

## Executive Development

# ISO 20700

## Training for Consultancy & Service Providers

*Enhance Service Quality & Build Trust with Clients*

**Saturday, 7 December 2019**

**9:00am – 5:00pm**



# ISO 20700 Training for Consultancy & Service Providers

GISO-A5041

## **Enhance Service Quality & Build Trust with Clients**

***(IMCHK accredited training programme. Participants can earn 7 CPD units for their continued membership enrolment with IMCHK)***

From the point of view of a company, you want to hire consultants or service providers to work on a problem to deliver a solution within a time period and within stated resources.

From the point of view of consultants or service providers, you would like to let your client know what you could deliver to meet the client requirements and expectation.

ISO 20700 is doing exactly the above. The ISO 20700:2017 Guidelines for Management Consultancy Services was developed by CMC-Global (International Council of Management Consulting Institutes, ICMCI) with International Organization for Standardization (ISO). It aims to improve the transparency and understanding of consultancy assignments between service providers of management consultancy and their clients.

The 1 day training on the **ISO 20700 Training for Consultancy Services** is jointly organized by The Hong Kong Management Association (HKMA) and The Institute of Management Consultants Hong Kong (IMCHK). IMCHK is the professional chapter and qualifying body for management consultants in Hong Kong and Macau.

### **ISO 20700 CERTIFICATION**

In order to provide practical and hands on support for management consultants in demonstrating their work according to the ISO 20700, CMC-Global has developed a self-declaration checklist to the ISO 20700 Guidelines for management consultancy services. This list, as well as the extent and the content of the list, are agreed individually by client and provider for project and service delivery.

CMC-Global makes this list available in a "Train the Trainer" training provided to all its Member Institutes to accredit them to provide the training to all Management Consultants (MCs) and Certified Management Consultants (CMCs) of IMCs, with a certificate issued by the IMCs and ICMCI.

### **YOU WILL GET**

You will receive a certificate issued by IMCs and ICMCI, which enables you to be able to work with service providers according to the requirements set by ISO 20700.

### **WHO MUST ATTEND**

Those who are aspiring to become a consultant, consultants themselves, service providers or involved in working with consultants would find the talk useful.

### **METHODOLOGY**

Workshop, Case Study and Practices

## **PROGRAMME OUTLINE**

- Introduction to Self-Declaration Checklist
- Application of the Self-Declaration Check List
- Practices in Contracting
- Practices in Execution
- Practices in Closure
- Practices in Policies

## **SPEAKER**

An IMCHK Authorized Trainer (ICMCI Certified ISO 20700 Trainer)

## **DATE & TIME**

7 December 2019 (Saturday) 9:00am - 5:00pm

## **APPLICATION DEADLINE**

25 November 2019

## **FEE**

HK\$3,500 (inclusive of the Certification fees)

## **SPECIAL OFFERS:**

Participants who have attended our talk on the “**ISO 20700 - A Standard for Outstanding Practices**” (**GSOP**) in the past can attach the original official receipt of the talk to enjoy the **same dollar amount discount** for the 1-day training. One receipt for one training participant.

## **VENUE**

The Hong Kong Management Association,  
1-6/F, First Commercial Building, 33 - 35 Leighton Road,  
Causeway Bay, HONG KONG

## **MEDIUM OF INSTRUCTION**

Cantonese (Complemented with English materials)

## **ENQUIRIES**

General Enquiry & Enrolment: 2774 8500 or 2774 8501

Course Website : [www.hkma.org.hk/giso](http://www.hkma.org.hk/giso)

For course details : Ms Winnie Sit: 2774 8573

Email : [tsw@hkma.org.hk](mailto:tsw@hkma.org.hk)

# Enrolment Form



## ISO 20700 Training for Consultancy & Service Providers

GISO-A5041-2019-1-FC

Date & Time : 7 December 2019 (Saturday) 9:00am - 5:00pm

Venue : The Hong Kong Management Association,  
1-6/F, First Commercial Building, 33 - 35 Leighton Road, Causeway Bay, HONG KONG

**FEE: HK\$3,500 (included the Certification fees)**

**SPECIAL OFFERS:** Participants who have attended our talk on the "ISO 20700 - A Standard for Outstanding Practices" (GSOP) in the past can attach the original official receipt of the talk to enjoy the **same dollar amount discount** for the 1-day training. One receipt for one training participant.

Name : Mr/Ms \_\_\_\_\_ (In English) \_\_\_\_\_ (In Chinese)

HKMA Membership No.: \_\_\_\_\_ HKID Card No. (for verification of the applicant's identity): \_\_\_\_\_

Company : \_\_\_\_\_ Position : \_\_\_\_\_

Company Address : \_\_\_\_\_

Nature of Business (e.g. Retail), please specify: \_\_\_\_\_

Job Function (e.g. Accounting), please specify: \_\_\_\_\_

Telephone No (Office): \_\_\_\_\_ (Residence): \_\_\_\_\_ (Mobile): \_\_\_\_\_

E-mail: \_\_\_\_\_

Correspondence Address: \_\_\_\_\_

Cheque Number: \_\_\_\_\_ Cheque Amount: HK\$ \_\_\_\_\_

Education Level:  Master or above  Bachelor  HKMA Diploma  Other Diploma  
 Matriculation  F.5 / HKDSE  Others (Please specify) \_\_\_\_\_

Total Number of Years of Working Experience: \_\_\_\_\_ Years of Working Experience in Course-Related Field: \_\_\_\_\_

Name and Title of Nominator (if applicable) \_\_\_\_\_

Sponsorship:  Company-sponsored  Self-sponsored

From where did you **FIRST** learn about this Programme?

Mail  Newspaper / Magazine (please specify) : \_\_\_\_\_  HKMA email

Email promotion form other websites (please specify) : \_\_\_\_\_  Website Advertisement (please specify) : \_\_\_\_\_

HKMA Website (From where did you learn about, please specify) : \_\_\_\_\_

MTR Station (please specify) : \_\_\_\_\_  Others (please specify) : \_\_\_\_\_

- Registration must be made on the Enrolment Form provided and returned to the Association **before the programme commencement date (Not less than 5 days)** with full fee. This form together with a crossed cheque payable to **The Hong Kong Management Association** should be returned to: **The Hong Kong Management Association, 16/F, Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.**
- Acceptance is subject to the discretion of the Association.
- An official receipt will be sent to you within two weeks.
- For RESERVATIONS and ENQUIRIES please call 2774-8501 (Student Services Department) during normal office hours.
- The HKMA reserves the right to make alterations regarding the details.
- Website: [www.hkma.org.hk](http://www.hkma.org.hk)

### Personal Data Collection Statement

1. The personal data of applicants are collected and kept for purposes of processing of applications of course enrolment, course admission, student and member administration, course research and statistical matters.
2. The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange.
3. Applicants wishing for access to and/or correction of personal data may send their written requests to the Association.

If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box. You may at any time send your written requests to the Association.

### Applicant's Declaration

1. I declare that the information provided in this form and the attached documents is correct and complete. I authorize the Association to obtain information about my public examination results and records of studies from concerned institutions (if necessary).
2. I understand that the information provided in this form and the attached documents will be used in the admission assessment process and that any misrepresentation, omission or misleading information given may disqualify my application for admission and enrolment in the programme.
3. I have noted, understood and agreed to the contents of the Personal Data Collection Statement.

### Notes

1. I understand that all handout materials obtained in class are strictly for my own educational purposes.
2. I have understood all the "Notes for Application" listed in Application Form.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_