During this three-day course, attendees will explore the roles, responsibilities, and mindset of agile architects, and appreciate how to align architecture with business value and drive continuous flow to large systems-of-systems while supporting SAFe program execution.

This course is for senior technical contributors who need to understand the role of system, solution, and enterprise architects in Lean-Agile enterprises. The course is also appropriate for individuals desiring a deeper view into how architecture enables continuous value flow and how architects engage in, and contribute to, a Lean-Agile enterprise.

### Objectives

» Explain SAFe agile principles
» Apply SAFe principles to managing trade-offs between functionality, cost, risk, and sustainability
» Ensure designs can be implemented in small batches with continuous integration/continuous delivery deployment model
» Communicate solution context and intent to agile teams and trains
» Establish intentional architecture guidelines and enable flexibility to allow emergent technology
» Prepare architectural runway to enable delivery success
» Steer architecture decisions, support risk and issue resolution, participate in management review and problem solving during Program Increment execution
» Define, implement, and monitor quality practices, including CI/CD and DevOps
» Ensure that technology decisions made within an ART work end-to-end across components in a Solution
» Ensure that Solution complies with Portfolio technology strategy
» Enable Lean-Agile transformations and coach Lean-Agile practitioners

- ☑ 3 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# Lean Portfolio Management

## Overview

Lean Portfolio Management is an interactive course which explores the practical tools and techniques necessary to implement strategy and investment funding, agile portfolio operations, and lean governance.

Participants have the opportunity to capture the current and future state of their portfolio with the Portfolio Canvas tool and identify important business initiatives for achieving the portfolio vision. Participants establish portfolio flow with the Portfolio Kanban and prioritise epics for maximum economic benefit. The course also provides insights on how to establish value stream budgets and lean budget guardrails and measure the lean portfolio performance.

## Objectives

This course focuses primarily on the Lean-Agile mindset and role of a Lean Portfolio Manager and will enable participants to:

» Describe Lean Portfolio Management (LPM)
» Connect the Portfolio to the Enterprise Strategy
» Establish the Portfolio Vision
» Implement Lean Budgeting and Guardrails
» Establish flow with the Portfolio Kanban
» Support Operational Excellence with an Agile Program management Office (PMO) and Communities of Practice (CoP)
» Coordinate Value Streams
» Measure LPM Performance
» Build a plan for LPM implementation

- ☑ 3 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# SAFe® Product Owner/Product Manager

## Overview

The SAFe® Product Owner/Product Manager (POPM) course focuses on the key responsibilities, best practices, and strategic approaches required to drive value delivery and successful product outcomes in an Agile environment.

Participants receive a thorough grasp of SAFe ideas and values, as well as the Lean-Agile mentality, allowing them to successfully align their practices with Agile techniques and Lean principles. They will learn about the crucial role of Product Owners as the customer's voice, as well as how to prioritise, manage, and revise the product backlog to maximise customer value.

The course emphasises a customer-centric approach, guiding participants to adopt a mindset centered around understanding and fulfilling customer needs. It covers techniques to identify customer personas, gather feedback, and use data-driven insights to make informed product decisions along with learning how to craft well-defined epics, features, and user stories, enhancing the efficiency of the product development process.

Overall, the SAFe POPM training equips professionals to successfully implement Agile ideas and practices to drive the product development process, optimise productivity, and assure high product quality. Participants are prepared for the SAFe POPM certification test after completing the course, certifying their expertise and readiness to function as proficient Product Owners and Product Managers in a SAFe enterprise.

## Objectives

» Understanding the SAFe Framework
» Defining and managing the product vision
» Master the decomposition of Epics to Features and Features to Stories
» Integrate a customer centric mindset to deliver products
» Navigate Product Backlog Prioritisation
» Learn how to prepare for and lead PI planning
» Becoming an effective Product Owner/Product Manager
» Connect the SAFe Lean-Agile Principles and values to the PO/PM roles

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# SAFe® Release Train Engineer

## Overview

The SAFe Release Train Engineer (RTE) course provides an in-depth understanding of the critical RTE role in the Scaled Agile Framework (SAFe). The training provides participants with the information and skills needed to effectively conduct Agile Release Trains (ART) and ensure the successful execution of Programme Increments (PI).

Participants discover how to coach leaders, teams, and Scrum Masters in new processes and mindsets. They learn how to plan and execute essential ART activities such as PI Planning, Inspect and Adapt workshops, and Scrum of Scrums. The training emphasises on the importance of teamwork, problem-solving, and continual improvement in the development of high-performing ARTs.

Participants are empowered to promote alignment, transparency, and flow within the organisation, hence increasing value delivery and improving business outcomes.

## Objectives

» Understanding the RTE role
» Learn to Lead Agile Release Trains and Large Solutions in a SAFe Organisation
» Adopt a Servant Leadership and Coaching mindset
» Create an environment of continuous improvement
» Gain PI Planning and Execution skills
» Apply Lean-Agile knowledge and tools to release value

- ☑ 3 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# Agile Product Management

## Overview

The Agile Product Management course teaches participants about product management ideas and practices within an Agile framework. The course teaches the participants to explore by using design thinking to create products that are desirable, feasible, and sustainable.

Participants will learn how to successfully interact with cross-functional Agile teams, stakeholders, and customers to gather requirements, define product vision, and create a well-prioritised product backlog. The course focuses on iterative and incremental product development, which allows for faster feedback and continual improvement.

Participants will get insights into Agile product planning, roadmap generation, and product ownership throughout the course, ensuring that products correspond with company goals and customer demands. The course will equip individuals to be able to generate innovation, manage product development problems, and create effective product results in Agile contexts.

## Objectives

» Learn to use design thinking to achieve desirable, feasible, and sustainable products
» Product vision and Road mapping to develop short term road-maps which evolve into long term value.
» Build confidence in navigating Product development challenges
» Understand the use of Product Strategy to set clarity and direction for Agile Release Trains
» Establish a customer-centric mindset during Product Development
» Learn techniques to create and drive innovation in the value stream

- ☑ 3 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

# Implementing SAFe® with SAFe® 6 Practice Consultant Certification

Presented by Agile Rising in association with PM-Partners

## Overview

Implementing SAFe offers attendees the broadest level of insight into each layer of a SAFe implementation. This course is for those who want to be a leader in a Lean-Agile transformation. If you are looking for a comprehensive and practical understanding of how to help an organisation achieve business agility effectively, Implementing SAFe is the right course for you.

During this course, you will learn how to identify value streams, launch agile release trains, optimise flow, and apply OKRs to Strategic Themes that define the targeted outcomes for the SAFe transformation. You will also practice the principles of Agile product management and product delivery.

- ☑ 4 days
- ☑ Course prerequisites
- ☑ Exam

# SAFe® for Government

## Overview

The Scaled Agile Framework (SAFe) for Government course is particularly designed to meet the unique problems and requirements of adopting SAFe in government and public sector organisations. The course aims to equip participants with a thorough grasp of how to implement SAFe ideas and practices in government projects and initiatives to create value, enhance productivity, and boost transparency.

Key topics include the application of Lean-Agile principles to government contexts, aligning strategy and execution, organising and coordinating Agile Release Trains (ART) in government settings, and ensuring compliance with regulations and mandates.

The SAFe for Government course equips participants to lead Agile transformations within government organisations, allowing them to navigate complex settings and deliver outcomes effectively while adhering to compliance and accountability standards. Participants will gain the knowledge and skills required to effectively implement SAFe in government agencies, resulting in positive outcomes and value for citizens and stakeholders.

## Objectives

» Apply Lean, Agile, and DevOps principles in traditional government organisations and cultures

» Organise and coordinate government programs into Agile Release Trains (ART)

» Learn to build an action plan to begin or implement SAFe into your program or agency

» Understand how to ensure compliance with regulatory requirements while maintaining ART's and delivering value

» Learn to build high performing, multi-vendor teams and ARTs

» Learn to build an action plan to begin or implement SAFe into your program or agency

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

## SAFe® Implementation Roadmap
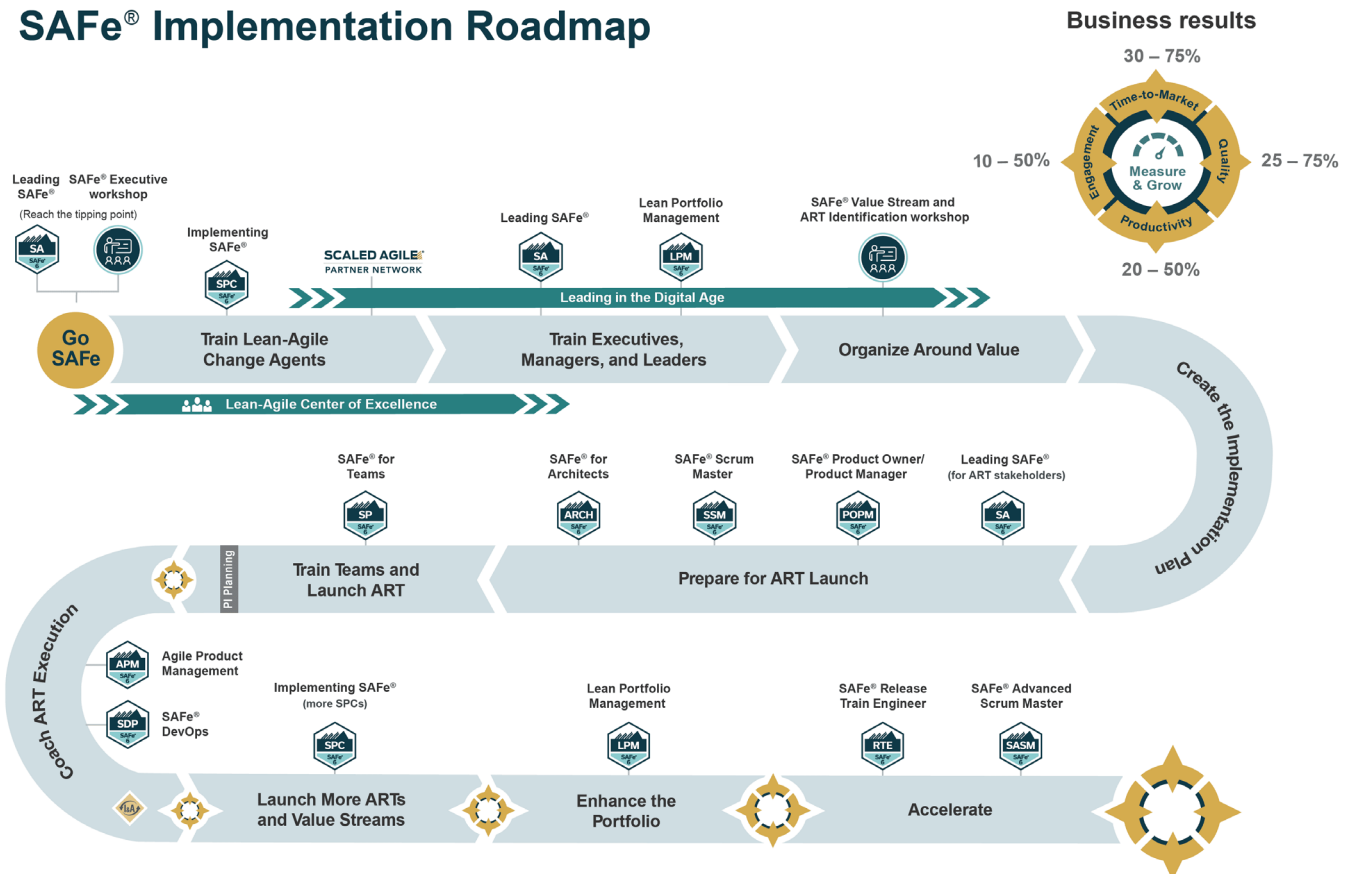
# Effective Sponsorship Masterclass

Our Sponsorship Masterclass program is designed to uplift an organisation's sponsorship and broader delivery capabilities. Led by an expert PM-Partners facilitator, this half-day session provides a down-to-earth overview of best practice, supported by case studies and learnings from in-the-field experience.

The format allows participants to meet experts, collaborate with peers, ask questions and gain insights in a short timeframe, giving them practical skills and concepts they can immediately apply back in the workplace. We recommend complementing the masterclass forum with 1:1 pre- and post-connect sessions – this enhances the experience, allowing the facilitator to tailor the workshop and reinforce the application of key principles after the initial training to deliver a comprehensive sponsor capability uplift program.

Pre-connect

Tailored approach

**Masterclass**

Follow-on recommendations

Post-connect
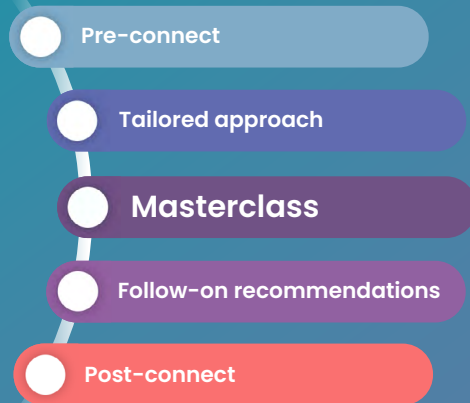
## Who should attend?

Our masterclass is most suited to executives, sponsors of projects, steering committee members, project managers, practitioners and senior managers. Participants are limited so we can ensure a personalised, interactive learning experience that delivers actionable results for your organisation.

# Big Room Training

Big Room Training is an immersive and hands-on experience that drives both learning and team building for all the attendees. Participants will learn core foundational knowledge of the chosen topic which is reinforced through hands-on, fun, and interactive learning activities.

These sessions can involve up to 60 attendees at a time, making this a high-impact event to energise and motivate your teams and drive capability uplift.

### Project Management for business

By increasing project management skills in the business, your organisation can react and drive change more effectively as your people understand the steps to project success and how they can contribute.

### Objectives and Key Results (OKRs)

By building Business Agility awareness and skills, your organisation can react and drive change more effectively as your people understand how to apply both the mindset and tools in their day-to-day roles.

**BIG ROOM TRAINING**

### Business Agility

By building Business Agility awareness and skills, your organisation can react and drive change more effectively as your people understand how to apply both the mindset and tools in their day-to-day role.

### Your topic

We develop bespoke one-day big room training programs to lift the capability of your people across a range of topics.
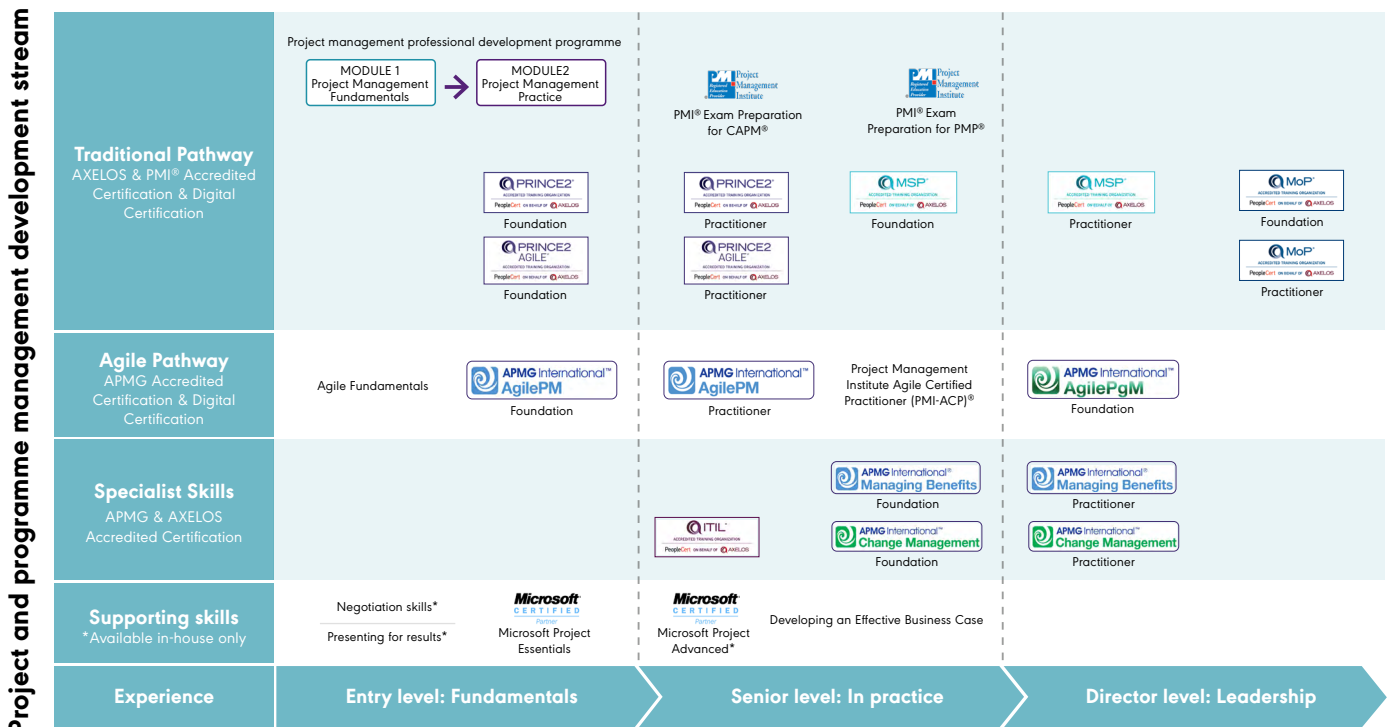
## PPM professional development pathway

Project practitioners are expected to have a broad range of skills and knowledge of many of the popular methodologies offered by certification bodies so that they can apply the most effective techniques and practices to their projects.

The following pathway is designed to promote an understanding of a range of best practices that will enable professionals to optimise project delivery.



Project and programme management development stream

| | Entry level: Fundamentals | Senior level: In practice | Director level: Leadership |
|---|---|---|---|
| **Traditional Pathway** AXELOS & PMI® Accredited Certification & Digital Certification | Project management professional development programme MODULE 1 Project Management Fundamentals → MODULE2 Project Management Practice; PRINCE2® Foundation; PRINCE2 AGILE Foundation | PMI® Exam Preparation for CAPM®; PRINCE2® Practitioner; PRINCE2 AGILE Practitioner | PMI® Exam Preparation for PMP®; MSP® Foundation; MSP® Practitioner; MoP® Foundation; MoP® Practitioner |
| **Agile Pathway** APMG Accredited Certification & Digital Certification | Agile Fundamentals; APMG International AgilePM Foundation | APMG International AgilePM Practitioner; Project Management Institute Agile Certified Practitioner (PMI-ACP)® | APMG International AgilePgM Foundation |
| **Specialist Skills** APMG & AXELOS Accredited Certification | | ITIL®; APMG International Managing Benefits Foundation; APMG International Change Management Foundation | APMG International Managing Benefits Practitioner; APMG International Change Management Practitioner |
| **Supporting skills** *Available in-house only | Negotiation skills*; Presenting for results*; Microsoft Partner Microsoft Project Essentials | Microsoft Certified Partner Microsoft Project Advanced*; Developing an Effective Business Case | |
| **Experience** | Entry level: Fundamentals | Senior level: In practice | Director level: Leadership |

## Project Management Fundamentals

### Overview

Industry research shows that a third of all projects are delivered late. To add to this, even more come in over budget or run past the original deadline, and 28% fail altogether. How you lead a project or perform in a project team can dictate the success or failure of each initiative or project that you are involved in, regardless of its size or complexity.

Our interactive course provides you with proven techniques, tools and processes to deliver projects within specification, on time and on budget.

The course is aligned with A Guide to the Project Management Body of Knowledge (*PMBOK® Guide*), current research and best practice industry standards, as well as drawing upon the extensive experience of PM-Partners group's broad ranging and continuing involvement in assisting organisations to achieve rapid results in project delivery capability.

### Objectives

This course will provide participants with the essential knowledge and skills to both manage a project end-to-end, and/or be an effective and valuable member of the project team.

The course covers the fundamental steps in every project's life cycle and uses a real-life case study approach to follow a project from conception through to completion and final review.

The focus is on immediate and direct knowledge transfer to the workplace.

- ☑ 2 days
- ☑ PDUs & CPDs

## Project Management in Practice

### Overview

The mark of a truly successful project manager is how they think and behave in the face of the multitude of 'less-than-ideal' situations that they are destined to face almost every day of their project management lives. They accept full responsibility for a project's outcomes and assume the requisite authority to match. These high-performing project managers can strike a delicate balance of the following: analytical and critical thinking skills, superior communication, leadership, negotiation and facilitation skills, combined with a problem-solving, results-oriented focus.

This course has been designed with all the above in mind. With a range of best practice principles as its foundation, this course builds upon participants' existing skills and knowledge by way of a 'guided tour' through a series of real-life scenarios, problems and issues faced by project managers across the board.

### Objectives

» Critically analyse and problem-solve within a project based on typical, real-life scenarios.
» Gain real-life skills for facing challenges they'll be faced with when managing projects.
» Build upon fundamental project management concepts.
» Apply effective interpersonal, leadership and communications skills that will help appropriately engage and manage stakeholders throughout the life of a project.
» Collaborate and share experiences and knowledge with other practicing project managers.

☑ 3 days
☑ PDUs & CPDs

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### Certificate IV and Diploma assessment program

**Experience based qualifications***

Once you have gained industry experience in Project Management, you may wish to pursue a nationally recognised, experience-based qualification. PM-Partners have selected Opportune Professional Development (RTO ID:60072) as our preferred provider of Nationally Recognised Qualifications. Opportune specialises in Experience Based Qualifications that make the achievement of a qualification streamlined and efficient for professionals wanting to have their previous learning and experience recognised with a qualification.

Please see the BSB41515 Certificate IV in Project Management Practice or BSB51415 Diploma of Project Management page of our website for more information.

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## AIPM certification assessment program

### Overview and approach

PM-Partners group's AIPM assessment program is designed to provide project practitioners with the opportunity to prove their capability through their project work and to have their existing competencies recognised by attaining AIPM Certification.

The program consists of an assessment process that enables participants to demonstrate competency in a logical, orderly and user-friendly manner.

Each certification level is competency-based and consequently the PM-Partners group program focuses upon assessing and recognising competencies acquired over time, via a formal workplace assessment process.

### Program approach

The PM-Partners group assessor issues an Assessment Pack and supports the participant throughout the process. A portfolio of evidence is compiled by the participant and an assessment date agreed. Current skills and knowledge are assessed against the competency standards.

The PM-Partners group assessor provides the participant with feedback and guidance regarding any further development if required, and issues an assessment outcome report to the AIPM outlining evidence submitted by the participant for the appropriate award when ready.

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*Opportune Professional Development is the provider of these qualifications. PM-Partners is not a Registered Training Organisation.

## PRINCE2®

### Overview

PRINCE2®, firmly established as the world's most-practised method for project management, is globally recognised for delivering successful projects. Practical, accessible and playing a vital role in ensuring that projects of any kind will lead to beneficial outcomes.

The real success of PRINCE2 lies in its compilation of proven best practices in project management taken from academics, business professionals, and consultants across the years. Since its creation, at least two million PRINCE2 exams have been sat in over 150 countries worldwide. This is a clear testament to the value of PRINCE2 to individuals all over the world.

These courses provide participants with a solid understanding of the PRINCE2 (6th Edition) method covering the principles, themes and processes.

### PRINCE2 Foundation

**Objectives**

» Key concepts relating to projects and PRINCE2
» How the PRINCE2 principles underpin the PRINCE2 method
» The PRINCE2 themes and how they are applied throughout the project
» Prepare for the Foundation examination

- ☑ 3 days (weekday), 2 days (weekend)
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

### PRINCE2 Practitioner

**Objectives**

» Apply the PRINCE2 principles
» Apply and tailor relevant aspects of PRINCE2 themes
» Apply and tailor relevant aspects of PRINCE2 processes
» Prepare for the Practitioner examination.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## Managing Successful Programmes (MSP®)

### Overview

MSP 5th edition is an established best practice programme management framework, designed to align programmes and projects to organisational strategy and enable enterprise agility. MSP focuses on the delivery of outcomes of benefit, while mitigating risk and actively engaging stakeholders. MSP consists of a set of principles, themes, and processes that provide a clear roadmap for the programme lifecycle, including larger, more strategic, complex, or multiple projects.

### MSP Foundation

**Objectives**

The Foundation course introduces the MSP method and terminology to ensure participants understand the MSP guidance well enough to work in a team to deliver or manage a programme within an environment supporting MSP.

» Improve your mastery of best practice programme management
» Establish appropriate programme governance structures that effectively control the work involved, thereby ensuring the creation of value
» Design programmes using incremental cycles that allow for multimodal delivery
» Effectively engage stakeholders by providing a clear vision and full transparency around the achievement of programme objectives and expected benefits

- ☑ 3 days (weekday), 2 days (weekend)
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

### MSP Practitioner

**Objectives**

The Practitioner course prepares participants to take and pass the MSP Practitioner Exam.

The Practitioner exam is intended to assess whether the candidate can demonstrate sufficient ability to apply and tailor the MSP programme management.

A successful Practitioner candidate should, with suitable direction, be able to start applying the framework to a real programme but may not be sufficiently skilled to do this appropriately for all situations. Their individual programme management expertise, the complexity of the programme, and the support provided for the use of MSP in their work environment will all be factors that impact what the practitioner can achieve.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## Management of Portfolios (MoP®)

### Overview

This Management of Portfolios (MoP®) course approaches the management of change projects and programmes from a strategic viewpoint. It provides an overview of all change activities including what is in the portfolio, what it is costing, what risks are faced, what progress is being made, and what the impact is on business as usual and the organisation's strategic objectives. It also prepares candidates for the MoP Foundation and Practitioner certification.

### MoP Foundation

**Objectives**
» The Portfolio Management cycles, practices and techniques and the organisational context within which they operate
» Effective approaches to investment identification, categorisation, prioritisation and selection
» How project and programme success can be enhanced by adopting a Portfolio perspective to delivery
» Demonstrate sufficient knowledge and understanding to work as an informed member of a Portfolio Office or in a range of Portfolio Management roles
» Consolidate learnings through practical activities and practice exam questions

☑ 3 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

### MoP Practitioner

**Objectives**
The Practitioner course prepares participants to undertake and pass the MoP Practitioner Exam. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the MoP to apply and tailor the MoP guidance and to analyse portfolio data, documentation and roles in relation to a scenario situation.

Please note that the Practitioner course is an exam preparation course and focuses on the application of the Management of Portfolios to prepare candidates for the Practitioner examination.

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

## Change Management

### Overview

One of the challenges facing organisations today is how to modify the business through regular change initiatives, with minimum disruption and maximum gain. Research suggests that 70% of projects fail to secure their anticipated benefits because organisations install new systems, processes or practices, but fail to implement the change fully - people are not sufficiently equipped for or committed to, the new ways of working to sustain them.

### Change Management Foundation

**Objectives**
» Understand how individuals are impacted by change and be able to develop strategies to help people through change
» Develop insights into how organisations work, organisational culture and the models and processes of change
» Understand the drivers of change, change governance and how to define a change vision
» Learn about the stakeholder engagement process and how to develop suitable communications strategies and plans
» Appreciate the impact of change on organisations, how to build momentum for change and sustain it
» Understand the importance of defined change roles, and how to build and support an effective change team

☑ 3 days (weekday), 2 days (weekend)
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

### Change Management Practitioner

**Objectives**
The Practitioner course prepares participants to undertake and pass the Change Management Practitioner Examination. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the Change Management guidance to apply and tailor it to a given scenario situation.

The course also includes review, consolidation of concepts and exam questions for the Practitioner level certification.

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

## Managing Benefits™

### Overview

Benefits Management™ is a concept that many organisations today struggle with. Who should be accountable for benefits, including their realisation? Often benefits are seen as the domain of project management. It is not usually during the project that benefits are realised – generally it is after the project has been delivered, once the deliverables of that project have been embedded into the business and operational use that we hope to see benefits accruing. This course focuses on the management of benefits from change initiatives that are delivered via formalised project and programme management methods. Collectively these initiatives form the organisation's change portfolio.

### Managing Benefits Foundation

**Objectives**

The Foundation course provides comprehensive instruction and hands-on practice to embed concepts and techniques presented. This course will enable participants to:

» Understand generally applicable guidance encompassing benefits management principles, practices and techniques

» Prepare for and sit the Managing Benefits Foundation Examination

- ☑ 3 days
- ☑ Exam
- ☑ PDUs & CPDs

### Managing Benefits Practitioner

**Objectives**

The Practitioner course prepares participants to undertake and pass the MoP Practitioner Exam. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the MoP to apply and tailor the MoP guidance and to analyse portfolio data, documentation and roles in relation to a scenario situation.

Please note that the Practitioner course is an exam preparation course and focuses on the application of the Management of Portfolios to prepare candidates for the Practitioner examination.

- ☑ 2 days
- ☑ Course prerequisites
- ☑ Exam
- ☑ PDUs & CPDs

## Sustainability in Project Management

### Overview

"Sustainability in Project Management" is a comprehensive and practical training program aimed at providing project managers, team members, and stakeholders with the essential knowledge and skills to effectively integrate sustainable practices into their projects. Through fostering a deep comprehension of sustainability principles, participants will be empowered to lead projects that not only accomplish their objectives but also positively contribute to environmental, social, and economic well-being.

During the course, special emphasis will be placed on incorporating sustainability considerations into the project planning phase, ensuring that sustainable practices permeate all aspects of project development. Participants will also gain valuable insights into the principles and significance of sustainability, comprehending its broader implications in the context of project management. Additionally, participants will be educated on efficient and responsible resource management, leading to reduced waste and a minimised ecological footprint for the project.

This course caters to professionals across diverse industries involved in project management who seek to integrate sustainability principles into their projects. It offers particular benefits to project managers, team leaders, sustainability officers, environmental coordinators, and individuals aspiring to lead projects with a strong focus on environmental and social responsibility.

### Objectives

» Introduce the Concept of Sustainability
» Sustainable Project Planning
» Sustainable Resource Management
» Stakeholder Engagement for Sustainability
» Sustainable Risk Assessment and Mitigation
» Sustainable Procurement and Supply Chain Management
» Measuring and Reporting Sustainable Performance
» Case Studies and Best Practices

- ☑ 3 days

# ITIL® 4 Foundation

## Overview

ITIL (Information Technology Infrastructure Library) is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organisations across the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

ITIL supports organisations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs. ITIL provides comprehensive, practical and proven guidance for establishing a service management system, providing a common glossary of terms for businesses using IT enabled services. The ITIL approach enables individuals and organisations that use IT to realise business change, transformation and growth.

ITIL 4, through its framework, helps organisations to connect and align different challenges that are relevant not only to ITSM professionals, but also by a wider range of professionals working in the digital world. ITIL 4 expands on previous versions by providing a practical and flexible basis to support organisations on their journey to the new world of digital transformation.

## Objectives

» Introduce you to the management of modern IT-enabled services
» Provide you with an understanding of the common language and key concepts relating to ITIL
» Show you how your organisation and your work can improve with the ITIL 4 guidance
» Prepare for the ITIL 4 Foundation exam

- ☑ 2 days
- ☑ Exam
- ☑ PDUs & CPDs

# ITIL® 4 Specialist: Create, Deliver and Support

## Overview

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification is a module that focuses on the core service management activities with a particular emphasis on the "creation" of services. It represents an expansion of the ITIL framework to encompass the entire lifecycle of services, including their design, development, delivery, and ongoing support.

This certification is designed for IT practitioners and leaders involved in the design, development, deployment, and monitoring of digital products and services. It equips professionals with the necessary knowledge and skills to effectively create, deliver, and support services to meet agreed-upon levels of quality and customer satisfaction.

## Objectives

» Enhance current processes
» Efficiently lead IT teams
» Streamline value streams and workflows
» Harmonise digital services with business strategy
» Enhance the development of services
» Incorporate novel technologies and embrace Lean, Agile, and DevOps methodologies.

- ☑ 40 questions
- ☑ Multiple choice
- ☑ 28 out of 40 marks required to pass (70%)
- ☑ 90 minutes
- ☑ Closed book

## ITIL® 4 Specialist: Drive Stakeholder Value

### Overview

The ITIL® 4 Specialist: Drive Stakeholder Value certification is a module designed for IT professionals seeking to excel in fostering strong relationships with stakeholders to co-create value. This certification focuses on the critical role of IT in managing customer journeys, experiences, and expectations to ensure the delivery of exceptional services.

In today's business landscape, the success of IT services heavily relies on understanding and fulfilling customer needs and expectations. This module equips IT practitioners with the knowledge and skills needed to build and maintain positive relationships with stakeholders, which is vital for driving customer satisfaction and business success.

### Objectives

» Efficiently handle essential stakeholders
» Establish reliable partnerships
» Influence customer demand
» Integrate efficient design thinking
» Enhance user experience and customer satisfaction.

☑ 40 questions
☑ Multiple choice
☑ 28 out of 40 marks required to pass (70%)
☑ 90 minutes
☑ Closed book

## ITIL® 4 Specialist: High-velocity IT

### Overview

The ITIL® 4 Specialist: High-velocity IT certification is a module that delves into the functioning of digital organisations and digital operating models in high-velocity environments. As technology and digitalisation continue to advance rapidly, organisations must adapt and operate at a high velocity to remain competitive and meet customer demands.

This certification is designed for IT managers and practitioners who work in digital or highly automated environments, as well as those involved in delivering digital products and services. It is particularly relevant for individuals engaged in digital transformation initiatives and those transitioning to Lean, Agile, or DevOps ways of working.

### Objectives

» Align business and IT objectives
» Identify and oversee intricate adaptive systems
» Close the gap between development and operations
» Enhance efficiency using Lean, Agile, and DevOps
» Accelerate service delivery while maintaining quality
» Embrace digital tools and methodologies to generate value.

☑ 40 questions
☑ Multiple choice
☑ 28 out of 40 marks required to pass (70%)
☑ 90 minutes
☑ Closed book

## ITIL® 4 Strategist: Direct, Plan and Improve

### Overview

The ITIL® 4 Strategist: Direct, Plan and Improve certification is a module that equips professionals with practical skills to establish a learning and continuously improving IT organisation, underpinned by a robust and effective strategic direction. This module is specifically designed for individuals who are responsible for aligning their team's objectives with the overall organisational strategy. It also offers guidance on integrating a culture of continual improvement within the organisation.

### Objectives

» Lead and oversee successful organisational change
» Foster a culture of ongoing enhancement
» Enable streamlined decision-making processes
» Assist in change management efforts
» Reduce disruptions to a minimum
» Promote innovation while adhering to compliance requirements.

☑ 40 questions
☑ Multiple choice
☑ 28 out of 40 marks required to pass (70%)
☑ 90 minutes
☑ Closed book

# ITIL® 4 Leader: Digital and IT Strategy

## Overview

The ITIL® 4 Leader: Digital and IT Strategy certification is a module that offers comprehensive guidance on formulating a compelling digital vision and shaping effective IT and business strategies. This module is designed to provide valuable insights and skills for leaders at various levels within organisations, including directors, department heads, and those aspiring to executive roles.

In today's fast-paced and digitally driven landscape, having a well-defined digital vision and aligned IT and business strategies is critical for an organisation's success. This certification equips leaders with the knowledge and tools necessary to navigate the complexities of digital transformation, exploit technology's potential, and optimise IT services to achieve business objectives.

## Objectives

» Formulate a digital strategy that spans across multiple organisational units
» Create a clear and inspiring digital vision for the organisation
» Implement measures to achieve operational excellence in digital endeavours
» Swiftly adapt to digital disruptions in the industry
» Foster a sustainable business model in the digital landscape
» Strategically address and manage risks associated with digital initiatives
» Cultivate and develop digital leaders to lead the organisation in the future.

☑ 30 questions
☑ Multiple choice
☑ 21 out of 30 marks required to pass (70%)
☑ 60 minutes
☑ Closed book


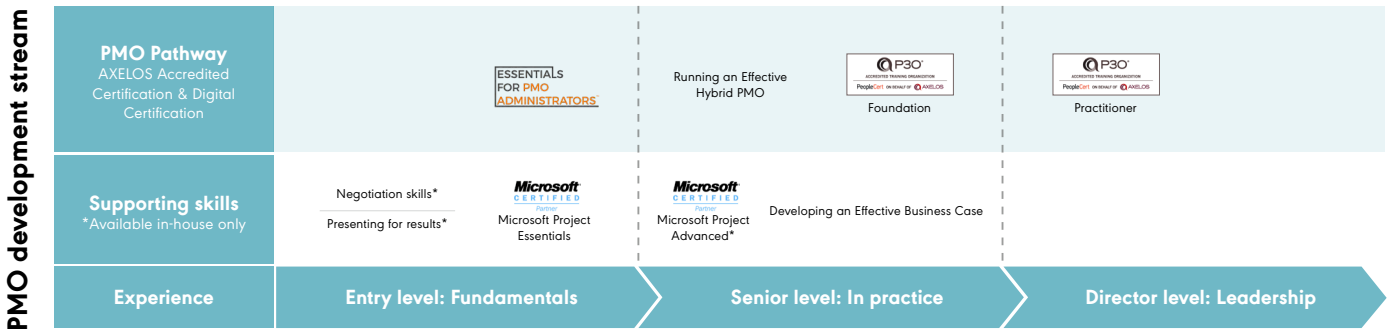
ITIL | IT Service Management | Axelos 2023
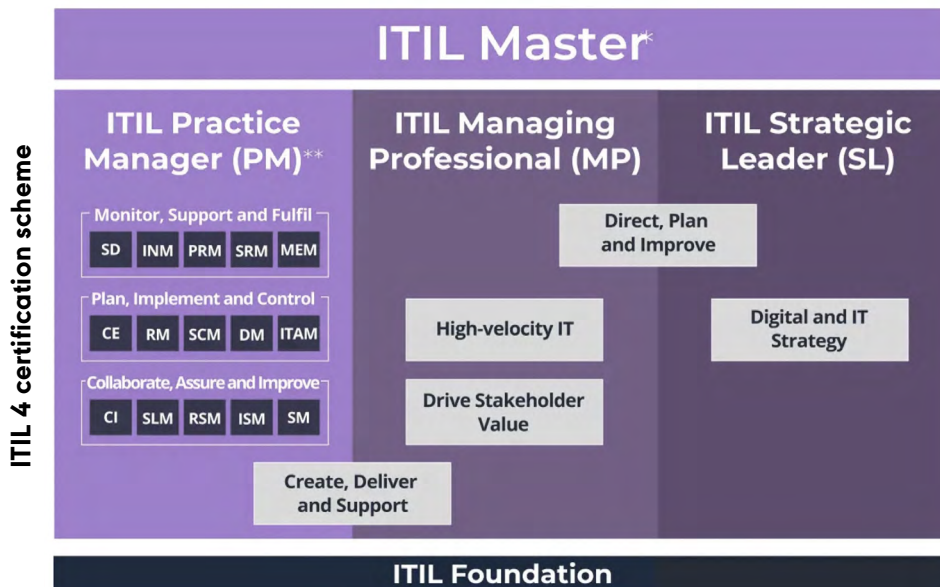
## PMO professional development pathway

The value of a PMO does not lie in the number of processes it has established but in how much it contributes to the improved delivery of projects and the organisational benefits derived from projects.

By being able to adapt to the needs of the business a PMO moves from an administrative function to a strategic asset capable of supporting executive decision-making.

Our PMO courses provide practical knowledge for the modern day PMO professional. Designed to promote an understanding of a range of best practices that will enable professionals to optimise performance.



| PMO development stream | | Entry level: Fundamentals | Senior level: In practice | Director level: Leadership |
|---|---|---|---|---|
| **PMO Pathway** AXELOS Accredited Certification & Digital Certification | | ESSENTIALS FOR PMO ADMINISTRATORS | Running an Effective Hybrid PMO / P3O Foundation | P3O Practitioner |
| **Supporting skills** *Available in-house only | | Negotiation skills* / Presenting for results* / Microsoft Certified Partner Microsoft Project Essentials | Microsoft Certified Partner Microsoft Project Advanced* / Developing an Effective Business Case | |
| **Experience** | | Entry level: Fundamentals | Senior level: In practice | Director level: Leadership |

## Essentials for PMO Administrators™

### Overview

Learn the core principles of Project Management and how to use these within the context of a Project Management Office (PMO).

In a world where businesses are expected to be adaptable, projects are key, resulting in the exponential growth of the project management profession and increased demand for PMO support roles. In this three-day course, you will learn the fundamental knowledge and competencies needed to excel in these indemand support roles.

Essentials for PMO Administrators Training and Certification is designed for beginners, to provide an introduction to Project, Programme and Portfolio Management (P3M), within the context of a Project Management Office. This course delves in the four key roles within a PMO and reveals what it takes to be successful in a support role.

### Objectives

This course will enable participants to:

» Learn essential Project, Programme and Portfolio Management principles and terminology
» Discover the four key roles in a Project Management Office: Administrator, Analyst, Manager, and Director
» Explore the responsibilities, knowledge, skills, and behaviour needed to be a successful PMO Administrator. This includes understanding the core and essential delivery support requirements in change control, financial management, information management, issue management, reporting (insights analysis), and risk management.

☑ 3 days
☑ Exam
☑ PDUs & CPDs

With over 300 experts, our team has helped our customers achieve their goals through excellence in outcome delivery and skills uplift.

# Running an effective Hybrid PMO

## Overview

As agile delivery methods gain popularity at Portfolio, Program and Project Team levels in all sizes of organisations, the relevance of a traditional PMO has been called into question. However, consider the fundamental role of a PMO: to protect the investments that an organisation makes in strategic initiatives and projects to ensure the best possible value/ outcomes are achieved. This is done via a series of frameworks and controls that provide appropriate rigour for the delivery method applied and ultimately provide input into key decision-making by executives.

Most organisations use a blend of Predictive (e.g. Waterfall) and Agile (e.g. Scrum, SAFe®) approaches to deliver initiatives. Today's PMO must therefore be able to support a range of delivery approaches and will need to strike the right balance between having a clear governance structure and oversight, and allowing teams the flexibility to innovate, with a consistency of language.

## Objectives

This course aims to:

» Provide a practical guide for PMO Practitioners who are introducing agile to the delivery environment, or those wanting to uplift delivery outcomes in a Hybrid Delivery Environment (that supports both predictive and agile delivery teams).

» Outline a number of changes that PMOs will need to make when moving to a hybrid environment, along with a series of techniques and approaches that can be applied to achieve improvements both in the PMO and in the delivery community.

☑ 2 days
☑ PDUs & CPDs

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# Portfolio, Programme and Project Offices (P3O®)



## Overview

The P3O model provides a decision and delivery support structure for enabling change within an organisation. This may be provided through a single permanent office such as, the Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office. Alternatively, it may be provided through a linked set of offices (portfolio office, programme offices, project offices).

P3O is aligned with PRINCE2® and MSP® and blends in one place a set of principles, processes and techniques to facilitate effective portfolio, programme and project management through enablement, challenge and support structures. These structures bridge the gap between the strategy and policy makers, and the delivery arm of the organisation.

## P3O Foundation

### Objectives

The Foundation course aims to certify participants in P3O Foundation Level and enable them to demonstrate a good understanding of the programme and project support office functions, acting as an informed member of a P3O. Overall, the course assists in developing an appreciation of the issues and challenges that face Programme and Project Managers.

☑ 3 days (weekday), 2 days (weekend)
☑ Exam
☑ PDUs & CPDs

## P3O Practitioner

### Objectives

The Practitioner course prepares participants to undertake and pass the P3O Practitioner Exam. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the P3O guidance to apply and tailor it to a given scenario situation.

The course includes review, consolidation of concepts and exam questions for the Practitioner level certification. Please note that the Practitioner course is an examination preparation course and focuses on the application of P3O to prepare candidates for the Practitioner examination.

☑ 2 days
☑ Course prerequisites
☑ Exam
☑ PDUs & CPDs

## Business Analysis professional development pathway

Demand for business analysis capabilities within organisations is growing exponentially and PM-Partners group offers a learning pathway that delivers both core and supporting skill development.



## Business Analysis Fundamentals

### Overview

Business strategy execution depends upon developing and implementing solutions that provide demonstrable value to an organisation. Optimal value however can only be realised when solutions are based on precise requirements that fully address an issue or opportunity within the context of the "whole organisation and environment".

Our three-day interactive and practical course provides you with proven tools, techniques and processes to help deliver solutions that satisfy stakeholder requirements and deliver expected benefits to the organisation.

Aligned with *A Guide to the Business Analysis Body of Knowledge (BABOK Guide)*, current research, and best practice industry standards, this course enables business analysts to effectively undertake their role and to gain an appreciation of the knowledge areas required for the Entry Level Certification in Business Analysis (ECBA) certificate.

### Objectives

This course provides participants with the fundamental knowledge of the processes and disciplines that enable the delivery of objective requirements that add maximum value to an organisation.

By combining a practical and pragmatic approach to business analysis, aligned with industry standards, this course will provide you with the opportunity to prepare for the International Institute of Business Analysis (IIBA) industry certification ECBA.

Using real-life scenarios will develop your skills, enabling you to put into practice tasks and techniques that allows you to gain general knowledge and practical experience.

- ☑ 3 days
- ☑ Course prerequisites
- ☑ PDUs

# Business Analysis in Practice

## Overview

The spotlight is well and truly on designing solutions that deliver the most value to an organisation. Not only does a solution need to satisfy project objectives and stakeholder requirements, but it also needs to contribute to the realisation of business goals and organisational strategy.

The Business Analyst (BA) role is therefore critical as organisations rely on BAs to ensure delivered solutions are aligned with organisational strategy, and that implemented solutions realise their full value through the removal of any limiting factors related to organisational or technical factors.

Our Business Analysis in Practice course provides practitioners with an in-depth opportunity to develop and evaluate solution requirements that encompass organisational and environment factors such as business processes, systems and organisational culture.

Aligned with *A Guide to the Business Analysis Body of Knowledge (BABOK Guide)* V3, this course builds upon participants' existing skills and knowledge by way of a guided tour through a series of real-life scenarios, problems and issues faced by Business Analysts today.

## Objectives

This course provides participants with a standardised and systematic approach for eliciting, analysing and managing business requirements that form the basis for successful solutions delivered to the organisation.

It uses a real-life case study approach to plan, manage and execute a detailed requirements development process, to successfully manage stakeholders, and to reduce organisational risk by understanding the impact of change across the business.

This course builds on information covered in our BA Fundamentals course. In BA Fundamentals, the focus is on understanding the role of the Business Analysts, key business analysis concepts and which common techniques can assist the BA in specific situations. The **focus of BA in Practice is to practically apply a range of techniques** to common analysis activities.

- ☑ 3 days
- ☑ Course prerequisites
- ☑ PDUs

# CBAP® Certification Exam Preparation (Level 3)

## Overview

The International Institute of Business Analysis (IIBA) has launched a certification program to globally recognise professionals in the field of business analysis. The multi-tiered program recognises Business Analyst Professionals who can demonstrate knowledge, skill, ability and their support of the growth of the profession.

Our intention is not to teach participants how to perform Business Analysis tasks or produce Business Analysis deliverables, but to guide you through the certification process, and prepare you for the Certified Business Analysis Professional (CBAP) exam.

PM-Partners 5-day certification program provides participants with the required 35 Professional Development Hours for the CBAP Application process. Our course also provides participants with an approach to studying for the CBAP exam.

This course has been developed by a team which includes a founding member of the IIBA, who now serves as the Chair of the IIBA NSW Chapter.

## Objectives

A key benefit of this combined offering includes practical study tips that range from participating in study groups, use of flash cards and undertaking sample exam questions.

The course focuses on creating the appropriate mindset required to understand and deal with the situations presented by exam questions, as well as how to critically analyse the practices, tools and techniques required (and expected) of empowered Business Analysts in the global marketplace. Candidates at a CBAP level are encouraged to approach their exams in a similar fashion and prepare strategies for successful attainment of their desired credential.

- ☑ 5 days
- ☑ Course prerequisites
- ☑ PDUs

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*The term 'Expert BA' is used here to denote any person who performs business analysis activities at a senior or enterprise level, regardless of their job title or role. The IIBA term for this role is an Advanced Generalist BA.

# Agile Business Analysis (AgileBA®)

## Overview

The Business Analyst (BA) is a critical role within an Agile project team and with more and more organisations adopting Agile approaches, BAs performing this crucial role need to have the necessary skills and expertise. Despite this, there has been little in the way of detailed best practice guidance that directly addresses the role, responsibilities and skills of the Agile Business Analyst.

The guidance is based on the DSDM® (Dynamic System Development Method) Agile Project Framework, an approach which defines the role of the project-based Business Analyst in relation to business, development and testing roles at all levels. However, the guidance goes deeper, with many generic and popular agile techniques also included.

## AgileBA Foundation

### Objectives

The Foundation course provides comprehensive instruction and hands-on practice to embed concepts and techniques presented.

» Adopt an Agile approach and philosophy
» Work in line with DSDM philosophy and principles
» Work effectively with key stakeholders to elicit and manage requirements for incremental solution delivery
» Prepare for and sit the AgileBA Foundation examination

☑ 3 days
☑ Course prerequisites
☑ Exam
☑ PDUs

## AgileBA Practitioner

### Objectives

The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the AgileBA guidance to apply and tailor it to a given scenario situation.

The Practitioner course builds on the Foundation course, providing additional depth of understanding. This is achieved through a review of Foundation material, consolidation of concepts and sample exam questions for the Practitioner level certification.

Please note that the Practitioner course is an exam preparation course and focuses on the application of AgileBA to prepare candidates for the Practitioner exam.

☑ 1 day
☑ Course prerequisites
☑ Exam
☑ PDUs

## Developing an Effective Business Case

### Overview

Business strategy execution depends upon developing and implementing the best solution. Success however, relies upon basing the solution on the right requirements, drawn from a sound and robust Business Case. This one day program will introduce participants to the principles of writing an effective Business Case, within the context of an interactive course driven by a case study.

This course will provide participants with a working knowledge of the principles of writing an effective, comprehensive and compelling Business Case. The course is driven by participation in a case study, promoting immediate workplace transference.

☑ 1 day
☑ PDUs & CPDs

## Microsoft Project Essentials

### Overview

This powerful and practical course is facilitated by experts and is designed to provide participants with the essential knowledge and skills for planning, scheduling, tracking, controlling and reporting on their projects in Microsoft Project. These skills will be able to be put to immediate and practical use at the completion of the course, which refers to various source materials and draws upon the research and experience of PM-Partners' extensive involvement in managing projects.

Microsoft Project Essentials is a one day fast-paced and intensive course, which follows a case study (which may be customised to suit your project environment), and while designed for maximising productivity through the use of Microsoft Project as a tool, positions sound project management skills at its core.

☑ 1 day
☑ PDUs & CPDs

## Effective Facilitation

### Overview

Facilitation is the art of engaging participants and enabling them to work together to achieve a specific goal. This goal could be reaching an agreement, defining a solution, or resolving a conflict. Facilitation is both a process and a skill.

The process involves the planning and design of a facilitated session and employing the best tools and techniques to help a group generate insights and agreements.

Facilitation skills that support the execution of a workshop include consultation, negotiation, stakeholder engagement, and managing group conflicts.

An effective facilitator maintains neutrality and has highly developed facilitation skills which are underpinned by a high degree of self-awareness, curiosity, and a growth mindset.

A session that is led by an effective facilitator will help a group move towards a goal in a timely and effective manner whilst strengthening relationships and commitment to outcomes.

Effective Facilitation provides facilitators with the practical skills and techniques required to plan and conduct engaging and productive facilitation sessions.

☑ 2 days
☑ PDUs & CPDs

# Cyber Security for Project Professionals

## Overview

This course starts with a tour of the modern security environment to establish a foundational knowledge of threats and vulnerabilities. It then follows through to apply these learnings in the context of all cyber domains covering topics including risk management, security frameworks, roles and responsibilities, security awareness and culture, supply chain security, business continuity, and more.

Ultimately, the goal of the course is to equip business professionals with the knowledge to strengthen people, process and technology defence lines, and to make informed choices to improve security.

☑ 3 days
☑ No exam
☑ No prerequisites

## Objectives

» **Recognise cyber threats and vulnerabilities:** Gain an understanding of the common types of cyber threats and vulnerabilities and how adversaries may use them to infiltrate people or systems for a malicious cyber attack

» **Contribute to organisational cyber security:** Become familiar with risk-focused cyber controls, useful technologies, business continuity objectives, supply chain management, and other key topics to contribute to the organisation's security posture.

» **Develop a risk profile:** Create a risk profile for your role, department or organisation and apply appropriate cyber security controls to effectively protect information assets aligned with business objectives.

» **Strengthen human-centric cyber security defences:** Learn how to support cyber security defences that place a greater emphasis on the role of people, amidst the constantly evolving threat environment.

» **Make informed strategic and operational decisions:** Learn how to make key strategic and operational decisions within your role, department, and/or organisation while considering cyber security risks and impacts.

» **Communicate effectively with technical security professionals:** Speak the same language as technical security professionals and feel empowered to contribute towards security objectives. Also, join the global cyber security community, stay up-to-date with security news, and follow key changes to legal and regulatory requirements applicable to cyber security.

# Acknowledgements

## PM-Partners partner status

» Accredited partner of PeopleCert (Partner ID: 3800)
» APMG-International Accredited Training Organisation (ATO)
» AXELOS Certified Partner
» Endorsed Education Provider™ (EEP™) for the International Institute for Business Analysis™ (IIBA®)
» Microsoft® EPM Solution Partner.
» Project Management Institute (PMI)® - Premier Authorised Training Partner (ATP) (ID: 1394).
» Scaled Agile Gold Partner
» SCRUMstudy Authorised Training Partner (ATP)

## Trademark acknowledgements

> ❝ They worked with us side-by-side to know what we wanted from our learning outcomes. ❞

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