



TRAINING ●
WORKSHOPS ●
CONFERENCES ●

TRAINING PROGRAMS

2022 - LONDON



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COMPANY PROFILE

- TRAINING** ●
- WORKSHOPS** ●
- CONFERENCES** ●



Globe Management
TRAINING



globe management
TRAINING
LONDON

TRAINING ●
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VIRTUAL INSTRUCTOR-LED TRAINING

Convenient, personal and informative.

Our Virtual Instructor-Led Training (VILT) sessions connect you with highly-qualified and experienced instructors in an online classroom setting



Microsoft Teams



Virtual training, or Virtual Instructor-Led Training (VILT) essentially takes the fundamentals of face-to-face (F2F) training and replicates the experience but through a virtual platform such as Microsoft Teams.

The trainer/coach and their participants log into the chosen platform, from various independent locations. The workshop is live, so all the learners participate at the same time with one another.

Virtual workshops are super-interactive. There is the opportunity for participants to join in with discussions, share their experiences, practice skills and conversations and ask questions. Simply, great VILT workshops should be an interactive conversation, not just a presentation.



ABOUT GMT

We are a leading training institution based in London , England, focused on training and capacity building for clients.

Our vision: To develop human resource excellence and potential through training.

Our mission, in support of this vision: To develop world-class training programs, which are accessible to all of our current and future stakeholders. To return qualified personnel back into the workplace and society, so as to positively impact those around them.

We are able to offer a wide range of study fields, all of which are rigorously developed and measured to international standards, remaining relevant to our delegates from around the world. We boast many longstanding relationships with both government ministries and private companies, which are cultivated on trust and results.

All courses offered by Globe Management Training LTD (G.M.T), are open to delegates with grants, organisational support, or their own sources of funding. We seek diversity in Gender Composition in all our courses. In view of this, women are particularly encouraged to apply.



We can **CUSTOM DESIGN** training products to suit specific requirements. We can offer flexibility of training dates to **SUIT CLIENTS' CALENDARS**

CORE TRAINING AREAS ARE:

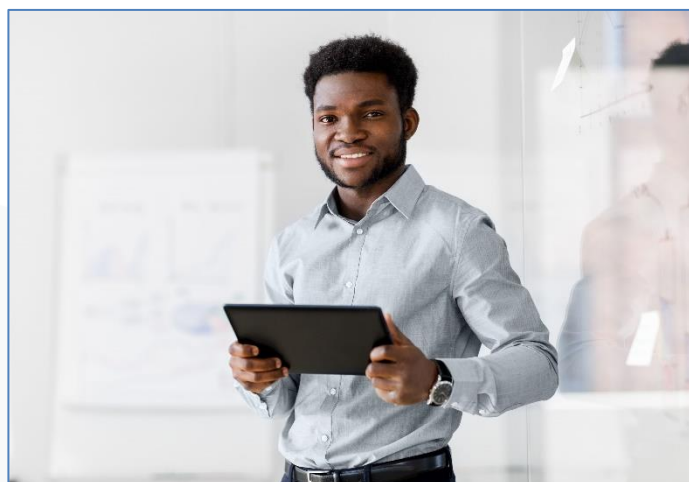
- » Agriculture, Natural Resources & Rural Development
- » Financial Management
- » Business Management
- » Information Systems
- » Professional Development
- » Management & Administration
- » Project Management
- » Human Resource Management
- » Gender Development
- » Air & Transport Management
- » Health Programs
- » We have over 400 courses in English & in French

SAMSUNG GALAXY TABLET PACKAGE AT GMT

We are passionate about ensuring that our delegates are correctly equipped both intellectually and with the correct resources. As a result, all **International delegates** receive a complimentary **NEW SAMSUNG GALAXY TAB or similar** when they are registered on any of our scheduled programs. (T&C apply)

We integrate information technology concepts into all our training methodologies and most of our content is delivered electronically. The provision of these tablets therefore enables delegates to conveniently retain the course material for later revision and application.

The training is delivered by **PROFESSIONAL AND HIGHLY QUALIFIED CONSULTANTS**, all of whom have extensive experience in their respective areas of expertise.





TRAINING ●
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We are pleased to have provided training solutions to a range of organisations...
 Come and join our growing team of clients...

BHUTAN TRUST FUND FOR ENVIRONMENTAL CONSERVATION	BHUTAN	AFRICAN DEVELOPMENT BANK	NIGERIA
CDC/BOTUSA - AMERICAN EMBASSY	BOTSWANA	ECOWAS COMMISSION	NIGERIA
DEPARTMENT OF METEOROLOGICAL SERVICES	BOTSWANA	FEDERAL MINISTRY OF WATER RESOURCES	NIGERIA
PRESIDENTS OFFICE	BOTSWANA	FADAMA	NIGERIA
MINISTRE DE PETITES ENTREPRISES	CONGO	NIGERIAN INVESTMENT PROMOTION COMMISSION	NIGERIA
DJIBOUTI TELECOM SA	DJIBOUTI	NIGERIAN INTEGRATED WATER RESOURCES MANAGEMENT COMMISSION	NIGERIA
BUREAU CENTRAL DE COORDINATION (BCECO)	DRC	NATIONAL HEALTH INSURANCE SCHEME	NIGERIA
DGRAD	DRC	FEDERAL AIRPORTS AUTHORITY OF NIGERIA (FAAN)	NIGERIA
ECC SANRU PROGRAM	DRC	NIGERIAN COLLEGE OF AVIATION TECHNOLOGY	NIGERIA
INSS	DRC	POWER HOLDING COMPANY OF NIGERIA	NIGERIA
MINISTERE DE L'ECONOMIE, DES FINANCES ET DU PLAN	DRC	RURAL ACCESS & MOBILITY PROJECT	NIGERIA
MINISTERE DES RESSOURCES HYDRAULIQUES ET ELECTRICITE	DRC	STATE EDUCATION SECTOR PROJECT - MINISTRY OF EDUCATION	NIGERIA
PROJECT DE RENFORCEMENT DES CAPACITES EN GOUVERNANCE	DRC	BANKO SENTRAL PHILIPPINAS	PHILIPPINES
ABAY BANK	ETHIOPIA	MINISTRY OF FINANCE AND ECONOMIC DEVELOPMENT	RWANDA
AFRICAN UNION COMMISSION	ETHIOPIA	NATIONAL DOMESTIC BIOGAS PROGRAM	RWANDA
CDC ETHIOPIA US EMBASSY	ETHIOPIA	NATIONAL UNIVERSITY OF RWANDA	RWANDA
USAID - AMERICAN EMBASSY	ETHIOPIA	RWANDA UTILITIES REGULATOR AGENCY (RURA)	RWANDA
MINISTRY OF LOCAL GOVERNMENT AND HOUSING	FIJI	MINISTRY OF HEALTH, SEYCHELLES HOSPITAL	SEYCHELLES
REMINGTON LTD	FIJI	JUSTICE SECTOR CO ORDINATION OFFICE	SIERRA LEONE
SOCIAL EMPOWERMENT AND EDUCATION PROGRAM (SEEP)	FIJI	MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY	SIERRA LEONE
MINISTRY OF FINANCE AND ECONOMIC DEVELOPMENT	GAMBIA	UNITED NATION MISSION IN SOUTH SUDAN	SOUTH SUDAN
THE GAMBIA REVENUE AUTHORITY	GAMBIA	DEPUTY PRIME MINISTERS OFFICE	SWAZILAND
WEST AFRICA REGIONAL COMMUNICATION INFRASTRUCTURE	GAMBIA	SWAZILAND GOVERNMENT - TREASURY DEPARTMENT	SWAZILAND
COMMUNITY WATER AND SANITATION AGENCY	GHANA	SWAZILAND HEALTH, HIV/AIDS & TB PROJECT	SWAZILAND
CSIR - CROPS RESEARCH INSTITUTE	GHANA	BANK OF TANZANIA	TANZANIA
ELECTRICITY COMPANY OF GHANA	GHANA	DISTRICT AGRICULTURE SECTOR INVESTMENT PROJECT (DASIP)	TANZANIA
ENERGY COMMISSION PMB MINISTRIES	GHANA	EAST AFRICAN COMMUNITY	TANZANIA
ENVIRONMENTAL PROTECTION AGENCY	GHANA	MINISTRY OF EDUCATION AND VOCATIONAL TRAINING	TANZANIA
INSPECTORATE DIVISION OF MINERALS COMMISSION	GHANA	PRIME MINISTERS OFFICE	TANZANIA
ALLIANCE FOR A GREEN REVOLUTION IN AFRICA (AGRA)	KENYA	ZONAL IRRIGATION OFFICE	TANZANIA
GEOHERMAL DEVELOPMENT COMPANY	KENYA	MINISTRY OF FINANCE PLANNING AND ECONOMIC DEVELOPMENT	UGANDA
KENYA PORTS AUTHORITY	KENYA	MINISTRY OF HEALTH	UGANDA
COMMUNICATIONS AUTHORITY OF KENYA: CA	KENYA	PARLIAMENT OF UGANDA	UGANDA
MINISTRY OF TRANSPORT	KENYA	RURAL ELECTRIFICATION AGENCY	UGANDA
NAIROBI WATER AND SEWERAGE COMPANY	KENYA	UGANDA BUREAU OF STATISTICS	UGANDA
MINISTRY OF DEFENCE	LESOTHO	UGANDA COMMUNICATIONS COMMISSION	UGANDA
MINISTRY OF HEALTH & SOCIAL WELFARE	LESOTHO	UGANDA ELECTRICITY GENERATION COMPANY LTD	UGANDA
PARLIAMENT OF KINGDOM OF LESOTHO	LESOTHO	VIETNAM MINISTRY OF HEALTH	VIETNAM
DEUTSCHE GESELLSCHAFT FUR INTERNATIONALE ZUSAMMENABEIT - (GIZ)	MALAWI	DEPARTMENT OF PLANNING	ZAMBIA
MINISTRY OF INDUSTRY AND TRADE	MALAWI	MINISTRY OF LOCAL GOVERNMENT AND HOUSING	ZAMBIA
THE PRIVATISATION COMMISSION	MALAWI	NATIONAL COUNCIL FOR CONSTRUCTION	ZAMBIA
CONSELHO DE REGULACAO DO ABASTECIMENTO DE AGUA (CRA)	MOZAMBIQUE	RURAL ELECTRIFICATION AUTHORITY	ZAMBIA
MINISTRY OF ENERGY	MOZAMBIQUE	ZAMBEZI RIVER AUTHORITY	ZAMBIA
WATER REGULATORY COUNCIL	MOZAMBIQUE	ZAMBIA ICT AUTHORITY	ZAMBIA
MINISTRY OF FINANCE	NAMIBIA	ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY	ZAMBIA
MVA FUND SERVICE CENTRE	NAMIBIA	MINISTRY OF EDUCATION AND VOCATIONAL TRAINING	ZANZIBAR
PARLIAMENT OF NAMIBIA	NAMIBIA	ZANZIBAR MUNICIPAL COUNCIL	ZANZIBAR
		MINISTRY OF FINANCE	ZIMBABWE


















GMT TRAINING LTD CENTRE (Wandsworth - LONDON)

The majority of our training takes place at the Wandsworth Professional Development Centre, which has the following on offer:

The purpose-built centre combines contemporary architecture with flexible room spaces, making it the smart choice for professional development events and meetings. The operations team assist with every event, offering support to trainers and welcoming all visitors.

In addition to this centre, we are able to offer training/workshops/conferences in

- | | |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
|  <u>ABUJA</u> |  <u>KIGALI</u> |
|  <u>ACCRA</u> |  <u>LONDON</u> |
|  <u>ADDIS ABABA</u> |  <u>MAPUTO</u> |
|  <u>DUBAI</u> |  <u>THE SEYCHELLES</u> |
|  <u>DURBAN</u> |  <u>TORONTO</u> |
|  <u>JOHANNESBURG</u> |  <u>ZANZIBAR</u> |
|  <u>CAPE TOWN</u> | |

PARTNERSHIP PROGRAMS

GMT has partnered with the **Graduate School of Business - University of Cape Town (GSB)** to bring you award-winning Executive Education programs. These programs are uniquely crafted to address the specific needs of a particular organization. Some of the courses we partnered with:

- » Leadership Development Programs
- » Program for Management Development
- » Executive Development Programs

The University of Cape Town Graduate School of Business has risen to 59th place in the prestigious annual Financial Times MBA ranking, the premier ranking for business schools worldwide.

The GSB remains the only business school in Africa ranked in the FT Full-time MBA Top 100 for its full-time programs, and is listed for the 10th consecutive year.

ACCREDITATION

As a leading training organisation, we understand the importance of providing peace of mind in terms of the quality of training provided. To this end, we are proud to announce that we are in the process of accrediting GMT London with the British Accreditation Council

BAC's short course provider accreditation gives us visibility and instils confidence in the quality of our programs. This accomplishment makes us a credible institution to offer training to:

- » Government
- » Public Services
- » NGO/NPO
- » Private Sector



We are committed to remain the premier training provider in Africa and Europe by actively seeking accreditation with organisations that are relevant to our clients.

WHY TRAIN WITH US

Expert course facilitation

Our extensive training faculty includes industry experts, who engage with participants on a variety of learning platforms to enhance their learning experience. We combine latest coaching methodologies with applicable, hands on case studies to provide a well-rounded theoretical and practical approach to the course.

Exclusive delegation

Small class sizes facilitate group discussion, as well as a learning experience more tailored to the exact challenges of the participants. Our trainers deliver international insights with regional best practices to ensure the most appropriate solutions and strategies are presented.

Pre-course preparation

A pre-course assignment will be given to registered delegates, which will be used as a basis for reviewing key aspects of the course and will allow delegates to highlight any other/additional topics which will be addressed by the course facilitator during the workshop.

Practical Case Studies/Practical sessions

During the course there will be an emphasis on case studies, practical sessions or both to enhance the lessons learned with practical application exercises. Program based **HIGH LEVEL SITE VISITS** and **FIELDTRIPS** are arranged

Post-course Catch-up

This call is used as a consultation session, to iron out any implementation pitfall, and ensure that lessons learned at the course have been effectively actioned.

Our unique and unparalleled training experiences will usher you and your organisation into an era of enhanced performance, through emphasizing continuous improvement and encouraging innovation.





GUESTHOUSES, HOTELS AND AIRBNB AND TRAVEL

Globe Management Training (G.M.T) London offers complete peace of mind when delegates book their courses. G.M.T manage a portfolio of GUESTHOUSES, HOTELS AND AIRBNB's in London.

THIS ENABLES US TO GIVE OUR DELEGATES HUGE DISCOUNTS ON THEIR ACCOMMODATION RATES .

G.M.T also has a 14 seater mini bus , used for travel and tours.

G.M.T, will assist in everything our local or international delegates could possibly require, from excellent accommodation to easy travel arrangements .

What the portfolio of GUESTHOUSES, HOTELS AND AIRBNB's in London have to offer :

- All-suite, stylish rooms that give you a comfortable space filled with natural light and spectacular views of the marina
- Spa and wellness center
- Indoor swimming pool
- Unlimited, high-speed, multi-device Wi-Fi
- 24-hour concierge and room service
- 24-hour business center with computer and printer facilities
- On-site parking available on request

Delegates will have access to **FREE TRANSPORT** to and from GMT's premises and **FREE AIRPORT TRANSFERS**

WEEKEND TRIPS AND SIGHTSEEING TOURS

Delegates will have the opportunity to explore London's historical and tourist sites on weekends
 Some of the locations:

WESTMINSTER AND WHITEHALL

Wander through the City of Westminster. We will take us past Buckingham Palace — punctuated by the smartly dressed, stony-faced Queen's Guard — and through St. James Park, a favorite for its resident pelicans, on our way to the majestic Westminster Abbey

THE TOWER AND THE CITY

Witness the opening ceremony at the medieval Tower of London. A tour of The City, the oldest part of London and today one of the world's key financial centers.

HISTORIC WINDSOR CASTLE

The largest and oldest castle residence in the world. We will be touring the Royal Family's castle, ornate St. George's Chapel, and the surrounding park.

EAST LONDON AND ST. PAUL'S

Venture out to the culturally diverse East End of London. The tour will guide us through the history of the East End, tasting the influence of cultures along the way

BOROUGH MARKET AND THE SOUTH BANK

A tour of Shakespeare's Globe Theatre, the half-timbered and thatched-roofed replica of the original theater that was home to the playwright's productions in the late 1500s. Take a walking tour along the South Bank of the Thames.





WORKSHOPS / CONFERENCES 2022

REVENUE COLLECTION MANAGEMENT & FINANCIAL REPORTING

7th – 11th February 2022

Kigali – Rwanda

Champions Hotel

09:00 – 16:00

Mon – Friday

AIM / OBJECTIVES

- To increase the capacity level of Financial Practitioners to mobilize and manage funds
- To improve Revenue Management Strategies.
- To impart the necessary tools to assist in improving financial investment and ultimately improving service delivery.
- Assist in the end of period Financial Reports.
- Equip participants with the skills in the maintenance of proper books of Accounts.

And More...

WHO SHOULD ATTEND

- Finance officers, Chief Strategy Officers, Revenue management Officers and Practitioners, Accountants, Auditors, Fraud detection Managers, and potential staff who may work with the revenue collection in future.

\$ 2,600 per person

FUNDAMENTALS OF PETROLEUM ECONOMICS

7th - 11th March 2022

Maputo – Mozambique

Hilton Hotel

09:00 – 16:00

Mon – Friday

AIM / OBJECTIVES

- This 1 week course offers an opportunity for petroleum industry employees and its related governmental, financial, legal and services industries to gain an understanding of the unique economic principles that drive the "oil business" to success in the 21st century.
- The course begins with presentation of basic economic theory and develops the application of these to financing, finding, development, transportation and marketing of energy resources. The impact of these applications on the success and failure of the firm is then considered

And More...

WHO SHOULD ATTEND

- Delegates are expected from organisations, Government departments and Regulatory agencies, Central Banks, Commercial Banks, Mortgage Banks, Multinational donor agencies and other government departments and agencies.

\$ 2,650 per person

ADVANCED FINANCIAL MANAGEMENT AND BUDGETARY CONTROLS

2nd – 6th May 2022

Zanzibar – Tanzania

Hilton Hotel

09:00 – 16:00

Mon – Friday

AIM / OBJECTIVES

- Understand strategic planning and budgeting
- Link finance and operations for budgeting purposes and strategy execution
- Learn how to build a comprehensive performance measurement system
- Learn costing and budgeting terminology used in business
- Understand the importance of a well-defined costing and budgeting process
- Understand cost behaviour more accurately
- Be able to perform and interpret variance analysis

And More...

WHO SHOULD ATTEND

- Interns, financial analysts, financial controllers, accountants, treasurers, corporate planning and business development professionals, and others active in the planning process

\$ 2,650 per person

ISO 14001 ENVIRONMENTAL MANAGEMENT TRAINING

6th - 10th June 2022

Mombasa – Kenya

Kaskazi Beach Hotel

09:00 – 16:00

Mon – Friday

LEARNING OBJECTIVES

- Understand the elements and operations of an Environmental Management System and its principal processes
- Acknowledge the correlation between ISO 14001 and other standards and regulatory frameworks
- Understand the approaches, methods and techniques used for the implementation and management of an EMS

EXAMINATION

The "PECB Certified ISO 14001 Foundation" exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competency domains:

Domain 1: Fundamental principles and concepts of an Environmental Management System (EMS)

Domain 2: Environmental Management System (EMS),

And More...

\$ 2,650 per person





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COURSE BOOKING INFORMATION

TUITION FEES – INTERNATIONAL DELEGATES

Tuition fees covers, charges for lecturers/plenary sessions, training materials, course preparation and implementation and Logistic support. Included in the tuition cost is a supplement for excursion trips and international study tours in some selected countries. Tuition fees per each course duration are as follows:

GBP £ 2,950.00 – 1 WEEK COURSE

GBP £ 3,950.00 – 2 WEEK COURSE

GBP £ 4,550.00 – 3 WEEK COURSE

The course fee does not include, accommodation, meals and international travel cost between the participant's home country and the course venue. All delegates are advised to budget appropriately for any possible medical contingency. Travel insurance are recommended

Participants must ensure that they have a valid passport and appropriate visa's for entering Great Britain,UK. Invitation letters will be provided once you apply for a course

For course nominations and direct registration, please contact us by Telephone, e-mail or via a social media platform .

VISAS

All applicants attending a GMT course must apply for a Standard Visitor visas

Standard Visitor visas will be successful provided all the necessary supporting documentation is included.

Following is a list of recommended documents that delegates can include as part of their visa applications:

- Passport or travel document, valid for at least six months (the passport must have at least one clear page for the visa)
- Two recent passport-sized colour photographs with a white background
- Correct application form fully completed in English
- Visa support letter from GMT
- Letter of employment
- Six months itemised bank statements/evidence of assets
- Letter from your sponsor (employer), confirming they are paying for the course
- Evidence of accommodation in London (GMT can help with your accommodation booking)
- Relevant diplomas or educational certificates that you have achieved (it is helpful to submit mark sheets/passing certificates)
- Original IELTS/TOEFL Certificate, or other evidence of your ability to speak English
- Detailed information with regard to visa requirements can be found on your local British Embassy's web site.



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ACCOMMODATION BOOKING

The cost of accommodation and feeding expenses are the responsibility of each course delegate. Prospective participants are encouraged to contact us for suitable accommodation and meals close to the institute

You can find us on:

 www.globemtraining.co.uk

 [Facebook](#)

 [LinkedIn](#)



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GMT Has Partnered With 2KO Africa To Bring You International Accredited IT Certification Courses .

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Leadership And Sustainable Development

GMT Has Partnered With The Graduate School Of Business - University Of Cape Town (GSB) To Bring You Award-winning Executive Education Programmes. These Programmes Are Uniquely Crafted To Address The Specific Needs Of A Particular Organisation. Some Of The Courses We Partnered With:



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AGRICULTURAL

Agriculture and forestry include sciences related to the study of animal and plant life and the management of resources cultivated and produced in these environments.

Agriculture courses study the cultivation of soil for the growing of plants, fungi and animals, meant for human consumption and use. Agriculture studies deal with sub-fields such as agribusiness, agro-economics, agronomy, farming, animal husbandry, or agronomy.

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AGRICULTURAL AND ENVIRONMENTAL LAW

COURSE OVERVIEW

The Agricultural and Environmental Law certificate program expands the opportunity for degree-seeking students as well as life-long learners to enhance the knowledge of law, emerging legal issues focusing on agriculture, rural communities, and the food industry.

The certificate addresses legal concepts pertaining to water quality, land-use and other environmental concerns. Additionally, students gain an appreciation of the challenges created by an expanding population on food production and renewable energy resources.

PROGRAM KEY FEATURES:

What are the rights of a farmer? How do you pursue legal protection for land, produce and property? What does it look like to ensure the safety of others when it comes to agricultural practices? Take your knowledge of the law and agricultural experience to the next level

This course focuses on legal issues that arise in rural communities and the food industry. You have the opportunity to examine legal concerns surrounding water quality, land-use and other environmental issues and to develop a working understanding of the legislative regulation of food production, renewable energy and in expanding population. The goal of the program is to provide you with a firm grasp of the laws that may impact your career and personal activities.

WHO SHOULD ATTEND :

It is intended for those who are new to agricultural law or who may deal with it only in connection with development or commercial use of agricultural land. It will be a refresher for the more experienced agricultural practitioner

AGRICULTURAL EXTENSION & RURAL COMMUNICATIONS

COURSE OVERVIEW

Extension work is essentially a process of education with the aim to develop the knowledge, skills and the willpower of people to solve problems by themselves. To be effective, one requires a wide range of knowledge and skills.

The Extension Management course is designed to enhance the practical experience of extension officers and equip them with practical management skills for integrated rural and agricultural development, poverty alleviation, extension, and training and research programs.

PROGRAM KEY FEATURES:

- Extension Services and Development
- Extension Program Formulation
- Extension Program Implementation
- Group Process and Interpersonal Relationships
- Financial Management
- Extension Management and Rural Communication

WHO SHOULD ATTEND

The course is designed for:

Extension Officers, and change agents dealing with various aspects including agriculture, health, home economics etc.



AGRICULTURAL PROJECT PLANNING AND MANAGEMENT IN DEVELOPING COUNTRIES

COURSE OVERVIEW

- Identify and explain key points in agricultural project planning.
- Demonstrate tools useful for agricultural project planning.
- Introduce central issues and principles of managing agricultural projects and programmes in the rural developing world, and in particular to demonstrate the perspectives of the contingency school of management; and
- Make participants aware of the skills involved in managing some typical procedures, in particular those of budgeting and procurement.

PROGRAM KEY FEATURES:

- The project planning cycle and issues arising in project identification;
- The use of the 'logical framework' project planning tool;
- Scheduling;
- The basics of monitoring and evaluation.
- That managing projects in rural areas of developing countries may call for different management approaches than those used by managers in large businesses or in mainstream public administration;
- How organisations function;
- The nature of budgeting systems; and,
- How to operate tender procedures.
- Appreciate the environment in which agricultural development projects are implemented in developing countries and the constraints and challenges that project managers are likely to face in such situations.
- Apply the various management tools and techniques introduced in the module to practical real life situations through case studies.

WHO SHOULD ATTEND :

Executives in Funding Agencies dealing with appraisal and monitoring of projects in agriculture sector; Government organizations responsible for managing the large and medium sized agricultural projects; Management Staffs; Managers, in general; NGOs Officers, involved in Agricultural Projects

AGRICULTURAL TRADE & TRADE POLICY

COURSE OVERVIEW

The training is concerned with agricultural policy issues in developing countries. Agriculture is usually found to be the largest economic sector for the provision of employment and also generation of the much linked economic activity e.g. in processing and trading. There is always need for high quality trade systems, able to deliver nutritional and health foods, at prices which are affordable and stable and without damaging the natural resource environment. At the heart of effective food systems are complex webs of local, national, regional and global trade. Involving and empowering the various stakeholders on these complexities goes along way in boosting the development and implementation of the trade policies. The training seeks to explore the various trade policies, their impact and areas of Improvements

PROGRAM KEY FEATURES:

The training will offer and impart better understanding of agricultural development issues in Africa. It will enable the participants to; Effective participate in International agricultural trade negotiations
Design and formulate efficient domestic trade policies
Apply practical tools and methods to the diagnosis and solutions of agricultural development problems.

WHO SHOULD ATTEND

Public And Private Sector Agricultural Development Professions; ; African Regional Organizations; Traders; NGO's



AGRICULTURE BEST EXTENSION PRACTICES

COURSE OVERVIEW

The agriculture best extension practices course offers an opportunity for farmers to improve the productivity and sustainability of their operations.

This course will give insights into extension approaches, models and methods; organise farmer field days; advocate agriculture extension on the local political level; engage in private sector and understand market demands, etc.

The Course is based on the blended learning approach combining presentations, practical exercises, web based tutorials and group work.

PROGRAM KEY FEATURES:

- Agriculture
- Ecology
- Food security
- Land degradation and restoration
- Land management
- Water management

WHO SHOULD ATTEND :

This course is intended for audiences working in governments, funding agencies, and research and development facilitating non-government and Civil society organizations. It is also suitable for business owners and representatives from organizations that support extension services and/or seek to enable an environment in which businesses can flourish

AGRICULTURE SECTOR RISK ASSESSMENT

COURSE OVERVIEW

The World Bank, through its Agricultural Risk Management Team, has developed a methodology for assessing risk and subsequently conducted risk assessments in nearly 20 countries. The World Bank has synthesized its experience and developed a technical training program on agricultural sector risk assessment to allow practitioners around the world apply this methodology and integrate it in general agricultural policy work. The program was originally introduced as a two-day training in Johannesburg, South Africa, in May 2015.

The program includes core principles for assessing agricultural risks, as well as current state-of-the-art practices in risk assessment and management. The hope is that development practitioners will acquire the skillset to better analyze the agricultural sector, the tools for qualitative and quantitative assessment and for prioritizing mechanisms, and the ability to understand and manage risk more systematically and strategically.

PROGRAM KEY FEATURES:

The prevalence and complexity of multiple risks facing agriculture systems and the failure to address them on an ex-ante and integrated basis, continues to leave countries and their agricultural sector exposed to these risks. The apparent increase in frequency of commodity price volatility and crop failures, added to concerns over climate change and food security, have increased global interest in agricultural risk management. Considering that governments, especially in lower income and agricultural dependent countries, are vulnerable to agricultural risks, there is a clear need to better understand and assess these risks and associated vulnerabilities. By knowing the frequency and impacts of existing risks to the sector, the private and public sectors can better manage these risks and limit their impacts.

WHO SHOULD ATTEND

This technical training is geared towards policy makers and development practitioners who are involved in designing and implementing agricultural programs and policies. In particular, technical staff from Ministries of Agriculture, Livestock, and Fisheries or Ministry of Finance and Economic Planning who are engaged in agricultural policy, planning, management, and monitoring might specially benefit from this training.





IDENTIFYING AGRICULTURAL EXPORT OPPORTUNITIES FOR AFRICAN ECONOMIES

COURSE OVERVIEW

Agriculture is the largest economic sector in many African countries, providing employment to significant numbers of workers. It is a sector with huge potential given the growth in disposable incomes, the growth in urbanization, the changing patterns in the demand for food, and the continued high prices of agricultural commodities.

In order to utilize these opportunities and ensure continued growth and food security it is vital that decision-makers have the technical analytical tools to exploit the large amount of trade data that is available to identify the realistic opportunities for expanding exports of agricultural commodities at both the extensive and intensive margins.

The program provides you with a practical introduction to the analysis of agricultural trade flows and the identification of realistic export opportunities for decision-makers in Africa and concerned with Africa. The course is designed to integrate theory with real-world data through progressive, step-by-step and hands-on learning. Although the course applications focus on agricultural goods produced in African countries, the content of the course is suitable and readily applicable for analysing and identifying export opportunities for any product produced in any country.

PROGRAM KEY FEATURES:

- Introduction and overview of the course
- An introduction to trade theory
- Introduction to the role of agriculture and agricultural exports in Africa's economic competitiveness
- ITC's Trade map: analysing trade trends -I
- ITC's Trade map: analysing trade trends -II
- World Bank's Trade Competitiveness Diagnostics Toolkit: analysing trade performance
- Gravity model: analysing the determinants of trade
- Decision Support Model: identifying realistic export opportunities
- Partial (SMART) and General (GTAP) Equilibrium Modelling

WHO SHOULD ATTEND :

Researchers, trade analysts and advisors in companies, government agencies, international organisations, regional development organisations, research institutions
Those who wish to develop skills in trade analysis and applied decision support modelling and those who want to have a profound understanding of models

FOOD SECURITY POLICIES FORMULATION AND IMPLEMENTATION

COURSE OVERVIEW

Community food security is the condition which exists when all of the members of a community have access in close proximity; to adequate amounts of nutritious, culturally appropriate food at all times, from sources that are environmentally sound and just. Food security policies are developed to nurture the development of a food secure state in which all of its citizens are hunger-free, healthy and benefit from the food systems that impact their lives. The policies also affirm the commitment to supporting sustainable food systems that provide people with high quality food, employment, and that also contribute to the long-term well-being of the environment.

PROGRAM KEY FEATURES:

- Understand the need for policies aiming at improving food security.
- Know the main features of food security policies.
- Understand the role and functions of the relevant stakeholders in food security policy formulation and implementation.
- Define the purpose of a monitoring and evaluation system for food security policies and identify the approaches and methods to be applied.
- Describe the sequence of steps to be performed in the process of FSP formulation and implementation.
- Understand FSPs as link between food security information and actions aimed at improving the food security situation.
- Relate Food Security Policies (FSPs) to a framework for action to combat hunger and alleviate food insecurity in a country.

WHO SHOULD ATTEND

This course is intended for audiences working in governments, funding agencies, and research and development facilitating non-government and Civil society organizations. It is also suitable for business owners and representatives from organizations that support extension services and/or seek to enable an environment in which businesses can flourish.



AIRPORT MANAGEMENT

Airports are often compared to beehives because they are so busy. Aviation management majors learn management principles that keep these active places, as well as airlines, running safely and smoothly. They study everything from hiring employees to meeting government security regulations to making sure passenger luggage gets to the right place

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SOUTH AFRICAN



**CIVIL AVIATION
AUTHORITY**



Transport Education Training Authority
Heart of Skills Innovation





AIRPORT OPERATIONS AND TRANSPORTATION DEVELOPMENT

COURSE OVERVIEW

This course provides an in-depth understanding of the key principles in running an airport with a comprehensive coverage of topics on airport operations best practices and developments. A review of topical issues in the wider context of transportation economics, management and development are also covered. To further enhance knowledge transfer, participants will be involved in projects, case studies and discussions. Site visits are also incorporated to allow participants to see real-time operations of Cape Town Airport

PROGRAM KEY FEATURES:

- Airport emergency system
- International standards for rescue and fire-fighting services
- Airport security
- Aviation explosives and detection devices
- Runway and taxiway systems
- Contracts documentation and administration
- Apron/ramp management and safety
- Airport facilitation committee exercise
- Passenger baggage handling services
- Overview of air traffic services
- Aeronautical information services
- Aircraft accident investigation
- Removal of disabled aircraft
- Search and rescue services
- Airfreight operations

WHO SHOULD ATTEND :

Personnel directly responsible for the management, development and operations of airports, as well as service providers involved in the day-to-day running of an airport

AIRPORT RAMP OPERATIONS AND MANAGEMENT

COURSE OVERVIEW

This course provides an understanding of the intricacies and complexities of the airside environment and how higher operational efficiency and safety in airside operations and management can be achieved. Relevant technical knowledge, insights and awareness of international requirements and strategies are also covered.

PROGRAM KEY FEATURES:

- Overview of Airside Operations, Airside Infrastructure, Passenger and Baggage Handling Facilities, Ramp and Aircraft Stand Planning, Safety Clearances and Ramp Markings, Stand and Gate Assignments, Ramp Management Service, Ramp Handling Service, Civil Maintenance of the Airside, Maintenance of Airfield Installations, Airside Estate Management, Aircraft Maintenance, Pest, Animal and Bird Control, Ground Movement Control, Airside Rules and Regulations/ Enforcement, Standard Operating Procedures, Contingencies for Airside Operations
- Performance Standards and Target Setting, Ramp Safety Audits, Airside Security, Airside Fire Safety Requirements, Aircraft Accident Investigation, Accident Investigation: Personnel, Vehicles and Equipment, Aircraft Salvage and Equipment, Aircraft Emergency Support, Fuel Farm and Hydrant Systems, Future Trends in Airside Operations, Improvement of Ramp Operations
- Case Study: Impact of Low cost Carriers on Ramp Operations, Ramp Operations Committee, Group Exercises, Site Visits: Airport Fire Station, Passenger Terminal, Airside and Ramp Control, Baggage Coordination Centre and Fuel Farm

WHO SHOULD ATTEND

Personnel from civil aviation authorities, airport authorities/operators and organizations involved in airport ground operations or airside safety with at least one year of working experience relating to airside operations and/or management.



AIRPORT SECURITY OPERATIONS

COURSE OVERVIEW

This course teaches the basics of Aviation Security (AVSEC) as applied in an operational airport environment and keeps you up-to-date with the latest security issues, threats, and technological developments. With a focus on ICAO and IATA documentation, this course prepares you to implement international security procedures within your organization.

PROGRAM KEY FEATURES:

- Learn the structure and roles of major aviation security organisations
- Evaluate threat and risk involved in security
- planning
- Execute security concepts and integrate them into an airport security plan
- Representatives from civil aviation authorities
- Airline and airport-based and government personnel with AVSEC responsibilities
- Law enforcement personnel responsible for the overview of security measures

WHO SHOULD ATTEND :

- Representatives from civil aviation authorities
- Airline and airport-based and government
- personnel with AVSEC responsibilities
- Law enforcement personnel responsible for the
- overview of security measures

AIRSIDE INDUCTION TRAINING AND SAFETY

COURSE OVERVIEW

The aim of the Airside Induction Training course is to provide appropriate training towards all personnel who are required to enter the airside for whatever reasons to safely perform their respective duties. Also, to provide the personnel with the required information for them to operate in compliance with the Occupational Health and Safety Act, Act 85 of 1993, all applicable legislation and the regulations in terms of the Airports Company Airfield Regulations.

PROGRAM KEY FEATURES:

- Participants of the above course will be provided with the necessary knowledge and skills:
- To fully understand all applicable legislation and the Airport Authority Airside
- Regulations, Policies and Procedures
- Understand the responsibilities of the Airport Authority as the mandatory in
- terms with the legal framework
- Have a clear understanding of the employers responsibilities towards the
- employees, in terms with the requirements of the Occupational Health and
- Safety Act
- Fully understand their responsibilities as employees towards their employers through which to ensure their own safety as well as that of others including the safety of Aircraft, Equipment and Facilities
- Be able to implement the airside regulations as established by the Airport Authority and to identify possible hazards on the airside as well as the elimination there of

WHO SHOULD ATTEND

Personnel from civil aviation authorities, airport authorities/operators and organizations involved in airport ground operations or airside safety with at least one year of working experience relating to airside operations and/or management.



AVIATION AND AIRPORT MANAGEMENT

COURSE OVERVIEW

Airports are often compared to beehives because they are so busy. Aviation management majors learn management principles that keep these active places, as well as airlines, running safely and smoothly. They study everything from hiring employees to meeting government security regulations to making sure passenger luggage gets to the right place.

This course has been developed in consultation with the aviation industry and the wider business community to equip you with specialist aviation knowledge. The course focuses on the management of airport, airline and ancillary businesses and provides the necessary tools to enable participants to move into one of a variety of careers within aviation industry.

PROGRAM KEY FEATURES:

- Introduction to the aviation system
- Studying Aviation
- IT for analysis and presentation
- Airline management and operations
- Quantitative Analysis
- Aviation Marketing Management
- Aircraft Operations
- Human Resource Management in the aviation industry
- Airport design and operations
- Aviation modelling and simulation
- Airport business management
- Customer service management for airlines and airports
- Airline business managements
- Aviation financial management
- Freight and cargo operations
- Introduction to aviation psychology
- Aviation and the environment
- Research methods for contemporary aviation issues
- Aviation policy and planning
- Strategic methods in the aviation industry
- The global aviation system
- Aviation law

WHO SHOULD ATTEND :

Director generals of civil aviation authorities; Directors of airport administrations; ANS providers and ground handling general managers; Senior executives from airlines; Individuals from civil aviation organizations and private sector companies; Organizations in the air transportation industry who have the potential for holding senior management responsibilities.

AVIATION SECURITY MANAGEMENT

COURSE OVERVIEW

In the changing landscape of criminal attacks on civil aviation and security regulations, the role of the Security Manager is vital in assuring efficient and compliant operations.

Over 10 days, learn essential management and administration techniques to run your business while complying with national and international legislation. Through daily classroom simulations, test your ability to work under pressure in crisis situations and respond to common problems faced in your daily operations.

PROGRAM KEY FEATURES:

- Align your organization's procedures with civil aviation security legislation
- Improve how you utilize your personnel, equipment and budget
- Apply industry best practices for recruitment, training and people management
- Develop your ability to respond to crisis situations

WHO SHOULD ATTEND

This is an advanced course aimed at participants with a minimum of two years' aviation or CAA administration experience:

- Experienced Airport and Airline Managers
- Passenger and Cargo Operations Providers
- Police and Border Control Authorities
- Civil Aviation Authority Representatives





DATA MANAGEMENT & ANALYTICS

The world is experiencing an explosion in the volume and scope of data; everything we do and everything around us is now measured, quantified and recorded. And this brings with it some big challenges but some even bigger opportunities. The challenges range from the collection and warehousing of the exponentially increasing volumes of data that are being recorded, to the validation, quality assurance, security and privacy of the data the we have accrued.

In terms of opportunity, organisations of every type are now making business decisions based upon a diverse range of data analysis, simulation and modelling approaches. Data-driven decision making is demonstrably able to add significant value to all aspects of business operation. The analysis of data requires the inspection, sanitisation, manipulation and modelling of primarily numerical parameters with the aim of discovering hidden patterns, correlations and other insights from within them.

Modern computing power, coupled with the latest software approaches, make it possible to process and interpret huge volumes of data both rapidly and conclusively, thereby accessing enormously powerful yet previously-untapped information resources which provide the basis for enhanced performance and competitive advantage.

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DATA COLLECTION TECHNIQUES

COURSE OVERVIEW

There is a common saying that your results can only be as good as the data you collect. Companies are relying more and more on analytics and data driven decision management for their planning, forecasting, inventory management, supply chain management and strategy development.

The abundance of data also makes it difficult to make unbiased decisions, complexity of the mathematical models makes the people reluctant to question the decisions and therefore, no matter how the well-intended and robust models we have they are still fully dependent on the quality of data they receive. The data quality depends on the techniques we use to collect this data, and to be able to distinguish different types of data we collect. This Data Collection Techniques training seminar will highlight the common tools and techniques used to collect the data, dispel the myths of data quality and teach the participants how and when to use different techniques, the adequate number of samples they need to collect. Also, the participants will be provided with the samples of data collection plans, as well as the insight into data collection from automated data collection systems as well as modern technologies available for data collection through the use of online monitoring systems.

This training seminar will highlight:

- How to Create a Data Collection Plan
- Determine Adequate Sample Size
- Biases and Common Errors that can be Present in the Data Collected
- Big Data Concepts
- The Difference between Primary and Secondary Data
- The Ways to Collect the Data
- Methods of Collecting the Data in Real Time

OBJECTIVES

The objective of this Data Collection Techniques training course is to provide participants with the adequate knowledge of the techniques of data collection, ranging from interviews, surveys, observations, focus groups to the Big Data collection and warehousing. The delegates will get the insight into the ways of ensuring the data quality, and understanding the ways to remove or mediate the errors in data collected.

WHO SHOULD ATTEND

- This Data Collection Techniques training seminar has been designed for professionals whose jobs involve the data gathering, data analysis, decision making, optimization, as well as anyone from the companies which make decisions based on scientific methodology or want to become one.

BUSINESS INTELLIGENCE & ANALYTICS FOR FINANCE PROFESSIONALS

COURSE OVERVIEW

This Business Intelligence and Analytics for Finance Professionals training seminar will highlight how, in a world where firms face intense competition for both customers and investors, the key challenge for today's finance professional is to step-up and support the value creation process by moving from a narrow reporting role to embrace and exploit the full opportunities provided by today's Business Intelligence (BI) and Business Analytics (BA) systems. This Data Management & Analytics training course will focus on the tools and techniques used by world-class finance functions to provide the critical business insights C-Suite executives need for effective data driven decision management.

This training seminar will highlight:

- The Vital Role of the 21st Century Finance Function
- How Finance Professionals can fully exploit BI and BA tools
- Using BI and BA to improve business processes and performance
- Principles and Practice in Statistical Analysis and Forecasting
- Practical Skills for Data Visualisation and Infographics
- Applying Agile Methods to BI and BA Systems Development

OBJECTIVES

This Business Intelligence and Analytics for Finance Professionals training seminar will explain and practically demonstrate how finance professionals can make effective use of Business Intelligence and Business Analytics techniques to optimise the information and insights presented to managers and senior executives in the context of data driven decision management.

WHO SHOULD ATTEND

- This Business Intelligence and Analytics for Finance Professionals training seminar will significantly raise the skills and effectiveness of any finance professional engaged in financial planning, performance management reporting or decision making support in any organisation using modern Enterprise Resource Planning systems supported by Business Intelligence and Business Analytics tools.



DATA ANALYSIS TECHNIQUES

COURSE OVERVIEW

Corporate ethos which demands continual improvement in work place efficiencies and reduced operating, maintenance, support service and administration costs means that managers, analysts and their advisors are faced with ever-challenging analytical problems and performance targets. To make decisions which result in improved business performance it is vital to base decision making on appropriate analysis and interpretation of numerical data.

OBJECTIVES

This Data Analysis Techniques training seminar aims to provide those involved in analysing numerical data with the understanding and practical capabilities needed to convert data into information via appropriate analysis, and then to represent these results in ways that can be readily communicated to others in the organisation.

OBJECTIVES INCLUDE:

- To provide delegates with both an understanding and practical experience of a range of the more common analytical techniques and representation methods for numerical data
- To give delegates the ability to recognize which types of analysis are best suited to particular types of problems
- To give delegates sufficient background and theoretical knowledge to be able to judge when an applied technique will likely lead to incorrect conclusions
- To provide delegates with a working vocabulary of analytical terms to enable them to converse with people who are experts in the areas of data analysis, statistics and probability, and to be able to read and comprehend common textbooks and journal articles in this field
- To introduce some basic statistical methods and concepts
- To explore the use of Excel 2010 or 2013 for data analysis and the capabilities of the Data Analysis Tool Pack

WHO SHOULD ATTEND

- This Data Analysis Techniques training seminar has been designed for professionals whose jobs involve in the manipulation, representation, interpretation and/or analysis of data. Familiarity with a PC and in particular with Microsoft Excel (2003, 2007, 2010 or 2013) is assume

ADVANCED DATA ANALYSIS TECHNIQUES

COURSE OVERVIEW

The Statistical Analysis of Numerical Information is proven to be a powerful tool, providing everyday insight into matters like corporate finance, production processes and quality control.

However, the advent of the Internet of Things, the consequential growth in Big Data, and the ever-increasing requirements to model and predict, mean that many of the analytical opportunities and needs of a modern, high performing company cannot be met using conventional statistical methods alone.

More and more companies are wrestling with complex modelling and simulation problems, addressing matters like trying to optimise production systems, to maximise performance efficiency, to minimise operating costs, to combat risk, to detect fraud and to predict future behaviour and outcomes.

PREREQUISITE

This Analytics training seminar on Advanced Data Analysis Techniques is intended for delegates who have already attended the Data Analysis Techniques training seminar (this is a necessary prerequisite for this training) and hence, who already have a solid understanding of conventional data analysis methods.

OBJECTIVES

This Analytics training seminar on Advanced Data Analysis Techniques aims to provide those involved in analysing numerical data with the understanding and practical capabilities needed to convert data into meaningful information via the use of a range of very powerful modelling, simulation and predictive analytical methods. The specific objectives are as follows:

- To teach delegates how to solve a wide range of business problems which require modelling, simulation and predictive analytical approaches
- To show delegates how to implement a wide range of the more common modelling, simulation and predictive analytical methods using Microsoft Excel 2010 (or higher) and in particular the Solver tool
- To provide delegates with both a conceptual understanding and practical experience of a range of the more common modelling, simulation and predictive analytical techniques, including Bayesian models, conventional and genetic optimisation methods, Monte Carlo models, Markov models, What If analysis, Time Series models, Linear Programming, and more

WHO SHOULD ATTEND

- This Data Analysis Techniques training seminar has been designed for professionals whose jobs involve in the manipulation, representation, interpretation and/or analysis of data. Familiarity with a PC and in particular with Microsoft Excel (2003, 2007, 2010 or 2013) is assume



BIG DATA GOVERNANCE

COURSE OVERVIEW

Big Data as a term is everywhere in every situation but the journey from vision to value is neither short nor cheap. The journey is fraught with risk and other challenges. Combined with these risks is the reality that the story is not about big data but rather the use of Big Data for decision-making insights. The use of Big Data requires high tech and high touch elements

The high tech aspects include technologies, technical software, technical professionals, and other technical / scientific elements. The high touch aspects include human decision making, human responses to the Artificial Intelligence [AI] possibilities, human responses to the automation possibilities, human responses to the machine learning possibilities, and human responses to the business and social changes to the organization and to society. In other words, BIG DATA changes everything is not just a catchy phrase.

This Big Data Governance training seminar shows by example how to consider the governance, management, and use of Big Data. The delegates should be interested in the realities of Big Data and recognize the transformational aspects but need not to be experts in specific tools.

This BIG DATA Governance training seminar provides an overview and synthesis of how Big Data must be governed, managed, and used in decision making.

OBJECTIVES

This BIG DATA Governance training seminar aims to provide those involved in decision-making at all levels with the perspective needed to consider the resource allocation process for Big Data governance, management and uses. The specific objectives are as follows:

- To alert delegates to the transformational aspects of the term Big Data is not about data but rather about decision-making
- To show delegates several demonstrations of current tools and use cases
- To provide delegates with perspectives on the risks and challenges of Big Data
- To give delegates the ability to recognize that some data are Bad Data, some data are Better Data, and some data are Best Data
- To give delegates perspectives on the Big Data implementation process
- To provide a clear understanding of why Big Data cannot be avoided regardless of definition

PEOPLE ANALYTICS

COURSE OVERVIEW

If you want your team, organisation or career to thrive, you can no longer afford to make decisions based on reputation or experience alone – you need to ensure that data is in the driving seat when it comes to future planning.

By using behavioural data to understand and manage organizations, has fundamentally changed how companies operate. This training course will provide participants with a foundation in people analytics through discussion and hands-on exercises with real-world data and tools.

This training seminar will highlight:

- People management
- How behavioural economics can reinvent HR
- Data-driven people management for improving performance

OBJECTIVES

There are basic questions that have an impact on businesses that no one can answer:

- How much does the executive team communicate with engineering?
- Is a manager really spending time with their team?
- How often should a salesperson speak with a customer?

The reason we can't answer these questions is a lack of data. Surveys and consultants are useful, but their shortcomings are evident. They're slow, subjective, and don't actually measure what happens in the real world.

- Using real-world data to assess what is really happening
- Understanding what behavioural data you already have and how to use it
- Learning basic people analysis methods for HR dynamics
- HR data-driven for people management and competency assessment
- How behavioural economics can reinvent HR and make savings
- Data-driven people management for improving performance



CORPORATE MANAGEMENT

Business management is the guiding force that oversees employees, projects and production in a business. Corporate management refers to all levels of managerial personnel and executives in a business that has been incorporated. Informally, corporate management may refer to managers and executives that operate at the corporate headquarters and act as the primary leaders of the business. Managerial roles are found in human resources, information technology, production, finance, legal and executive areas.

CORPORATE MANAGEMENT

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ADVANCED MANAGEMENT SKILLS

COURSE OVERVIEW

This Advanced Management Skills training course takes place over a 2-week period and provides delegates with a broad range of management and leadership theories and practical tools to apply in their working environment.

It is designed for participants in experienced senior management roles and those who work with colleagues in senior positions. The course will teach participants how to set objectives and targets to achieve the vision, mission and goals of an organisation as well as how to use leadership skills to inspire and unite an organisation.

PROGRAM KEY FEATURES:

- Learning how to motivate people and build successful teams
- Developing communication skills to communicate effectively verbally in all situations, with all people
- An increased confidence and the ability to influence people positively
- How to apply assertiveness skills in leading and managing an organisation
- Learning how to solve problems creatively and develop and sound decision-making techniques
- Developing and applying negotiation skills and techniques to a range of situations
- Ways of inspiring and motivating people through winning presentations
- Learning how to apply NLP™ and emotional intelligence techniques to self-development

WHO SHOULD ATTEND

- Chairman, Chief Executive, Finance Director, Company Secretary
- Board Members
- Directors of Strategy
- Directors of Policy
- Directors of Departments
- Deputy Directors of Departments

BUSINESS PROCESS MANAGEMENT (BPM)

COURSE OVERVIEW

This course is quite suitable for cadres, delegates who already have input in business processes re-engineering. The Business Process Management (BPM) training is designed from Global best practices among the 50,000 members of AIIM. The two week training course covers the why, what and how of implementing BPM. The training concentrates on the skills and tools to use technology to improve business processes. The essential technical implications of and approaches to BPM are covered. Major modelling tools and all the areas of general business analysis are also covered.

PROGRAM KEY FEATURES:

The course objectives is to adequately prepare delegates to be able to re-engineer processes in their organisations effectively. Delegates will be equipped with the skills to practise the principles and techniques of BPM. They will also be able to better manage projects and become more effective in attaining organizational goals.

- When you have completed this course you will be ;
- Equipped with the basics of BPI techniques and be able to use these effectively.
- Able to articulate the why, what and how of implementing BPM.
- Become a strong and effective project team member or manager
- Able to re-engineer business processes more effectively.

WHO SHOULD ATTEND

- This course is designed to be of considerable benefit to project and program teams, leaders/managers responsible for re-engineering processes for organisations. Any other cadre or persons wishing to improve their skills in this area can also benefit. Women managers and technical staff are encouraged to apply.

BUSINESS STRATEGY & PLANNING

COURSE OVERVIEW

In today's business world more potential projects exist than there is time and money to perform them. In an increasingly competitive, rapidly evolving marketplace, a successful business must understand its market's critical success factors and its position relative to them. This understanding must be efficiently and effectively translated into prioritized projects and management actions. Learn to proactively build upon the business's strengths, mitigate the business's weaknesses, capitalize on market opportunities, and defend against market threats.

The Business Planning and Strategy Development course provides portfolio, project, and program managers with needed knowledge, tools, and techniques to efficiently and effectively connect projects to winning business strategies.

PROGRAM KEY FEATURES:

- This case study-based course emphasizes the use of tools and techniques from diverse disciplines in rapid prototyping environments. Students will learn to efficiently and effectively craft specific, measurable, realistic, achievable, and time-based (SMART) goals. Business goals are further defined through integrated strategies, which are supported by logically-sequenced, resource-loaded projects and communicated to stakeholders.
- Tools and techniques demonstrated in class include: market analysis (Porter Analysis), standard business planning models (American Management Association), decision analysis (Kepner-Tregoe Problem Solving and Decision Making), and project planning (The Project Management Body of Knowledge (PMBOK® Guide, Fifth Edition).

WHO SHOULD ATTEND

- Mid- to senior-level managers who want to optimize their investment of time and resources in projects that contribute to accomplishing their business's goals and objectives.
- Portfolio, project and program managers seeking to connect projects to winning business strategies.

CRISIS MANAGEMENT AND CONTINGENCY PLANNING

COURSE OVERVIEW

Earthquakes, wars and other disasters all underline the need for Governments, large businesses or organizations not to ignore the need to plan for a disaster. This course aims to give you a sound working knowledge of the skills involved in preparing to react effectively to a crisis and an understanding of how to prepare practical contingency plans.

PROGRAM KEY FEATURES:

- Contribute significantly to the robustness of your organisation
- Create and test a Crisis Management
- Plan for your organisation
- Prepare your organisation to deal with a crisis effectively
- Communicate information effectively to your partners, stakeholders and staff

WHO SHOULD ATTEND

- Senior Managers
- Facility Managers
- Office Managers
- Those responsible for the implementation and planning procedures to be taken by the organisation during a time of crisis



TOTAL QUALITY MANAGEMENT (TQM)

COURSE OVERVIEW

Policy makers and officials in public sector organizations and those responsible for setting and raising standards of service both internally within their own organization and externally to the public requires a continuous quality improvement process.

In order to achieve the very highest standards of quality and customer satisfaction it is necessary to embed quality right across the organization, in everything it does and with all staff. This is the underlying philosophy of Total Quality Management.

This Total Quality Management course provides a comprehensive look at Total Quality Management, what it is, how it can be used in all organizations and what the benefits are.

PROGRAM KEY FEATURES:

At the end of this course participants will be able to:

- Discuss the concept of Total Quality Management
- Apply the ideas of Total Quality Management to their organization
- Identify useful quality improvement techniques
- Describe how Total Quality Management can be introduced into their place of work.
-

How will you and your organization benefit?

- Develop a customer orientated approach to public service activities
- Plan and bring about an organization wide quality culture
- Design and implement continuous improvement strategies throughout the organization
- Set and monitor service standards
- Design and use techniques for managing service quality

WHO SHOULD ATTEND

- Public sector utility organizations
- Staff of various sector ministries
- Customer care representatives
- Policy officers, Managers & Supervisors

STRATEGIC BUSINESS INTELLIGENCE

COURSE OVERVIEW

To successfully compete in today's global business environment an organisation must constantly monitor, recognise and understand every aspect and every issue of its operations, its industry and the overall business environment. Setting up a business intelligence within an organisation takes more than just installing the technology. A successful BI program involves a set of interlaced business concepts and frameworks designed to improve the fact-based business decision-making process. This course focuses on the business aspects of designing and implementing a BI program rather than looking at BI from the information technology aspect.

PROGRAM KEY FEATURES:

- Learn how Business Intelligence (BI) leads to sustainable and profitable growth
- Get hands-on experience in developing strategic elements and performance measures and analysing results
- Identify best practice and latest trends in strategy, BI and Competitive Intelligence
- Learn how to implement and sustain BI in your organisation

WHO SHOULD ATTEND

- This course is designed for business executives, and managers that are looking to introduce Business Intelligence and a performance driven culture to their businesses. This course covers BI IT infrastructure and tools from a non-IT perspective.



BEST PRACTICE IN BUSINESS ANALYSIS

COURSE OVERVIEW

Aligned with the latest global standards in Business Analysis, this course introduces delegates to best practice in the industry. In this practical, interactive course, you will gain the fundamental knowledge of the Business Analysis lifecycle, activities, processes and the overall big picture of your role in helping your organisation/business unit achieve its strategic goals.

You will have the opportunity to look at your whole organisation and how you can apply Business Analysis to understand and prioritise business needs, identify various solution options, recommend and define solution scope, conduct requirements management within a project, and assure the achievement of your business objectives.

The content of this course is fully aligned with the latest versions of the International Institute of Business Analysis (IIBA)® and Project Management Institute (PMI)® standards and practice guides.

Who Should Attend
Benefits of Attending

PROGRAM KEY FEATURES:

- Understand the role of a Business Analyst and the overall picture of the Business Analysis lifecycle
- Learn the fundamental skills/competencies required for a successful Business Analyst
- Understand the major functions of Business Analysis and work with stakeholders to define proper solution(s) for a need (problem/opportunity)
- Work efficiently with project teams in requirements management, implementation and testing
- Appreciate the differences between Business Analysis practice within traditional and Agile environments

WHO SHOULD ATTEND

- Business and System Analysts
- Software Developers and Engineers
- IT teams and Team Leaders
- Project and Program Managers
- Requirements Managers

OPERATIONS MANAGEMENT

COURSE OVERVIEW

If you are a factory or operations manager, getting a certificate in operations management may help build your career and get you better opportunities. What is operations management training and what makes it essential in the field?

Operations management is an area of business concerned with the production of goods and services. Operation managers have the responsibility of ensuring that business operations are efficient and effective, meeting customer requirements while using as little resources as possible in the process. It is concerned with managing the process that converts inputs (in the forms of materials, labour and energy) into outputs (in the form of goods and services).

PROGRAM KEY FEATURES:

- Explain the purpose of operations management and how to align operations management strategies with the organisation's strategy (Operational Excellence)
- Outline the approach for aligning the operation to meet the needs and expectations of the customer, both internal and external (Service Excellence)
- Demonstrate an ability to use a number of tools and techniques to improve the performance of key business processes (Process Excellence)
- Describe a number of approaches to improve the effectiveness of the human resource (Performance Excellence)
- Outline alternative organisational structures to deliver improved customer service while delivering greater efficiencies (Organisational Excellence)

WHO SHOULD ATTEND

The operations management certification course is not only for Operations Managers or Factory Managers who run operations; all managers in all sectors run some form of operation. For example:

- Managers in Finance Departments responsible for invoice processing and other financial transactions
- HR Managers involved in the recruitment process and if applicable, for the management of processes
- This operations management course is also designed for senior managers, middle managers, first line managers and supervisors in all sectors of the economy



DOCUMENTATION MANAGEMENT

Document management, often referred to as document management systems (DMS), is the use of a computer system and software to store, manage and track electronic documents and electronic images of paper based information captured through the use of a document scanner.

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DIPLOMA IN RECORDS & INFORMATION MANAGEMENT

COURSE OVERVIEW

The effective management of records and information is a key component of national development and good governance. Information underpins much of government business. Organised and well-managed records mean that government has ready access to authoritative sources of administrative, financial and legal information to support sound decision-making and the delivery of programmes and services. In addition it has the means of holding itself accountable for what it does and upholding the rights of its citizens.

This programme will address the range of issues encountered in the management of records and information, from paper-based records management system, through the automation of records management processes, to the management of electronic records.

Every organizational activity from the management of finance and personnel to the delivery of services depends upon reliable information. Increasingly government and business are recognizing that information is a vital resource that needs to be carefully managed in order to achieve objectives.

Designed on the basis of global best practice and extensive field experience this course aims to give you an increased awareness of the importance range and scope of records and information management and to develop skills in analysing designing and maintaining efficient records management systems.

The course provides detailed exploration of the issues involved in developing a records and information management improvement program

PROGRAM KEY FEATURES:

- The course aims to give you an increased awareness of the challenges involved in managing electronic records as well as looking at strategic approaches to designing and implementing a programme to automate records management.
- These courses can be taken individually as each cover a discrete subject area in its own rights. However each complement the other and taken together will give course participants comprehensive coverage of the entire range of records and information management issues.

WHO SHOULD ATTEND

- The course aims to give you an increased awareness of the challenges involved in managing electronic records as well as looking at strategic approaches to designing and implementing a programme to automate records management.
- These courses can be taken individually as each cover a discrete subject area in its own rights. However each complement the other and taken together will give course participants comprehensive coverage of the entire range of records and information management issues.

ELECTRONIC ARCHIVING & RECORDS MANAGEMENT

COURSE OVERVIEW

Because digital information is being produced so much more rapidly than other forms, archives of the future will inevitably be libraries and archives of digital content. Just to keep pace with flood of new digital information, electronic archiving of the future will require means to collect, describe, make available, store and preserve digital information in the digital domain. Primarily due to their dependence on a rapidly changing technological infrastructure, digital resources are significantly less permanent than their paper-based equivalents. Their enduring accessibility into the future is far from assured. The challenge is too large and complex for any institution or country to solve on its own.

Capturing, filing and retrieving documents is fast and efficient, even for employees with little technical expertise. Authorized users can call up any document in seconds from an intuitive Web browser interface, using virtually any search criteria. This not only eliminates the time and expense of manual document retrieval, it significantly reduces the risk of misfiled documents and other errors that cause delays and compromise customer satisfaction. And it gives you an affordable way to migrate to electronic document exchange, which reduces reliance on other conventional data storage mechanisms.

PROGRAM KEY FEATURES:

- Raised awareness about the presentation of digital information
- Clarification of the issues that cause digital resources to be inherently impermanent
- A roadmap to the emerging solutions in electronic archiving.
- Discussing of practical recommendations to avoid the 'technological quicksand'
- Information and tools to keep in touch on this issue.

WHO SHOULD ATTEND

- Records and Archival Officers ; Administrative Officers ; Data Records Officers ; Registry Officers; Database Managers; Executive Secretaries



MANAGING ELECTRONIC RECORDS FOR GOVERNMENT BODIES

COURSE OVERVIEW

Governmental bodies should recognize their responsibility to the public by implementing and maintaining sound records management practices. To ensure that records management receives attention it deserves, it should be a strategic objective in the governmental body's strategic and business plan. Heads of governmental bodies should also ensure that they budget for the records management function.

Not many governmental bodies have the capacity to implement fully automated Integrated Document and Records Management Systems. This does not however mean that they should not manage their electronic records. If these records are created to aid in decision-making and to perform transactions that support the governmental bodies, are responsible for the proper management of those records. If records generated in such an environment are not managed properly it can lead to the possible illegal destruction of records. To enhance their accountability, bodies should ensure that, even without the benefit of an Integrated Document and Records Management System, they exercise effective records management preservation strategies.

PROGRAM KEY FEATURES:

- Manage electronic records in permanent forms & easy retrieval system
- Manage a functional subject file plan according to which records are filed
- Manage e-mail as records
- Manage web-sites as records
- Maintain the relationships between records and files, and between file series and the file plan
- Identify records that are due for disposal and managing the disposal process
- Associate the contextual and structural data within a document
- Construct and manage audit trails
- Manage record version control
- Manage the integrity and reliability of records once they have been declared as such
- Manage records in all formats in an integrated manner

WHO SHOULD ATTEND

- Records and Archival Officers ; Administrative Officers ; Data Records Officers ; Registry Officers; Database Managers; Executive Secretaries

DOCUMENT CONTROL SYSTEMS

COURSE OVERVIEW

Document control helps you ensure compliance with industry regulations and reinforce quality management within your organization. This hands-on course gives you a test environment to build your own document control procedures, including: process mapping, referencing and amendments. You will also learn how to maintain a document infrastructure and distribute control documents so that they are current and accessible to all stations.

PROGRAM KEY FEATURES:

- Build a document control system that satisfies your quality management requirements
- Follow a document throughout its life cycle, from creation to retirement
- Establish guidelines for consistent document appearance, notation and circulation
- Create standards to maintain the integrity of your document control system and make your documentation available to all stakeholders

WHO SHOULD ATTEND

- Records and Archival Officers ; Administrative Officers ; Data Records Officers ; Registry Officers; Database Managers; Executive Secretaries



ADVANCED ELECTRONIC DOCUMENT & RECORDS MANAGEMENT (EDRM)

COURSE OVERVIEW

Many organizations have embarked on implementing EDRM systems, with varying degrees of success. The Advanced Electronic Document & Records Management (EDRM) course is a must for anyone who has a basic understanding of document and records management and who needs to gain a deeper understanding of some of the techniques and steps involved in designing, implementing and running a document and records management solution, to meet defined business objectives

This course will provide an in-depth analysis of the key issues and challenges facing those responsible for record and information management in the current business environment

Real world case studies will be used to illustrate key points for delivering a successful EDRM project which can generate significant business benefits and cost savings

In addition, there will be plenty of opportunity during this course for interaction and discussion, in order to assist delegates in determining the potential pitfalls when implementing EDRM systems, and how to avoid them, through a detailed understanding of all the implications.

Government standards to also be discussed in the course include :

- GDPR – General Data Protection Regulation
- BS 10008 - Standard for legal admissibility
- ISO 15489 – Records management standard
- ISO 9001 – Quality management standard
- MoReq2 – European standard for electronic records management
- DoD – Standard for electronic records management
- ISO 27001 – Information security standard

PROGRAM KEY FEATURES:

On This Course, You Will:

- Discover how to apply a corporate-wide EDRM solution to address your specific business issues
- Understand the legal environment and responsibility that surround record management
- Make informed decisions relating to electronic records and advise your organisation accordingly
- Use the "Designing and Implementing Recordkeeping Systems" (DIRKS) methodology in accordance with ISO 15489 (records management standard)
- Determine how to identify measurable benefits of EDRM and map these to actual project deliverables that are necessary to deliver a successful project
- Learn how the various technology components of an EDRM system interact to provide an overall business solution

WHO SHOULD ATTEND

- Records and Archival Officers
- Administrative Officers
- Data Records Officers
- Registry Officers
- Database Managers
- Executive Secretaries



DONOR FUNDED PROJECT MANAGEMENT

Examines the role of the “project” relative to other aid delivery methods such as sector support and budget support used by the Donors/Development partners in pursuit of development cooperation objectives. An analysis of all the different phases of the project/programme cycle will be carried out to emphasize the methodology for preparing, implementing and evaluating projects and programmes. Particular effort will be made to bring clarity to the terminology used by the donors/development partners for the different stages for the project/programme cycle.

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DESIGNING, DEVELOPING AND MANAGING DONOR FUNDED PROJECTS

COURSE OVERVIEW

The course examines the role of the “project” relative to other aid delivery methods such as sector support and budget support used by the Donors/Development partners in pursuit of development cooperation objectives. An analysis of all the different phases of the project/programme cycle will be carried out to emphasize the methodology for preparing, implementing and evaluating projects and programmes. Particular effort will be made to bring clarity to the terminology used by the donors/development partners for the different stages for the project/programme cycle.

PROGRAM KEY FEATURES:

- The funding trends of major development partners
- The project cycle, decision points, key documents and use of the quality frame
- The principles of the logical framework approach
- How to design a project according to the logical framework approach
- How to prepare and assess the quality of a logical framework matrix
- How to prepare activity schedules
- How to prepare budgets and resources schedules
- How to assess project implementation arrangements
- How to design a monitoring and evaluation system
- How to accurately choose indicators and sources of verification
- How to apply the 5 evaluation criteria used by the major donors/development partners

WHO SHOULD ATTEND

- This course primarily targets Planning and Budgeting Officers, Technical Assistant and also relevant stakeholders involved in project design and implementation of projects and programmes.

FINANCIAL MANAGEMENT AND DISBURSEMENT FOR WORLD BANK DONOR FUNDED PROJECTS

COURSE OVERVIEW

The effective use and deployment of donor funds for various projects demands careful utilization and timely reporting mechanisms to the funders. It is only when funds are effectively managed in accordance with the donors requirements will there be the motivation for re-imbursement of financial resources.

Unfortunately many NGO's, and development agencies are caught up with inadequate management of donor financed projects and reporting mechanisms.

This course is designed to promote improved compliance with operational policies and donor agency procedures on effective financial management, and to empower participants on the use of various disbursement methods and the use of periodic project management reports (PMRs) in line with donor agency disbursement and requisition requirement.

PROGRAM KEY FEATURES:

- Also participants will explore other core competencies and skill based on areas such as, planning, budgeting, financial and management accounting, auditing, accountability and transparency in the management of funds, procurement, and financial project monitoring systems.
- The overall objective of this course is to enable participants to competently design and manage project financial management systems and accountability methods in accordance with donor guidelines and procedures

WHO SHOULD ATTEND

- Principal Budget officers
- Assistant budget officers
- Budget Clerks
- Finance Managers
- Department or Sectional Heads
- Accountants
- Auditors
- Senior Accountant



PROCUREMENT MANAGEMENT FOR WORLD BANK FUNDED PROJECTS

COURSE OVERVIEW

Procurement and the Bank

The articles of agreement require the Bank to ensure that the proceeds of its loans are used for purposes intended and with due attention to economy and efficiency. Building on these fundamental concerns, the bank has developed a long tradition of international practice for the procurement of goods, works and services, now assembled in the "Guidelines for Procurement Under World Bank Loans and IDA Credits". These two sets of guidelines are incorporated by reference in the respective loan and credit agreements and thereby supersede any contrary provisions under borrower's national procurement regulations. These practices are under continuous review and evolve to meet the needs of a changing Bank portfolio and changing markets. Many other development agencies, both multilateral and bilateral, have patterned their procurement procedures on those of the Bank. Good procurement practices alone cannot assure that Bank-assisted project will achieve their developments goals, but poor procurement practices virtually guarantee these goals will not be fully realized. Therefore, bank staff, including managers, devote a substantial amount of time to seeking to ensure that procurement practices are sound and in the best interest of all countries.

Procurement is a major and growing activity. Because of its size and increasing competition, it is also a sensitive activity. On a Bankwide basis, works and goods (including equipment) account for 92% of disbursements. There are at present about 5,000 projects under execution, and the bank is currently disbursing as about US\$50 billion per year, of which approximately 60% is for goods, 30% for works and 10% for services.

The Bank's reputation as a competent, impartial manager and supervisor and ultimately as a sound financial institution is affected by how the procurement process is conducted. Its guidance and supervision of the procurement process has enabled it to assure its member countries that procurement has been carried out in an objective and impartial manner, and this has been critical to their continued support of the institution. This course will enable participants to have a grasp of the core principles and guidelines in their procurement endeavors in their respective countries.

PROGRAM KEY FEATURES:

- Scope of Guidelines (Bank Directives); Interpersonal Competitive Bidding; Bidding Documents; Bid Opening, Evaluation and Award of Contract
- Modified ICD; Other methods of procurement; Review by the bank of procurement decisions; Domestic Preferences

WHO SHOULD ATTEND

- Public procurement practitioners at the central (ministry) and sub-central (local government) levels
- Officials of ministries of finance in charge of monitoring/controlling public procurement transactions
- Member of national public procurement offices tender boards and tender/proposal evaluation committees
- Procurement trainers from national educational institutes or government services
- Procurement and financial auditors as well as "probity advisors" and staff from civil society organizations



AUDITING OF WORLD BANK FUNDED PROJECTS

COURSE OVERVIEW

The purpose of this course is to provide guidance to governmental and private sector auditors tasked with conducting audits of special purpose financial statements related to World Bank financed projects. Recipients of World Bank investment loan funding are required to produce these statements, and additional financial and operational information they considered appropriate, annually in accordance with the applicable loan agreements. This course will assist auditors in conducting auditing procedures sufficient to generate the special audit report outlined for the World-Bank reporting framework.

The course will also cover general information concerning World-Bank financed projects; project accounting, internal control and reporting considerations; as well as project audit considerations. Participants will thoroughly gain an understanding of World Bank financed projects, the financial management structure surrounding them and suggested methods for auditing them.

The level of effort required to conduct an audit of World Bank funded activities will vary from project to project. Relevant consideration in estimating that level of effort include the size of the project, the number of transactions executed during the period under review, the complexity of accounting and reporting issues, and the number of geographic locations where significant activity is conducted and accounted for. The auditor will need to consider these and other considerations before determining the planned scope of audit testing. In this course participants will be grilled on the mechanics of efficient and best reporting systems for World Bank financed projects in their respective project initiatives.

PROGRAM KEY FEATURES:

- World Bank Financed Projects
- Project Accounting, Internal Control and Reporting Considerations
- Project Audit Considerations
- Illustrative Audit Programs
- Internal Control Checklist

WHO SHOULD ATTEND

- Project Managers of World Bank Funded Projects
- Project Auditors
- Accountants
- Managers of Donor Funds
- Project Directors
- Fund Managers

FINANCIAL REPORTING AND AUDITING OF PROJECTS

COURSE OVERVIEW

This programme addresses the contribution of the financial and project management function in attaining the organization's objectives in the light of dwindling resources. Most funds obtained from donor agencies are invested in projects, which call for a sound financial, and project management techniques to ensure the success of both objectives. These twin demand calls for the maximization of scarce financial resources to accomplish the organizational mandate for sustainable development of the organization. These are the prime objectives of this programme.

PROGRAM KEY FEATURES:

- Identify and understand the critical terms and conditions of grant aid for donor-funded projects;
- Ensure compliance with donor terms and conditions;
- Providing supporting documents, correct procurement of goods and services and meeting financial reporting requirements;
- Managing multiple-funded programmes;
- Provide tools for efficient Management of Donor- funded projects
- Design and monitor donor budgets
- Prepare a donor financial report to match with a project narrative report;
- Describe the phases in the grant management cycle clarify key responsibilities and routines needed for successful grant management;
- Identify the requirements for closing off a donor grant;
- Manage the relationship with donors, head office and implementing partners with greater confidence;
- Appreciate that finance and programme staff must work closely for Successful grant management.

WHO SHOULD ATTEND

- Executive officers of government departments and parastatals
- Officers responsible for the management of development organizations
- Project managers and Evaluators
- Financial managers and Trainers for Development



BASIC OIL AND GAS MANAGEMENT

These courses are ideal for delegates who is interested in a career or already working in the energy and hydrocarbon industry. It will benefit delegates from a range of technical, non-technical and commercial backgrounds.

The course will provide an understanding of the processes, drivers, threats and opportunities related to the management of the energy and hydrocarbon industry in the 21st century. The programme adopts a multidisciplinary approach drawing modules from various specialist areas including petroleum contracts and economics, project management, renewable energy, risk management, environmental management, strategic and human resource management.

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ADVANCED OIL & GAS-BUDGET AND FORECASTING

COURSE OVERVIEW

To stay on top, companies must constantly re-examine the budgeting and forecasting models they use in their decision making processes to ensure they are up-to date and incorporate the latest in budgeting and forecasting best practices.

Is there an opportunity to expand take advantage of a weaker competitor? Where can costs be optimised? How does a drop of 10% in oil price affect profit? To support all these decisions, sound budgeting and forecasting is essential.

This course provides participants with an understanding of both the principles of budgeting and forecasting and the practical application of these to real-world situations through the use of Excel. It then builds upon the principles and practices learned to apply these to build sophisticated budgets and forecasts that are robust, flexible and user-friendly.

This course covers budgeting and forecasting for both upstream and down-stream businesses

PROGRAM KEY FEATURES:

- Improve efficiencies in the budgeting and forecasting processes by gaining valuable skills in advanced Excel functions
- Allow for uncertainty and model different business scenarios
- Apply a sound methodology that will allow complex Budget and Forecast models that are flexible, robust and user-friendly
- Advanced ways of analysing data to determine trends and using these to forecast future performance
- Utilize external data to enhance the accuracy of forecasts
- Alternate budget methodologies and how to determine which methodology applies best in different situations
- Use the advanced features of Excel to optimize models and achieve maximum efficiency within constraints

WHO SHOULD ATTEND

- CFO's; Business unit & Departmental Managers; Business & Financial Analysts; Finance Managers & Financial Controllers; Budgeting/Forecasting Managers; Financial Advisors & Managers
- PLUS anyone who is in need of a good understanding of budgeting & forecasting

FUNDAMENTALS OF PETROLEUM ECONOMICS

COURSE OVERVIEW

This 2 week course offers an opportunity for petroleum industry employees and its related governmental, financial, legal and services industries to gain an understanding of the unique economic principles that drive the "oil business" to success in the 21st century.

The course begins with presentation of basic economic theory and develops the application of these to financing, finding, development, transportation and marketing of energy resources. The impact of these applications on the success and failure of the firm is then considered. The sessions will always use examples with real and experience situations and will further, whenever possible, use the case method of instruction allowing all to participate in group discussion and learning.

PROGRAM KEY FEATURES:

- Basic Economic Concepts in the Petroleum Industry; Cash Flow and Profit Analysis Techniques; Perform Basic Economic and Financial Calculations
- Marginal and Total Cost Analysis; World Energy Economics; Competing Fuel Analysis; Theory of the Firm in the Petroleum Sector
- Depreciation and Cost Resource Pools; Company Financing; Joint Ventures; Sunk Cost Analysis; Fixed and Variable Costs; Principles of Discounting
- Cost of Capital; Portfolio Management in the Petroleum Industry

WHO SHOULD ATTEND

- Delegates are expected from organisations
- Government departments and regulatory agencies, central banks,
- Commercial banks, mortgage banks,
- Multinational donor agencies and other
- Government departments and agencies.

OIL AND GAS MANAGEMENT

COURSE OVERVIEW

The Oil and Gas Management course is ideal for those interested in a career (or already working) in the energy and hydrocarbon industry.

The course is designed to equip delegates with the expertise required for leadership and management in the World's fastest growing and dynamic sectors.

This course is ideal for a person who is interested in a career or already working in the energy and hydrocarbon industry. It will benefit delegates from a range of technical, non-technical and commercial backgrounds.

The course will provide an understanding of the processes, drivers, threats and opportunities related to the management of the energy and hydrocarbon industry in the 21st century. The programme adopts a multidisciplinary approach drawing modules from various specialist areas including petroleum contracts and economics, project management, renewable energy, risk management, environmental management, strategic and human resource management

PROGRAM KEY FEATURES:

The programme adopts a multidisciplinary approach drawing modules from various specialist areas including:

- Petroleum contracts and economics
- Project management
- Renewable energy
- Risk management
- Environmental management
- Strategic and human resource management

WHO SHOULD ATTEND

- Individuals working in the oil and gas industry who seek a greater understanding of the fundamentals in the global oil and gas business.
- People making the transition from technical roles to managerial positions, where a broader knowledge of the business is essential for their career advancement.
- New employees and support staff of your oil and gas organization wanting to gain a broader understanding of the business side of oil and gas.

PROCUREMENT STRATEGY FOR THE OIL & GAS INDUSTRY OF PETROLEUM ECONOMICS

COURSE OVERVIEW

This 2 week course is designed to the understanding of how Procurement Strategy for the Oil & Gas Industry actually works. This course is delivered by combining a substantive legal understanding together with a practitioner's perspective.

PROGRAM KEY FEATURES:

The objectives of the conference will be to:

- Provide an understanding of the tendering and contracting process
- Provide an understanding of techniques to avoid collusion or corruption during the tendering process
- Develop an understanding of ways to select bidders
- Show how to develop Invitations to Tender, and how to manage the tendering process

WHO SHOULD ATTEND

- Tender or Bidding Managers
- Contract Administrators
- Contracting Unit Supervisors
- Project Engineers and Project Managers
- Business Audit Officers
- Contract Strategists
- General Managers involved in developing contracts or contract negotiation
- Commercial Managers



NEGOTIATION SKILLS FOR THE OIL AND GAS INDUSTRY

INTRODUCTION

During this course, participants will learn how to apply a structured approach to effective negotiating. Combining this with the practice sessions incorporated into the program this course is designed to improve participants' confidence in negotiating and improve the outcomes of their negotiations. Attendees will be exposed to the Breakthrough Negotiation Strategy to help them achieve results in difficult and complex negotiations.

The bulk of this interactive course comprises of realistic, oil industry-based, role-play negotiating scenarios based on a variety of commercial and non-commercial situations. This is underpinned with instruction in negotiating principles and methodology, as well as essential checklists for planning and reviewing.

COURSE CONTENT

Understanding the Negotiation Process and Negotiating Outcomes

- Negotiation process
- Preparing for negotiation
- Initiating and presentation
- Role play: 1 to 1 Negotiation
- On the first day, participants will learn what is meant by negotiation, their potential and attitude to negotiations, and the key sequence of negotiating steps. The sequence of negotiating steps will help them learn to appreciate the value of completing one step before proceeding to the next.

WHO SHOULD ATTEND

- This introductory intermediate-level workshop is aimed at those with little or no previous negotiating experience who wish to improve their ability and confidence. It is suitable for a variety of professionals working in the oil and gas industry, as well as those involved in commercial and inter-personal negotiations.

PETROLEUM FINANCE AND ACCOUNTING PRINCIPLES

COURSE OVERVIEW

Making the most efficient use of your resources is critical to the success of any company. Finance and accounting comprise the universal business language and help you manage those resources effectively. Planning and decision making that occur in an informal financial context permit better application of resources and promote competitive advantage.

The aim of this course is to improve delegates' job performance by enhancing their understanding of current international practices in finance and accounting within the E&P industry. This is achieved through an examination of (a) accounting standards, policies and practices in the oil and gas industry, and (b) the accounting and financial management implications of exploring for and producing oil and gas. An understanding of accounting also allows a company to trace a competitor's actions from its financial statements and to plan accordingly.

PROGRAM KEY FEATURES:

- Apply basic concepts and terminology for accounting and finance in oil and gas
- Create accounting statements, including a cash flow statement from data accumulation to audited financial statements
- Distinguish between the different financial statements and their roles
- Distinguish between financial, managerial, and contract (joint operations) accounting
- Recognize the different oil and gas accounting methods
- Determine the difference between profits and cash flow
- Understand financial reporting requirements for oil and gas companies under IFRS, U.K. and U.S. GAAP
- Recognize accounting treatments of joint ventures such as Production Sharing Agreements
- Evaluate a ceiling-test
- Read and interpret those confusing footnotes
- Recognize how accounting decisions can affect earnings, cash flows and operational decisions
- Calculate, understand and analyse financial reports and basic oil and gas ratios

WHO SHOULD ATTEND

- Personnel new to the oil and gas accounting industry, others desiring to understand or refresh their knowledge of basic petroleum accounting concepts, other financial personnel needing to understand unique issues as they relate to the petroleum industry and technical people looking for the basic concepts of accounting and finance. Participants are encouraged to bring their company's financial reports



ENERGY

GMT is one of Africa's leading provider of Trade, Business and Economic Marketing Training Programs. Our public courses in the Energy and Power Industry performance improvement are jointly designed by Marketing and Energy specialists for Energy Professionals/Managers.

This course is created to help you succeed in today's competitive markets. Our Participants rely on us to deliver the Intensive Coaching, Tuition, Practical Case-Studies, Educational Tours and expertise they need to achieve results.

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FINANCING POWER PROJECTS

COURSE OVERVIEW

Understanding the fundamentals of project finance is a vital tool to operate in the power sector. Market drivers such as conducive legislative and economic conditions are encouraging investment in new power projects and the public and private sectors alike seek to increase generation capacity and supply the ever increasing demand for electricity. This course has been designed to allow you to confidently navigate these opportunities effectively, while making sound investment decisions and ensure maximum return. Our esteemed project finance facilitator, Malcolm Sullivan, will provide the knowledge and principles you need to make sound investment decisions. This holistic and comprehensive course looks at the fundamental principles of project finance from the perspective of all stakeholders and accounts for a rapidly changing risk landscape, through heightened risk mitigation models. You will be equipped to source and evaluate finance options as well as review and sensitise a finance model within the context of a real life case study.

PROGRAM KEY FEATURES:

- Evaluate the various debt financing options for a project, both on a finance basis as well as other corporate debt financing options
- Understand the motivations of key stakeholders in projects and implications for the financing approach
- Assess risk and return issues for both debt providers and equity investors in the project in order to develop an appropriate capital structure
- Review and sensitise a financial model in the context of a power project
- Build your knowledge of practical application through case studies and exercises from real life Power projects

WHO SHOULD ATTEND

- Commercial managers
- Project managers and engineers
- Corporate treasury
- Contractors
- Lawyers and other professional advisors
- Investment managers investing in project backed bonds

BUSINESS STRATEGIES FOR RENEWABLE ENERGY

COURSE OVERVIEW

The African continent has massive potential to use renewable energy sources. With most of its potential still untapped, power companies and investors have unique opportunities in these markets. The growing interest is being fuelled by political directives to meet environmental and sustainability targets. The internal rates of return (IRR) can also match and exceed traditional investments made by private equity.

The continent could become a gold mine for renewable energy due to abundant solar and wind resources. But roadblocks to clean energy worldwide are amplified throughout the troubled regions of Africa - financial resources are thin and infrastructure is often unreliable.

It is for this reason that we produced an event to address these challenges head on. Our Business Strategies for Renewable Energy training workshop will attract high performers from key utilities across East, West and Southern Africa, offering the ideal context to train, develop and benchmark with leaders in the industry.

We aim to facilitate growth in the sector through these premium learning opportunities and we look forward to ushering you into an era of sustained growth and heightened performance.

PROGRAM KEY FEATURES:

- Ensure the economic viability of renewable energy projects in different regions by developing tailor-made market entry strategies
- Exploit current and future opportunities in the green energy sector by reviewing the specific costs and benefits of different energy sources
- Explore project considerations to minimise investment risks and manage their financial implications
- Review the investment profiles, risks and financial implications of the most recent renewable energy projects in Africa
- Understand the considerations, options for action and behaviour of key participants to explore the landscape of supply and demand of renewable energies
- Analyse the potential and realities current energy policies and market incentives to define your role, opportunities and challenges

WHO SHOULD ATTEND

Power industry professionals who are seeking to gain a strategic overview of the concepts and methodologies, alongside practical tips for improving their investment planning in renewable energy projects



ENERGY PLANNING AND FINANCIAL MANAGEMENT

COURSE OVERVIEW

This intensive program has been specifically developed to address the modelling issues that are specific to developing a project in the Power sector. It will enable you to create, use and analyse a project finance model. These skills can be used to support credit approvals and reviews by lenders and to support organisations which run or sponsor projects. This will be done by reviewing best practice in model structures and logic, developing a fully-integrated model in stages, and using tools to assess the model outputs, particularly in sensitivity analysis.

Unique Power Case Study: The continuous learning in this program is built around a unique case study based on the development of a financial model for a power generation greenfield site. Each section will be covered briefly as a module in a traditional class style, but the real learning experience will be found in the practical exercises within each module. Suggested solutions to each exercise based on real-life scenarios will be provided and discussed. The course is very practical, as practice of newly-learned techniques enables a deeper and more effective building of skills

PROGRAM KEY FEATURES:

- Examine structuring and best practice in financial modelling in the power sector
- Learn how to build models to accommodate change
- Evaluate funding structures and cash flow waterfalls that fit your commercial model
- Develop an integrated modelling approach with balance sheets and P&L statements
- Analyse using the outputs of the model – ratios, sensitivity analysis, scenarios to make effective decisions
- Access the skills to use the model to assess and manage your risks effectively
- Apply knowledge in interactive case studies and group exercises that illustrate the learning under the expert guidance of the trainee

WHO SHOULD ATTEND

The course is designed to support analysts within an organisation's Finance, Investment or Treasury divisions to create and analyse financial models on a consistent and focussed basis:

- Project finance analysts
- Capital spend analysts and controllers
- Financial analysts in power sector companies
- Analysts working for national regulators in the power sector
- Bidders for New Generation Capacity projects for the Department of Energy
- Managers responsible for budgeting and forecasting in the power sector

POWER PURCHASE AGREEMENTS

COURSE OVERVIEW

The global trend of the electricity sector moving from government controlled monopoly services to liberalized market places creates a highly complex regulatory scene, where all technical, operational, regulatory, market interfacing and commercial requirements for long-term basis should be captured in the Power Purchase Agreement. There are different models for power purchase agreements. The earlier models are evolving to cover diverging generation types and the increasing technical complexity required to operate and dispatch generation capacity of renewable and dispersed micro generation. Power Purchase Agreements can be done in many ways, subject to the priority of the requirements. This course has been specifically developed to guide you through the process of negotiating and drafting these complex agreements. It will highlight different structures, content and financing. Review the key challenges faced in the context of current agreements, provide you with robust understanding the commercial, financial and legal considerations.

PROGRAM KEY FEATURES:

Understand the complexity of power purchase agreements to assess the impact for your business

- Evaluate your current power purchase agreements and position yourself to influence the stakeholders involved
- Broaden your knowledge of power purchase agreements on a global scale to evaluate opportunities
- Review the maturity of the agreement steps to map out progress
- Identify available enablers for robust power purchase agreements to support your development
- Grasp the complex aspects of these agreements to manage your risk
- Review to what extent the power purchase agreements will be beneficial for various market conditions
- Boost your practical knowledge through actual case studies taken from real-life scenarios

WHO SHOULD ATTEND

Network operators, Governments and regulators, Renewable power suppliers, Large power users, Independent power producers

INTRODUCTION TO ENERGY REGULATION

COURSE OVERVIEW

Economic, legal, technical and financial skills are central to the administrative and economic regulation of the public utilities. Professional development in energy regulation requires a working knowledge of regulatory economics, an understanding of policy impacts and the ability to navigate national policy processes, and effective agency management of the legal and organizational processes necessary for adequate "due-process" protection in regulatory activities.

GMT realized the importance of training in order to promote better regulatory practices in member countries as well as across the region as specific regional markets develop

DESIGN OF THE COURSE:

Instructors of the course are predominantly practicing and past energy regulators with significant and noteworthy energy regulatory experience and expertise. The course is designed to assure the utmost transfer of practices and information from experienced regulators to course participants.

PROGRAM KEY FEATURES:

This two week training course will be organised into thematic modules focusing on the hottest issues of energy sector regulation. The training program combines "classic" regulation under the traditional vertically integrated industry structure with up-to-date issues of regulation in developing a competitive industry environment. The prime objective of the course is to provide basic technical, economic and legal regulatory skills that are needed to design and manage successful regulatory systems for the energy industry.

WHO SHOULD ATTEND

The course is available to practising energy regulators, non-regulators regulated utility companies.

ENERGY PLANNING

COURSE OVERVIEW

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This course is created to help you succeed in today's competitive markets. Our Participants rely on us to deliver the Intensive Coaching, Tuition, Practical Case-Studies, Educational Tours and expertise they need to achieve results.

PROGRAM KEY FEATURES:

- Marketing Principles and International Trade
- Entrepreneurship Principles and Practice
- Trade Agreement and Policies in the Energy Industry
- Developing EXIM (Export and Import) Strategies
- The Impact of Globalization in Africa Energy Market
- Environmental Impact Analysis
- Communication and Network Analysis
- Public, Media and Community Relations
- Risk and Crisis Assessment/Management
- Disaster Preparedness and Readiness
- Change and Quality Management
- Sustainable and Economic Development
- E-Commerce and e-Government in the Energy Sector
- Project and Research Management
- Monitoring and Evaluation
- Energy and Power Policy Development
- Sustainable and Renewable Energy Management
- A Critical Examination of Solar Energy, Geothermal, Bio-Fuel, Wind, and Nuclear Energy
- A Critical view of Bio-Mass, Hydro and Low Emission Fossil Fuel.

WHO SHOULD ATTEND

- Energy & Power Technicians/Engineers/Managers
- Marketing and Finance Managers/Supervisors/Directors
- Economics and Development Officers/Managers/Directors
- Trade and Industry Officers/Managers/Directors



MONITORING & EVALUATION FOR RURAL ENERGY PROGRAM

COURSE OVERVIEW

The Outcomes-based Monitoring and Evaluation Implementation short course will provide you with a practical and theoretical framework for understanding and implementing the Monitoring and Evaluation (M&E) process of rural energy project environment. While it may be biased towards developmental work, it nevertheless provides knowledge especially suited to the aim and M&E programmes, projects and performance in a bid to generate desired results for your organisation.

The rural Energy Project aims to expand rural access to electricity in communities through grid extension, economically justified to improve, enhance income – earning capacity and help alleviate poverty.

To define and establish institutional mechanisms and strategy for rural electrification and promote the application of renewable energy sources in areas inaccessible to the national grids and to supplement grid power supply.

PROGRAM KEY FEATURES:

- After successfully completing the course, you will be able to:
- Understand the concepts of monitoring and evaluation;
- Appraise and determine best-fit monitoring methods;
- Appreciate evaluation in the context of developmental work;
- Understand the framework of analytical categories of evaluation;
- Undertake a problem analysis;
- Determine relevant indicators and data necessary for evaluation;
- Prepare for and implement a monitoring and evaluation process;
- Establish baselines and targets;
- Develop a results measurement matrix; and
- Develop a data-indicators grid.

WHO SHOULD ATTEND

- The course is designed for professional and senior officials involved in energy planning, improvement, production and distribution either in governmental institutes, electric companies and electric companies from the private sector



ENVIRONMENTAL

The courses offered cover various aspects of environmental sciences, including conservation of biodiversity, environmental chemistry, environmental management, environmental law, climate change and mitigation, environmental impact assessments as well as remote sensing and GIS. These courses are spread over three Faculties: Science, Engineering & the Built Environment and Commerce, Law & Management.

Environmental

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ENVIRONMENTAL IMPACT ASSESSMENT (EIA) COURSE

COURSE OVERVIEW

The fundamentals of organizational risk assessment, risk valuation, and risk management with a focus on environmental risk equips project managers and NGO officials engaged in development projects with the tools required to bridge the gap between environmental compliance and environment as a strategic organisational issue.

The Environmental Risk Assessment Course will analyse the sources of environmental risk, the practical applications of modern environmental risk management techniques, the current range of environmental insurance products and new methods for using environmental risk management strategies.

PROGRAM KEY FEATURES:

- This course is designed to develop skills in analysing risks and hazards to human health and welfare, structures and ecosystems resulting from developmental impacts on the environment, and to assess means of reducing these risks.

WHO SHOULD ATTEND

- Project economists and socio-economists, project managers, environment officer, EIA practitioners and reviewers, government staffs in executing agencies.

ECONOMIC EVALUATION OF ENVIRONMENTAL IMPACTS

COURSE OVERVIEW

The program aims to enhance participants' knowledge to assess the impacts of projects on natural resources and environment and to incorporate environmental costs and benefits in project economic analysis. The course focuses on theoretical concepts of environmental economics, environmental impact data for economic evaluation, applying valuation concepts and methods in project appraisal and incorporating valuation results in project economic analysis.

PROGRAM KEY FEATURES:

The training program covers two aspects: class room based and field visit. The class room based study will be composed of class lectures, case studies/workshop, hands-on session and class discussion. Appropriate computer applications will be used to demonstrate financial and economic analysis.

Study/field visit will enhance the practical experiences in economic evaluation of environmental impact in various related project sites. The course is divided into the following modules:

- Module 1: Overview on Environmental Economics
- Module 2: Environmental Impact Data for Economic Evaluation
- Module 3: Applying valuation Concepts and Methods in Project Appraisal
- Module 4: Incorporating Valuation Results in Project Economic Analysis
- Module 5: Case Workshop and Study Visits

WHO SHOULD ATTEND

- Project economists and socio-economists, project managers, environment officer, EIA practitioners and reviewers, government staffs in executing agencies.

ENVIRONMENTAL PROTECTION AND INFRASTRUCTURE PROGRAMS

COURSE OVERVIEW

This higher-education course is an intensive 2 week program that provides a comprehensive overview of techniques, approaches, materials and technologies used in creating green buildings and communities. It describes the LEED rating systems and highlights how various strategies can be used to meet LEED requirements. The course provides an excellent preparation for writing the LEED Green Associate exam, as well as meeting the eligibility requirements for that exam.

The course is designed to be interactive and engaging, incorporating multimedia, field trips, guest speakers, and case studies in addition to assignments.

PROGRAM KEY FEATURES:

- Describe the need for a green transformation of our built environment
- Explain the key components of the LEED rating systems
- Describe the overall LEED certification process
- Identify concepts and strategies that can be used to meet the requirements of LEED rating systems
- Determine the LEED rating system that applies to various types of green building projects
- Helps to prepare students to take the LEED Green Associate exam.

WHO SHOULD ATTEND

- Any individuals seeking a better understanding of green building and LEED, or studying for the LEED Green Associate exam. Includes students, architects, interior designers, non-profit organization representatives, product manufacturers, facility managers, engineers, building owners / developers, industry stakeholders, and real estate agents.

MONITORING & EVALUATION OF ENVIRONMENTAL PROJECTS

COURSE OVERVIEW

The course is designed to train the participants on the key elements of an integrated approach to environmental project management which requires expertise in scientific engineering, legal, public policy and project management disciplines. Emphasizes is placed on critical factors which are often unique to a major environmental project, such as the uncertainty surrounding scope definition for environmental clean-up projects and evolving environmental regulatory environment.

Participants will study and develop environmental project plans, establish project organizations and staffing, define management functions, develop time management approaches, resolve project conflicts, determine project effectiveness, implement integrate project management techniques such as the Program Evaluation and Review Techniques (PERT) and the critical path (CPM) as they relate to environmental project management, perform pricing and cost estimating, establish cost control, set priorities, and perform trade-off analysis.

The course uses environmental project case studies to examine the integrated nature of environmental project management. Examples of topics to be covered in this case study format include environmental technology deployment projects, privatization of government environmental projects and pollution prevention/waste minimization projects.

PROGRAM KEY FEATURES:

- Environment Impact Assessment
- EIA Project Management
- EIA Monitoring and Evaluation of Projects

WHO SHOULD ATTEND

- PMPs Project management professionals
- Environmentalist
- Educators teaching project management theory and practice
- Managers required to take a challenge
- Policy Administrators
- Researchers
- Women leaders in NGO management
- Environmental Impact Assessors



FINANCE AND ACCOUNTING

Financial accounting is the process of recording, summarizing and reporting the myriad of transactions resulting from business operations over a period of time. These transactions are summarized in the preparation of financial statements, including the balance sheet, income statement and cash flow statement, that encapsulate the company's operating performance over a specified period

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ANALYSIS OF INTERNATIONAL LOANS, CONTRACT AND BUSINESS AGREEMENTS

COURSE OVERVIEW

Financial markets are changing continually and new borrowing instruments are being developed. It is vital for those involved in borrowing and financial management to keep their knowledge and skills up to date. For many developing countries, the need to develop and broaden their financial market is a vital step in strengthening both the public and private financial sector.

This course, intended for lawyers and non-lawyers, starts by explaining in laypersons terminology the importance of structuring, negotiating and drafting international loans, contracts and business agreements. It takes on a set of contracts –from bilateral, multilateral and commercial transactions –and explains their structure and key clauses. Special emphasis is placed on how teams of negotiators should negotiate and draft specific clauses of loan contracts and loan agreements. Best practice examples will be provided along this course.

PROGRAM KEY FEATURES:

- At the end of the course, it is expected that participants would have on a general note imbibed more skills and knowledge in negotiating international loan contracts and business agreements. More specifically, each module is designed to impart specific skill and knowledge as indicated at the beginning of each module. Finally, each module ends with some exercises designed to test understanding and assess the performance of the participant.

WHO SHOULD ATTEND

- Research staff of the parliament
- Accountants
- Financial Directors
- CFO's

PUBLIC SECTOR BUDGETING & BUDGETARY CONTROL

COURSE OVERVIEW

Governments allocate scarce resources to programs and services through the budget process. As a result, it is one of the most important activities undertaken by governments. As the focal point for key resource decisions, the budget process is a powerful tool. The quality of decisions resulting from the budget process and the level of their acceptance depends on the characteristics of the budget process that is used and the controls that ensure their efficiency.

A budget process that is well-integrated with other activities of government, such as the planning and management functions, will provide better financial and program decisions and lead to improved governmental operations. A process that effectively involves all stakeholders elected officials, governmental administrators, employees and their representatives, citizen groups, and business leaders and reflects their needs and priorities will serve as a positive force in maintaining good public relations and enhancing citizens' and other stakeholders' overall impression. This course will develop participant's skill in these core areas to make the budget process more meaningful.

PROGRAM KEY FEATURES:

At the conclusion of this course delegates are expected to be comfortable with the following concepts:

- What budgets are, and what they are expected to accomplish
- Government revenue, spending, and borrowing
- The budget cycle: preparation, enactment, execution, review, and audit
- Formulation and proposal of the budget
- Techniques of budgetary analysis
- Ushering the budget through the process
- Modifying the budget after adoption
- Capital budgeting and debt management
- The economy and its influence on the budget
- Intergovernmental aspects of public budgeting

WHO SHOULD ATTEND

- This course is recommended for officials at middle and senior management level in all spheres of government.

FINANCIAL ANALYSIS AND REPORTING

COURSE OVERVIEW

This course covers current practices in corporate financial reporting and fundamental issues relating to asset valuation and income determination. The emphasis is on financial statement analysis and interpretation of financial disclosures to help improve risk assessment, forecasting, and decision-making.

PROGRAM KEY FEATURES:

- Introduction to Financial Reporting and Analysis
- Articulation of Financial Statements
- Cash flow Statement and Analysis
- Revenue recognition
- Receivables
- Assessing credit risk
- Inventories
- Income Tax Reporting
- Equity Affiliates

WHO SHOULD ATTEND

- Financial Analyst
- Chief Accountant
- Accounts executive
- Financial Controller
- Financial Manager
- Management Accountant

MANAGEMENT ACCOUNTING & FINANCIAL PLANNING

COURSE OVERVIEW

This course on (MAFP) is designed to enable participants to have an indepth understanding of Management Accounting and Financial Planning techniques used in the non-profit and profit sectors for internal decision making, to help run their organizations smoothly.

PROGRAM KEY FEATURES:

- Management Accounting and Information
- Financial Planning
- Cost Information for Activity Appraisal
- Evaluation of Operational Activities
- Investment Appraisal
- Further aspects of investment appraisal
- Preventing Fraud
- Final Project

WHO SHOULD ATTEND

- This program will be of benefit to: Managers, Chief Executives, Project Managers, Financial Accountants, Management Accountants, Heads

DIPLOMA IN FINANCIAL CRIME PREVENTION

COURSE OVERVIEW

Financial crime is a key threat for industry and regulatory authorities alike. Having knowledgeable, fully trained staff who understand the risks and how they can be managed is essential. This course in Financial Crime Prevention increase awareness amongst individuals and help prevent fraud, protecting firms.

PROGRAM KEY FEATURES:

- An Introduction to Financial Crime
- Practical Application of the International Standards
- The Prevention and Detection of Specific Financial Crime Risks
- Investigation, Prosecution and Recovery

WHO SHOULD ATTEND

- Fraud Prevention and Investigation Officers, Managers and Deputies
- Managers with responsibility for internal organisational fraud, financial crime
- Risk Managers
- Internal Audit and Regulatory Staff
- Law enforcement

INTERNATIONAL PUBLIC SECTOR ACCOUNTING STANDARDS (IPSAS)

COURSE OVERVIEW

The recent financial crisis and associated financial safeguards implemented across all business sectors have seen even greater pressures exerted on public budgets with governments and public sector entities encountering growing pressure to provide high-quality transparent financial statements, clear and decisive financial management approaches and enhanced operational allocation and performance measures related to public funds. IPSAS (International Public Sector Accounting Standards) provides a sound basis for public entities to demonstrate sound accrual accounting and budgeting techniques, and with its emphasis on performance-based management being a core competency, requires entities to adopt a fresh and innovative approach to developing new skill sets.

This course offers the learner a comprehensive understanding of the essential elements of IPSAS; beginning by building on the foundations laid by the IASB's mainstream IFRS standards and then looking at these concepts within the framework of the public entity. The course develops key skills competencies through the application of sound theoretical content within a practical, real-life inspired case-study based environment.

PROGRAM KEY FEATURES:

Attend this comprehensive 2 week training course and learn how to:

- Apply IPSAS standards to ensure improved accountability via providing a complete and accurate view of an entities operations and performance
- Improve overall management and planning via the application of more precise estimates of income and expenditure and effective usage of assets and liabilities
- Achieve greater transparency within your entity regarding your use of primary resources and resulting liabilities
- Provide a strong system of support for Results-Based Management through achieving the development and utilisation of more comprehensive information about costs and cost budgets
- Achieve greater harmony within the entity's reporting and financial statements as a way to encourage and enhance organisational goal congruence
- Plus: Pragmatic case studies and exercises on all major topics for participants to gain a working knowledge of how to apply and implement IPSAS and the challenges other entities face in adopting IPSAS and how those challenges are overcome.

WHO SHOULD ATTEND

- Organisations, including governments and public sector entities, that are currently implementing or considering implementing IPSAS as a basis for accounting
- Organisations wishing to gain an overview of IPSAS and understand what implications adopting these standards may have on their organisation
- Financial professionals operating within the finance departments of public entities
- Increasing your staff 's awareness about IPSAS through considering the benefits and challenges associated



TREASURY AND CASH MANAGEMENT

COURSE OVERVIEW

The banking crisis of 2008, which created financial havoc around the world, caused considerable savings and wealth to evaporate, strained the equity levels of global organisations to unprecedented minimum levels and resulted in money markets, as well as other normally liquid and transparent capital markets, to temporarily freeze up or suspend trading activities. As a result of the substantial losses caused by this tidal wave of financial ruin that occurred in equity stock markets, currency, commodity and derivative markets on a global basis, treasury and cash management functions are now regarded as vital for the stability, security and profitability of all organisations.

PROGRAM KEY FEATURES:

Improved treasury management skills by adopting the responsibilities and techniques required to ensure optimum organisational liquidity and profitability
Better prepared to eliminate interest rate and exchange rate risks as well as commodity pricing risks utilising the best available internal and external hedging instruments
Improve cash management skills as a result of gaining a better understanding of liquidity, and portfolio investment returns

WHO SHOULD ATTEND

- Professionals directly responsible for treasury and cash management functions. Supervisory professionals responsible for monitoring financial risks, including liquidity, credit, interest rate or exchange rate risks
- Managers and financial decision makers, whose techniques for decision making and risk analysis will be improved upon by the tools, techniques, strategies and best practices offered by this programme

ADVANCED FINANCIAL MANAGEMENT AND BUDGETARY CONTROLS

COURSE OVERVIEW

This 5-days training seminar brings together important areas of ADVANCE Financial Management, Planning and Control: Financial Analysis, Planning and Control - Setting & Controlling Budgets.

It will help business professionals:

- Plan more effectively for the future
- Use the financial techniques of planning and control
- Improve performance from the use of the tools of financial analysis
- Link planning and budgeting with costing and performance measurement
- Master the skills of budgetary and cost control

The training seminar is split into two modules:

MODULE I – ADVANCE Financial Analysis, Planning & Control

MODULE II - Setting & Controlling Budgets

Each module is structured and can be taken as a stand-alone training course; however, delegates will maximise their benefits by taking Module 1 and 2 back-to-back as a two-weeks training course.

OBJECTIVES

The training seminar provides delegates with the knowledge required to find better answers to questions such as:

- Which specific variables, relationships, and trends are likely to be helpful in analyzing problems?
- How reliable are available financial data, and how is uncertainty and risk likely to impact on the outcomes of decisions?
- In economic and financial analysis, what are the implications and relative importance of cash flow as distinct from accounting profit?
- What limitations are inherent in financial data and the key financial statements, and how will these affect financial analysis?
- How important are qualitative judgments in the context of decision-making?

WHO SHOULD ATTEND

- Interns, financial analysts, financial controllers, accountants, treasurers, corporate planning and business development professionals, and others active in the planning process
- Middle and junior management as a useful element in their career advancement.

FINANCIAL RISK MANAGEMENT

COURSE OVERVIEW

- To understand the concept and impacts of effective financial risk management
- To effectively classify, quantify and mitigate a range of financial risks
- To integrate financial risk management within overall organisational risk management initiatives
- To develop a structured robust financial risk management system for their organisation

PROGRAM KEY FEATURES:

- The role and impact of financial risk management
- Credit risk
- Market risk
- Liquidity risk
- Corporate governance

WHO SHOULD ATTEND

- Delegates who have either a direct or indirect responsibility for financial risk management within their organisation. The course fully equips delegates with the necessary skills, tools and templates to develop or enhance their approach to financial risk management.

IFRS 9 - FINANCIAL INSTRUMENTS

BACKGROUND

IFRS 9 Financial Instruments is effective from 1 January 2018 and replaces IAS 39 Financial Instruments: Recognition and Measurement. It introduces a logical, more principles-based approach to classification and measurement of financial assets based on the entity's business model and an instrument's cash flow characteristics. The new forward-looking impairment model requires earlier recognition, and ongoing assessment of credit losses. IFRS 9's hedge accounting requirements are more principles-based and more closely aligned with the entity's risk management practices.

This course provides an in-depth analysis of IFRS 9 Financial Instruments. It provides numerous examples and illustrations to explain the business model and cash flow characteristics test for classification of financial assets, amortised cost and fair value measurement of financial assets and financial liabilities, de-recognition of financial assets (retained servicing, continuing involvement etc.), measurement of expected credit losses and the accounting and impact of different types of hedges on financial statements. In addition, it covers the disclosures in IFRS 7 and the principles of fair value measurement in IFRS 13.

The course is designed to help preparers and users of financial statements to evaluate the impact of IFRS 9 on the business and its financial statements.

TOPICS

•Introduction

- IASB standards applicable to financial instruments: IAS 32, IAS 39, IFRS 7, IFRS 9 and IFRS 13
- Introduction to IFRS 9
- Definition of financial assets, financial liabilities and equity instruments
- IAS 32 Financial Instruments: Presentation – financial liability versus equity instruments, compound financial instruments and offsetting

WHO SHOULD ATTEND

- Financial and management accountants in corporate and financial institutions
- Staff in treasury, operations, risk management, IT or compliance departments
- Internal auditors of entities reporting under IFRSs
- External auditors with clients facing the complexities and challenges in adopting and implementing IFRS 9
- Staff and management of Central Banks, Deposit Insurance Entities, and other agencies with regulatory responsibility in the financial services sector



INTERNAL AUDITING FOR GOVERNMENTS

COURSE OVERVIEW

Public sector audit plays an essential role in maintaining confidence in the stewardship of public funds and in those to whom responsibility of stewardship is entrusted. Public sector auditors are of course themselves accountable for their performance and are duty bound to undertake their work in a professional, objective and cost – effective manner and with due regard to the needs of the organisations they audit. Their primary audiences are those (such as Parliament, local electorates and taxpayers) on whose behalf they carry out their statutory and other functions. However, as well as addressing these audiences, it is in everyone's interest that public auditors work with the grain of what public bodies are seeking to achieve and that they seek to add value.

PROGRAM KEY FEATURES:

at the end of this course, participants should be:

- Able to plan each audit on a thorough understanding of the audited business, and the environment in which it operates, as it relates to the audit assignment;
- Be open with the public sector bodies that they audit about their overall audit approach and how this will be applied in the context of each organisation
- Fully consider the needs of the public sector bodies they audit in respect of the timing of the audit and jointly agree a reasonable timetable for submission of good quality accounts and completion of the audit
- Seek to minimise changes in key audit personnel from one year to the next in order to allow audit staff to develop a sound business understanding and deliver the full potential benefit of their accumulated knowledge and experience
- Able to ensure their work is cost-effective by focusing on areas where they assess that the risks of error, fraud or other irregularity are greatest and by adopting audit approaches designed to ensure that they gather sufficient, appropriate evidence to support their audit opinion in the most cost-effective and timely manner, having regard to the impact of audit on the audited body
- Be accessible throughout the year to the public sector bodies that they audit.

WHO SHOULD ATTEND

- Internal Auditors
- Forensic Auditors
- Accountants
- Management Accountants

BUDGETING & FINANCIAL MANAGEMENT (PUBLIC SECTOR)

COURSE OVERVIEW

As financial resources of projects becomes constrained as a result of multiple demands by the various project objectives, the need for critical budget preparations and compilation has become very important. Budgets are prepared for many different purposes and the period of future forecasting varies, but most projects budget are prepared annually with the input from the various project activity areas to estimate their proposed expenditure for the period and for the appropriate subvention and allocation of funds earmarked for the projects

With this in mind project finance and budget officers in various donor funded projects are challenged to exhibit high professionalism in the data mobilisation for the preparation of the budgets, and to meet and comply with budget submission deadlines. Sub-vented institutions also needs to effectively utilize budget funds allocated in accordance with the initial proposal submitted. This calls for the implementation of a strategic finance and budgetary control effort by all section/department heads and managers towards the achievement of the budget objective.

This course has been designed to sharpen the skills of officers who are directly or indirectly involved in finance and budget preparation of projects for their organization, to comply with their donor funding agency reporting requirements

PROGRAM KEY FEATURES:

At the end of this course, participants will be able:

- Understand the principles of financial management for donor/grant funded projects.
- To understand how financial management and budgeting are interrelated.
- To grasp the core understanding of how budgets are compiled and monitored.
- To be able to present a well defined reporting system as a compliance measure.
- Understand project finance & budgeting

WHO SHOULD ATTEND

- Principal Budget officers; Assistant budget officers; Budget Clerks; Finance Managers; Department or Sectional Heads



BEST PRACTICES IN DEBT MANAGEMENT AND INTERNATIONAL BORROWING

COURSE OVERVIEW

International best practice and essential principles of modern public debt management. Global practice in public debt management has to constantly adapt to changing economic conditions and volatility in world financial markets. It is essential to have debt strategies that respond to modern issues such as declining revenues, lack of international funds, increasing costs of borrowing and new risks to the government balance sheet. This course explores practical solutions in debt management, including sources of finance, cash and asset management and performance assessment.

PROGRAM KEY FEATURES:

- appreciate the role and importance of public debt management and how it links with fiscal and monetary policy
- explain debt concepts and how domestic financial markets can increase portfolio choice
- analyse strengths and weaknesses of debt management operations
- make informed decisions on the costs and risk in the portfolio
- review a debt portfolio and create a sound debt management

WHO SHOULD ATTEND

- Internal Auditors
- Forensic Auditors
- Accountants
- Management Accountants

COMPUTER ASSISTED FINANCIAL MANAGEMENT

COURSE OVERVIEW

Financial managers are tasked with determining the financial requirements, maximization of scarce financial resources that best meet the objectives of the organisation. The role of information of technology to achieving this objective has become necessary in view of the timelines, accuracy and enhanced financial reports that can be generated. Further more the implementation and application of computerized accounting and financial management software will greatly assist managers with business decisions and strategic analysis.

This course is designed to re-enforce the existing skills of participants on a sound computerized financial and management accounting applications to enable them make positive contribution to their organisation efficiently and effectively.

PROGRAM KEY FEATURES:

- Business Intelligence Centre Module for advance Management Accounts reports
- Point of Sale Module integrated with inventory.
- General Ledger Manager Module
- Maintaining Data Records and Data entering.

WHO SHOULD ATTEND

- Managers,
- Chief Executives
- Project Managers
- Financial Accountants
- Management Accountants
- Heads



GOOD GOVERNANCE

Good governance is about the processes for making and implementing decisions. It's not about making 'correct' decisions, but about the best possible process for making those decisions.

Good decision-making processes, and therefore good governance, share several characteristics. All have a positive effect on various aspects of local government including consultation policies and practices, meeting procedures, service quality protocols, councillor and officer conduct, role clarification and good working relationships.

Good Governance

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GOOD GOVERNANCE & FEDERALISM

COURSE OVERVIEW

Governance is the act of governing. It relates to decisions that define expectations, grant power, or verify performance. It consists of either a separate process or part of decision-making or leadership processes. In modern nation-states, these processes and systems are typically administered by a government.

When discussing governance in particular organisations, the quality of governance within the organisation is often compared to a standard of good governance.

In the case of a business or of a non-profit organization, governance relates to consistent management, cohesive policies, guidance, processes and decision-rights for a given area of responsibility. For example, managing at a corporate level might involve evolving policies on privacy, on internal investment, and on the use of data.

The entirety of this course focuses on public accountability and policies that need be put in place to ensure this. This course will cover the principles and policies associated with good governance; the participation of stakeholders in the public sector; accountability and equity practices; the concepts of managerial transparency and organisational culture. There will be comparative case studies using national and international examples of good governance

PROGRAM KEY FEATURES:

Multi-Level Governance and Comparative Federalism

- The main objective of this course is to understand, in both, theory and practice, the main goals and challenges inherent within a federal system of government. In 1964, William Riker stated in the preface to his seminal work that federalism emanates from one source, but exists across many diverse institutional and cultural settings.
- In this course, we will begin to unpack that statement in order to understand, first, where federalism originates and what it was intended to achieve, second, why federal 'models' of government across diverse institutional and cultural settings exhibit such variation, and third, what are the 'general' and 'local' dilemmas of federalism and how does multi-level governance attempt to solve them?
- How does federalism and multi-level governance affect policymaking and policy outcomes, democracy and democratic representation, economic stability, and ethnic/territorial conflict?
- Examples for this course will be drawn from both the developed and developing world.

WHO SHOULD ATTEND

- All Chairpersons & Councillors Policy Makers; Officers from municipal corporations and local bodies ;NGO Officials

PLANNING AND ADMINISTERING GOOD GOVERNANCE

COURSE OVERVIEW

Governance is the act of governing. It relates to decisions that define expectations, grant power, or verify performance. It consists of either a separate process or part of decision-making or leadership processes. In modern nation-states, these processes and systems are typically administered by a government.

When discussing governance in particular organisations, the quality of governance within the organisation is often compared to a standard of good governance.

In the case of a business or of a non-profit organization, governance relates to consistent management, cohesive policies, guidance, processes and decision-rights for a given area of responsibility. For example, managing at a corporate level might involve evolving policies on privacy, on internal investment, and on the use of data.

The entirety of this course focuses on public accountability and policies that need be put in place to ensure this. This course will cover the principles and policies associated with good governance; the participation of stakeholders in the public sector; accountability and equity practices; the concepts of managerial transparency and organisational culture. There will be comparative case studies using national and international examples of good governance

PROGRAM KEY FEATURES:

- Understanding Good Governance
- Democracy and Participation
- Social, Economic and Human Rights
- Transparency, Accountability and Predictability
- Management and Administration of Governance

WHO SHOULD ATTEND

- All Chairpersons & Councillors Policy Makers; Officers from municipal corporations and local bodies ;NGO Officials



ACCOUNTABILITY, TRANSPARENCY & ETHICS (Anti-Corruption & Fraud Prevention Strategies)

COURSE OVERVIEW

Instances of corporate fraud and corruption remain a constant threat to public trust and confidence in the capital markets. As organizations strive to achieve compliance with an array of new antifraud laws and regulations that are not prescriptive on the design and controls in this area, management's agenda is focusing on efforts to:

- Understand the fraud and corruption risks that can undermine their business objectives
- Determine whether anticorruption and antifraud programs and controls are actually effective in reducing instances of fraud and corruption
- Gain insight into better ways to design and evaluate controls to prevent, detect, and respond appropriately to fraud and corruption
- Reduce Exposure to corporate liability, sanctions and litigation that may arise from violations of law or market expectations
- Derive practical value from compliance investments by creating a sustainable process for managing risk and improving performance
- Achieve the highest level of business integrity through sound corporate governance, internal control and transparency

PROGRAM KEY FEATURES:

This course provides an overview of anti-corruption measures, fraud detection, prevention and control as well as identifies new regulatory mandates from around the world, and spotlight key practices that organizations have generally found to be effective in the current environment.

WHO SHOULD ATTEND

- Certified Fraud Examiners and other antifraud specialists
- Internal and Independent Auditors
- Forensic Accountants
- Lawyers and Law enforcement personnel
- Detectives and private investigators

GOVERNANCE ARMS OF RISK MANAGEMENT, INTERNAL AUDIT, COMPLIANCE AND ANTI-MONEY LAUNDERING & COMBATING TERRORISM FINANCE

BACKGROUND

This innovative Governance Arms of Risk Management, Internal Audit, Compliance and Anti-Money Laundering & Combating Terrorism Finance training program aims at realizing and improving the roles of Risk Management, Audit and Compliance & Anti-Money Laundering / Combatting Terrorism Finance functions within the Corporate Governance parameters in order to achieve cooperation among these functions and improve their process and harmony.

Take the guesswork out of your decision making; deliver a better bottom line. Increase your credibility, satisfy your drive to be the best, and become the hero in your organization.

This training seminar will highlight:

- Improved alignment to mission, vision and values of the organization
- Increased decision-making agility
- Increased accountability for key objectives, risks, and initiatives
- Corporate governance, what is it exactly?
- The risk, compliance & internal audit triangle
- Risk catalog & risk taxonomies
- The evolution of internal auditing towards risk-based internal auditing
- Risk-based compliance

OBJECTIVES

This training course in Governance Arms of Risk Management, Internal Audit, Compliance and Anti-Money Laundering & Combating Terrorism Finance will enable the attendees to comprehend and foster their risk management, compliance and audit skills and knowledge, assimilating the fundamentals of the new risk-based audit & risk-based compliance methodology so that they can carry out their related assignments and report it in a highly professional manner.

WHO SHOULD ATTEND

- Officers involved in the process of Risk Management, Compliance Officers, Officers involved in the process of Anti-Money Laundering, Officers involved in the process of Combating Terrorism Finance, Auditors and Internal Control Managers



HEALTHCARE

A wholesale restructuring of Africa's healthcare systems will be necessary over the next ten years, including measures to expand access to healthcare, to focus on primary care and prevention, and to manage chronic conditions. These reforms can be achieved by giving local communities more control over their healthcare, by using mobile technologies, and by committing countries to a form of universal healthcare coverage.

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BASIC HEALTH ECONOMICS

COURSE OVERVIEW

In every country (and many sub-national structures such as states and provinces), health economics plays, or should play, an important role in policy and operational decisions.

These decisions include:

- The appropriate role of government, markets, and the private sector in the health sector
- Resource allocation and mobilization that affect the equity and efficiency of public spending on health
- Resource transfer mechanisms to hospitals and health care providers and the incentive systems that underlie them
- Health system organizational structures and the linkages between the levels
- Health facility organizational structures
- Mechanisms to change behaviors of the population and health system providers in order to achieve better health.

Health economists can contribute to better decision making. Most economists train through university degree programs. But there are also short- and medium-term training needs. Furthermore, health economists, even when they exist and are well trained, are not always part of decision making in ministries of health. A clear need exists to train and empower policy and operational decision makers on how health economics can help make health systems more effective, efficient, and equitable.

PROGRAM KEY FEATURES:

1. Expose participants to the potential contribution of health economics to decision making in the health sector.

At the end of the course participants can:

- Use economic rationale to determine when there is a strong case for government action
- Apply economics to improve the efficiency with which health resources are allocated
- Analyse economic arguments to help improve technical efficiency in the health sector
- Explain how economics can help improve equity in the health sector

2. Introduce participants to the language of economics and health sector reform so they can communicate more effectively with the Ministry of Finance.

By the end of the course participants can:

- Justify the role of the public sector by correctly identifying market failures
- Apply the different dimensions of efficiency to ensure a larger return to investments in the health sector

WHO SHOULD ATTEND

- Ministry of Planning staff working on the health sector
- Ministry of Finance staff working on the health sector
- Civil society advocates who manage or support policy dialogue and monitoring in the health sector
- International organizations' staff working on health

BASIC HEALTHCARE FINANCE

COURSE OVERVIEW

The increasing complexity of health care costs can be difficult to decipher. Understanding financial terminology is financial literacy. Reading the numbers and knowing what they represent is financial acumen. Whether you are budgeting and forecasting for a small unit or an entire department, the ability to make sound financial decisions is an essential skill for managers. However, developing financial acumen is not just for managers—a truly innovative organization is comprised of employees who can think critically about the processes and systems in their department. Cultivating employees' knowledge of the financial underpinnings of systems and processes is more likely to encourage critical thinking and lead to new ideas and solutions in health care delivery.

Health Care Finance for Non-Financial Managers offers Delegates who do not have a finance background the opportunity to learn about and practice financial management as those disciplines apply to health care institutions. By the end of the course, students will have a basic understanding of financial accounting and reporting, financial analysis, managerial and cost accounting, and budgeting. Students will be able to apply financial techniques to the analysis of the health care environment, to improving value in health care services and to organizational decision making.

PROGRAM KEY FEATURES:

- Health care finance overview
- Managerial accounting and financial analysis
- Financial management tools

WHO SHOULD ATTEND

- Managers of hospitals and health maintenance organizations, nursing professionals who are interested in advancing to more senior management and administrative roles, consultants, HR professionals, and other non-financial healthcare professionals seeking a greater understanding of the financial issues facing hospitals and health care organizations.



MEDIUM TERM EXPENDITURE FRAMEWORK: BUDGETING HEALTH FINANCING

COURSE OVERVIEW

The Course is designed for policy-makers in the health sector or in charge of social policy, senior managers of service-provider organizations and experts involved in health system reform. The course reviews effective policy instruments to improve health system performance through better health financing policy. The course is built around the following modules:

- Coordinating reform – aligning policy instruments with policy objectives
- Raising revenues – thinking outside the box
- Pooling health revenues – the cost of fragmentation
- Purchasing – getting more health for the money

"This is an amazing course: extremely well rounded yet compact, built on a strong scientific and theoretical base brought to life via a panorama of in-depth, reform-specific country cases and very dynamic, participant-driven presentations.

PROGRAM KEY FEATURES:

- Health Financing
- Health Economics
- Medium term Expenditure Framework
- Health Financing and Donor Management
- Monitoring and Evaluation
- Health Policy and Public Health Intervention
- Practical - Group Presentation

WHO SHOULD ATTEND

- This course is designed to be of considerable benefit to project and program teams, leaders/managers responsible for Health and other related sectors in health. Any other cadre or persons wishing to improve their skills in this area can also benefit. Women managers and all health related staff are encouraged to apply.

DIPLOMA IN HEALTH INFORMATION MANAGEMENT

COURSE OVERVIEW

This course introduces students to the foundations of the Health Information Management profession and competencies, along with the management, legal, and ethical challenges that affect healthcare information management systems in Africa. Delegates will be challenged by the dynamic landscape of healthcare, the intricacies of health information management in a diverse environment, and the issues of managing employees within a healthcare organization.

PROGRAM KEY FEATURES:

The course broad objective is to adequately equip delegates with the skills to manage health information

This course also seeks to attain the following goals.

- create a dynamic forum for examining public health policies and practices in Africa
- increase knowledge about the role and importance of health information management
- provide enriched opportunities for information exchange and networking amongst health information management professionals
- work more closely with other sectors of health systems where actions are important in health information management
- help understand the role of people and systems in data management.

WHO SHOULD ATTEND

- Managers of hospitals and health maintenance organizations, nursing professionals who are interested in advancing to more senior management and administrative roles, consultants, HR professionals, and other non-financial healthcare professionals seeking a greater understanding of the financial issues facing hospitals and health care organizations.



PUBLIC HEALTH MANAGEMENT PROGRAM

COURSE OVERVIEW

The principal objectives of this course is to enable participants to:

- Create a dynamic forum for examining public health policies and practices.
- Increase knowledge about science-based interventions in chronic disease prevention and control
- Provide enriched opportunities for information exchange and networking among diverse professionals
- Engage people more directly where they live, work and play and encourage them to do what they can to protect and preserve their health and the health of those they care about.
- Work more closely with other sectors of our society whose actions are important to health, such as schools, work sites, faith – based organizations.
- Help communities everywhere make better decision that affect health choices.
- Strengthen the science base to improve understanding of casual factors for health disparities and the design of interventions to improve the health of individuals and communities.

The course will focus on efforts to eliminate health disparities and will explore more rigorous approaches for accomplishing the health of people by 2020, as proclaimed by WHO.

PROGRAM KEY FEATURES:

The major goal of the course on health promotion and disease prevention is to accelerate the rate of progress in improving the lives of those at highest risk for poor health, including minority groups and low – income and less educated populations in African countries.

WHO SHOULD ATTEND

- Target audiences include researchers, public health practitioners at all levels of government, community and health advocates, social workers, policy makers, behavioural scientists, hospital administrators, health plan administrators and payers, law enforcement personnel, educators, justice workers, businesses, technology workers, urban planners, rural and migrant health specialists, politicians, and consumer groups.

HEALTHCARE QUALITY MANAGEMENT

COURSE OVERVIEW

The advanced specialty certificate in Health Care Quality Management will prepare managers and health care professionals to plan, develop and implement successful continuous quality improvement/management programs in their organizations and health care regions.

Delegates will enhance their health organizations ability to move into integrated delivery of quality health care services that are accountable to clients of the system, the government and the public.

PROGRAM KEY FEATURES:

- Manage and lead quality improvement initiatives.
- Design, organize and analyze information related to quality improvement, risk management and utilization.
- Apply problem-solving skills to analyze problems and issues related to quality.
- Determine appropriate personnel and structures to solve quality problems.
- Facilitate organizational change.
- Develop integrated systems for quality, utilization and risk management.
- Develop accountability measures.
- Design appropriate organizational structures and teams to implement quality solutions

WHO SHOULD ATTEND

- Healthcare Total quality management
- Healthcare Supervisors
- Assurance managers,
- Junior quality managers, assistant Quality managers,
- Healthcare Operations managers



HUMAN RESOURCES DEVELOPMENT

Human resource development is the integrated use of training, organisation, and career development efforts to improve individual, group, and organisational effectiveness. HRD develops the key competencies that enable individuals in organisations to perform current and future jobs through planned learning activities.

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synntech

People Solutions

BALANCED SCORECARD CERTIFICATION

COURSE OVERVIEW

This course will introduce you to the basics of the strategy execution world, giving you the best practices regarding measurements, helping you to take a first step towards implementing the Balanced Scorecard within your organisation. It will provide you with an understanding on how to build robust KPIs and how these are integrated in a performance management framework for your organisation, regardless of if you work in the private, government or non-profit sector. The best part is that you will develop the skills to do it yourself.

The course will walk you through the basics of defining measures and KPIs, and their relation to the BSC. Concepts like measures, indicators, KPIs, KRIs, KCI and other jargon of the performance management will be clarified. Finally this course will help you understand how to get the most out of the Balanced Scorecard, a core component of a strategy execution and performance management framework.

This is an "action learning" course. You will not be listening to a one-to-many presentation. You will be actively engaged in the course. You will be asked to work on your own challenges, using your own examples and your own materials. Your course facilitators will provide you with the knowledge required to do the work. They will help and guide you through the process. However you are expected to roll up your sleeves and get hands-on with the problem.

PROGRAM KEY FEATURES:

- Get introduced to the concept of Strategy Execution.
- Learn how to develop a robust and effective Balanced Scorecard and use it as a strategy management system.
- Understand the role of the Balanced Scorecard as a performance management tool.
- See many examples from other organisations and industries, learn their success histories and their previous failures.
- Work on your own material. You are challenged to produce your own results during the course. You will walk away with a first draft of your scorecard.

WHO SHOULD ATTEND

- This course is designed for people in private and public organisations, from analysts to managers and directors (in the areas of strategy, planning, performance management, business intelligence, etc.), who are seeking to either implement or refine their performance management frameworks. No previous experience in Balanced Scorecard is required.

ADVANCED HUMAN RESOURCES MANAGEMENT

COURSE OVERVIEW

More effective management of Human Resources (HR) increasingly is being seen as positively affecting performance and the competitive success in organizations, both large and small. As human resources have become viewed as more critical to organizational success, many organizations have realized that it is the people in an organization that can provide a competitive advantage. This comprehensive five-day training workshop which is geared towards helping organizations to ensure the effective and efficient use of their human capital in order to accomplish their organizational goals and objectives. This qualification offers a unique, affordable, cost-effective opportunity for learners to ensure they meet the competitive market demands for modern HRM skills.

PROGRAM KEY FEATURES:

- Understand the importance of regarding people as the organization's most important asset.
- Learn how an organization should manage its Human Resources.
- Confidently recruit the right person with the right package of benefits.
- Workforce planning.
- Use the most effective recruitment options and modern tools.
- Understand appropriate reward philosophy and strategy.
- Non monetary benefits and how to maximize their effectiveness.
- Organizational leadership.
- Human Resources development and its benefits.

WHO SHOULD ATTEND

- All levels of management, executives, team leaders, HR Managers, Front line and Middle Managers, Consultants, and HR Specialists who wish to increase their knowledge in this area. The course also benefits HR consultants and freelancers whose job is to consult in recruitment and HRM.



ADVANCED CERTIFICATE IN TRAINING OF TRAINERS

COURSE OVERVIEW

The training functions demand a solid understanding of the creative and contextualized ideas, theories and systems that shape its development. Today's training professionals must also be prepared to absorb, assimilate, and put into perspective an astonishing amount of new information and techniques. Learning for them does not terminate. Not if they want to be effective.

The Training of Trainers course contributes yet more to that learning process. At the end of the course, participants will be able to meet the demands in the workplace, improve production, solve problems, diffuse crises, and strengthen quality of work output through delivery of training.

PROGRAM KEY FEATURES:

- Basics in training
- Creative training techniques
- Primary and post primary education
- Designing training for results
- The training mix
- Managing training in the organisation
- Delivering training
- Evaluating training impact

WHO SHOULD ATTEND

- Training Managers,
- Trainers, Consultants,
- Educators
- Teachers
- Managers/Officers, Administration
- Development Agents.

CONFLICT MANAGEMENT CONCILIATION AND MEDIATION

COURSE OVERVIEW

Conflict and conflict resolution are useful areas of focus to better understand human behaviour. Learning how to resolve conflict constructively is a necessary part for the growth and development of individuals, organizations and societies. Understanding the dynamics of conflict will provide conflict resolvers and related professionals with practical tools and strategies to address the essential forces that shape the development of individuals, organizations and social entities. Negotiation and conflict management are common occurrences in workplaces and our personal lives because people see things from different perspectives and do not always agree with one another. Conflict, contrary to general belief, need not be dysfunctional. Where properly managed, conflicts can lead to positive outcomes, such as improved understanding, better alternatives and increased satisfaction. In this elective, we will introduce and examine the various conflict management and negotiation strategies and techniques. Participants will be introduced to how the application of creative thinking to conflict situations can help generate collaborative (win-win) solutions. Formal dispute resolution mechanisms including mediation and arbitration will also be covered

PROGRAM KEY FEATURES:

The course is intended to help delegates to accomplish the following learning objectives:

- to understand the nature of conflict and that conflict can serve a functional purpose
- to learn the various strategies and techniques to manage conflicts
- to be able to apply the most appropriate conflict resolution method to the situation
- to gain practical experience on negotiations and other dispute resolution mechanisms

WHO SHOULD ATTEND

- All levels of management, executives, team leaders, HR Managers, Front line and Middle Managers, Consultants, and HR Specialists who wish to increase their knowledge in this area. The course also benefits HR consultants and freelancers whose job is to consult in recruitment and HRM.



DEVELOPING NATIONAL PENSION POLICIES

COURSE OVERVIEW

Developing an inclusive and cohesive national pension policy programme intends to provide participants with a clear understanding of the complex conceptual and practical issues involved in the design and implementation of national pension and social security systems.

Every economy is facing challenges in securing the financial well-being of its retired workforce in the face of changing economic and demographic parameters, these challenges are likely to become more acute as time progresses. To develop an effective national policy requires a robust understanding of the numerous choices available for providing old-age income and their relevance/efficacy for each segment of the national workforce (public, private and informal sectors). The choices made today will impact the financial security of future generations as well as the national economy, thus they need to be made with great care. The programme is intended for all stakeholders involved in pension and social security policy formulation and implementation. These include law makers, policy formulators, key staff of national implementing agencies and others.

The programme will also provide an opportunity for participants to discuss challenges and issues specific to pensions and social security systems in their own country, and identify possible solutions for adoption or further investigation.

PROGRAM KEY FEATURES:

- The conceptual framework of pension and social security systems
- Diagnostic techniques, benchmarks and assessment tools to determine equity, adequacy and sustainability of pension and social security systems
- The processes of developing and designing pension and social security reforms for different segments of the workforce
- Choices relating to financing of pension and social security systems for funded systems
- The basic principles of pension governance and investment management
- The role and importance of the core elements of regulation and supervision
- Learn from international experience and country examples

WHO SHOULD ATTEND

- All levels of management, executives, team leaders, HR Managers, Front line and Middle Managers, Consultants, and HR Specialists who wish to increase their knowledge in this area. The course also benefits HR consultants and freelancers whose job is to consult in recruitment and HRM.

PERFORMANCE MANAGEMENT AND DEVELOPMENT

COURSE OVERVIEW

Performance Management is a critical and necessary component for individual and organizational effectiveness. It presents managers and supervisors with a clear model they can follow to plan, monitor, analyze and maintain a satisfying process of performance improvement of their staff. Whether you are managing a group of workers, providing feedback to your boss or peers or focusing on your own performance, performance management is a process needed for improvement to occur. Without assessment and feedback, we have no basis for focusing our efforts to improve. Real gains in performance require a thoughtful and committed process of evaluation and feedback. There are many steps and nuances to complete the process, and if these are not done well or are short circuited, the process can fail and performance will suffer.

PROGRAM KEY FEATURES:

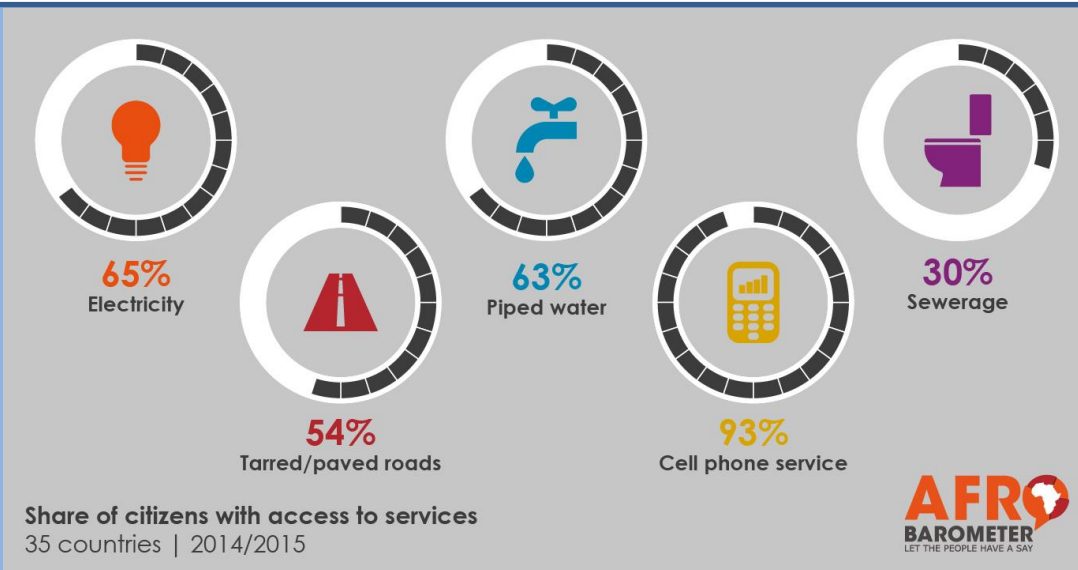
Participants will cover the following areas of interest during this 1 week course. You will learn:

The performance management System

- Introduction to performance management
- Organizational Drivers
- Performance Objectives
- Performance management process
- Evaluation/assessment
- Outcome
- HR practices interlinked with performance management

WHO SHOULD ATTEND

- This course is intended for compensation/HR practitioners and line managers who are designing and administering performance management systems, or who are responsible for development and implementing a performance rewards strategy.



INFRASTRUCTURE DEVELOPMENT

Investment in infrastructure development can boost the economic growth. Particularly, in disaster affected areas, the reconstruction of essential public infrastructure is an important ingredient for recovery, sustained economic growth and poverty reduction.

Infrastructure Development

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SANITATION , HYGIENE & SOLID WASTE MANAGEMENT

COURSE OVERVIEW

Proper management of solid waste is critical to the health and well-being of urban residents. In most developing cities, several tons of garbage is left uncollected on the streets each day, acting as a feeding ground for pests that spread disease, clogging drains and creating myriad of related health infrastructural problems. The urban poor- often residing in informal settlements with little or no access to solid waste collection and often in areas that are contagious with open dumps- are particularly vulnerable. While urban residents in developing countries produce less solid waste per capita than in high-income countries, the capacity of their cities to collect, process, dispose of, or re-use solid waste in a cost-efficient, safe manner is far more limited. Municipal SWM efforts often focus on expensive 'end-of-pipe' measures, those involving the collection and disposal of solid waste, yet many of the 'best practices' for SWM improvement are far from accessible and cost-effective opportunities involving waste reduction programs and recycling strategies. The implications of, and the problems of improper solid waste management also lends itself to sanitation problems.

In developing country cities, particularly in informal settlements and slums, sanitary and hygienic conditions stemming from the lack of adequate wastewater and human waste collection, treatment and/or disposal are dangerous and even life-threatening for the environmental health of urban residents and deteriorate the overall environmental quality of the urban area at large. While defining urban sanitation problems and devising their seemingly intuitive solutions maybe less problematic than in other sectors of urban development, the hurdles involved in their planning and the trade-offs implicit in their implementation challenge even the most able urban water and sanitation (W & S) authorities. Globally some 2.4 billion people do not have access to improved sanitation. Every day as many as 30,000 people die from preventable water- and hygiene-related diseases. They affect at any given time almost half the urban population of developing countries.

Annually more than 2 million people die from diarrheal diseases. Many millions more are debilitated, preventing them from being fully productive members of society. In urban areas, due to high rates of growth and population densities, the individual impact of poor sanitation and water-related diseases, as well as the overall impact on society, is even greater. Children and the urban poor are especially vulnerable to the public health stemming from poor sanitation and water-related diseases. In view of all these constraints and its impact on health and sanitation and the environment, this cause will help amplify the strategies and structure policy frameworks to be instituted to effectively manage solid waste for future posterity.

PROGRAM KEY FEATURES:

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

- Understand the importance of the management of solid waste and the relationship to sustainable development.
- Appreciate the principles of best practice with respect to solid waste management, and the relationship to the conservation of resources, and the risk of pollution.
- Have the understanding of the national solid waste strategy and the principal legislative and fiscal controls related to waste management.
- Appreciate the nature and scope of the waste management industry and understand the duties, responsibilities and powers of those involved in the management of wastes.
- Understand the various sources of wastes, their nature and classification.
- Understand the options available for the minimization, recovery, re-use, transport, treatment and disposal, and how these risks can be minimized.
- Understand the connection and inter-relationship between waste and sanitation.
- Understand sanitation planning
- Understand the concept of general sanitation design systems
- Understand how to set sanitation as a national priority.

WHO SHOULD ATTEND

- This course is designed for anyone needing training on sustainable waste management. This includes waste producing businesses, planners, regulators and waste management industry personnel. The course will also be of interest to representatives of or staff of other local stakeholders, community groups, NGO's and the private sector, including municipal sanitation and waste management directors and project officers.



WATER SUPPLY & SANITATION PLANNING MANAGEMENT

COURSE OVERVIEW

There are billions of people around the world without access to adequate water supply and basic sanitation which are fundamentals for an acceptable livelihood. Large numbers of the unaccounted, for these services, are living in peri-urban areas at the fringe of the city due to the rapid urbanisation in the developing world.

These areas have the characteristics of being inadequately integrated into the city with regard to social and institutional issues as well as for infrastructure services including water supply and sanitation systems. The aim of this course is to provide a framework for supporting the challenging task of planning for sustainable water supply and sanitation systems in these areas.

PROGRAM KEY FEATURES:

- Water Management Issues
- Community Water Management (Dams, Boreholes, Wells and Water Catchments)
- Financing Water
- Water Treatment
- Surface and Groundwater management
- Water Engineering
- Regulation in water and Sanitation
- Water Distribution Systems and Sustainability
- Water Quality and Quality Testing
- Social and Economic Aspects of Development
- Communities and Development
- Groundwater Development
- Problem of Sanitation
- Role of sanitary inspectors

WHO SHOULD ATTEND

- The course is meant for sector professionals, managers and planners working in the field of water, health, hygiene education and community development.

SOCIAL & ENVIRONMENTAL IMPACTS ON HYDROPOWER PROJECTS

COURSE OVERVIEW

Leadership, Management, (People Skills), Engineering, Construction, Financial, legal, & technical skills are central to the effective & successful completion of any project.

GMT realized the importance of training in order to ensure better completion rates in projects undertaken by countries across the region which will assist in growing the economies in Africa.

Reliance on Coal & Coal burning Power sources are no longer sustainable due to the negative environmental impact and costs involved in production of Power.

Natural Renewable Energy Sources are being used as alternatives to supplement the traditional sources of Energy.

PROGRAM KEY FEATURES:

This two week training course will provide delegates experienced or in experienced in the Hydropower, Engineering & Construction Industry to be equipped with the tools necessary to ensure their effectiveness in procurement, project management & project Financing in ANY Sector. You will taken through basic foundational principles and procedures as well as an in depth discussions and case studies. The prime objective of the course is to provide an in - depth look at the Social & Environmental Impacts that need to be addressed before, during & after the implementation of these Projects.

WHO SHOULD ATTEND

- Leaders, Managers in the Engineering, Construction & Energy Industries, Procurement Managers, Accounts Managers, Project Managers those working in these fields.



ENGINEERING, PROCUREMENT & CONSTRUCTION (EPC) CONTRACTS MANAGEMENT WITH HYDROPOWER CONCEPTS

COURSE OVERVIEW

This 2 week training course comprehensively equips you with essential practical knowledge for you to make sure you negotiate the best possible terms for your EPC contracts. It cover the EPC contract life cycle, from concept to delivery and performance, advise you on where value is won and lost, how do you build a relationship with the vendors, what are your liabilities and indemnities, handle dispute resolution and manage claims. There will be interactive workshop scenarios where you can work out how to manage issues and perfect what to say to the public.

PROGRAM KEY FEATURES:

- Get an appreciation of the various contracting strategies, including the advantages and disadvantages of different strategies
- Understand the process for negotiating and entering into EPC contracts
- Understand the key roles of the Owner and Contractor in the EPC environment, and the place of the Subcontractor
- Understand the key risks attaching to design, procurement and construction
- Gain skills in managing the design, procurement and engineering stages
- Understand claims in the EPC environment: what claims are common, how claims are brought, and how to defend claims
- Assess what makes a contract bankable and know the contract issues affecting financing
- Learn effective EPC contract negotiation and administration strategies so you can ensure your project's success

WHO SHOULD ATTEND

- Engineers
- Contract Managers and Administrators
- Contractors and Subcontractors
- Procurement Managers
- Project Managers
- Architects
- Surveyors
- Technical Directors
- Legal Counsel
- Consultants and Lawyers

RURAL ROAD DEVELOPMENT & MAINTENANCE MANAGEMENT

COURSE OVERVIEW

The objective of the Rural Road Development & Maintenance Management is to assist the Governments in formulating and preparing a rural roads development project as a strategy to reduce poverty and enhance economic development in rural provinces by

- improving critical national and provincial road links;
- improving the management of the road network in rural areas through policy initiatives and institutional strengthening of national government agencies and
- exploring new modalities and alternative funding sources for road rehabilitation and maintenance through public-private partnership. The Rural Road Development & Maintenance Management will comprise two parts.

PROGRAM KEY FEATURES:

- Part 1, that will aim at formulating and preparing a rural roads development project
- Part 2 will focus on the preparation of pilot-projects for public-private partnership in road rehabilitation and maintenance
- The policy dialogue under the Project will cover the areas of road investment financing, local roads management policy framework, road classification, maintenance of national and local roads, enforcement of axle load regulations, road safety, strengthening of devolved road management activities, and increased private sector participation.

WHO SHOULD ATTEND

- Rural communication & extension officer
- Project managers
- PRA/PLA facilitators
- Officers managing project in rural communities
- Donor agencies and parastatals
- All other stakeholders involved in participatory planning & monitoring



STRATEGIC ROAD NETWORK AND MAINTENANCE MANAGEMENT

OBJECTIVES AND SCOPE

The STRATEGIC ROAD NETWORK AND MAINTENANCE MANAGEMENT PROGRAM has been providing continuing professional development for senior / executive professionals working in the road sector and, by so doing, contributed to the dissemination of knowledge and expertise and facilitated the implementation of modern approaches to the management and financing of road networks world-wide.

The Program, run by GLOBE MANAGEMENT TRAINING , consists of four linked, 5-day, intensive residential courses delivered by experts of international repute.

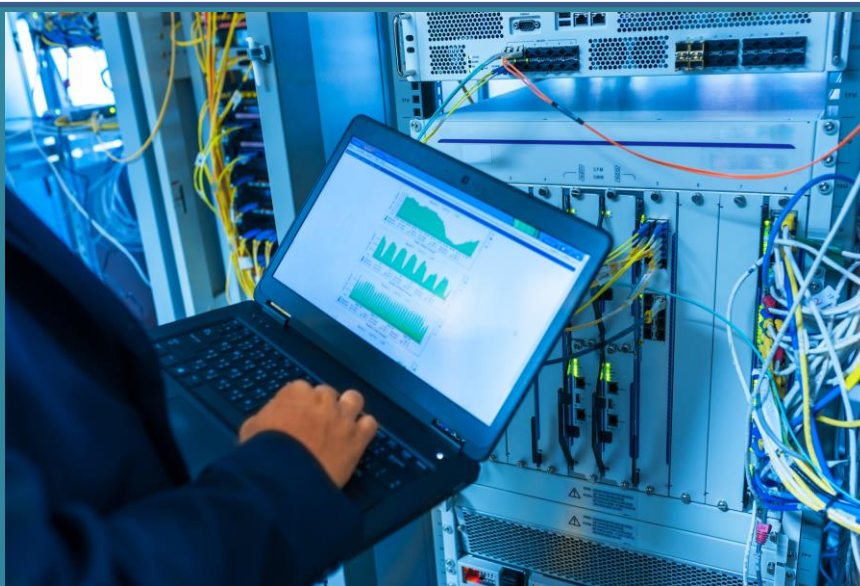
The program helps you to:

- Learn about the latest developments in Commercialised Road Management, PPPs and Mega Projects, Road Sector Governance, Budgeting and Performance Based Contracts, Road Maintenance Management and International Road Safety
- Participate in lively debates and discussions
- Discover solutions to problems faced in your country
- Network with like-minded senior road professionals from Cape Town - South Africa

WHY ATTEND?

The courses have been specially designed to disseminate recent cutting edge advances in sustainable roads. The format of interactive plenary sessions, case studies, question and answer times and site visits will enable you to:

- learn new concepts;
 - discuss pertinent issues;
 - interact and network with experts
 - identify solutions to problems faced in your country, and;
 - share experiences.
-



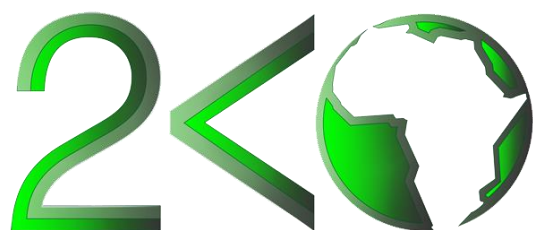
INFORMATION & COMMUNICATIONS TECHNOLOGIES (ICT)

IT specialists install, maintain, and operate computer systems. Certificate program graduates can use learned skills and training to earn positions in the IT departments of large and small businesses or to start up their own information technology consulting services.

Information & Communications Technologies (ICT)

PAGE

GMT Has Partnered With 2KO Africa To Bring You International Accredited IT Certification Courses .



2KO AFRICA

Adobe	77
Cisco	77
CompTIA	77
Java	77
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Oracle	78
Six Sigma	78



Adobe training in Cape Town, by means of online training over the internet or by instructor led classes.

We offer the following Adobe courses in Cape Town.

- Adobe
- DreamWeaver
- Flash
- Graphic Design
- Illustrator
- InDesign
- Photoshop
- Premier Pro
- Web Design

Cisco courses as instructor led training in Cape Town, or as online training over the internet.

We offer the following Cisco courses

- Cisco
- CCNA
- CCNP
- CCNP Route Exam
- CCNP Switch Exam
- CCNP TSHOOT Exam
- CCNA Voice
- CCNA Boot Camp
- Certified Wireless Network Administrator



CompTIA courses as instructor led training in Cape Town, or as online training over the internet

We offer the following CompTIA courses

- CompTIA
- A+ Technician
- Network+
- Security+
- Linux+
- Strata+
- Advanced Security Practitioner
- Healthcare IT Technician



Certified Associate

Java SE 7 Programmer

Java courses as instructor led training in Cape Town, or as online training over the internet.

We offer the following Java courses

- Java
- Java SE7 Programmer I



Linux courses in Cape Town by means of full time instructor-led training; as well as internet-accessible online training

Linux Training

- Linux LPI 101
- Linux LPI 102
- Linux LPI 201
- Linux LPI 202

Microsoft courses as instructor led training in Cape Town, or as online training over the internet.

We offer the following Microsoft courses

- Microsoft
- Exchange Server 2013
- Exchange Server 2010 (70-662)
- Exchange Server 2010 (70-663)
- MCSA Server Admin 2012
- SQL Server
- MCSE
- MCPD
- MCSA
- Microsoft Office



ORACLE®

6σ

Proudly delivers full time classroom based Oracle courses in Cape Town

Six Sigma courses as instructor led training in Cape Town

Oracle:

We offer the following Six Sigma courses

- Oracle Database 11g: Administration course
- Oracle 11g SQL Fundamentals
- Oracle PL/SQL Development
- Oracle PL/SQL Programming
- Oracle PL/SQL Development
- Oracle Database SQL Expert

- Six Sigma
- Black Belt
- Green Belt
- Lean Black Belt
- Six Sigma South Africa
- Lean Six Sigma web site





ISO / IEC INTERNATIONAL CERTIFICATION COURSES

Be recognised for international standards with our ISO certificates. Learn more! Leading Industry Experts. Global Market Access. Service-Orientated. Customised Solutions. Services: Service Industry Audit, Quality Management, Energy Management, Environmental Management.

ISO/IEC International certificate courses

PAGE

GMT has partnered with PECB which are an certification body for persons, management systems and products on a wide range of international standards

ISO 9001 Quality Management System	80
ISO 22301 Business Continuity Management System	80
ISO 20121 Event Sustainability Management System	81
ISO 37001 Anti-bribery Management System Governance	81
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ISO 9001 QUALITY MANAGEMENT SYSTEM

COURSE OVERVIEW

What is ISO 9001?

As an international standard, ISO 9001 specifies the requirements for organizations that want to ensure continual improvement and meet customers' needs. ISO 9001 was specifically designed to serve as a guiding framework for organizations of all sizes and industries as it provides a firm customer focus, namely delivering qualitative goods and services, which subsequently leads to customer satisfaction. The implementation of a Quality Management System is a strategic decision for organizations that aspire to improve their overall performance and provide a strong basis for sustainable development initiatives. The standard assists organizations and/or professionals to plan processes, interactions and have a risk-based thinking.

PROGRAM KEY FEATURES:

Benefits of ISO 9001 Quality Management

By becoming an ISO 9001 certified professional, you will be able to:

- Gain expertise on Quality Management Systems
- Help the organization to offer qualitative products and services
- Help the organization to reduce costs
- Gain competitive advantage
- Increase effectiveness
- Assist the organization to focus on risk-based thinking
- Contribute to the organization's continuous improvement
- Improve performance
- Streamline organizational operations
- Increase the efficiency of the supply chain management

WHO SHOULD ATTEND?

- Managers or consultants involved in Quality Management
- Expert advisors seeking to master the implementation of a Quality Management System
- Individuals responsible for maintaining conformance with QMS requirements
- QMS team members

ISO 22301 BUSINESS CONTINUITY MANAGEMENT SYSTEM

COURSE OVERVIEW

What is ISO 22301?

As an international standard for Business Continuity Management System, the ISO 22301 is designed to protect, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise. With a Business Continuity Management System, your organization is prepared to detect and prevent threats. ISO 22301 enables you to respond effectively and promptly based on the procedures that apply before, during and after the event. Implementing a Business Continuity plan within your organization means that you are prepared for the unexpected. Business Continuity Plan assures you that your organization will continue to operate without any major impacts and losses.

PROGRAM KEY FEATURES:

Benefits of ISO 22301 Business Continuity Management

An ISO 22301 certification brings many benefits, such as:

- Expand your knowledge on how a Business Continuity Management System will help you to meet business objectives
- Gain the necessary knowledge to manage a team in the implementation of ISO 22301
- Strengthen your reputation management
- Increase your customer reliability
- Identify risks and minimize the impact of incidents
- Improve the recovery time
- Achieve international recognition

WHO SHOULD ATTEND

- Managers or consultants involved in Business Continuity Management
- Expert advisors seeking to master the implementation of a Business Continuity Management System
- Individuals responsible for maintaining conformance with BCMS requirements
- BCMS team members



ISO 20121 Event Sustainability Management System

COURSE OVERVIEW

Overcome challenges and issues while planning events with ISO 20121.

ISO 20121, known as Event Sustainability Management, can be adapted to events of all sizes and types. The ISO 20121 certification will prove that your company is operating effectively and puts sustainability first when managing and delivering your events. Once certified with ISO 20121, it will give your organization a reputation for responsible delivery of events and differentiate you in the marketplace.

PROGRAM KEY FEATURES:

Benefits of ISO 20121 certification to your organization:

- Improves the environmental sustainability of your organization
- Improves cost management
- Enhances corporate image and credibility
- Defines responsibilities for staff, contractors and suppliers
- Marketing advantage through international recognition of the certificate
- Monitors and controls the event through continuous improvement
- Potential sponsors and large audience interaction for your events
- Suitable for ensuring events of different levels from local to worldwide events

ISO 37001 Anti-bribery Management System Governance

COURSE OVERVIEW

ISO 37001 Anti-bribery Management Systems Certification

The Anti-bribery Management System which is based on ISO 37001, helps your organization prevent, detect, and address bribery towards better ethical business culture.

ISO 37001 certification makes you bring your organization toward a better business environment. It makes your organization be capable of complying with globally recognized anti-bribery best practices and proves your competence toward implementing and managing an Anti-bribery Management System.

Benefits of ISO 37001 certification to your organization:

- Helps fight bribery
- Promotes ethical business culture
- Improves performance of affected processes
- Proves employees' commitment to anti-bribery best practices
- Monitors and manages risk throughout your business
- Demonstrates that your organization implements, maintains and improves anti-bribery compliance program
- Protects the company, assets, shareholders and directors from bribery

Benefits of ISO 37001 to your customers:

- Ensures legislative and regulatory compliance
- Establishes trust and credibility to customers
- Proves commitment to anti-bribery best practices
- ISO 37001 certification (also known as "registration") is a third-party audit performed by a certification body such as PECB who upon verification that an organization is in compliance with the requirements of ISO 37001, will issue an ISO 37001 certificate. This certification is then maintained through regularly scheduled annual surveillance audits by the registrar, with re-certification of the Anti-bribery Management System performed on a triennial basis.



ISO/IEC 20000 MANAGEMENT SYSTEM

COURSE OVERVIEW

ISO/IEC 20000 - IT Service Management Systems Certification

ISO/IEC 20000 is a Service Management Systems (SMS) standard which specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Most importantly, ISO/IEC 20000 certification validates that a company can continuously improve the delivery of their IT services.

By obtaining ISO/IEC 20000 certification, you will enable your company to have reliable, effective, consistent and continually improved IT services.

Benefits of ISO/IEC 20000 certification to your organization:

- Globally recognized Certification
- Decrease in number of incidents and enhancement of incident management
- Increased customer satisfaction with quality service delivery
- Better comprehension of responsibilities and business targets
- Ability to manage and protect the organization, assets, stakeholders and management
- Improving organization reliability
- Improvement of response times with minimal disruptions to IT service
- Attaining financial savings by efficiently managing costs
- Ensured continual improvement
- Boosting awareness towards legislative and regulatory acquiescence

Benefits of ISO/IEC 20000 certification to your customers:

- IT service delivery on time
- Less IT related incidents and vulnerabilities
- Increased credibility and trust

ISO/IEC 20000 certification (also known as "registration") is a third-party audit performed by a certification body such as PECB who, upon verification that an organization is in compliance with the requirements of ISO/IEC 20000, will issue an ISO/IEC 20000 certificate. This certification is then maintained through regularly scheduled annual surveillance audits by the registrar, with re-certification performed on a triennial basis.

ISO/IEC 27001 Information Security Trainings

COURSE OVERVIEW

What is ISO/IEC 27001?

ISO/IEC 27001 provides requirements for organizations seeking to establish, implement, maintain and continually improve an information security management system. This framework serves as a guideline towards continually reviewing the safety of your information, which will exemplify reliability and add value to services of your organization.

Certified ISO/IEC 27001 individuals will prove that they possess the necessary expertise to support organizations implement information security policies and procedures tailored to the organization's needs and promote continual improvement of the management system and organizations operations.

Benefits of ISO/IEC 27001 Information Security Management

PECB ISO/IEC 27001 Certificate will prove that you have:

- Obtained the necessary expertise to support an organization to implement an Information Security Management System that complies with ISO/IEC 27001
- Understood the Information Security Management System implementation process
- Provide continual prevention and assessments of threats within your organization
- Higher chances of being distinguished or hired in an Information Security career
- Understood the risk management process, controls, and compliance obligations
- Acquired the necessary expertise to manage a team to implement an ISMS
- The ability to support organizations in the continual improvement process of their Information Security Management System
- Gained the necessary skills to audit organization's Information Security Management System

WHO SHOULD ATTEND?

- Managers or consultants involved in Information Security Management
- Expert advisors seeking to master the implementation of an Information Security Management System
- Individuals responsible for maintaining conformance with ISMS requirements
- ISMS team members



LEADERSHIP AND SUSTAINABLE DEVELOPMENT

According to the idea of transformational leadership, an effective leader is a person who does the following:

- Creates an inspiring vision of the future.
- Motivates and inspires people to engage with that vision.
- Manages delivery of the vision.
- Coaches and builds a team, so that it is more effective at achieving the vision.

Leadership brings together the skills needed to do these things. We'll look at each element in more detail.

Leadership And Sustainable Development

PAGE

GMT Has Partnered With The Graduate School Of Business - University Of Cape Town (GSB) To Bring You Award-winning Executive Education Programmes. These Programmes Are Uniquely Crafted To Address The Specific Needs Of A Particular Organisation. Some Of The Courses We Partnered With:



Executive Development Programme	84
Lean Leadership	84
Programme For Management Development	84
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Women In Leadership	84



GRADUATE SCHOOL OF BUSINESS

UNIVERSITY OF CAPE TOWN

GMT has partnered with the Graduate School of Business - University of Cape Town (GSB) to bring you award-winning Executive Education programmes. These programmes are uniquely crafted to address the specific needs of a particular organisation. Some of the courses we partnered with:

- **Executive Development Programme**
- **Lean Leadership**
- **Programme for Management Development**
- **The New Manager**
- **Women in Leadership**

[To discuss the different GSB options , just get in touch with us on +27 21 556 3767 or email us \[dwayne@gmtraining.co.za\]\(mailto:dwayne@gmtraining.co.za\)](#)

EXPERIENCE IS KNOWING WHY IT ALL WORKS

Behind every team is the individual. If the individual works, the team works. Every piece plays its part in making the final product tick.

UCT Graduate School of Business' (GSB) Executive Education programmes expand the thinking of the individual and are customised to the specific needs of the team or organisation.

We at Executive Education equip individuals and groups with the skills needed to take on the challenges of emerging markets in their specific profession.

We help them understand and branch out into new areas of expertise or afford the individual the skills they need to play their part.

Delegates leave an Executive Education programme with a greater understanding of both themselves and their professional environment and what it takes to make it truly work.

EXECUTIVE EDUCATION

Executive Education at the UCT GSB is rated and respected internationally for the calibre and style of its leadership and management development programmes.

In an emerging economy, a new perspective on management education and organisational development has become a core business imperative. Against this backdrop, it is important that leaders and managers develop new knowledge contextually. They must fully understand their environment and its complexities in order to find new ways of addressing issues arising within it - they therefore require an expanded skill set.

In order to support executives and managers in this, Executive Education programmes at the UCT GSB are holistic, multi-disciplinary and research-based; they encourage participants to develop their ability to think critically and innovatively, to meet new and often ambiguous demands.

The business school draws on a considerable range of expertise in delivering these programmes, using local and international lecturers and facilitators, and is proud of the reputation it has built. At the same time, we are critically aware of the need to stay ahead - by offering innovation, relevance and customer service.



MARKETING MANAGEMENT

Marketing are activities of a company associated with buying and selling a product or service. It includes advertising, selling and delivering products to people. People who work in marketing departments of companies try to get the attention of target audiences by using slogans, packaging design, celebrity endorsements and general media exposure.

Marketing Management

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Fundamentals Of Marketing For NFP And Public Sector

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Strategic Marketing Masterclass

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International Marketing

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Marketing And New Product Development Management

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FUNDAMENTALS OF MARKETING FOR NFP AND PUBLIC SECTOR

COURSE OVERVIEW

Delivering high quality service and performance is the name of the game for public sector and not for profit making organisations. Marketers in these complex and dynamic sectors require skills and knowledge that combine marketing strategy and tactics to successfully manage, adapt and deliver best marketing practice

PROGRAM KEY FEATURES:

Apply the basic concepts and principles of marketing to become more customer and market-driven:

- Understand marketing terminology in the context of Public sector/NFP.
- Segmenting your market.
- Understand and develop an analysis of the marketing environment.
- Marketing planning templates and process.
- Multiple markets and stakeholder management.
- Understand the marketing mix and its application.
- Discriminate between good and bad marketing practice.

WHO SHOULD ATTEND

Public sector or not for profit making marketing team members or experienced marketers new to these sectors, or seasoned employees new to marketing. Managers and employees involved in service development, service delivery and relationship management. Its focus is on tactical execution aligned to an organisations overall goals and strategy. No prior knowledge is assumed on this workshop.

STRATEGIC MARKETING MASTERCLASS

COURSE OVERVIEW

The main challenge facing many organisations today is how to ensure their activities are customer focused and their strategy externally driven. Today's changing business environment drives the continual search for competitive advantage, and this workshop is designed to provide delegates with the knowledge, tools and techniques to achieve this. The programme includes mentoring and clinic sessions, ensuring delegates have the confidence and support to instigate changes in their own business context

PROGRAM KEY FEATURES:

- Marketing's role in organisations today.
- The challenge of establishing a market orientation.
- Structure of a customer-focused marketing plan.
- The tools of internal and external analysis.
- The strategic marketing planning process.
- Aligning strategic, operational and tactical level plans.
- The challenges of segmentation in both B2B and B2C organisations.
- Developing the value proposition.
- From product to service to solution.
- Brand strategy and delivering the brand promise.
- Metrics to evaluate and improve future marketing performance.

WHO SHOULD ATTEND

- Organisations wanting to improve their external focus or the effectiveness of their marketing activity - whether public or private sectors - will benefit from this programme.
- Delegates need to be experienced managers, from a marketing or non-marketing background, involved with their business planning and strategy development and/or who have authority to develop and implement marketing plans and strategy. Marketers with strategic responsibility and those developing into senior organisational roles will find this programme valuable as will those marketing practitioners responsible for operational marketing plans and their return on investment



INTERNATIONAL MARKETING

COURSE OVERVIEW

Delegates are introduced to a wide range of concepts in the field of international marketing. As the world develops into a 'global business village', there is a greater need to know how managers cope with and manage an ever-increasing set of complex and unfamiliar factors and issues that may have a drastic impact on the business. This module will allow the students to become familiar with the nature of a selection of international issues and gain an understanding of their implications on the firm's marketing strategies and activities, and the wider environment.

PROGRAM KEY FEATURES:

This module puts marketing into the global context and shows the importance of international marketing in the era of globalization. It familiarizes students with the theoretical base for international marketing and provides them with a thorough understanding of the nature of the international market place and the complex and challenging forces that shape the current international business environment. Students will learn how to critically assess the implications of such forces and trends for marketing strategy and decision making across borders. They will also develop international marketing decision-making skills and know-how that will assist them in pursuing a career in international marketing or business.

WHO SHOULD ATTEND

- Those requiring the skills needed to analyse and solve marketing problems in order to achieve strategic advantage.
- Owners of small businesses who recognise the importance of marketing for the success of their businesses in the global environment.
- Anyone wishing to function effectively in the marketing environment.

MARKETING AND NEW PRODUCT DEVELOPMENT MANAGEMENT

COURSE OVERVIEW

Effective development and marketing of high-quality new products have become major corporate priorities for many companies in this new economic environment. More than ever, companies must establish and support high-performing new product development efforts.

High-quality new products are mandatory in today's markets, but new products must also meet market windows at desired cost targets. More and more companies are discovering that both customer needs and functional contributors must be fully integrated in the new product development process.

This course will help you achieve a winning new product development program. You will also learn about the highly important behavioural issues encountered in new product development, such as communicating objectives, team building leadership and conflict management.

PROGRAM KEY FEATURES:

- Understand the importance of a disciplined and integrated approach to new product development.
- Know the various organizational design alternatives for managing new products.
- Establish clear goals and objectives for your new product development program.
- Know and assess the major methods for generating and assessing new product ideas.
- Reduce development "time to market"
- Integrate quality throughout the new product development process.
- Promote clear communications within the team and within the rest of the organization.
- What it takes to develop both culture and a climate that fully support innovation.
- Minimize detrimental conflicts between groups.
- Identify project manager behaviour skills and how to use them.

WHO SHOULD ATTEND

- Marketing Makers
- New Product Development Manager
- Marketing Researchers
- Service Markets
- Public Relations Officer



PARLIAMENTARY MANAGEMENT TRAINING

A parliamentary system is a system of democratic governance of a state where the executive branch derives its democratic legitimacy from the legislature (parliament) and is also held accountable to that legislature.

Parliamentary Management Training

PAGE

Leadership Skills Development For Parliamentary Committees And Chairpersons

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Parliamentary Administration
Professional Development Certificate In Parliamentary Management

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LEADERSHIP SKILLS DEVELOPMENT FOR PARLIAMENTARY COMMITTEES AND CHAIRPERSONS

COURSE OVERVIEW

Good leaders have always been expected to be able to solve new problems, capitalize on new opportunities and navigate through the ever-changing landscape of business. Leadership is a complex process by which the leader influences others to perform and achieve. The leadership attributes – belief, values, ethics, character, knowledge, and skills – are all traits, which can be learned. This course provides the basis for understanding what leadership is and what leaders do to be successful.

PROGRAM KEY FEATURES:

At the end of this 2-week workshop, the participants will be able to:

- Define what leadership is and how it is applied at all levels of organizational management
- Understand the basics of leadership and motivation
- Determine what is necessary to lead teams and organizations, and how to integrate this with business management
- Develop skills in communicating, influencing and negotiating with peers, subordinates and senior managers
- Learn how to develop leadership in ourselves and others
- Be able to recognize the factors that contribute to the effectiveness of parliamentary committees
- Be able to appreciate the multiparty nature of committees and the importance of consensus building
- Know the role of Parliamentary staff and their contribution to the effectiveness of committees
- Understand the importance of meeting the basic information needs of committees for effectiveness.

WHO SHOULD ATTEND

- Parliament officers
- Staff serving Parliamentary
- Committees
- Chairpersons
- Parliamentary Committees
- Members of Parliament

PARLIAMENTARY ADMINISTRATION

COURSE OVERVIEW

The course seeks to:

- Acquaint delegates from Parliaments around the world with operations and procedures
- Familiarise participants with the trends and approaches in both houses so that they can see their own Parliament against that background
- Invite participants to bring their problems to the course and present them directly house

PROGRAM KEY FEATURES:

Participants will benefit by:

- Hearing first-hand from administrators and procedurals the latest thinking on the functioning of one the busiest and most demanding Parliaments in the world via film and Recording.
- Seeing how, at the highest level administrators, managers and experts are keeping pace with the seemingly unstoppable and burgeoning demands and changes that are imposed upon them
- Learning how your counterparts have solved problems

WHO SHOULD ATTEND

- Parliament officers
- Staff serving Parliamentary
- Committees
- Chairpersons
- Parliamentary Committees
- Members of Parliament



PROFESSIONAL DEVELOPMENT IN PARLIAMENTARY MANAGEMENT

COURSE OVERVIEW

This professional development certificate program is designed for mid-level parliamentary staff who have the potential to reach the highest levels of parliamentary management. The curriculum is based on international best practices focusing on their application to parliamentary settings within different political systems and cultures. Combining theory and practice, the program uses a blended learning methodology of face-to-face and online courses. By equipping parliamentary staff to become the 'corporate memory' of parliament, the program helps build the legislatures of tomorrow.

PROGRAM KEY FEATURES:

- Upon completion of the intensive course, participants will be able to:
- Identify the essential elements of Democracy, as well as models of Democracy & Governance systems;
- Appreciate modern challenges facing Democracy;
- Understand the key concepts of Accountability;
- Summarize principal differences between Parliamentary and Presidential systems of accountability;
- Distinguish between high enforcement and low enforcement Accountability mechanisms;
- Explain 'who' and 'what' elected representatives really represent;
- Appreciate the importance of oversight as well as the differences in oversight in various legislative systems (i.e. Parliamentary, Presidential);
- Present models/frameworks for analysing oversight and corruption;
- Describe the nature of responsible government, its principal conventions and its changing arrangements;
- Understand the reasons for and the impact of executive dominance over the legislature;
- Discuss opportunities to improve Executive oversight;
- Appreciate the need of good corporate governance in a parliamentary setting, as well as its impact on the general public (i.e. heightened expectations of probity, accountability and transparency);
- Recognize the importance of research to Parliamentary Democracy;
- Understand the differences between academic research and Parliamentary research and different models of research survey organization;
- Understand key concepts: types of committees, powers, membership, chairperson, rules of procedure;
- Representation, legislation and oversight committees;
- Discuss the challenges of parliamentary committees, committee clerks and their managers;
- Outline some of the difficulties in measuring parliamentary performance;
- Summarize the two basic approaches used in self-assessment frameworks (minimum standards and codifying good practices);
- Identify the areas of international consensus across all Parliamentary assessment frameworks/ standards;
- Understand the ICT revolution and how to plan for IT in Parliament;
- Understand how ICT can be applied to core legislative functions and used in outreach and transparency;
- Provide extracts of the various assessment frameworks in use for legislatures;
- Discuss the utility and practicality of such frameworks for participants' own legislatures.

WHO SHOULD ATTEND

- Parliament officers
- Staff serving Parliamentary
- Committees
- Chairpersons
- Parliamentary Committees
- Members of Parliament

STAGES OF PROCUREMENT



PROCUREMENT AND SUPPLY

The Management of logistics and materials is as crucial to organisations as the management of finances. This implies that organisations responsible for handling materials either for manufacturing, relief efforts, stores and inventory needs to clearly redefine their logistics strategy to ensure that the service objective of the organisation to it's stakeholders are achieved at the right time, place, and in a cost effective manner.

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CONTRACT MANAGEMENT IN PUBLIC PROCUREMENT

COURSE OVERVIEW

The Multilateral Development Banks, led by the World Bank are introducing changes to modernize their procurement practices with more robust strategic planning, more choice of procurement options and a greater focus on value for money and fit for purpose solutions. The changing economic needs of parties over the duration of long term projects need to be reflected in mechanisms to change existing contracts without having to revert to new procurement processing. This requires a both careful appraisal and management of risk apportionment at the outset of the procurement process and the ability to deliver change without fracturing party relationships to the cost of both.

PROGRAM KEY FEATURES:

- Develop a procurement strategy which accepts the need for potential contract change
- Avoid conflict in change management
- Appraise what is required to measure and deal with risk management
- Select the optimal procurement arrangements
- Develop a contract management plan

WHO SHOULD ATTEND

- Project Managers and Team Leaders that need to understand strategic procurement planning
- Technical Specialists such as Engineers involved in procurement
- Professionals that need to understand the new approach to procurement financed by Development organizations
- Procurement Professionals that need to understand a best practice approach to procurement

LOGISTICS & SUPPLY CHAIN MANAGEMENT

COURSE OVERVIEW

This training seminar on Logistics and Supply Chain Management focuses on the sustainability of an organization which has been gaining momentum over the last decade. It is a topic that has reached the Executive Board in companies across the Globe.

A simplified explanation of Logistics and Supply Chain sustainability revolves around an organization's Supply Chain's efforts in the area of environment, waste and risk assessment and improvement.

This Logistics & Supply Chain Management training seminar is aimed at both suppliers and buyers who need an overview of the key drivers involved when viewing supply chains from a logistics / demand point of view and appreciate what logistics and supply chain management are fundamentally about, and that delegates are able to:

- Apply key techniques to control lead time in the movement of goods and materials to customers and users
- Find the right cost and service balance
- Use practical skills to take back to the workplace to change current methods
- Work better with all supply chain players

PROGRAM KEY FEATURES:

Participants attending the training seminar will:

- Gather new insights into developing logistics and supply chain to achieve competitive advantage
- An increased understanding of the impact of logistics and supply chain management on costs and financial performance
- Appreciation of approaches and frameworks that can be applied to different market segments
- Reviews of the latest thinking on supply chain strategy, planning and execution

WHO SHOULD ATTEND

- Senior Supply Chain Managers and Executives looking at thought leadership of their own supply chain as well as other delegates experienced and methods
- Junior Supply Chain Executives, helping to bring them up to speed with the latest thinking, frameworks, tools and implementation
- Marketing, customer service and manufacturing managers and directors who are seeking supply chain integration or who need to understand the impact of supply chain decisions upon their company's performance
- Those wanting to create Action within the supply chain to increase value and reduce cost

PUBLIC PROCUREMENT PROGRAM

COURSE OVERVIEW

The legal and practical issues surrounding public procurement continue to develop at a rapid pace, and the focus on accountable, prudent public sector spending has never been sharper. Keeping up to date with these rules and procedures, as well as staying on top of the latest key strategies and tactics in the procurement cycle is essential.

This course will provide committed public procurement professionals with a sharply focused and comprehensive understanding of the most recent cutting edge legal and practical developments. The course will also cover some of the more complex issues facing procurement professionals today

PROGRAM KEY FEATURES:

The aim of this advanced course is to provide participants with:

- A clear understanding of the principles of effective public procurement, the generic procurement process and the role of corporate and transactional procurement
- The capability to plan, implement and evaluate a sourcing process appropriate to the value/risk of the goods or services being procured
- Dealing effectively with confidential information in the government procurement cycle
- Tips for clearly defining conflict of interest rules in procurement documents – balancing fairness with effectiveness
- The ability to draft a clear, thorough and concise statement of requirements
- The tools for achieving document integration

WHO SHOULD ATTEND

- Project Manager/Officers
- Government counsel
- Municipal lawyers
- Procurement specialists
- Finance managers of government bodies
- Government procurement officers and procurement managers
- Procurement policy advisors
- Lawyers advising vendors to public institutions

PROCUREMENT METHODS & AUDIT

COURSE OVERVIEW

Public procurement constitutes a significant proportion of gross national product and overall public expenditure in all countries. It is central to the efficient delivery of public services as well as public infrastructure and is a "sine qua non" for good governance.

Progressive privatisation, rapid technological developments, outsourcing of public service delivery and the increased focus on results-based-management in the public sector have all contributed to the increased eminence and sophistication of the public procurement function. In the case of developing countries the introduction of new development delivery modalities like Sector Wide Approaches (SWAp) and related budget support funding are conditioned by the ability of the recipient governments to put in place efficient and integrated procurement and financial management systems that fulfil national accountability requirements as well as those of International Financial Institutions (IFI) and the donor community.

In response to the aforementioned developments, Globe Management Training developed this course in order to enhance the capacity of national and IFI procurement audit and supervision staff in assessing procurement operations for regularity e.g. compliance with the law/regulations and in verifying achievement of "value for money" which is defined as "the optimum combination of whole life cycle cost and quality (fitness for the purpose) in meeting the user's requirements".

PROGRAM KEY FEATURES:

The course aims at contributing to the improvement of the effectiveness of the "Procurement Audit" and supervision functions in national and IFI procurement operations through enhancing the capacity of the participants in conducting the full spectrum of procurement audit functions ranging from:

- verifying compliance with the legal requirements of competition
- analysis of organizational context; systems and procedures for
- planning and execution of audit
- assessment of achievement of "value for money" in public procurement operations

WHO SHOULD ATTEND

- The participants are staff of Supreme Audit Institutions, officials of ministries of finance as well as internal controllers of public procurement operations at central, regional and local contracting authorities.

PROCUREMENT, LOGISTICS AND MATERIALS MANAGEMENT

COURSE OVERVIEW

The Management of logistics and materials is as crucial to organisations as the management of finances. This implies that organisations responsible for handling materials either for manufacturing, relief efforts, stores and inventory needs to clearly redefine their logistics strategy to ensure that the service objective of the organisation to its stakeholders are achieved at the right time, place, and in a cost effective manner.

The course is designed to impart to participants, the planning and procedural skills that are required for the successful implementation of strategic, logistics, procurement and material management techniques that maximizes value in terms of the goal attainment

The course will also explore the merits of various contracting strategies for effective management of materials, and how to effectively and logistically reposition the resource distribution function of the organisation.

PROGRAM KEY FEATURES:

The objective of this course is to upgrade and develop the participants competencies in planning, managing and forecasting materials requirements and the supervision of the procurement and logistics contracts in accordance with policy guidelines for effective logistics and materials management strategy

WHO SHOULD ATTEND

GMT program on logistics and materials management is specifically tailored for the benefit of senior and middle management staff from:

- Government supplies and materials division, from various ministries.
- Donor and Bilateral agencies/ Relief Organisations.
- Private sector companies
- World Bank Financial Projects
- Donor financed projects
- Finance and Project managers from NGO's
- Parastatal organisations

PROCUREMENT FRAUD WORKSHOP

COURSE OVERVIEW

Procurement fraud can be one of the more complex frauds to investigate; there are numerous ways it can be committed and, when investigating it, all options need to be considered. A simple definition of procurement fraud would be 'fraud within the procurement lifecycle of a product or service, not forgetting long-term maintenance contracts'.

This Procurement Fraud Workshop identifies frauds that are committed fall within the banner of procurement fraud as most companies obtain products or services through some form of procurement exercise. No one company can operate in isolation. Often when concerns are raised, products and services have already been procured and the contracts have been in place for some time.

This workshop will feature:

- Developing KPIs for Procurement
- Ethics and codes for purchasing personnel
- Identifying Supplier Fraud
- Common procurement fraud schemes
- Ways to control procurement fraud

PROGRAM KEY FEATURES:

By the end of this workshop, the participants will be able:

- Learn how unjustified single source award encourages fraud
- Develop strategic purchasing plans to avoid collusion between suppliers
- Discuss how purchase orders and variations orders are instrumental in Procurement fraud
- Determine how to eliminate low value-added processes
- Be taught how to develop spend profiles
- Explore many ways of reporting Key Performance Indicators (KPI)

WHO SHOULD ATTEND

- Those involved in purchasing, albeit as supplier, buyer, materials planner, finance or even end-customer
- Supervisors, Professionals and staff in the organization who are responsible for overseeing the purchasing function



PROJECT MANAGEMENT

Your ability as a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. This course expands upon the basic concepts of project management you discovered in the Project Management Fundamentals course, and offers a job-related approach to successful project management across application areas and industries.

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SNAP TECH
INTERNATIONAL

APMG
International



PRINCE2®: PROJECTS IN CONTROLLED ENVIRONMENTS

COURSE OVERVIEW

Projects IN Controlled Environments is widely recognised as the de facto method for project management. PRINCE2 provides a framework that brings together disciplines and activities that ensure successful project delivery.

PRINCE2 is a wealth of project management knowledge and Best Practice that needs to be conscientiously tailored to suit each individual and their organization. The updated manual, training and examination will help you tailor PRINCE2 effectively to ensure you get the most out of the certification.

It is a non-proprietary international best practice professional project management qualification. Our event and course material provides comprehensive cover of all aspects of the PRINCE2 methodology and prepares you for the Foundation and/or Practitioner exams.

Don't deter your career's progress, join the hundreds of successful project managers that have benefited from Snap Tech's PRINCE2 training events, and get an internationally recognized PRINCE2 certification. As always, our focus is on helping individuals and organizations across a range of job roles, sectors and geographies, to successfully manage projects.

PROGRAM KEY FEATURES:

One – It will help you manage projects in such a way as to deliver wide-ranging organisational change, including:

- Minimised risk of project failure
- Reduced waste and increased productivity
- Confidence to take on important change projects
- A robust yet adaptable method that you can embed into your working practices and apply to a range of projects
- Higher levels of customer satisfaction

Two – Processes within PRINCE2 are designed to adapt to projects of any size and take you from planning the project to delivering its products:

- Starting up
- Initiation
- Controlling a stage
- Managing product delivery
- Managing stage boundaries
- Closing a project
- Directing a project – that focuses on the role of the Project Board/Steercom.

The PRINCE2 method is easy to learn and embodies established and proven best practice from the wide cross-section of organizations that have contributed to its evolution since the 1980s. By adopting PRINCE2 as their project management method, businesses are benefiting from lessons learned by other organisations over the last few decades

WHO SHOULD ATTEND

- This course is designed for experienced project managers who want to increase their project management skills, apply a standards-based approach to project management, and apply for Project Management Institute, Inc. (PMI®) Project Management Professional (PMP®) Certification.

PROJECT ASSURANCE & GOVERNANCE

COURSE OVERVIEW

This is a specialized event that focuses on the role of project and programme assurance. The event addresses the skills required to apply Project assurance so as to improve the quality of both the project management as well as the deliverable to be handed over to the customer.

PRINCE2 carries you through all the essentials for running a project, from planning to implementation and delivery, to measuring outcomes. Above all, it keeps your attention focused firmly on the business case to ensure that the project delivers and develops in line with your needs.

Don't put your career progress at risk, join the thousands, yes thousands of project managers that have benefited from Snap Tech's PRINCE2 training events, and get an internationally recognized PRINCE2 certification.

PROGRAM KEY FEATURES:

The course is designed to:

- Assurance management principles
- Quality in projects
- How to plan and control quality
- Assurance techniques
- Overview of key assurance roles
- Project Assurance within the project organization
- Project assurance responsibilities
- Assurance in projects and programmes
- Tailoring assurance
- What needs to be assured
- Assurance of Management and Specialist products

WHO SHOULD ATTEND

- This event is applicable to Senior Project managers of any discipline, probably at PRINCE2® Practitioner, CAPM® and PMP® levels with a minimum of 5 years project Management experience. The event is also well suited to internal and external auditors and specialist project resources that will fulfil the assurance role, Project Office managers, Programme managers and Quality consultants.

CPAT TECHNIQUES: PROJECT ADMINISTRATION COURSE

COURSE OVERVIEW

Certificate in Project Administration Techniques (CPAT) provides a foundation from which to develop your competencies and skills in a project management support role. Delegates who complete the Project Administration Course certificate successfully can go on to have rewarding careers in the public and private sector.

PROGRAM KEY FEATURES:

This event is aligned to the NQF Level 4 Unit Standard 120381: Implement Project Administration Processes According to Requirements. The Unit Standard carries 5 credits.

The delegate will be able to complete tasks such as maintaining project documentation through Configuration Management principles. The event will teach delegates how to:

- Document and compile minutes of meetings and how to schedule and plan meetings.
- Update project plans and how to handle internal and external communications in a competent manner.
- Plan and organize workshops.
- Compile and distribute project reports related to progress, issues, risk and other reports.
- Coordinate project events like presentations, planning sessions and team building functions.
- Work in a project office
- Understand and participate in the running of a project team and influence the deliverables of the project in a positive way.

WHO SHOULD ATTEND

The Project Administration Techniques event is targeted at:

- Clerical and secretarial staff
- Organizations that want to increase their project management competencies of their project resources
- Team assistants
- Project administrators and support staff who want to advance their Project Management careers



MICROSOFT PROJECT PROFESSIONAL 2010

COURSE OVERVIEW

Microsoft Project Professional 2010 is project management software that gives project managers a new and easier way to manage a wide range of projects. With all of the new updates and visual enhancements of this event, it will deliver even more, with an at-a-glance resource management as well as team collaboration tools, to successfully complete all types of projects. This powerful and practical event is facilitated by experts and is designed to provide participants with the specialised 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 program.

MS Project 2010 gives you robust project management tools with the right blend of usability, power, and flexibility, so you can manage projects more efficiently and effectively. You will learn to manage and customize project plans during the implementation stage of a project.

PROGRAM KEY FEATURES:

Differentiate the original schedule from the forecast schedule, Estimate task durations, Identify the relationships between tasks ("dependencies"), Trust Microsoft Project to calculate and forecast the dates in the forecast model, Monitor the most important tasks ("Critical Tasks") that determine the project duration and Regularly update your forecast schedule.

WHO SHOULD ATTEND

This event is designed for a person who has an understanding of project management concepts, who has the basic skills to create and modify project plans using Microsoft Project 2010, and who needs to use Microsoft Project 2010 to manage and customize those plans through the implementation stage of a project.

The event is suitable for all those involved in projects of any type and size including:

- Project Managers
- Project Board Members
- Project Assurance
- Team Managers
- Project Support
- PMO staff
- Change specialists
- Operational Line Managers involved in projects



RESOURCE MOBILISATION & MANAGEMENT

Resource mobilisation refers to all activities involved in securing new and additional resources for your organisation. It also involves making better use of, and maximizing, existing resources. Resource mobilisation is often referred to as 'New Business Development'

Resource Mobilization & Management

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Financial Self-reliance & Resource Mobilisation

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Fundraising And How To Write A Grant Proposal

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Resource Mobilization & Management

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FINANCIAL SELF-RELIANCE & RESOURCE MOBILISATION

COURSE OVERVIEW

This course will provide you with all you need to know to become an effective fundraiser. It will be of interest to anybody who works in organisations that don't have professional fundraisers on their staff. You don't need to be a specialist fundraiser to use the techniques we explore here; you are more likely to be someone who has to shoulder the responsibility for raising the funds while doing many other things.

PROGRAM KEY FEATURES:

This course will help you build the relationships that you rely on to your work.

All effective organisations have a cause: they want to make a difference to the world around them. To do that, they need funds. Developing your own fundraising capability can make your organisation's mission statement a reality.

Fundraising isn't just about writing proposals or collecting money. It's about building a constituency of supporters for your cause. It's about learning to communicate effectively with the public and developing a network of enthusiastic and committed supporters for your cause.

When you have completed this course you will be able to:

- Raise much needed funds for your cause
- Build a constituency in support of your cause
- Improve your chances of getting support from major funders, trusts and foundations
- Manage your funder relationships much more effectively
- Prioritise your time and energy, so that you are doing sufficient fundraising to get the funds that you need for your work.

WHO SHOULD ATTEND

- This course is designed to be of considerable benefit to, project directors, financial and management accounting managers, of funded projects, chief executives, heads of institutions and all executives who are accountable for donor financed projects. Women managers are also particularly welcome

FUNDRAISING AND HOW TO WRITE A GRANT PROPOSAL

COURSE OVERVIEW

This 2-week programme aims to provide you with knowledge, critical understanding and key practical skills to raise funds for humanitarian and development programmes from donor agencies, the corporate sector and the general public. Topics covered include financing options and funding trends in the humanitarian sector; institutional donor funding - key players and their funding priorities; the ethics of fundraising; the fundraising strategy; Steps to Success; researching donors; corporate fundraising; the project log-frame; and proposal writing and costing.

PROGRAM KEY FEATURES:

Upon successful completion of the module, students will be able to:

- Describe and critically assess the current funding climate and priorities in humanitarian programmes
- Undertake focussed donor research for fundraising for humanitarian projects
- Fulfil a resources audit and design a fundraising strategy for a small NGO
- Outline the challenges and opportunities presented by fundraising from the corporate sector and institutional donors
- Design a fundraising event to attract support from the general public
- Prepare a fundraising proposal and supporting budget for a major donor agency

WHO SHOULD ATTEND

- This course would be beneficial to anybody who has to write bid proposals as part of their job.



FUND-RAISING & RESOURCE MOBILISATIONS PROGRAM

COURSE OVERVIEW

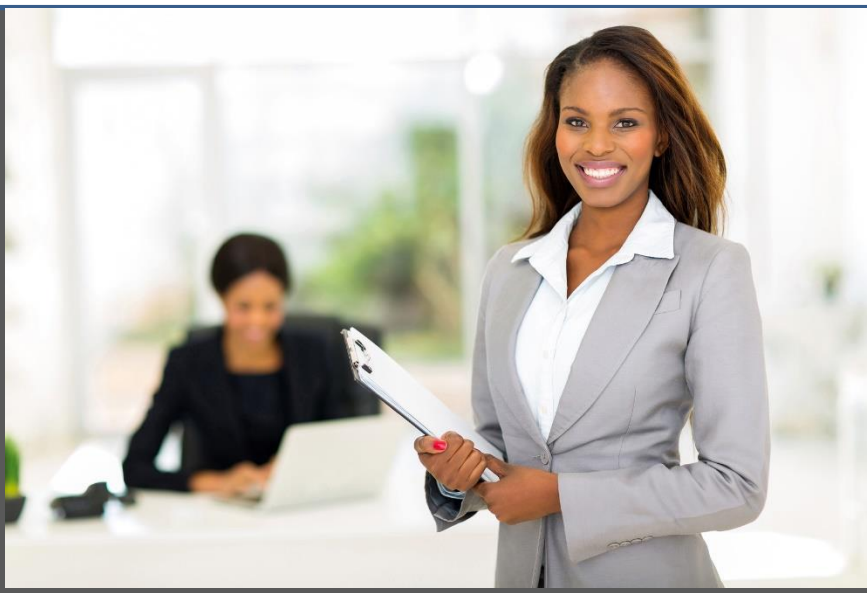
Without adequate resources, there can be no development. The Resource Mobilisation team of an organization is responsible for raising the funds needed, keeping the issues in the cases top of mind of potential donors, developing a network of support and influence to effectively secure resources to run the development organisation over a long period of time. The sources of these funds can be; voluntary contributions, governments, multilateral institutions, foundations, INGO's, the private sector and individuals. The Resource Mobilisation team strives to secure financial commitments from donors to ensure the funds needed for the implementation of the projects.

PROGRAM KEY FEATURES:

Understanding that, for organisations to start resource mobilisation they need to build the underlying organisational infrastructure which enables them to perform resource mobilisation tasks. Developing the resource mobilisation system and identifying capacity building needs for resource mobilisation. Developing a resource mobilisation strategy.

WHO SHOULD ATTEND

- Board members, executive directors, managers, senior staff, consultants and advisors who are involved in the process of Resource Mobilisation at a development sector organization.



PUBLIC RELATIONS TRAINING

Public relations (PR) is the way organisations, companies and individuals communicate with the public and media. A PR specialist communicates with the target audience directly or indirectly through media with an aim to create and maintain a positive image and create a strong relationship with the audience.

Public Relations

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Public Relations , Communication And Media

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Strategic Public And Relations Management

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Managing Security , Protocol And Logistics Management

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Advanced Protocol And Events Management

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PUBLIC RELATIONS , COMMUNICATION AND MEDIA

COURSE OVERVIEW

This course is designed to provide participants with an in-depth examination of the fundamentals of communications and public relations. Participants will gain a better understanding of the best practices in communications/public relations and new ideas for implementing those practices into their organizations.

PROGRAM KEY FEATURES:

Upon completing this course, delegates will be equipped:

- To present the key concepts and methods for efficient external communications to develop participant competencies;
- To present a step-by-step methodology designed to foster communication with all key stakeholders;
- To equip participants with the competency as well as the tools and techniques required for developing strategies and action plans to manage communication and public relations activities.
- Plan a communication campaign using practical tools
- Develop enhanced PR writing skills to amplify the impact of everything that you write
- Write powerful and newsworthy press releases quickly and instinctively
- Create an internal communication strategy for your organization

WHO SHOULD ATTEND

- Personnel working in communications, marketing and public relations
- Corporate Communications Managers
- Corporate Communications Officers
- Marketing Officers
- Personnel responsible for communications, marketing & public relations

STRATEGIC PUBLIC AND RELATIONS MANAGEMENT

COURSE OVERVIEW

The curriculum for Strategic Public Relations and Protocol training course is designed for both executives new to the role and mid-level executives who want to build on their existing knowledge of working in this area of PR. Week one of this course introduces PR as a discipline distinct from marketing and advertising with its unique role to play in business and government. Emphasis is placed on PR channels such as print, radio, and television which are important in influencing public opinion. Training consultants also discuss how PR strategies need to relate to the modern international media landscape characterised by the internet, mobile technology, and social media. In order for stories to have an impact on the news, it is necessary to understand the basis of what makes a good story and how to write for media, as well as assessing target markets effectively so that messages are delivered to the right audience. These areas are also covered in the first week. Increasingly, Public Relations departments are undertaking the duties of protocol and travel management as part of corporate PR strategy. The lessons in week two of this course therefore examine how to develop successful strategic planning for overseas travel, from obtaining visas and organising accommodation to meeting and receiving international VIPs. The schedule analyses how Protocol and Travel responsibilities should be integrated into an overall PR programme as well as techniques for the successful planning of exhibitions, conferences, visits and events. Discussions also cover effective planning of domestic travel arrangements.

PROGRAM KEY FEATURES:

- To build on existing knowledge of Strategic Public Relations
- To apply the tactical skills required for working in Strategic Public Relations
- To capitalise on developments in technology
- To manage the key aspects of protocol
- To learn tips, tools and techniques to arrange business travel
- To meet the expectation of those involved in protocol and travel arrangements

WHO SHOULD ATTEND

- Protocol officers
- Travel offices
- Travel executives
- Public relations officers
- Public relations executives



MANAGING SECURITY , PROTOCOL AND LOGISTICS MANAGEMENT

COURSE OVERVIEW

The protocol officer is responsible for fostering understanding and cooperation between individuals, corporations, organisations and foreign bodies – they play a critical role in maintaining international relations.

Failure to adhere to protocol, or following poorly thought out protocols can result in embarrassment, damaged reputations, or even compromised security to senior officials and dignitaries, it is therefore imperative that protocol officers fully understand what is required of them in guiding those they represent in diplomatic scenarios, particularly when traveling overseas or greeting foreign visitors.

This programme, aimed at protocol, travel and security officers will equip participants with the skills and understanding to navigate the delicate waters of international protocol. The programme will cover how to arrange overseas visits, receive foreign dignitaries appropriately, advise staff on formalities and courtesies that should be observed and provide transport, security and support to government officials and VIPs.

The focus will be on interactive learning, utilising case studies and participative exercises to emphasise how protocol should be carried out. Participants will also be encouraged to discuss what diplomatic obstacles they have encountered and what protocols should be followed in these circumstances.

PROGRAM KEY FEATURES:

- How to schedule foreign visits
- Receive foreign dignitaries appropriately
- Understand the impact of culture, nationality and religion on protocol
- Avoid common protocol pitfalls
- Secure visas, tickets and travel documents
- Adhere to correct procedures in diplomatic communications
- Government to government communications
- Ensure the safety and security of those you represent
- Social etiquette, appropriate dress and forms of address

WHO SHOULD ATTEND

Secretaries, PA's, Office Managers, Secretaries and PA's, Event Planners, Managers and coordinators, Administrative personnel

ADVANCED PROTOCOL AND EVENTS MANAGEMENT

COURSE OVERVIEW

- To develop and strengthen the management of protocol and event functions
- To learn the tips and avoid the traps of organising efficient events
- To extend and apply skills of communication to promote successful events
- To identify risk and understand how to minimise its impact
- To analyse and apply the factors which ensure that events come in on time and to budget
- To apply the principles of project management to planning and organising and holding successful events
- To develop and apply the core skills of PR and marketing for event promotion
- To understand the key factors in building and maintaining strong relationships
- To ensure that meetings at home and abroad achieve strategic objectives

PROGRAM KEY FEATURES:

- Managing the Protocol and Events Function
- Exhibitions, Conferences, Visits and Events – National and International
- Communication Appropriate for Guests, Audiences and Stakeholders
- Risk and Crisis Management for different Events
- Budgeting and Cost Control
- Project Management in Protocol and Events
- PR and Marketing for Successful Events
- Building and Maintaining Strong Relationships
- Meetings at Home and Abroad

WHO SHOULD ATTEND

Secretaries, PA's, Office Managers, Secretaries and PA's, Event Planners, Managers and coordinators, Administrative personnel



SECRETARIAL AND PERSONAL ASSISTANT DEVELOPMENT

Secretary PA Development. Behind every successful Chief Executive Officer is a secretary that makes sure everything is attended to each day. Whether your company is in the field of telecommunications, food or retail for example, executive secretaries play a pivotal role in your operations.

Secretarial And Personal Assistant Development

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Advanced Skills For Executive Secretaries & Personal Assistants

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The Advanced Executive Pa Masterclass Workshop

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Project Management For Pas And Senior Secretaries

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Senior Secretaries And Personal Assistants' Programme

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SECRETARIAL AND PERSONAL ASSISTANT DEVELOPMENT

ADVANCED SKILLS FOR EXECUTIVE SECRETARIES & PERSONAL ASSISTANTS

COURSE OVERVIEW

The 21st century administrative assistant, executive secretaries and PA's play a vital role in supporting management. Understanding the key techniques and skills of management will increase the level of positive support they can give. An appreciation of the role of management will enhance communication and lead to more efficient working environment. This course will provide participants with an awareness of the management skills they require to produce enhanced results.

PROGRAM KEY FEATURES:

- Define the role of the Administrative Assistant, Executive PA/Secretary as part of the management Team, for the 21st century organization
- Contribute more effectively by understanding your own organization and the business environment
- Use appropriate management skills to influence work flow
- Design, implement and evaluate office procedures to enhance productivity
- Develop your basic teamwork skills and explore how to make the most of your available time
- Effectively communicate verbally and in writing to all levels
- Adopt a systematic approach to decision making and problem solving
- Discover how a competency based recruitment system can ensure effective staff selection.

WHO SHOULD ATTEND

This course is earmarked for Executive Secretaries, Professional Office Administrators Chartered Corporate Secretaries and Middle to Senior Personal Assistants.

THE ADVANCED EXECUTIVE PA MASTERCLASS WORKSHOP

COURSE OVERVIEW

This Workshop brings together EAs & PAs to learn and exchange ideas. The Advanced Executive PA Masterclass is, without a doubt, one of the best workshops on the market today. It is designed for Executive PAs and Executive Assistants who would like to develop world-class EA skills and become better strategic business partners to their executives. Executive PAs will learn how to approach their role from a strategic and managerial perspective, and take more responsibility for managing their executive's workflow.

This is a challenging and enjoyable 2-Week workshop for Executive Assistants, Executive PAs, Personal Assistants and Senior Administrators. It is built around realistic case studies, problem-solving exercises and the development of practical managerial-level soft skills. This masterclass offers world-class Executive PA workshops, delivered by a former Executive PA with expert knowledge of the EA role and its challenges. EAs consistently rate this workshop as 5 out of 5 for excellence.

PROGRAM KEY FEATURES:

- Learn how to develop a strategic business partnership with your executive
- Discover how to stay ahead of your executive's shifting priorities
- Learn how to quickly plan a project using a timeline
- Discover strategies for managing your personal brand and career progression
- Learn time-saving email management techniques
- Discover the formula for influencing the executive team
- Learn effective presentation skills
- Discover how to manage multiple demands on your time
- Learn how to negotiate successfully

The Advanced Executive PA Masterclass is one of the best Executive PA workshops on the market today. Personal Assistant workshop is an investment, not an expense - it is maintenance for PAs. Therefore, it is prudent that executives give priority to training the EA they intend to keep. A recent survey found that as many as 90% of executives believe they could not do their job properly without their PA. PAs need to be at the cutting edge of their profession to better assist their executive. Attending this masterclass will provide an opportunity for Executive Assistants to build their skill-set and develop their strategic partnership.

WHO SHOULD ATTEND

- This course is earmarked for Executive Secretaries, Professional Office Administrators, Chartered Corporate Secretaries and Middle to Senior Personal Assistants.



SECRETARIAL AND PERSONAL ASSISTANT DEVELOPMENT

PROJECT MANAGEMENT FOR PAS AND SENIOR SECRETARIES

COURSE OVERVIEW

A highly practical course specifically formulated for PAs and Executive Assistants, which will equip you with a comprehensive grounding in the language, skills and techniques needed to understand, plan and run any project effectively.

This course examines developments of power plants in the structural, operational and technical aspects. During the course advanced managerial methods and policies which deal with on-going changes and progress in the field of energy will be presented. Participants will also be familiarised with the National power infrastructure and how they cope with managerial problems and formulates strategies.

PROGRAM KEY FEATURES:

The course aims to equip participants with advanced managerial techniques and specialised knowledge that will increase their ability for innovative planning and implementation of policy in varying reality and to improve their strategic thinking, problem solving and decision making skills.

WHO SHOULD ATTEND

This course is designed for PAs, Executive Assistants, Secretaries, Senior Secretaries, Administrators, Management Assistants and anyone else who has very little or no previous project management training.

SENIOR SECRETARIES AND PERSONAL ASSISTANTS' PROGRAM

COURSE OVERVIEW

The International Senior Secretaries and Directors' Personal Assistant's Course & Senior Secretarial Computing Course aim to help participants both to develop their skills and expertise and to improve the quality of their work and their roles within their organisations. Particular attention will be paid to enhancing each participant's potential for development. Care has been taken to make the programme relevant to working conditions.

Attendance on this course will be global and it will enable a secretary or personal assistant to learn how to function more effectively in the office and understand the application of new technology. Participation is an important part of this practical course. The programme combines, practical sessions, group work, lectures, discussions and visits.

Over 90 per cent of all the office activity is communication in one or another of its forms. The secretary or personal assistant is the focus for communication between top level management and the rest of the organisation. The course recognises this and addresses the issue.

PROGRAM KEY FEATURES:

After completing the course participants should be able to:

- Appreciate the developing role of the personal assistant or secretary in an organisation.
- Understand more readily the nature of management and the functions of the management team.
- Recognise the importance of communication and improve their own communication skills.
- Exercise delegation and supervisory skills.
- Appraise their own performance and that of their subordinates. Recognise the impact of information technology and be able to use it efficiently.

WHO SHOULD ATTEND

- The course programme is designed to meet the needs of personal assistants and senior secretaries, who work with chief executives, directors, heads of department and senior managers in both the public and private sectors. Such people probably spend part of their time on typing or shorthand, but they are likely to be personal assistants in the fullest possible sense. They also have responsibility for office administration. In many cases they may be taking on, or hoping to take on, additional management functions.
- The course recognises the importance of the role of such people and the contribution they bring to decision making.



TELECOMMUNICATION COURSES

Telecommunication is the transmission of signs, signals, messages, writings, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems. Telecommunication occurs when the exchange of information between communication participants includes the use of technology.

Telecommunication Courses

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TELECOMMUNICATIONS ESSENTIALS

COURSE OVERVIEW

This Telecommunications Essentials training course provides you with a working understanding and appreciation of the features, functions and modern implementations of telecommunication networks. All major market penetrations are discussed, concentrating on the universal goal of converging all applications (voice, data, image, video...) onto one network and providing the appropriate quality of service for each

PROGRAM KEY FEATURES:

As a result of taking this telecommunications training, you will be able to:

- Define basic terminology and concepts of communications networks
- Compare and contrast packet switching and circuit switching
- Explain the operation of private circuits
- Describe high speed WWANs services
- Discuss performance factors associated with network cabling
- Illustrate the operation of cellular private radio systems
- Examine DSL and ISDN
- Describe telephone signalling methods
- Examine the features and ATM and Frame Relay
- Discuss GEO and LEO Satellite Sys

WHO SHOULD ATTEND

- Regulatory Authorities, Agencies, and Commissions

REGULATION OF TELECOMMUNICATIONS SERVICES

COURSE OVERVIEW

To improve the ability of telecommunications services regulatory authorities, legal officers, and relevant ministries that monitor and enforce quality of service requirements, GMT has designed an intensive training course on Regulation of Telecommunications Service: In this course, participants will explore the key elements of laws surrounding the telecommunications industry ,successfully monitor quality of service as well as examine practical examples that illustrate “best practices” throughout the world. Special presentations will examine how intellectual property works in the region and in the globe

PROGRAM KEY FEATURES:

- Analyzing universal access and growth strategies of utilities in the telecommunications sectors
- Illustrating the key elements of successful telecommunications service delivery
- Illustrating the key methods for monitoring, reliability and ease-of-use of services provided
- Applying intellectual property laws
- Creating consumer outreach and communication programs to improve feedback capabilities
- Creating your own Action Plan to create an Intellectual property, monitor it and protect it.
- Practical knowledge of regional and international practices.

WHO SHOULD ATTEND

- Commissioners, Directors and
- Key Staff of telecommunications Institutions, Regulatory Authorities, Agencies, and Commissions
- Legal officers in the telecommunications industry
- Policies and Projects officers
- Directors and Key Managers of Public and Private organisations
- International Telecommunications Service Organizations



TELECOMS MARKET ANALYSIS & EVALUATION

COURSE OVERVIEW

Too often, telecoms market analysis focuses on short-term, operational issues and fails to address the longer-term fundamentals that can make or break operators' ability to survive in the rapidly-changing telecoms marketplace.

Telecom Market Analysis and Evaluation is a two-week training course trains delegates to probe in-depth the factors that influence telecoms organisations' market approaches and helps them to enhance the effectiveness of their marketing strategy.

Attendees analyse in detail the short and long-term impact of macro- and micro-environmental, competitor and customer trends on both the telecoms market and operators' options. They then transform this information obtained into knowledge upon which they can build effective marketing strategies.

A real-life example is used throughout the course to enable delegates to apply their new skills to a market analysis challenge.

PROGRAM KEY FEATURES:

At the end of this highly participative course you will be able to:

- Identify and assess realistic market opportunities and establish a robust, market-oriented strategic marketing framework
- Identify and exploit multiple sources of data on the environment, customers and competitors that are relevant to understanding key market trends
- Implement a thorough analysis of short- and long-term macro-environmental factors that will impact the choice of marketing strategy
- Assess factors influencing customer behaviour and loyalty in telecoms and suggest a response to customer analysis challenges
- Carry out a detailed analysis of competitor activity, establish sources of sustainable competitive advantage and optimise competitive positioning over the long term
- Use the market analysis conducted throughout the course to develop a market-oriented value proposition that is robust and sustainable across multiple future scenarios.

WHO SHOULD ATTEND

- This course is designed for people with 1-2 years' experience in a marketing function who are seeking to improve their knowledge of telecoms market analysis techniques and market-based strategy development approaches.

THE REAL TELECOMS MBA

COURSE OVERVIEW

More than ever before, the dynamics and fast pace of the new Telecom Service environment require cross-functional experts who master complexity and go beyond the silo thinking. This "Mini-MBA" program prepares participants to move into more senior positions or into functions away from their base education. It provides you with the intellectual capital needed to excel as a high-performance manager in this fast moving industry.

PROGRAM KEY FEATURES:

You will be better able to:

- Develop an all-round view of how successful Telecom organizations operate
- Understand the fundamental of a Telecom company's core business disciplines
- Know how to implement strategies effectively through people and different departments
- Improve you personal business understanding and career potential
- Become an active contributor to the change process for your own company
- What will I do in this program?

WHO SHOULD ATTEND

- Commissioners, Directors and Key Staff of telecommunications Institutions, Regulatory Authorities, Agencies, and Commissions
- Legal officers in the telecommunications industry
- Policies and Projects officers



UTILITIES AND REGULATORS

These courses have been specifically designed to address topical and relevant issues within the power and utilities sector. Through this event, we aim to empower junior and middle management to overcome challenges, mitigate risk as well as increase operational efficiency. Delegates will be empowered with the tools to navigate regulatory reform in an age of regional integration and cross border energy trade. Participants will also be equipped with the skills required to successfully negotiate and manage contracts.

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TARIFF RATE STRATEGIES AND COST RECOVERY REQUIREMENTS: IMPLICATIONS FOR REGULATORS AND UTILITIES

COURSE OVERVIEW

Although ratemaking has evolved into a complex science involving many useful and creative methodologies, the essence of tariff design is a thorough understanding of how to establish a revenue requirement for a regulated utility, translate that overall revenue requirement into a rate design that customers will pay, and use a cost of service study that will aid participants in translating the former into the latter. Accomplishing this requires an understanding of how to determine reasonable investments and costs in providing service.

This two-week-long course course, will review various ways to design tariffs. Case studies will demonstrate how regulated service providers and their regulators have used cost of service studies and other methodologies to design effective tariffs.

PROGRAM KEY FEATURES:

- Explain how to set a revenue requirement and translate it into a tariff design
- Identify the role of a cost of service study in translating a revenue requirement into a rate design
- Describe the role of the regulator in the tariff-setting process, methodologies, and relationships with service providers
- Describe the role of the service provider in collecting and analyzing data to reduce costs and improve service
- Compare case study experiences on how to determine and adjust prices and the implications
- Demonstrate how to decouple tariff policies from social and political objectives
- Illustrate how to calculate, analyze, and adjust tariff structures
- Visit a regulatory commission rate hearing and participate in a mock rate hearing
- Design a detailed, strategic action plan to apply learning outcomes on the job.

WHO SHOULD ATTEND

- Directors and key staff of regulatory authorities
- Directors and key managers of state-owned enterprises and investor-owned utilities that are subject to regulation
- Officials from ministries of finance, energy, water, and telecommunications
- Staff of bilateral and international organizations
- Managers and staff of business and trade associations

FUNDAMENTALS OF UTILITY REGULATION

COURSE OVERVIEW

This courses on utility regulation provide an introduction to the economic principles of regulation as well as the details involved in the development of regulatory policies, evaluation of alternative forms of regulation, establishment of incentive programs, and evaluation of tariff proposals. Knowledge in these areas is critical not only for regulators and their staffs, but also for the utility personnel who must evaluate and comment on regulatory proposals and comply with regulations in place.

This courses on regulation are tailored to the jurisdiction in which they are offered, but typically include topics such as:

- Regulatory Economics: the concepts of regulatory economics and the meaning of economic regulation, including:
 - Basic economic principles
 - Market equilibrium
 - Cost concepts
 - Monopoly and market failures
 - Natural monopoly
- Revenue requirement under rate of return regulation
- Introduction to tariff design: pricing principles and rate structure design
- Incentive regulation: alternative forms of regulations, including benchmarking and price caps
- Data requirements for tariff regulation

WHO SHOULD ATTEND

- Directors and key staff of regulatory authorities, Directors and key managers of state-owned enterprises and investor-owned utilities that are subject to regulation, Officials from ministries of finance, energy, water, and telecommunications



REGULATORY IMPACT ANALYSIS: METHODOLOGY FOR COST-BENEFIT ASSESSMENT AND REGULATION,

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MANAGING REGULATORY COMMISSIONS/AGENCIES: MASTERING THE PROCESS AND PROCEDURES

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Globe Management
TRAINING

TRAINING ●
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CONFERENCES ●

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