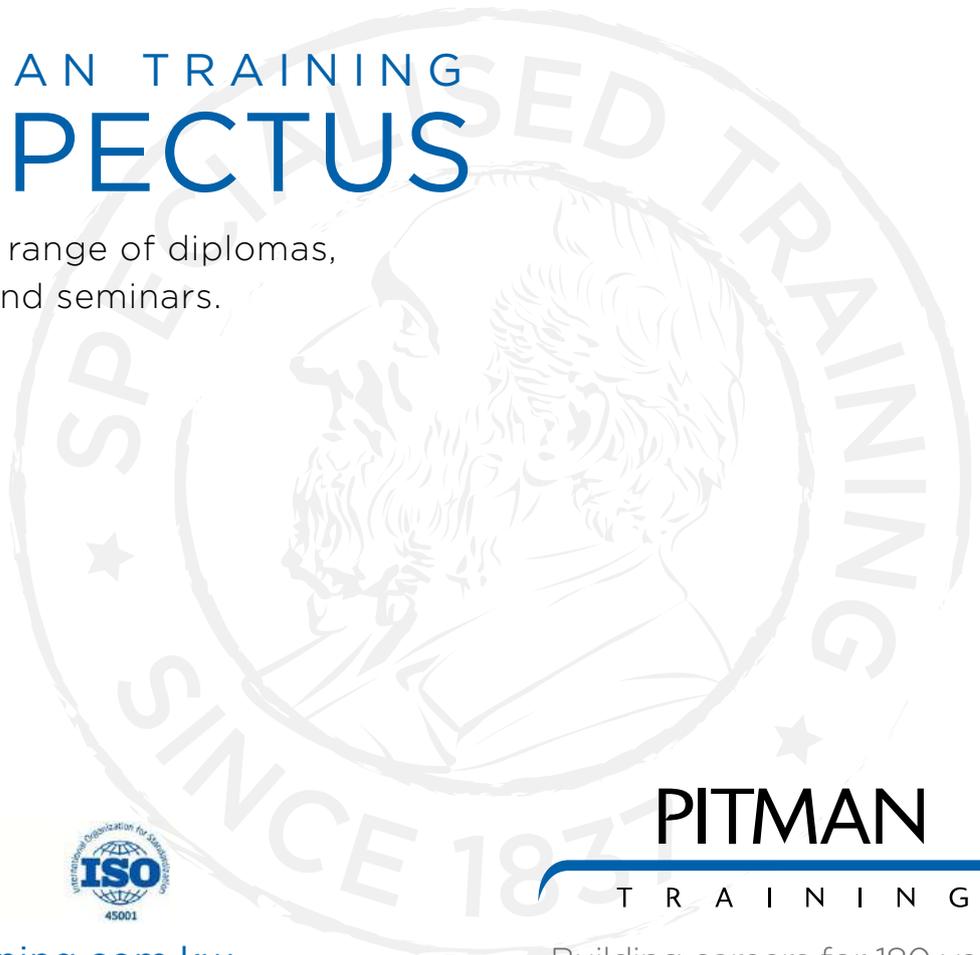




# THE PITMAN TRAINING PROSPECTUS

Your guide to our range of diplomas,  
awards, courses and seminars.



**PITMAN**

TRAINING

[www.pitman-training.com.kw](http://www.pitman-training.com.kw)

Building careers for 180 years.

## Mission

Pitman Training aims to achieve and sustain excellence in every area of its involvement in learning, thereby maintaining and developing its historical position as a world-class provider of workplace skills education, and enriching national and regional communities in GCC through the success of its methods and the skills of its learners.

## Vision

Our vision serves as a “Roadmap” and guides every aspect of our business by describing what we need to accomplish in order to continue achieving sustainable, quality growth.

P - Provide outstanding affordable training services to our customers

I - Invest in our staff for the sake of training services.

T - Take the main share in Kuwait market

M - Maintain a close relationship with our customers during and after delivering our services.

A - Always be ahead of the competition by providing the most up-to-date training courses.

N - Never fail to meet or even exceed our customers’ expectations

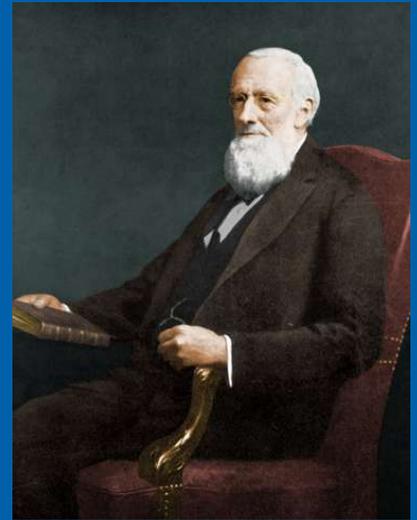
## Partners and International Accreditation



# A Brief History of Pitman Training

**Pitman Training is a leading training provider offering specialist career-focused training, upholding the heritage that was established in 1837, when Sir Isaac Pitman revolutionised office communications with the invention of shorthand.**

Today, we still offer our globally recognised shorthand training, but as you'd expect, we've well and truly moved with the times. We provide the very latest in office software and IT training, as well as a comprehensive range of diplomas, awards and courses.



All of our courses are designed to help students get the job and skills they really want and are delivered using up to date effective technology for teaching, learning and assessments.

We've always enjoyed a reputation for excellence and this is as true today as it ever was. Pitman Training continues to be highly regarded by employers; so much so that companies across the UK have voted us to be a top Business Superbrand™ in the field of education, alongside the likes of Cambridge and Oxford universities.

The cornerstone of our offering is our diploma programme. This provides exceptional, cost-effective and flexible Office, Management, Accounts, Media and IT training for thousands of people every year, across the globe.

Every year, many thousands of former Pitman Training students succeed in getting the job they really want. Our quality training and industry standard certification help people return to work, improve their careers and change lives.

**In Kuwait Pitman Training Center is a subsidiary of Automated Systems Company (ASC). Automated Systems Company (ASC) is a Public Shareholding Kuwaiti Company established in 1988. In November 2002, ASC joined the Kuwait Stock Exchange (KSE) as a technology company. It has a current capital of 10 million Kuwaiti Dinar. The journey started with an aim of providing IT Services & Solutions exclusively to the aviation industry but has expanded to other businesses such as Healthcare, Education, Banking, Oil & Gas, Telecom, and Construction. ASC provides a diverse set of technology services & solutions to a wide range of industries. Our continuous quest for excellence through our dedicated team and innovative solutions, which is at the heart of our operations, has helped us gain the trust and satisfaction of our valuable customers and partner.**



### General Management

Team Building . . . . .	6
Crisis Management . . . . .	6
Leadership Skills . . . . .	6
Risk Management Professional . . . . .	6
Business Process Management . . . . .	7
Conference and Event Management . . . . .	7
Business Succession Planning . . . . .	7
Quality Management . . . . .	7
Strategic Planning . . . . .	8
Supervisor Skills . . . . .	8
Coaching and Mentoring . . . . .	8
Time Management . . . . .	8
Stress Management . . . . .	9
Managing Pressure and Maintaining Balance . . . . .	9
Managing Employee Performance . . . . .	9
Anger Management . . . . .	9
Purchasing Management . . . . .	9
Lean Six Sigma Yellow Belt . . . . .	10
Lean Six Sigma Black Belt . . . . .	10
Inventory Management . . . . .	10
Meeting Management . . . . .	10

### Project Management

Project Management Professional . . . . .	11
Certified Associate in Project anagement . . . . .	11
TOGAF . . . . .	11
Business Analytics using Power BI . . . . .	11
Program Management Professional . . . . .	11
Certified Professional Contracts Manager . . . . .	11
Prince 2 . . . . .	12
ITIL Foundation . . . . .	12
Agile Fundamentals . . . . .	12
Change Management . . . . .	12

### Sales, Marketing & Customer Service

Sales and Customer Service Training for Call Center Agents . . . . .	13
Retail Sales Training . . . . .	13
Selling Smarter . . . . .	13
Dynamite Sales Presentations . . . . .	13
Critical Elements of Customer Service . . . . .	13
Customer Hospitality course . . . . .	14
Certified Public Relations Manager . . . . .	14
Telemarketing . . . . .	14
Certified Marketing Manager . . . . .	14
Marketing for Small Businesses . . . . .	14
Video Call Training for call center . . . . .	15
Marketing and Public Relation Diploma . . . . .	15
Certified Marketing Specialist . . . . .	15
Certified Sales Manager . . . . .	15

### Human Resources - HR

Hiring for Success . . . . .	16
Basic Human Resources Training . . . . .	16
Certified Training Specialist . . . . .	16
Certified Human Resource Specialist . . . . .	16
Certified Recruitment Manager . . . . .	17
Manual Payroll . . . . .	17
Certified Human Resource Manager . . . . .	17
Certified Recruitment Specialist . . . . .	17
Certified Compensation and Payroll Specialist . . . . .	17
Certified Training Manager . . . . .	18
Human Resources Diploma . . . . .	18

### Business Writing

Business Writing . . . . .	19
Writing a Business Plan . . . . .	19
Writing Reports and Proposals . . . . .	19
Social Business Writing for Customer Services . . . . .	19

### Administrative & Secretary

Public Relations . . . . .	20
Skills for the Administrative Assistant . . . . .	20
Certifies Executive Secretary . . . . .	20
Basic Business Management . . . . .	20
Certified Customer Service Manager . . . . .	20
Certified Office Manager . . . . .	21
Office Management Diploma . . . . .	21
Getting Stuff Done . . . . .	21
Certified Customers Service Specialist . . . . .	21

### Soft Skills

Communication Strategies . . . . .	22
Problem solving and decision making . . . . .	22
Negotiating Skills . . . . .	22
Critical Thinking . . . . .	22
Creative Thinking and Innovation . . . . .	23
Effective Planning and scheduling . . . . .	23
Motivating Your Work force . . . . .	23
Business Ethics for the office . . . . .	23
Disability Awareness . . . . .	23
Emotional Intelligence . . . . .	24
Lean Process Improvement . . . . .	24
Building Your Self Esteem and Assertiveness Skills . . . . .	24
Safety in the Workplace . . . . .	24

### Microsoft

Microsoft 2016 Office . . . . .	25
SQL 2014 Server . . . . .	25
Microsoft Visual Studio - ASP .Net . . . . .	25
Microsoft Certified Solutions Expert - Server infrastructure . . . . .	25
Microsoft Certified Solutions Expert - Communication . . . . .	25
Microsoft Certified Solutions Expert - Private Cloud . . . . .	25
SharePoint Administration 2013 . . . . .	26
Exchange Server 2013 . . . . .	26
SharePoint Developer 2013 . . . . .	26

<b>Cisco</b>		<b>Finance &amp; Accounting</b>		MAYA 3D ..... 38	
Cisco Wireless..... 27	Cisco Certified Network Associate ... 27	Financial for non-Finance..... 33	Certified Management Accountant ... 33	Plant Design Using AutoCAD Plant 3D . 38	AutoCAD Civil 3D - Syllabus ..... 38
Cisco Certified Network Professional . 27	Cisco Data Center ..... 27	Certified Public Accountant..... 33	International Financial Reporting	Revit Structure Professional learning	program..... 38
Cisco Collaboration ..... 27	Cisco Security ..... 27	Standards..... 33	Standards..... 33	Revit Architecture Basic ..... 39	Revit Architecture Advanced ..... 39
Cisco Certified Internetwork Expert . 28	Cisco Adaptive Security Appliance . 28	Certified Internal Auditor ..... 34	Treasury, Capital Markets and Risk. ... 34	Revit Architecture Intermediate ..... 39	
<b>Oracle</b>		<b>English</b>		<b>AWS</b>	
Oracle Forms Developer ..... 29	Oracle DBA - Database 12c Administrator	Introduction to Islamic Banking and	Finance..... 34	AWS Cloud Practitioner Essentials ... 40	AWS Technical Essentials..... 40
Certified Associate..... 29	Oracle Java Application Development 29	Financial Modeling..... 34		Architecting on AWS..... 40	Advanced Architecting on AWS..... 40
Oracle DBA 11g Database Administrator . 29	Oracle DBA - Database 12c Administrator			Developing on AWS..... 41	Systems Operations on AWS ..... 41
Certified Professional ..... 29				<b>EC-Council</b>	
<b>CompTIA</b>		<b>Mini Master Business Administration - Mini MBA</b>		Computer Hacking Forensic Investigator42	
A + ..... 30	Security + ..... 30	Mini MBA General Management ..... 36	Mini MBA Human Resources	CASE (.NET) / (Java) ..... 42	CPENT Training Course ..... 42
Server + ..... 30	Project + ..... 30	Management ..... 36	Mini MBA Project Management ..... 36	Disaster Recovery ..... 42	Certified SOC Analyst..... 43
Network + ..... 30				Certified Ethical Hacker ..... 43	Council Incident Handling ..... 43
<b>Security &amp; Virtualization</b>		<b>Autodesk</b>		<b>Governance</b>	
vm ware ..... 31	Certified Information Systems Security	Inventor ..... 37	AutoCAD 2015-Mastering 2D drafting .. 37	Fundamentals of IT Auditing..... 44	Professional Certificate in Risk
Professional..... 31		AutoCAD 2D Drafting and 3D Modeling	Essentials ..... 37	Management ..... 44	Professional Certificate in Corporate
<b>Graphics &amp; Social Media</b>		AutoCAD 2D Drafting and 3D Modeling	Essentials ..... 37	Social Responsibility CSR ..... 44	Professional Certificate in HR Governance 44
Graphic Design Courses..... 32	Graphic Design Diploma ..... 32	Social Media & Online Marketing ..... 32			



## TB Team Building

 15 Hours

### COURSE OUTLINE

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring your team player style and how it impacts group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.
- Develop strategies for dealing with team conflict and common problems.
- Understand how action planning and analysis tools can help your team perform better.

## LS Leadership Skills

 15 Hours

### COURSE OUTLINE

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style.
- Develop some flexibility to use other leadership styles.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems.

## CM Crisis Management

 15 Hours

### COURSE OUTLINE

- Assign people to an appropriate crisis team role
- Conduct a crisis audit
- Establish the means for business continuity
- Determine how to manage incidents
- Help teams recover from a crisis
- Apply the crisis management process

## RMP Risk Management Professional

 36 Hours

### COURSE OUTLINE

- Define risk and risk management
- Describe the COSO ERM cube and ISO 31000
- Establish a risk management context
- Describe the 7 R's and 4 T's that form the framework of risk management activities
- Design and complete a basic risk assessment
- Determine the appropriate response to risks and create a plan for those responses
- Describe the key components of reporting, monitoring, and evaluation of a risk management program

## BPM Business Process Management

 15 Hours

### COURSE OUTLINE

- Define business process management and related concepts
- Recognize the vital role processes play in a business
- Appreciate the role of technology in process management
- Develop a vision to guide process improvement
- Understand how to design or enhance an existing process using the business process life cycle
- Construct a process map
- Perform what-if analysis
- Implement and monitor process changes
- Identify how Lean and Six Sigma methods can assist in managing and improving processes
- Use a variety of tools and techniques to eliminate waste and redundancies

## BSP Business Succession Planning

 15 Hours

### COURSE OUTLINE

- Demonstrate an understanding of the value of succession planning for successful businesses.
- Demonstrate expertise with the key elements of a succession plan.
- Create and discuss aspects of a succession plan.
- Discuss the elements of a succession plan in terms of roles, responsibility, function, scope, and evaluation.

## CEM Conference and Event Management

 15 Hours

### COURSE OUTLINE

- Plan a complete corporate event, including an agenda, budget, goals, venue, audience, food, and whatever else your client needs
- Keep your event on budget
- Design an advertising and marketing plan that includes a comprehensive use of media, take-aways, and/or swag bags
- Determine whether partners, sponsors, and volunteers can help to make your event unforgettable
- Create an atmosphere of service that delegates will remember
- Select speakers and a master of ceremonies to add impact to your event
- Create a diversity plan
- Evaluate the process once it's all wrapped up

## QM Quality Management

 40 Hours

### COURSE OUTLINE

- To perform your specialty competitiveness and improve your professional reputation as well as form a solid foundation for future career.
- To build-up self-confidence as well as personal occupation competitiveness through mastering the professional quality management and advanced conception and skills.

## SP Strategic Planning

 15 Hours

### COURSE OUTLINE

- Identify the values that support their company
- Define the vision for their company
- Write a mission statement that explains what the company's purpose is
- Complete meaningful SWOT analyses
- Apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line
- Implement, evaluate, and review a strategic plan
- Identify how related tools, such as the strategy map and balanced scorecard, can help them develop a strategic plan

## CM Coaching and Mentoring

 15 Hours

### COURSE OUTLINE

- How coaching can be used to develop a team
- The coaching and mentoring skills that help improve individual performance
- The behaviors and practices of an effective coach
- How to recognize employees' strengths and give them the feedback they need to succeed
- How to identify employee problems and ways that they can help correct them

## SS Supervisor Skills

 15 Hours

### COURSE OUTLINE

- Clarify the scope and nature of a supervisory position.
- Learn some ways to deal with the challenges of the role.
- Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.
- Learn key techniques to help you plan and prioritize effectively.
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- Develop strategies for motivating your team, giving feedback, and resolving conflict.

## TM Time Management

 15 Hours

### COURSE OUTLINE

- Better organize yourself and your workspace for peak efficiency.
- Understand the importance of, and the most useful techniques for, setting and achieving goals.
- Identify the right things to be doing and develop plans for doing them.
- Learn what to delegate and how to delegate well.
- Take control of things that can derail your workplace productivity.

## SM Stress Management

 15 Hours

### COURSE OUTLINE

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work, home, and play to help reduce and manage stress

## MP Managing Pressure and Maintaining Balance

 15 Hours

### COURSE OUTLINE

- Apply a direct understanding of pressure points and their costs and payoffs
- Speak in terms related to emotional intelligence, optimism, and resilience
- Create a personalized toolkit for managing stressors and anger
- Work on priorities and achieve defined goals

## MEP Managing Employee Performance

 15 Hours

### COURSE OUTLINE

- Tools to help employees set and achieve goals.
- A three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Motivational tools and techniques.
- Coaching methods and skills.

## AM Anger Management

 15 Hours

### COURSE OUTLINE

- Recognize how anger affects your body, your mind, and your behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- Control your own emotions when faced with other peoples' anger.
- Identify ways to help other people safely manage some of their repressed or expressed anger.
- Communicate with others in a constructive, assertive manner.

## PM Purchasing Management

 40 Hours

### COURSE OUTLINE

- The newest purchasing methods, including e-procurement
- The concept of supplier partnering
- Implementing Supply Chain Management
- Examples of purchasing success
- Measuring and Improving Purchasing Performance
- Re-engineering Purchasing Operations
- Providing better outcomes from contracts
- Reviewing contract administration techniques
- Exploring contract monitoring techniques
- Learning how to get fair treatment in contract changes
- Discussing contract termination issues
- Preparing for claims and disputes
- Reviewing acceptance and contract close out issues

## SYB Lean Six Sigma Yellow Belt



### COURSE OUTLINE

- Complete understanding of Six Sigma
- Ability to improve processes for enhanced product quality
- Understanding of the tactical and strategic aspects of Lean Six Sigma
- Understanding of process capability
- Skill to Define, Measure, Analyse, Improve and Control (DMAIC) processes
- Understanding of process discovery
- An accurate system of predicting outcomes, measurable and quantifiable
- Clear understanding of goals
- A highly effective methodology to improve processes drastically
- Methods to minimise variability in processes
- Capability to maximise production by fully utilising the potential of processes
- Ability to reduce waste through the identification and removal of present and potential errors
- Control over defects for their effective prevention
- Means to build strong managers and leaders
- A highly effective quality management system
- Smoother, faster and error-free processes

## SBB Lean Six Sigma Black Belt



### COURSE OUTLINE

- Achieve significant improvements in critical business processes.
- Apply statistical and problem solving tools to an improvement project brought to class on the first day.
- Reduce process variation.
- Eliminate waste and defects by applying lean and Six Sigma.
- Collect, analyze, and quantify data that enable process improvements.
- -Learn how to execute the Six Sigma methodology.
- Establish and define process capability.
- Identify and eliminate dominant process variation sources.
- Characterize and optimize processes by computing and applying statistical techniques.
- Design, simulate, and execute designed experiments that depict validated improvement.
- Learn how to plan and implement process control to hold project gains.

## SGB Lean Six Sigma Green Belt



### COURSE OUTLINE

- Possess a complete understanding of Lean and Six Sigma
- Ability to apply standardized problem solving and root cause analysis tools
- Ability to map, analyze and improve work processes
- Ability to facilitate meetings and other improvement events (Kaizen)
- Ability to develop and implement proven process improvement strategies
- Ability to effectively present project results and document project details
- Posses high degree of confidence to pass Lean Six Sigma certification exam

## IM Inventory Management



### COURSE OUTLINE

- Understand terms that are frequently used in warehouse management
- Identify the goals and objectives of inventory management and measure your process against these goals
- Calculate safety stock, reorder points, and order quantities
- Evaluate inventory management systems
- Identify the parts of the inventory cycle
- Better maintain inventory accuracy

## MM Meeting Management



### COURSE OUTLINE

- Understand the value of meetings as a management tool
- Recognize the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Develop and practice techniques for handling counterproductive behaviors

## PMP Project Management Professional

 36 Hours

### COURSE OUTLINE

- Describe professional project management
- Initiate a project.
- Plan project work.
- Develop project schedules
- Develop cost estimates, and budgets.
- Plan project quality, staffing, and communications.
- Analyze project risks.
- Plan project procurement.
- Manage project procurement
- Execute project work.
- Monitor and control project work.
- Monitor and control project schedule and costs.
- Monitor and control project quality, staffing, and communications.
- Monitor and control project risks and contracts.
- Close the project.

## CAPM Certified Associate in Project Management

 40 Hours

### COURSE OUTLINE

Regardless of your career stage, the Certified Associate in Project Management (CAPM)® is an asset that will distinguish you in the job market and enhance your credibility and effectiveness working on — or with — project teams. Organizations with standardized practices attain better results, as shown in our 2015 Pulse of the Profession® report. Because the CAPM® recognizes your knowledge of the profession's preeminent global standard, you'll stand out to employers and be poised to move ahead.

## TOGAF

 40 Hours

### COURSE OUTLINE

- TOGAF Foundation
- TOGAF Practitioner
- TOGAF Foundation and Practitioner

## PgMP Program Management Professional

 40 Hours

### COURSE OUTLINE

- Understand terms, acronyms, and formulas specific to PgMP®
- Learn the risk processes and knowledge areas specific to the Program Management Standard
- Recognize inputs, tools and techniques and outputs for program management
- Comprehend test taking strategies
- Understand PMI's specific methods, processes and expectations for managing programs
- Relate program delivery to business / strategic objectives
- Initiate a large-scale program to implement organizational strategy
- Manage, plan, execute and control a successful program consisting of multiple, related projects
- Ensure the realization of project and program benefits
- Effectively manage stakeholder relationships
- Report and control of programs in an effective manner that utilize best practice reporting tools
- Analyze methods essential for PgMP® exam success
- Align your program management experience with PgMP® terminology and definitions

## CPCM Certified Professional Contracts Manager

 20 Hours

### COURSE OUTLINE

Contract professionals who have mastered the majority of the contract management competencies in the Contract Management Body of Knowledge (CMBOK), extensive business education and training, and a minimum of 5 years of experience can apply for the CPCM certification.

## BI Business Analytics using Power BI

 20 Hours

### COURSE OUTLINE

- Describe key features of a self-service BI solution
- Describe Power BI and its data sources
- Model, shape, and combine data
- Describe Power BI data visualizations

## P2 2 Prince

 40 Hours

### COURSE OUTLINE

Gain First Class Project Management Skills PRINCE2 certification will give you the skills to feel confident in managing projects successfully within the workforce.

To Improve Employment Prospects a PRINCE2 qualification is a great asset for your resume.

## IF ITIL Foundation

 32 Hours

### COURSE OUTLINE

- To understand the main concepts, processes, functions, roles, benefits and challenges of ITIL 2011.
- To gain insight into the holistic service Lifecycle framework at the heart of ITIL 2011 and its close connection with business strategy
- To know how the ITSM processes, roles, functions can help achieve business excellence
- To prepare candidates for the ITIL 2011 Foundation certificate examination.
- Introduces learners to the lifecycle of managing IT services to deliver to business expectations.
- Engaging case study-based samples to learning the core disciplines of the ITIL best practice.
- Positions the learners to successfully complete the associated exam, required for entry into the future ITIL Version 2011 intermediate level training courses.
- Become more conscious of the techniques, processes and roles, functions in the core ITIL® disciplines of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

## CM Change Management

 24 Hours

### COURSE OUTLINE

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the way things used to be.
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.

## AF Agile Fundamentals

 20 Hours

### COURSE OUTLINE

- Agile manifesto
- Waterfall comparisons
- Agile roles - Product Owner, Scrum Master, and others
- New skills for team members
- When value is delivered
- Estimating techniques
- Product Backlog
- Sprint Backlog
- Burndowns
- Retrospectives
- Apply agile practices on specific project situations
- Understand the agile approach, during the requirement, analysis, design, development, tests and deployment phases
- Understand the challenges of the agile approach in project management
- Determine if the agile approach is an option considering the project situation and environment
- Adapt the agile approach

## SCC Sales and Customer Service Training for Call Center Agents



15 Hours

### COURSE OUTLINE

- The nuances of body language and verbal skills
- Aspects of verbal communication such as tone, cadence, and pitch
- Questioning and listening skills
- How to deliver bad news and say “no”
- Effective ways to negotiate
- The importance of creating and delivering meaningful messages
- Tools to facilitate their communication
- The value of personalizing their interactions and developing relationships
- Vocal techniques that will enhance their speech and communication ability
- Personalized techniques for managing stress

## RST Retail Sales Training



15 Hours

### COURSE OUTLINE

- Learn to greet constructively & create a personal connection
- Develop rapport & create warmth & openness
- Master active listening techniques
- Learn to control the sale & lead a customer to becoming a buyer
- Learn an amazingly simple and professional way of handling price shoppers
- Learn 4 effective techniques for minimising & negating the need to discount
- Understand sales psychology such as the “The Power of YES when selling”
- Learn how to simply ask for the sale
- Learn to identify cross selling and upselling opportunities
- Master effective techniques for closing without being pushy

## SS Selling Smarter



15 Hours

### COURSE OUTLINE

- Explain and apply concepts of customer focused selling.
- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Apply success techniques to get the most out of your work.
- Understand productivity techniques to maximize your use of time.
- Identify ways to find new clients and network effectively.

## CECS Critical Elements of Customer Service



15 Hours

### COURSE OUTLINE

- Demonstrate a customer service approach
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

## DSP Dynamite Sales Presentations



15 Hours

### COURSE OUTLINE

- Identify the key elements of a quality proposal
- Perfect your first impression, including your dress and your handshake
- Feel more comfortable and professional in face-to-face presentations
- Write a winning proposal
- Feel more comfortable and professional in face-to-face presentations

## CHC Customer Hospitality course

 15  
Hours

### COURSE OUTLINE

At the program's conclusion, participants should be able to:

- Describe exceptional customer services.
- Identify its benefits on personal and professional level.
- Recognize barriers to its delivery.
- Demonstrate how to measure customer satisfaction levels and take corrective action if needed
- Understand different customer behavior styles and know how to adjust to each.
- Use and explain techniques for dealing with angry, upset or disappointed customers.
- Practice stress-reduction tactics for their customer-service skills.
- Develop a personal action plan to improve their customer-service skills

## Telemarketing

 15  
Hours

### COURSE OUTLINE

- Build trust and respect with customers and colleagues.
- Warm up your sales approach to improve success with cold calling.
- Identify ways to make a positive impression.
- Identify negotiation strategies that will make you a stronger seller.
- Create a script to maximize your efficiency on the phone.
- Learn what to say and what to ask to create interest, handle objections, and close the sale.

## CMM Certified Marketing Manager

 40  
Hours

### COURSE OUTLINE

- Analyze your market, your competitors and your own organization's strengths and weaknesses
- Write and implement a results-oriented marketing strategy and plan
- Ensure and measure the effectiveness of the plans you make.

## CPRM Certified Public Rela- tions Manager

 40  
Hours

### COURSE OUTLINE

- The tools and techniques required to manage reputation in a complex media environment
- How to manage knowledge within the business for effective media management
- How to shape external perceptions of your organisation by first class corporate internal communications
- How to develop a strategic approach and a clear plan of action
- To set Corporate Affairs in strategic anticipatory and effective context
- To develop an understanding of stakeholder programmes for regular, focused communication
- Examine the development of Corporate Affairs tools
- Understanding the development of strategy/plans/tactics and co-ordinating these
- Evaluation and the use of research

## MSB Marketing for Small Businesses

 15  
Hours

### COURSE OUTLINE

- Describe the essential elements of a marketing plan, no matter the size of the business
- Apply tools and strategy to create a marketing plan that supports the growth of your small business
- Use six steps to create, implement, and review a marketing plan
- Leverage the best of Internet and social media marketing

## VTC Video Call Training for call center

 15 Hours

### COURSE OUTLINE

- Customer services through Video Call technique.
- Review the ins and outs of good video call technique.
- Highlight words and phrases to avoid suggest substitutes.
- Understand how your own behavior affects the behavior of others
- How to control your communication skills and body language
- Use vocal techniques that will enhance their speech and communication ability.
- Personalize your interactions with callers.
- Deliver bad news and say No politely.
- Apply techniques to deal with difficult customers
- Demonstrate confidence and skill as a problem solver
- Dealing with stress

## CMS Certified Marketing Specialist

 40 Hours

### COURSE OUTLINE

- Offers experiential analysis to understand the challenges of CMOs and Marketing Managers.
- Focuses on marketing management best practices, tools and models to implement an effective marketing and sales management system.
- Emphasizes planning and executing strategic marketing programs.
- Provides insights on how to develop marketing strategies, initiatives and programs to build and sustain a competitive market advantage.
- Provides a practical framework for planning and controlling of marketing communication programs.

## MPR Marketing and Public Relation Diploma

 245 Hours

### COURSE OUTLINE

- Business Writing That Works
- Critical Elements of Customer Service
- Selling Smarter
- Marketing for Small Businesses
- Certified Marketing Specialist (CMS)
- Business English Language
- Microsoft Office 2016
- Communication Strategies
- Building Your Self Esteem & Assertiveness Skills
- Managing Pressure and Maintaining Balance

## CSM Certified Sales Manager

 40 Hours

### COURSE OUTLINE

- Understand Sales Force Management.
- Developing , Delivering and Reinforcing a Sales Training Program.
- Motivating a Sales Force.
- Understand the difference between visions, goals and targets.
- Dictate the focus of the sales team by planning for the short, medium and long-term.
- Recognize the importance of setting specific objectives for both the team and individuals.
- Maintain high levels of motivation within the team.
- Develop a realistic and workable sales plan.

## BHR Basic Human Resources Training

 15 Hours

### COURSE OUTLINE

- Identify current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.
- Write job specifications and identify core competencies.
- Apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques.
- Get new employees off to a good start.
- Understand compensation and benefits.
- Maintain healthy employee relations.
- Make performance appraisals a cooperative process.

## CTS Certified Training Specialist

 40 Hours

### COURSE OUTLINE

- Write learning objectives and be able to do specifications for internal and external use
- Know how to prioritise training and be able to convincingly explain the process to others
- Know how to identify competency gaps and to measure training results from competency based training
- Know what to look for when sourcing external suppliers and how to get best value
- Understand the role responsibilities of the 4 key jobs in training and be able to explain this to others
- Explain to others how training adds value and show practical examples in both Public and Private Sectors.

## HS Hiring for Success

 15 Hours

### COURSE OUTLINE

- Recognize the costs incurred by an organization when a wrong hiring decision is made.
- Develop a fair and consistent interviewing process for selecting employees.
- Prepare better job advertisements and use a variety of markets.
- Be able to develop a job analysis and position profile.
- Use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions.
- Enhance communication skills that are essential for a skilled recruiter.
- Effectively interview difficult applicants.
- Check references more effectively.
- Understand the basic employment and human rights laws that can affect the hiring process.

## CHRS Certified Human Resource Specialist

 40 Hours

### COURSE OUTLINE

- Describe the role or purpose of the HR function and the contribution the HR function makes to the achievement of organisational goals
- Explain the key principles and practices involved in
  - HR strategy
  - Recruitment and Selection
  - Induction
  - Retention
  - Employee Relations
- Apply an effective performance management process
- Understand and use Competencies
- Know how to handle disciplinary issue
- Apply some of the key personal skills needed to succeed in HR

## CHRM Certified Human Resource Manager

 40 Hours

### COURSE OUTLINE

- Know and be able to explain the activities now expected to get the maximum from the Human Resource
- To use a strategic model and to be able to create business plans
- To improve on HRM processes by being able to use business process mapping
- Improve performance management, training, personal development, succession planning, and recruitment effectiveness in HR by applying the latest thinking and approaches
- Learn about the new structure of effective HR departments

## CRM Certified Recruitment Manager

 40 Hours

### COURSE OUTLINE

- Part One: The Nature of Staffing
- Part Two: Support Activities
- Part Three: Staffing Activities: Recruitment
- Part Four: Staffing Activities: Selection
- Part Five: Staffing Activities: Employment
- Part Six: Staffing System and Retention Management

## MP Manual Payroll

 15 Hours

### COURSE OUTLINE

- Understand methods of payment
- Understand the labour of law in the private sector
- Calculate the payroll

## CCPS Certified Compensation and Payroll Specialist

 40 Hours

### COURSE OUTLINE

- Discuss the concepts of reward systems
- State the elements of reward systems
- State the purpose of reward systems from the organizational and employee perspectives
- Compare different types of salary and pay structures
- Consider the impact of performance related pay
- State the uses of different types of benefits and allowances
- List factors impacting on International pay and expatriate rewards

## CRS Certified Recruitment Specialist

 40 Hours

### COURSE OUTLINE

- To examine numerous interviewing techniques and practice the process of behavioral or targeted interviewing.
- Discuss potential outcomes when using a variety of approaches to recruitment and selection
- Consider a variety of techniques and methodologies to differentiate the excellent from 'the average' candidate using Competency frameworks
- Explore the appropriate use of various psychometric tests including general ability and attributes tests.
- Experience the use of Myers Briggs (MBTI) and review SHL's OPQ 32 reporting material including feedback on personality questionnaires
- Understand the benefits of developing an assessment centre to test candidates against future job requirements
- Examine various Emotional Intelligence (EI) tools to test the potential of the candidate(s) including Daniel Goleman's research and theory
- Develop your influencing skills by making persuasive presentations of key requirements in planning recruitment/ selection campaigns

## CTM Certified Training Manager

40  
Hours

### COURSE OUTLINE

- Identify and be able to use the 4 level model for doing training needs analysis
- Master how competencies are constructed and know which are the best to train to get good results
- Be able to use the new priority process (2009) to be able to prioritise all training requests
- Master training evaluation using the 10 step model
- Know what training is suitable for evaluation and which is not
- Have practiced evaluating a series of training courses
- Know how unit costs work and how to use them to make evaluation easy

## HR Human Resources Diploma

245  
Hours

### COURSE OUTLINE

- Human Resource Training
- Hiring for Success
- Managing Employee Performance
- Manual Payroll Studies
- Certified Human Resource Specialist (CHRS)
- Business English Language
- Microsoft Office 2016
- Communication Strategies
- Building Your Self Esteem & Assertiveness Skills
- Managing Pressure and Maintaining Balance



## BW Business Writing



### COURSE OUTLINE

- The value of good written communication.
- How to write and proofread your work so it is clear, concise, complete, and correct.
- How to apply these skills in real world situations.
- Understanding the proper format for memos, letters, and e-mails.

## WRP Writing Reports and Proposals



### COURSE OUTLINE

- Prepare reports and proposals that inform, persuade, and provide information.
- Review your work so that it is clear, concise, complete, and correct.
- Apply these skills in real work applications.

## WBP Writing a Business Plan



### COURSE OUTLINE

- Research and analyze the individual components needed for a business plan
- Apply skills to create a business plan for different audiences, including investors, banks, and other stakeholders
- Explain the purpose and future of their business in easy to understand terms
- Use accounting terms to describe the future for their business
- Describe their marketing, sales, and planning strategies

## SBW Social Business Writing for Customer Services



### COURSE OUTLINE

- Make their writing clear, complete, concise, and correct.
- Improve sentence construction and paragraph development.
- Deal with specific business requests.
- Create effective business cases, proposals, and reports.
- Thoroughly document sources that they use in their writing.

## SAA Skills for the Administrative Assistant

 15 Hours

### COURSE OUTLINE

- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve your communications skills, including listening, questioning, and being more assertive.
- Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people.

## PR Public Relations

 15 Hours

### COURSE OUTLINE

- Apply the different purposes to strategic vs. tactical PR
- Design a PR strategy
- Develop strong relationships with reporters and journalists
- Take their communication skills to a higher level

## CES Certifies Executive Secretary

 40 Hours

### COURSE OUTLINE

- Define the responsibilities and authority of the participants Role.
- Developing the managerial aspects of the secretary role.
- Improve the communication skills.
- Developing Problem Solving & Decision Making Tools.
- Improve confidence and assertiveness.

## BBM Basic Business Management

 15 Hours

### COURSE OUTLINE

- Apply the best methods for creating, leading, and managing their own business
- Establish an organizational framework through operations, finance, and leadership
- Set up an effective and efficient system for hiring, retaining, and succession planning
- Start researching and designing their strategic plan
- Describe the essential elements of marketing, sales, and their company brand
- Apply financial and accounting terms correctly

## CCSM Certified Customer Service Manager

 40 Hours

### COURSE OUTLINE

- The art of building lasting rapport and lasting relationships with colleagues, customers and friends
- How to modify your own behaviour to match other's
- The model for establishing good working relationships
- An ability to influence with integrity
- An ability to use influencing skills and techniques to build ongoing and long term relationships with key customers
- To be able to create and adapt crystal clear models for communication between your organisation and it's customers
- How to build co-operation and commitment
- A greater understanding of your customers' needs and how to satisfy them
- An ability to tailor services to meet your customers needs
- Long term relationships between your organisation and it's customers
- An ability to be more versatile in every customer facing situation
- The ability to recognise behaviours that may cause conflict in the future, enabling you to defuse awkward, and sometimes critical, confrontations with colleagues and customers alike

## COM Certified Office Manager

 40 Hours

### COURSE OUTLINE

- Learn how to prioritise and cope with multiple tasks
- Learn how to think as a manager – planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn to manage your thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace
- Understand and develop intrapersonal and interpersonal skills

## OMD Office Management Diploma

 250 Hours

### COURSE OUTLINE

- Skills for the Administrative Assistant
- Basic Business Management
- Writing Reports and Proposals
- Getting Stuff Done
- Certified Human Executive Secretary(CES)
- Business English Language
- Microsoft Office 2016
- Communication Strategies
- Building Your Self Esteem & Assertiveness Skills
- Managing Pressure and Maintaining Balance

## CCSS Certified Customers Service Specialist

 40 Hours

### COURSE OUTLINE

- Describe how to use Quality Management tools and methods
- Build strong customer relationships
- Help influence and set customer expectations
- Measure their own degree of customer focus and be able to apply a variety of methods to get closer to the customer
- Implement improved people skills to enhance customer service
- Improve service to internal customers as well as external customers
- Use skills to build effective relationships

## GSD Getting Stuff Done

 15 Hours

### COURSE OUTLINE

- Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate
- Explain why multi-tasking is a myth
- Describe what role long-term goals play in short-term efficiency
- Share a personal vision and develop dreams and goals from it
- Apply the 80/20 rule and learn how it should affect planning
- Identify the characteristics of a good organizational system
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- Use the Eisenhower principle to prioritize work
- Say no
- Use routines to simplify your life
- Understand why you procrastinate and develop methods for tackling tasks
- Apply ideas and tools to make your household more productive and efficient

## SC Communication Strategies

 15 Hours

### COURSE OUTLINE

- Identify common communication problems that may be holding them back
- Develop skills to ask questions
- Learn what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Enhance their ability to handle difficult situations
- Deal with situations assertively

## NS Negotiating Skills

 15 Hours

### COURSE OUTLINE

- How often we all negotiate and the benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- The various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- Skills in developing alternatives and recognizing options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

## PSDM Problem solving and decision making

 15 Hours

### COURSE OUTLINE

- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes

## CT Critical Thinking

 15 Hours

### COURSE OUTLINE

- Define critical and non-critical thinking
- Identify your critical thinking style(s), including areas of strength and improvement
- Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

## CTI Creative Thinking and Innovation

 15 Hours

### COURSE OUTLINE

- Identify the difference between creativity and innovation
- Recognize their own creativity
- Build their own creative environment
- Explain the importance of creativity and innovation in business
- Apply problem-solving steps and tools
- Use individual and group techniques to help generate creative ideas
- Implement creative ideas

## EPS Effective Planning and scheduling

 15 Hours

### COURSE OUTLINE

- Define and create a Work Breakdown Structure
- Identify and understand task relationships
- Estimate task durations and determine project duration
- Construct a network diagram
- Calculate the critical path of a project
- Use the Program Evaluation and Review Technique (PERT) to create estimates
- Plan for risks
- Create a communication plan
- Effectively allocate project resources
- Update and monitor the project schedule

## MW Motivating Your Work force

 15 Hours

### COURSE OUTLINE

- Identify what motivation is
- Describe common motivational theories and how to apply them
- Learn when to use different kinds of motivators
- Create a motivational climate
- Design a motivating job

## BEO Business Ethics for the office

 15 Hours

### COURSE OUTLINE

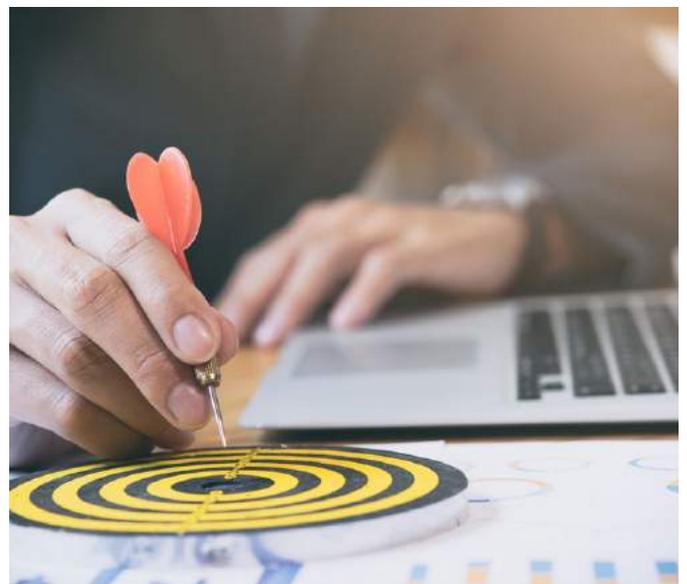
- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- Be familiar with some philosophical approaches to ethical decisions
- Identify some ways to improve ethics in your office
- Know what is required to start developing an office code of ethics
- Know some ways to avoid ethical dilemmas
- Have some tools to help you make better decisions
- Be familiar with some common ethical dilemmas

## AD Disability Awareness

 15 Hours

### COURSE OUTLINE

- Prepare to welcome people with disabilities into their workplace
- Interact with people with disabilities
- Identify and overcome barriers in the workplace
- Use respectful, appropriate, acceptable language in any circumstance
- Understand what their company can do during hiring and interviewing
- Understand what job accommodation is and how it applies in their workplace



## EI Emotional Intelligence

 15 Hours

### COURSE OUTLINE

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others

## LPI Lean Process Improvement

 15 Hours

### COURSE OUTLINE

- Define Lean and its key terms
- Describe the Toyota Production System and the TPS house
- Describe the five critical improvement concepts
- Use the Kano model to understand, describe, analyze, and improve value
- Identify and reduce various types of waste
- Create a plan for a more environmentally Lean organization
- Use the PDSA and R-DMAIC-S models to plan, execute, and evaluate Lean changes
- Use Lean thinking frameworks, including 5W-2H, Genchi Genbutsu and Gemba
- Prepare for and complete a basic 5-S
- Describe the key elements of Kaizen events, particularly a Kaizen blitz
- Gather, analyze, and interpret data using flow charts, Ishikawa (fishbone) diagrams, SIPOC diagrams, and value stream maps
- Go back to their organization with a plan to begin incorporating Lean into their corporate culture

## BSA Building Your Self Esteem and Assertiveness Skills

 15 Hours

### COURSE OUTLINE

- Recognize that you have worth and are worthy of happiness
- Develop techniques for eliminating unhealthy thought patterns and replacing them with supportive patterns
- Learn how to turn negative thoughts into positive thoughts
- Learn how to make requests so that you get what you want
- Set goals that reflect your dreams and desires and reinforce healthy patterns

## SW Safety in the Workplace

 15 Hours

### COURSE OUTLINE

- Understand the difference between a safety program and a safety culture
- Use resources to help you understand the regulations in your area
- Launch a safety committee
- Identify hazards and reduce them
- Apply hiring measures that can improve safety
- Explain what a safety training program will involve
- Identify groups particularly at risk for injury and know how to protect them
- Help your organization write, implement, and review a safety plan
- Respond to incidents and near misses
- Understand the basics of accident investigation and documentation

## MO Microsoft 2016 Office

 60 Hours

### COURSE OUTLINE

- Windows (8)
- Ms Office Word 2013
- Ms Office Excel 2013
- Ms Office Outlook 2013
- Ms Office PowerPoint 2013
- Ms Office Access 2013

## MVS Microsoft Visual Studio – ASP .Net

 160 Hours

### COURSE OUTLINE

- 20483 - Programming in C#
- 20480 - Programming in HTML5 with JavaScript and CSS3
- 20486 - Developing ASP.NET MVC Web Applications
- 20487 - Developing Microsoft Azure and Web Services

## SS SQL 2014 Server

 120 Hours

### COURSE OUTLINE

- 20461 -Querying Microsoft SQL Server 2014
- 20462 - Administering Microsoft SQL Server 2014 Database
- 20463 -Implementing a Data Warehouse with Microsoft SQL Server 2014

## MCSE Microsoft Certified Solutions Expert – Server infrastructure

 200 Hours

### COURSE OUTLINE

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 20413 - Designing and Implementing a Server Infrastructure
- 20414 - Implementing an Advanced Server Infrastructure

## MCSE Microsoft Certified Solutions Expert – Communication

 200 Hours

### COURSE OUTLINE

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 204333 - Deploying Enterprise Voice with Skype for Business 2015
- 204334 - Core Solutions of Microsoft Skype for Business 2015

## MCSE Microsoft Certified Solutions Expert – Private Cloud

 200 Hours

### COURSE OUTLINE

- 20410 - Installing and Configuring Windows Server® 2012
- 20411 - Administering Windows Server 2012
- 20412 - Configuring Advanced Windows Server 2012 Services
- 2046 - Monitoring and Operating a Private Cloud
- 2047 - Configuring and Deploying a Private Cloud

## SA SharePoint 2013 Administration

 80  
Hours

### COURSE OUTLINE

20331 - Core Solutions of Microsoft SharePoint Server 2013

20332 - Advanced Solutions of Microsoft SharePoint Server 2013



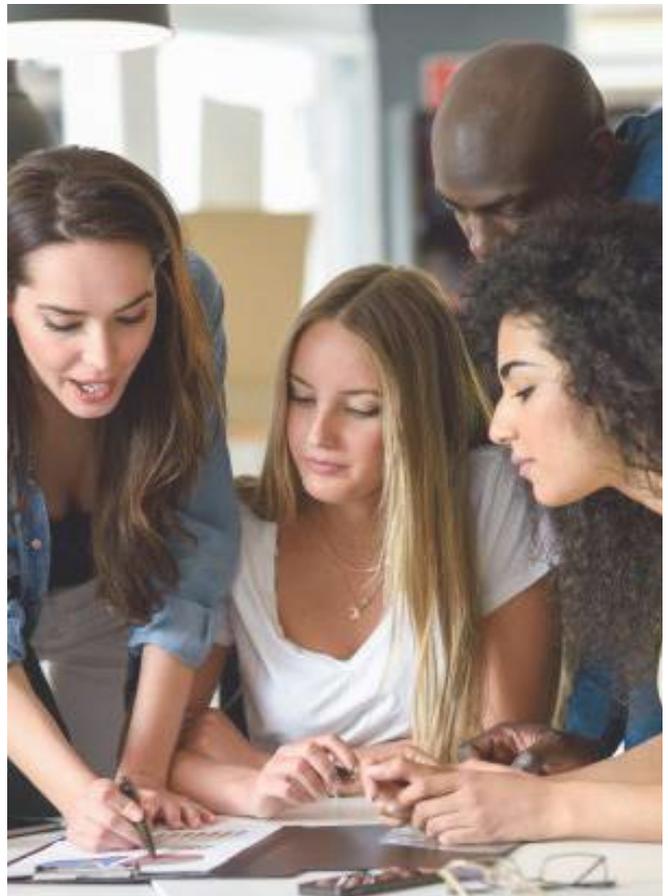
## ES Exchange 2013 Server

 80  
Hours

### COURSE OUTLINE

20341 - Core Solutions of Microsoft Exchange Server 2013

20342 - Advanced Solutions of Microsoft Exchange Server 2013



## SD SharePoint 2013 Developer

 80  
Hours

### COURSE OUTLINE

20488 - Developing Microsoft SharePoint Server 2013 Core  
Solutions

20489 - Developing Microsoft SharePoint Server 2013  
Advanced Solutions

## CCNA Cisco Certified Network Associate

80  
Hours

### COURSE OUTLINE

- Interconnecting Cisco Networking Devices Part 1 [ICND1]
- Interconnecting Cisco Networking Devices Part 2 [ICND2]

## CW Cisco Wireless

200  
Hours

### COURSE OUTLINE

- Implementing Cisco Wireless Network Fundamentals [WIFUND]
- Designing Cisco Wireless Enterprise Networks [WIDESIGN]
- Deploying Cisco Wireless Enterprise Networks [WIDEPLOY]
- Troubleshooting Cisco Wireless Enterprise Networks [WITSHOOT]
- Securing Cisco Wireless Enterprise Networks [WISECURE]

## CCNP Cisco Certified Network Professional

120  
Hours

### COURSE OUTLINE

- Implementing Cisco IP Routing [ROUTE]
- Implementing Cisco IP Switched Networks [SWITCH]
- Troubleshooting and Maintaining Cisco IP Networks [TSHOOT]

## CDC Cisco Data Center

320  
Hours

### COURSE OUTLINE

- Introducing Cisco Data Center Networking [DCICN]
- Introducing Cisco Data Center Technologies [DCICT]
- Implementing Cisco Data Center Unified Computing [DCUCI]
- Implementing Cisco Data Center Unified Fabric [DCUFI]
- Designing Cisco Data Center Unified Computing [DCUCD]
- Designing Cisco Data Center Unified Fabric [DCUFD]
- Troubleshooting Cisco Data Center Unified Computing [DCUCT]
- Troubleshooting Cisco Data Center Unified Fabric [DCUFT]

## CC Cisco Collaboration

280  
Hours

### COURSE OUTLINE

- Implementing Cisco Collaboration Devices [CICD]
- Implementing Cisco Video Network Devices, Part 1 [CIVND1]
- Implementing Cisco Video Network Devices, Part 2 [CIVND2]
- Implementing Cisco IP Telephony and Video, Part 1 [CIPTV1]
- Implementing Cisco IP Telephony and Video, Part 2 [CIPTV2]
- Troubleshooting Cisco IP Telephony and Video [CTCOLLAB]
- Implementing Cisco Collaboration Applications [CAPPS]

## CS Cisco Security

200  
Hours

### COURSE OUTLINE

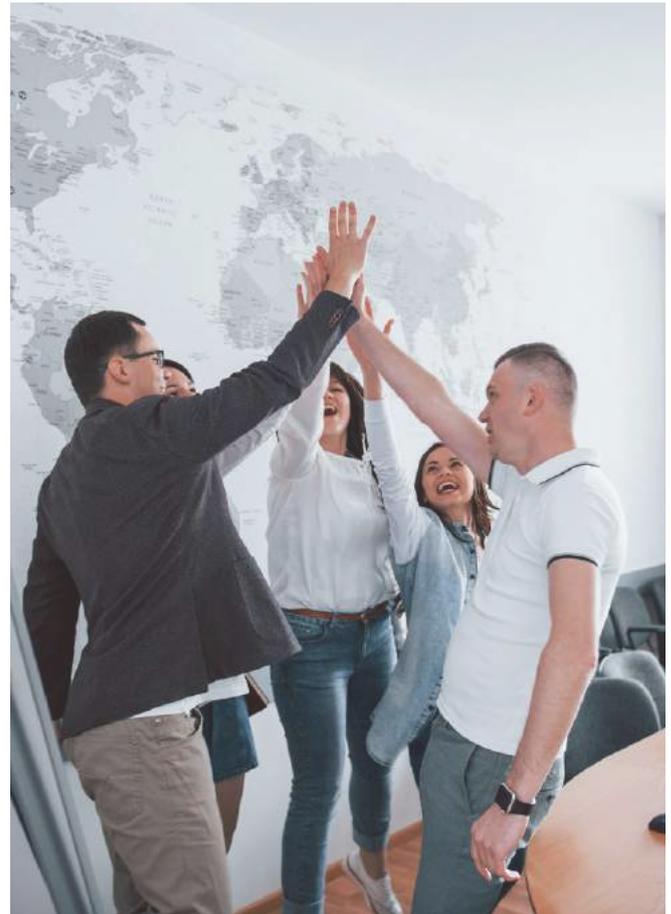
- Implementing Cisco Network Security [IINS]
- Implementing Cisco Secure Access Solutions [SISAS]
- Implementing Cisco Edge Network Security Solutions [SENSS]
- Implementing Cisco Secure Mobility Solutions [SIMOS]
- Implementing Cisco Threat Control Solutions [SITCS]

## CCIE Cisco Certified Inter- network Expert

 40  
Hours

### COURSE OUTLINE

Cisco Certified Internetwork Expert Routing and Switching (CCIE Routing and Switching) certifies the skills required of expert-level network engineers to plan, operate and troubleshoot complex, converged network infrastructure.

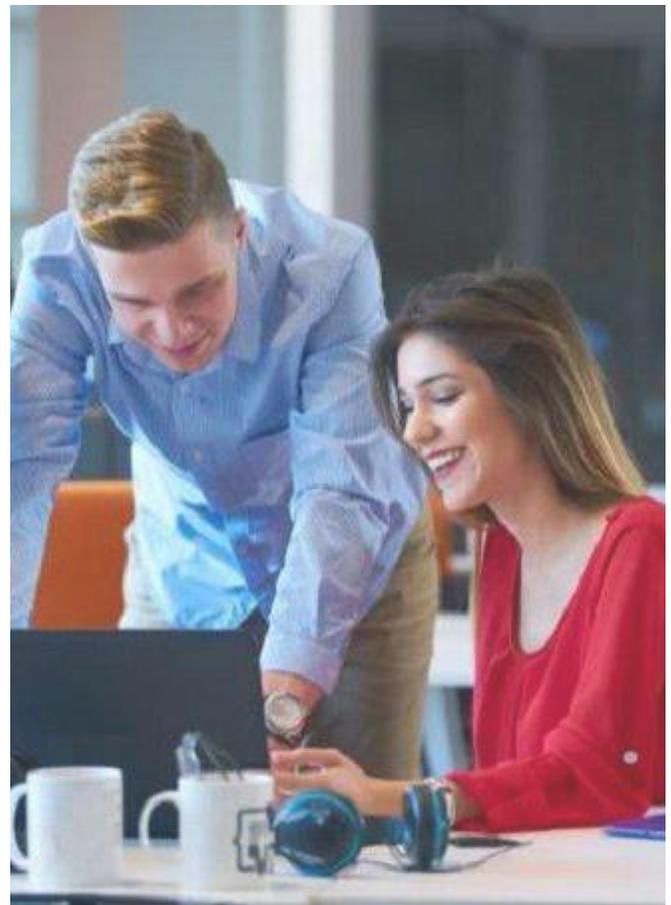


## ASA Cisco Adaptive Securi- ty Appliance

 40  
Hours

### COURSE OUTLINE

- Practice password recovery techniques for the Cisco ASA security appliance
- Practice two techniques for building a basic firewall configuration from scratch
- Gain an understanding of logging configurations and practice using syslog with the security appliance
- Practice two methods of backing up and restoring device's configurations
- Practice two methods of backing up and restoring your device's software image (operating system), including how to recover the software in a catastrophic fault condition
- Practice configuring and using three methods of remote management
- Gain an understanding of Network Address Translation and Port Address Translation on the ASA Security Appliance and practice using them in your configurations
- Practice configuring three types of banners
- Gain an understanding of Cisco privilege levels and practice configuring local usernames and privilege levels
- Practice configuring your security appliance to authenticate via Windows Active Directory using RADIUS
- Practice building and troubleshooting a DHCP server
- Practice building three types of VPNs including site-to-site, remote access, and a clientless Web VPN
- Gain an understanding of DMZs and practice building one with a Web server
- Practice testing security configurations with a port scanner
- Gain an understanding of filtering techniques and practice blocking Java applets
- Practice building a transparent (layer 2) firewall



## OFD Oracle Forms Developer

120 Hours

### COURSE OUTLINE

Oracle Database: Introduction to SQL  
 Oracle Database: Program with PL/SQL  
 Oracle Fusion Middleware 11g: Build Application with Oracle Forms

## DBA Oracle DBA IIg Database Administrator

120 Hours

### COURSE OUTLINE

Oracle Database: Introduction to SQL  
 Oracle Database 11g: Administration Workshop I  
 Oracle Database 11g: Administration Workshop II

## OCA Oracle DBA - Database 12c Administrator Certified Associate

120 Hours

### COURSE OUTLINE

Oracle Database: Introduction to SQL  
 Oracle Database 12c: Administration Workshop  
 Oracle Database 12c: Install and Upgrade Workshop

## OCP Oracle DBA - Database 12c Administrator Certified Professional

80 Hours

### COURSE OUTLINE

Oracle Database 12c: Backup and Recovery Workshop  
 Oracle Database 12c: Managing Multitenant Architecture

## Oracle Java Application Development

120 Hours

### COURSE OUTLINE

Java SE 8 Fundamentals  
 Java SE 8 Programming  
 Oracle Middleware 12c: Build Rich Client Applications with ADF



## A +

**COURSE OUTLINE**

In this course, you will learn to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

## Security +

**COURSE OUTLINE**

- identify the fundamental concepts of computer security.
- identify security threats and vulnerabilities.
- examine network security.
- manage application, data and host security.
- identify access control and account management security measures.
- manage certificates.
- identify compliance and operational security measures.
- manage risk.
- manage security incidents.
- develop business continuity and disaster recovery plans.

## Server +

**COURSE OUTLINE**

- Manage server hardware.
- Install server hardware and operating systems.
- Configure networking hardware and protocols.
- Perform basic server configuration tasks.
- Create a virtual server environment.
- Administer servers.
- Implement server storage solutions.
- Secure the server. - Plan and test disaster recovery. - Troubleshoot server issues. This course can also benefit you if you are preparing to take the CompTIA Server+ examination [Exam SK0-004].

## Project +

**COURSE OUTLINE**

- identify the fundamentals of project management.
- perform the pre-project setup.
- initiate a project.
- plan project strategies.
- develop project schedules.
- plan project staffing, communication, and quality.
- plan project risk management.
- plan project costs.
- plan project procurements.
- plan for change management and transitions.
- manage project execution.
- manage project procurement.
- control project performance.
- monitor and control the triple constraints.
- monitor project risks and procurements.
- perform the project closure processes.

## Network +

**COURSE OUTLINE**

- Identify the basic network theory concepts.
- Identify the major network communications methods.
- Describe network media and hardware components.
- Identify the major types of network implementations.
- Identify the components of a TCP/IP network implementation.
- Identify TCP/IP addressing and data delivery methods.
- Identify the major services deployed on TCP/IP networks.
- Identify the components of a LAN implementation.
- Identify the infrastructure of a WAN implementation.
- Identify the components of a remote network implementation.
- Identify the major issues and methods to secure systems on a network.
- Identify the major issues and technologies in network security.
- Identify network security threats and attacks.
- Identify the tools, methods, and techniques used in managing a network.
- Describe troubleshooting of issues on a network.

## CISSP Certified Information Systems Security Professional

40 Hours

### COURSE OUTLINE

- Analyze components of the Security and Risk Management domain.
- Analyze components of the Asset Security domain.
- Analyze components of the Security Engineering domain.
- Analyze components of the Communications and Network Security domain.
- Analyze components of the Identity and Access Management domain.
- Analyze components of the Security Assessment and Testing domain.
- Analyze components of the Security Operations domain.
- Analyze components of the Software Development Security domain.

## VMware

40 Hours

### COURSE OUTLINE

- Install and configure ESX Server
- Install and configure vCenter Server
- Configure and manage ESX networking and storage using vCenter Server
- Deploy and manage virtual machines
- Manager user access to the VMware infrastructure
- Increase scalability using vCenter Server
- Monitor resources usage using vCenter Server
- Apply patches using VMware vCenter Update Manager
- Manage higher availability and data protection using vCenter Server



## GD Graphic Design Courses

100 Hours

### COURSE OUTLINE

- Adobe Photoshop CS6
- Adobe Illustrator CS6
- Adobe InDesign CS6
- Adobe Flash CS6
- Adobe Dreamweaver CS6
- HTML & CSS
- Adobe Photoshop for Web
- Adobe After Effects CS6
- Adobe Premiere Pro
- iOS & Android
- Auto Desk 3Ds Max
- Adobe Photoshop Lightroom

## SO Social Media & Online Marketing

40 Hours

### COURSE OUTLINE

- Creating website using Godady
- Search Engine Optimization – SEO (on page)
- Search Engine Optimization – SEO (off page)
- Google Analytics
- Video Marketing
- E-Mail Marketing
- Google AdWords
- Facebook Ads

## GDD Graphic Design Diploma

250 Hours

### COURSE OUTLINE

- Business English Language
- Microsoft Office 2016
- Adobe Photoshop 1 & 2
- Photoshop Light Room
- Adobe Illustrator 1 & 2
- Adobe InDesign 1 & 2
- Adobe Flash Pro. 1 & 2
- Adobe After Effects
- Adobe Premiere Pro
- Autodesk 3Ds Max
- Graphic Design Thinking
- Shooting Photos & Videos Technique
- Creating a Dynamic Job Portfolio



## CMA Certified Management Accountant

 250 Hours

### COURSE OUTLINE

#### PART I—Financial Planning, Performance and Control

- Planning, budgeting, and forecasting
- Performance management
- Cost management
- Internal controls
- Professional ethics

#### PART II—Financial Decision Making

- Financial statement analysis
- Corporate finance
- Decision analysis and risk management
- Investment decisions
- Professional ethics

## CPA Certified Public Accountant

 320 Hours

### COURSE OUTLINE

The CPA review Course is designed to measure the professional skills required to be an effective member of an accounting team within your organization and to create value in today's complex and challenging business environment.

## FNF Financial for non-Finance

 40 Hours

### COURSE OUTLINE

- Define the four key financial statements: balance sheet, income statement, cash flow and changes in owner equity as well as key financial terms such as profit, margins and leverage used in organizations
- Interpret the financial health and condition of a company, division or responsibility center and use financial information for management and evaluation
- Distinguish between accounting and finance and explain the finance role in running businesses
- Prepare a company's operating budget and relate it to the organization's strategic objectives
- Apply capital budgeting techniques and cost-volume-profit analysis to enhance decision making

## IFRS International Financial Reporting Standards

 40 Hours

### COURSE OUTLINE

- Understand the current and potential future requirements of IFRS, including the final prospects and timetable for the convergence of GAAP and IFRS
- Apply standards in accordance with their requirements in terms of preparing IFRS compliant financial statements, including the selection of appropriate accounting policies and related footnote disclosures
- Understand the recognition and measurement principles as delineated within the IASB's Framework and comprehending their application within each accounting standard
- Define and apply the transition process to IFRS and identify the first-time exemptions that are applicable to the financial statements of a transitioning organization
- Examine accounting standards that either require or permit the use of fair value measurement (including comparisons to U.S. Financial Accounting Standards), determining fair value measurements and financial statement recognition issues and presentation

## CIA Certified Internal Auditor

 120 Hours

### COURSE OUTLINE

The CIA journey begins with a focus on The IIA's International Standards for the Professional Practice of Internal Auditing (Standards) and aspects of mandatory guidance under the IPPF. The journey continues with a focus on managing an internal audit project and culminates with concepts related to internal control, risk, governance, and technology. The CIA is a 3-part process for establishing your foundational core and starting point for career growth to:

- Distinguish you from your peers.
- Demonstrate your proficiency with internal staff and external clients.
- Develop your knowledge of best practices in the industry.
- Demonstrate your proficiency and professionalism.
- Lay a foundation for continued improvement and advancement.

## TCM Treasury, Capital Markets and Risk

 20 Hours

### COURSE OUTLINE

- Risks in derivatives
- Fixed income and swaps
- Treasury risk management
- Asset and liability management
- Credit derivatives
- Asset securitization and CDOs
- Commodity derivatives
- Fraud and money laundering
- Basel II
- Measuring and managing VaR
- Treasury products
- Risk & compliance awareness
- Marketing treasury products
- FX & money markets
- Operational risk management
- Anti money laundering

## IBF Introduction to Islamic Banking and Finance

 20 Hours

### COURSE OUTLINE

- Riba
- Haram activities
- Gharar/Maysir
- Zakat
- Takaful
- Murabaha
- Ijara
- Istisna
- Mudaraba
- Musharaka
- Salam
- Qard Hasan
- Evolution & Definition
- Sukuk

## FM Financial Modeling

 20 Hours

### COURSE OUTLINE

- Apply time value of money concepts
- Perform and interpret financial analysis
- Apply cost of capital calculation techniques
- Prepare effective financial statement models using Excel different modeling techniques
- Use the free cash flow technique in determining the value of a project or a company
- Develop financial models using Excel different modeling techniques
- Stress test the risk of developed financial models by performing sensitivity analysis
- Recognize special modeling and valuation considerations and best practices

## GE General English



### COURSE OUTLINE

- Starter Level
- Elementary Level
- Pre-intermediate Level
- Intermediate Level
- Upper Intermediate Level
- Advanced Level

## CE Conversation English



### COURSE OUTLINE

- Level 1
- Level 2
- Level 3

## BE Business English



### COURSE OUTLINE

- Business English Elementary
- Business English Pre-Intermediate
- Business English Intermediate
- Business English Upper Intermediate

## ESB English Steps Program



### COURSE OUTLINE

- General English Level 1
- General English Level 2
- Conversation English
- General English Level 3
- Summit 1

### MBA Mini MBA General Management

80 Hours

#### COURSE OUTLINE

- Review their personal management style
- Investigate the differences between management and leadership
- Be able to build and develop high performing teams
- Analyze and put into action the latest research in employee motivation
- Learn simple but effective tools to manage performance
- Develop flexibility in influencing style to be able to handle different situations
- Learn to think and plan strategically
- Be able to generate commitment and confidence
- Manage change proactively and positively
- Take charge of their own continuing development

### PM Mini MBA Project Management

140 Hours

#### COURSE OUTLINE

The course offers a practical approach to managing projects, focusing on organizing, planning, and controlling the efforts of the project. Students participate in structured workshops where simulated project plans are designed and implemented. The course is based on the best and most current thinking in the field, particularly the Project Management Institute's (PMI®) approach described in A Guide to the Project (PMBOK® Guide). Case studies, active participation in team exercises, and practical information reinforce learning. At the end of the course, attendees will understand why project management requires a high degree of professionalism, and how to achieve that end in future projects.

### HRM Mini MBA Human Resources Management

80 Hours

#### COURSE OUTLINE

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department
- Demonstrate a thorough understanding of employee resourcing , recruitment & reward
- Describe best practice in working with employees with problems
- Understand performance management in a multi-cultural environment



## ACMD AutoCAD 2015 - Mastering 2D drafting



### COURSE OUTLINE

- Navigate the AutoCAD and AutoCAD LT user interfaces.
- Use the fundamental features of AutoCAD and AutoCAD LT.
- Use the precision drafting tools in AutoCAD and AutoCAD LT to develop accurate technical drawings.
- Present drawings in a detailed and visually impressive way.
- Use AutoCAD's powerful tools and techniques for drawing, dimensioning, and printing 2D drawings.
- Reuse content that has been previously created, and extract information from existing drawings.
- Streamline the design process and become more productive with AutoCAD.

## AutoDesk Inventor



### COURSE OUTLINE

- Creating Sketches in the Sketch Mode
- Editing In the Sketch Mode
- Working with Projects
- Creating Base Features
- Work features
- Advanced modelling tools 1
- Editing and adding automatic dimensions to a sketch
- Advanced Modelling Tools 11
- Assembly Modelling
- Presentation
- Dimensioning The Drawing Views
- Sheet Metal essentials
- Weldment essentials
- View Representations
- Frame Generator essentials
- Bolted Connections
- Plastic Part creation essentials

## 3D MAX



### COURSE OUTLINE

The primary objective of this course is to teach students the essentials of working in 3D using an array of features and tools. This course teaches new users the basics of creating, embellishing, and animating 3D scenes.

After completing this course, student should be able to:

- Model objects using a variety of techniques
- Design and apply materials
- Adjust basic lighting
- Animate simple objects
- Build and animate simple, effective environments

## Autodesk AutoCAD 2D Drafting and 3D Modeling Essentials



### COURSE OUTLINE

- Creating Basic Drawings
- Manipulating Objects
- Drawing Organization and Inquiry Commands
- Altering Objects
- Annotating the Drawing
- Dimensioning
- Hatching Objects
- Working with Reusable Content
- View setting and UCS
- Boolean Operations
- 3D Modelling
- Modelling Workflow
- Working with Layouts
- Working with Tables
- Plotting

## AUTODESK MAYA 3D

 40  
Hours

### COURSE OUTLINE

- Introduction to Computer Graphics and 3D
- Jumping in Headfirst, with Both Feet
- The Autodesk Maya 2014 Interface
- Beginning Polygonal Modeling
- Modeling with NURBS Surfaces and Deformers
- Practical Experience
- Autodesk Maya Shading and Texturing
- Introduction to Animation
- More Animation!
- Autodesk Maya Lighting
- Autodesk Maya Rendering
- Autodesk Maya Dynamics and Effects

## AutoCAD Civil 3D - Syllabus

 40  
Hours

### COURSE OUTLINE

- Introduction
- Working Environment
- Working with Point Data
- Working with Point Data
- Import/Export Points
- Surface
- Create Points from Surface
- Survey: Total Station
- LiDAR Survey
- Working with DEM files
- Surface Analysis
- Legend Table
- Earthwork Calculation
- Grading
- Xref
- Parcel
- Project: Land Development

## Plant Design Using AutoCAD Plant 3D

 40  
Hours

### COURSE OUTLINE

1. Setup a Project
2. Create and Edit P&IDs
3. Design a Plant 3D Model
4. Generate Isometric/Orthographic Drawings
5. Publish and Print Drawings

## Revit Structure Professional learning program.

 40  
Hours

### COURSE OUTLINE

- Adding, Modifying Structural Framing, Floors/Foundations, Stairs, Reinforcements
- Detailing & Scheduling In Revit
- Understanding Tags & Keynoting
- Model/Detail Groups
- Import/Export AutoCAD
- Legends & Legend Components
- Revit File Linking
- Coordinating Projects
- Interference Checking
- Analysis Using Extension Tools ( with Subscription customers)

## Autodesk Revit Architecture Basic

30  
Hours

### COURSE OUTLINE

- GETTING STARTED
- STARTING A DESIGN
- ARCHITECTURAL MODELING
- EDITING COMMANDS
- MANAGING VIEWS
- ROOFING ELEMENTS
- SPECIAL WALLS
- CIRCULATION ELEMENTS

## Autodesk Revit Architecture Intermediate

30  
Hours

### COURSE OUTLINE

- MANAGING SITES
- PRESENTATION TOOLS
- RENDERING
- DIMENSIONING
- ANNOTATING & DETAILING
- SCHEDULES & QUANTITIES
- CONSTRUCTION DOCUMENTS

## Autodesk Revit Architecture Advanced

30  
Hours

### COURSE OUTLINE

- MASSING STUDIES
- EXPORT/ IMPORT/ LINK
- PHASES
- DESIGN OPTIONS
- WORKSHARING
- FAMILY CREATION



## AWS Cloud Practitioner Essentials



### COURSE OUTLINE

- 1- Define what the AWS Cloud is and the basic global infrastructure
- 2- Describe the key services on the AWS Platform and their common use cases (e.g., compute, analytics, etc.)
- 3- Describe basic AWS Cloud architectural principles
- 4- Describe basic security and compliance aspects of the AWS platform and the shared security model
- 5- Define the billing, account management, and pricing models
- 6- Identify sources of documentation or technical assistance (e.g., whitepapers, support tickets, etc.)
- 7- Describe the AWS Cloud value proposition
- 8- Describe basic/core characteristics of deploying and operating in the AWS Cloud

## AWS Technical Essentials



### COURSE OUTLINE

- 1- Recognise terminology and concepts as they relate to the AWS platform and navigate the AWS Management Console
- 2- Understand the foundational services, including Amazon Elastic Compute Cloud (EC2), Amazon Virtual Private Cloud (VPC), Amazon Simple Storage Service (S3), and Amazon Elastic Block Store (EBS)
- 3- Understand the security measures AWS provides and key concepts of AWS Identity and Access Management (IAM)
- 4- Understand AWS database services, including Amazon DynamoDB and Amazon Relational Database Service (RDS)
- 5- Understand AWS management tools, including Auto Scaling, Amazon CloudWatch, Elastic Load Balancing (ELB), and AWS Trusted Advisor

## AWS Advanced Architecting



### COURSE OUTLINE

- Apply the AWS Well-Architected Framework
- Manage multiple AWS accounts for your organisation
- Connect on-premises data centres to the AWS Cloud
- Understand billing implications of connecting multi-region VPCs
- Move large data from on-premises data centres to the AWS Cloud
- Move large data from an on-premises data center to AWS
- Design large datastores for the AWS Cloud
- Understand different architectural designs for scaling a large website
- Protect your infrastructure from DDoS attacks
- Secure your data on AWS with encryption
- Design protection of data at rest and data in flight
- Enhance the performance of your solutions
- Select the most appropriate AWS deployment mechanism

## AWS Architecting



### COURSE OUTLINE

- Make architectural decisions based on the AWS-recommended architectural principles and best practices
- Leverage AWS services to make your infrastructure scalable, reliable, and highly available
- Leverage AWS-managed services to enable greater flexibility and resiliency in an infrastructure
- Make an AWS-based infrastructure more efficient in order to increase performance and reduce costs
- Use the Well-Architected Framework to improve architectures with AWS solutions

## AWS Developing



3 Days

### COURSE OUTLINE

- Set up the AWS SDK and developer credentials for Java,C#/.Net, Python, and JavaScript
- Use the AWS SDK to interact with AWS services and develop solutions
- Use Amazon Simple Storage Service (Amazon S3) and Amazon DynamoDB as data stores
- Integrate applications and data by using Amazon Kinesis, AWS Lambda, Amazon Simple Queue Service (Amazon SQS), Amazon Simple Notification Service (Amazon SNS), and Amazon Simple Workflow Service (Amazon SWF)
- Use AWS Identity and Access Management (IAM) for service authentication and Web Identity Framework and Amazon Cognito for user authentication
- Use Amazon ElastiCache and Amazon CloudFront to improve application scalability
- Deploy applications by using AWS Elastic Beanstalk and AWS CloudFormation

## Systems Operations on AWS



3 Days

### COURSE OUTLINE

- Use standard AWS infrastructure features such as Amazon Virtual Private Cloud (VPC), Amazon Elastic Compute Cloud (EC2), Elastic Load Balancing, and Auto Scaling from the command line
- Use AWS CloudFormation and other automation technologies to produce stacks of AWS resources that can be deployed in an automated, repeatable fashion
- Build functioning virtual private networks with Amazon VPC from the ground up using the AWS Management Console
- Deploy Amazon EC2 instances using command line calls and troubleshoot the most common problems with instances
- Monitor the health of Amazon EC2 instances and other AWS services
- Manage user identity, AWS permissions, and security in the cloud
- Manage resource consumption in an AWS account using tools such as Amazon CloudWatch, tagging, and Trusted Advisor
- Select and implement the best strategy for creating reusable Amazon EC2 instances
- Configure a set of Amazon EC2 instances that launch behind a load balancer, with the system scaling up and down in response to demand
- Edit and troubleshoot a basic AWS CloudFormation stack definition

## Computer Hacking Forensic Investigator

 40 Hours

### COURSE OUTLINE

- Module 1: Computer Forensics in Today's World
- Module 2: Computer Forensics Investigation Process
- Module 3: Understanding Hard Disks and File Systems
- Module 4: Data Acquisition and Duplication
- Module 5: Defeating Anti-Forensics Techniques
- Module 6: Operating System Forensics
- Module 7: Network Forensics
- Module 8: Investigating Web Attacks
- Module 9: Database Forensics
- Module 10: Cloud Forensics
- Module 11: Malware Forensics
- Module 12: Investigating Email Crimes
- Module 13: Mobile Forensics
- Module 14: Forensics Report Writing and Presentation

## CPENT Training Course

 24 Hours

### COURSE OUTLINE

- Module 01: Introduction to Penetration Testing
- Module 02: Penetration Testing Scoping and Engagement
- Module 03: Open Source Intelligence (OSINT)
- Module 04: Social Engineering Penetration Testing
- Module 05: Network Penetration Testing – External
- Module 06: Network Penetration Testing– Internal
- Module 07: Network Penetration Testing – Perimeter Devices
- Module 08: Web Application Penetration Testing
- Module 09: Wireless Penetration Testing
- Module 10: IoT Penetration Testing
- Module 11: OT/SCADA Penetration Testing
- Module 12: Cloud Penetration Testing
- Module 13: Binary Analysis and Exploitation
- Module 14: Report Writing and Post Testing Actions

## CASE (.NET) / (Java)

 24 Hours

### COURSE OUTLINE

- Understanding Application Security, Threats, and Attacks
- Security Requirements Gathering
- Secure Application Design and Architecture
- Secure Coding Practices for Input Validation
- Secure Coding Practices for Authentication and Authorization
- Secure Coding Practices for Cryptography
- Secure Coding Practices for Session Management
- Secure Coding Practices for Error Handling
- Static and Dynamic Application Security Testing (SAST & DAST)
- Secure Deployment and Maintenance

## EDRP Disaster Recovery

 40 Hours

### COURSE OUTLINE

- Module 01 : Network Attacks and Defense Strategies
- Module 02 : Administrative Network Security
- Module 03 : Technical Network Security
- Module 04 : Network Perimeter Security
- Module 05 : Endpoint Security-Windows Systems
- Module 06 : Endpoint Security-Linux Systems
- Module 07 : Endpoint Security- Mobile Devices
- Module 08 : Endpoint Security-IoT Devices
- Module 09 : Administrative Application Security
- Module 10 : Data Security
- Module 11 : Enterprise Virtual Network Security
- Module 12 : Enterprise Cloud Network Security
- Module 13 : Enterprise Wireless Network Security
- Module 14 : Network Traffic Monitoring and Analysis
- Module 15 : Network Logs Monitoring and Analysis
- Module 16 : Incident Response and Forensic Investigation
- Module 17 : Business Continuity and Disaster Recovery
- Module 18 : Risk Anticipation with Risk Management
- Module 19 : Threat Assessment with Attack Surface Analysis
- Module 20 : Threat Prediction with Cyber Threat Intelligence

## EC Council Incident Handling

 24 Hours

### COURSE OUTLINE

- Introduction to Incident Handling and Response
- Incident Handling and Response Process
- Forensic Readiness and First Response
- Handling and Responding to Malware Incidents
- Handling and Responding to Email Security Incidents
- Handling and Responding to Network Security Incidents
- Handling and Responding to Web Application Security Incidents
- Handling and Responding to Cloud Security Incidents
- Handling and Responding to Insider Threats

## CEH Certified Ethical Hacker

 40 Hours

### COURSE OUTLINE

- INTRODUCTION TO ETHICAL HACKING
- FOOTPRINTING AND RECONNAISSANCE
- SCANNING NETWORKS
- ENUMERATION
- SYSTEM HACKING
- MALWARE THREATS
- SNIFFING
- SOCIAL ENGINEERING
- DENIAL-OF-SERVICE
- SESSION HIJACKING
- HACKING WEBSERVERS
- HACKING WEB APPLICATIONS
- SQL INJECTION
- HACKING WIRELESS NETWORKS
- HACKING MOBILE PLATFORMS
- EVADING IDS, FIREWALLS, AND HONEYPOTS
- CLOUD COMPUTING
- CRYPTOGRAPHY

## Certified SOC Analyst

 24 Hours

### COURSE OUTLINE

- Module 1: Security Operations and Management
- Module 2: Understanding Cyber Threats, IoCs, and Attack Methodology
- Module 3: Incidents, Events, and Logging
- Module 4 : Incident Detection with Security Information and Event Management (SIEM)
- Module 5: Enhanced Incident Detection with Threat Intelligence
- Module 6: Incident Response

## Certified Threat Intelligence Analyst

 24 Hours

### COURSE OUTLINE

- Introduction to Threat Intelligence
- Cyber Threats and Kill Chain Methodology
- Requirements, Planning, Direction, and Review
- Data Collection and Processing
- Data Analysis
- Intelligence Reporting and Dissemination

## EC Council Certified Encryption Specialist

 20 Hours

### COURSE OUTLINE

- Introduction and History of Cryptography
- Symmetric Cryptography & Hashes
- Number Theory and Asymmetric Cryptography
- Applications of Cryptography
- Cryptanalysis

## Fundamentals of IT Auditing

### COURSE OUTLINE

The Egyptian Institute of Directors EloD affiliate of the Financial Regulatory Authority FRA offers this new training course – Online – in order to provide attendees with an introduction to IT auditing, emphasizing the concepts through exercises and case studies. Internal audit professionals will develop knowledge of basic IT audit concepts that can be used to facilitate integrated audit efforts within their organization.

The course will also provide attendees the opportunity to perform an audit of IT applications supporting key business processes, coordinate the assessment of IT risk with the evaluation of IT general controls, and perform a risk assessment and evaluation of controls over end user computer applications.

## Professional Certificate in Risk Management

### COURSE OUTLINE

The Egyptian Institute of Directors EloD affiliate of the Financial Regulatory Authority FRA, offers this professional certificate in order to help participants to gain practical knowledge in Enterprise Risk Management and related issues from corporate governance perspective.

The course should also enhance the participants' ability to understand and practice Risk Management in different levels of the organization.

And to cover fundamentals of Risk through deeper understanding of risk management and importance of enrolling a Risk Manager to integrate business risks, dilemmas and opportunities into successful organization's corporate governance model and recognizing links between good governance and a solid risk management strategy.

## Professional Certificate in Corporate Social Responsibility CSR

### COURSE OUTLINE

The Egyptian Institute of Directors affiliate of the Financial Regulatory authority FRA offers this professional certificate that aims to provide the participants with an overview to the methods of implementing corporate social responsibility at all levels of the organization.

## Professional Certificate in HR Governance

### COURSE OUTLINE

The Egyptian Institute of Directors EloD offers this professional certificate to focus on how Human resources provide the guidance, labor and expertise that are critical to the success of an institution. Consequently, it is important that the corporate has to set certain standards for the quality of human resources, and undertake practices to ensure resources meet or exceed those standards.

The responsibility for the governance of human resources rests initially with the board, which must ensure that the organization is being managed by a qualified and competent general manager (or a chief executive officer, or a treasurer, depending upon the credit union). This can be achieved through a thorough recruiting process and an annual review of the general manager's performance.

The quality and competency of staff must also be managed. This function is normally delegated to the related manager, but should be supervised by the board.

Finally, to complete the process, the board should regularly assess its own performance, to ensure it is providing the corporate with the guidance and leadership necessary for it to prosper.

All these activities can't be done without have a strong human resources governance to govern the organization, monitor performance, set right training system, and recruit the best to join its team.



THE PITMAN

# Digital Training

Your guide to our range of diplomas,  
awards, courses and seminars.



**PITMAN**

TRAINING

[www.pitman-training.com.kw](http://www.pitman-training.com.kw)

Building careers for 180 years.



# Career focused, flexible learning

Our consistent objective at Pitman Training is to offer professional, high-quality training that not only gives you the practical knowledge and skills you are looking for, but is also flexible and tailor-made to fit around the commitments and lifestyle demands of today's fast-paced world.

## Why Train?

We take great pride in seeing people achieve career satisfaction and success after completing a Pitman Training course. We train thousands of students each year and respect every learner as an individual with different motivations and reasons for training.

### PERSONAL GOALS

Here are some of the reasons our learners choose to study with us:

- Updating their skills
- To gain industry standard qualifications
- To increase earning potential
- Retraining to change their careers
- Career advancement
- Refreshing their skills to return to work following a career break
- To gain skills to secure their first job

### BUSINESS AIMS

We also provide a range of flexible learning options for businesses of all sizes. Organisations approach us to help:

- Increase staff efficiency
- Maximise business productivity
- Enhance profit growth
- Attribute defined ROI to the training budget
- Maintain and grow staff loyalty
- Achieve Continuing Professional Development (CPD) targets for staff

## Our Training

We offer several different types of training, which vary in duration and training method:

- **Diplomas:** These programmes contain a collection of core and elective courses designed to match to specific career paths and provide the necessary workplace skills.
- **Awards:** A condensed version of the diplomas, our awards are designed to help you gain skills required for specific careers.
- **Courses:** These are specialist subjects, focusing on one particular subject. Our courses are designed to help you learn a new skill or update existing knowledge.
- **Seminars:** Our seminar range is regularly updated and can also be tailored to specific business requirements, depending on the group size and location. The majority of our workshops are single-day sessions.

## Continuing Professional Development

No matter how established you are in your career, learning should never stop. By undertaking professional CPD accredited training you're making a valuable investment that demonstrates the commitment and drive you have to succeed in your career.



Businesses that proactively operate CPD initiatives know the importance of refreshing the knowledge and skills held within their workforce. Offering continuing professional development opportunities not only increases productivity but it maintains staff motivation and loyalty. All of our training programmes have been accredited by the CPD Standards Office so on successful completion of your training you can obtain a certificate to verify the number of CPD points you've gained.

## THE BENEFITS AT A GLANCE

- Flexible training that fits around work and family commitments
- Practical, hands-on learning experience
- Enhanced skills and effectiveness = potential promotion and increased earning opportunities
- Blended learning solutions, including in-centre and online, to help you study on the move but with full in-centre support when you need it
- Industry-standard certification and qualifications
- Training from a UK Business Superbrand™



## Supported, Accessible Training... for You

**Our mission at Pitman Training is to do as much as we can to help you get ahead in your career.**

We offer everything from one- or two-day tutor-led workshops and short courses to exceptional, in-depth diplomas that can transform your career or workforce. When you come to learn with Pitman Training we want to ensure you have a cohesive learning experience that is fully supported by our dedicated in-centre teams.

We know that with **over 200 courses and diplomas** to choose from it could be overwhelming to find the right one for you. Our Admissions Counsellors are available to help you from the very outset. When you first get in touch with our teams, they'll take the time to find out exactly what it is you're hoping to achieve and they will then guide you through the different options available to ensure you find the right course for your requirements.

Our dedicated team of Admissions Counsellors will always be available for you. Not only will they help you find the right training programme, they will be there to get you started, they will check in regularly throughout the duration of your studies to make sure everything is progressing smoothly, and they will be available if you need any additional support or have questions during your studies.

### Training Seminars & Workshops

Pitman Training Seminars are different to our courses and diplomas in that they are classroom-based and tutor-led. They are relevant for companies wanting to enhance the skills of their staff. The duration of our professional seminars ranges from an intensive two hours to four full days, although the majority are held during a single day.

Not all Pitman Training centres run seminars, but many offer a full range such as management seminars or personal development seminars. Visit [pitman-training.com/seminars](https://www.pitman-training.com/seminars) to search for the subject of your choice at your preferred location. If you have a specific date in mind, you can include that in your search too.

### Advice Hub

Our website not only has details of our training and where our centres are located, we also have a wealth of career-focused advice, free resources, handy tips and essential information.

You'll be able to find out:

- **How to get ahead in your career**
- **Best practice CV advice**
- **Tips on interview techniques**
- **Industry-specific careers guidance**

Visit: [pitman-training.com/advice-hub](https://www.pitman-training.com/advice-hub)



## Our full range of Diplomas, Awards, Courses & Seminars

### Office and Secretarial

#### DIPLOMAS

Administrative Assistant Diploma .....	59
Executive PA Diploma .....	53
Legal Receptionist Diploma .....	55
Legal Secretary Diploma with CILEx Level 2 Qualification .....	54
Legal Secretary Diploma with Scots Law .....	54
Medical Admin Diploma with City & Guilds /AMSPAR Level 2 Qualification .....	57
Medical Receptionist Diploma with City & Guilds/AMSPAR Level 2 Qualification .....	58
Medical Secretary Diploma with City & Guilds AMSPAR Level 2 Qualification .....	56
Office IT Diploma .....	61
Office Skills Diploma .....	61
Professional Executive PA Diploma .....	52
Professional Executive PA Diploma with AAT .....	52
Receptionist Diploma .....	60
Secretarial Diploma .....	60
Virtual Assistant (VA) Diploma .....	53

#### AWARDS

Legal Secretary Award with Level 2 CILEx Qualification .....	55
Medical Office Award .....	59

#### COURSES

Audio Transcription (Level 1 & 2) .....	63
ECDL Online .....	62
Legal Audio Processing .....	63

Legal Secretary - Scots Law .....	62
Legal Text Processing .....	62
Medical Audio Transcription .....	63
Medical Terminology .....	62
Medical Word Processing .....	62
Minute Taking Skills Online .....	62
Numeric Data Entry .....	63
Professional Receptionist Essentials .....	62
Shorthand Fast .....	62
Shorthand Faster .....	62
Speedwriting .....	62
Successful Meetings and Minutes .....	62
Teeline Fast Shorthand .....	62
Teeline Professional .....	62
Typaz (Touch Typing course) .....	63
Typaz Speed .....	63
Typaz Professional .....	63
VA Essentials .....	62

### Sage, Accounting & Bookkeeping

#### DIPLOMAS

Advanced Diploma in Accounting with AAT .....	67
Foundation and Advanced Diploma in Accounting with AAT .....	67
Bookkeeping Diploma .....	69
Foundation Diploma in Accounting with AAT .....	68
Foundation Diploma in Bookkeeping with AAT .....	68
Professional Diploma in Accounting with AAT .....	66

#### AWARDS

Finance Award .....	70
Foundation Award in Bookkeeping with AAT .....	69
Payroll Award .....	70

#### COURSES

Advanced Bookkeeping .....	71
Bookkeeping Transactions and Controls Parts2 .....	71
Costing and Pricing .....	71
Elements of Costing .....	71
Ethics for Accountants .....	71
Final Accounts Preparation .....	71
Indirect Tax .....	71
Payroll Principles .....	71
Principles, Standards and Conventions of Accounting .....	71
Sage 50 Accounts .....	71
Sage Payroll .....	71
Understanding Business Accounts .....	71

### Microsoft Office

#### DIPLOMAS

Microsoft Office (MOS) Certification Diploma .....	73
Microsoft Office Diploma .....	74
Microsoft Office Plus Diploma .....	73

#### AWARDS

Microsoft Office Award .....	74
------------------------------	----

#### COURSES

Access .....	75
Excel .....	75
Excel Expert .....	75

Call now: +965 9724 2082

Outlook .....	75
PowerPoint .....	75
Project .....	75
Word .....	75
Word Expert .....	75

## Business & Management

### DIPLOMA

Business Startup Diploma .....	78
HR Assistant Diploma .....	78
Management Diploma .....	77
Office Manager Diploma .....	77
Project Management Diploma .....	79

### AWARDS

Business Award .....	80
Project Management Award .....	79

### COURSES

Communication Skills for IT Specialists .....	80
Communications in an Organisation .....	80
Different Leadership Attributes & Skills .....	80
Effective Business Communication .....	80
Effective Online Communication .....	80
Handling Conflict and Confrontation .....	80
HR Essentials .....	80
Interpersonal Communications .....	81
Introduction to Business Structure and Law .....	81
Managing Internal & External Workplace Communications .....	81
Motivation & Goal Setting .....	81
Personalities, Profiles and Plans .....	81
PRINCE2® Foundation .....	81
PRINCE2® Practitioner .....	81
Project Management Fundamentals .....	81
Team Development .....	81

## Career Development

### DIPLOMA

Pitman English Diploma .....	82
Professional Development Diploma .....	83

### COURSES

Digital Skills .....	83
Health and Safety Essentials .....	83
Pitman English .....	83
Productivity Series .....	83
Time Management .....	83

## Marketing

### DIPLOMAS

Digital Marketing Diploma .....	85
Event Management Diploma .....	87
Marketing Assistant Diploma .....	85
Social Media for Business Diploma .....	86

### AWARDS

Event Management Award .....	87
Social Media for Business Award .....	86

### COURSES

Blogging for Business .....	88
Event Management Essentials .....	88
Facebook for Business .....	88
Introduction to Google Website Tools .....	88
Instagram for Business .....	88
LinkedIn for Business .....	88
LinkedIn for Jobseekers .....	88
Marketing Essentials .....	88
Marketing Mix .....	88
Marketing Principles and Practices .....	88
Pinterest for Business .....	88
Professional Certification in Digital Marketing .....	88
Search Engine Optimisation .....	88
SEO for Business .....	88
Social Media Strategy for Business .....	88
Twitter for Business .....	88
Video for Business .....	88

## IT

### DIPLOMAS

Advanced IT Support Technician Diploma with CompTIA .....	92
Advanced IT Security Engineer Diploma with CompTIA .....	92
IT Support Technician Diploma with CompTIA .....	93
Programming Fundamentals Diploma .....	94
Network Support Technician Diploma with CompTIA .....	93
Server Support Technician Diploma with CompTIA .....	94

### COURSES

A+ .....	95
Advanced Security Practitioner Certification (CASP) .....	95
CompTIA Cloud Essentials .....	95
CompTIA Cloud+ .....	95

Java Programming .....	95
MTA Database Administrator Fundamentals .....	95
MTA Networking Fundamentals .....	95
MTA Security Fundamentals .....	95
MTA Server Administration Fundamentals .....	95
Network+ .....	95
Routing and Switching Fundamentals Part One CCENT .....	95
Routing and Switching Fundamentals Part Two ICND .....	95
Security+ .....	95
Windows Server 2012 Administrator .....	95
Windows Server 2016 - MCSA Series .....	95

## Web Design & Photoshop

### DIPLOMAS

Graphic Design Diploma with Adobe ACA .....	98
Web Design Specialist Diploma .....	98

### AWARDS

Adobe Creative Cloud Award .....	99
Website Design for Business Award .....	99

### COURSES

Animate CC .....	100
CSS Essentials .....	100
Dreamweaver CC .....	100
Fireworks Fundamentals .....	100
Illustrator CC .....	100
InDesign CC .....	100
JavaScript Essentials .....	100
MTA HTML5 Application Development Fundamentals .....	100
MTA Introduction to Programming using HTML and CSS .....	100
MTA Introduction to Programming using JavaScript .....	100
Photoshop CC .....	100
Premiere Pro CC .....	100
Programming in HTML5 with JavaScript and CSS3 Specialist .....	100
WordPress for Business .....	100

Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)

# Office & Secretarial

Our range of secretarial courses will provide you with the skills needed to work as a secretary across multiple sectors, and provide accurate outputs with ease.



**Pitman Training is instantly recognisable as the top training provider for anyone looking to gain reputable, top-quality secretarial skills.**

Secretarial courses have always been a core focus at Pitman Training and they remain so, and as technology has progressed, so too have our courses to enable more flexible ways of learning. Employers value the Pitman Training secretarial qualifications — we have many happy students now in employment who can tell you so.

Whatever industry you want to build a career in, secretarial skills will be a valuable asset. Whether you're looking for a career as an Executive Secretary, Personal Assistant (PA), Office Manager, or you'd just like to improve your administration skills as you build your business, strong secretarial skills are always beneficial.

Secretarial positions are often a stepping stone to other roles within an organisation, so it's also worth considering this, when looking to develop your career ladder.

Secretarial and administrative skill requirements do change as technology and office environments progress, so it's important to keep abreast of best practices and latest developments.

Our courses are regularly updated to ensure you will be current and up-to-date with your knowledge. We offer our students the opportunity to gain practical, hands-on experience throughout their studies to ensure they are armed with top-level secretarial and administration skills.

As well as studying in any of our Pitman Training centres, we also offer students the option to study our secretarial training courses online with our distance learning system, meaning you can fit your studies around your current commitments. Flexibility is key to all our training.

Whether you are a new or experienced secretary, professional development is key to enhancing your career. Our secretarial course range is sure to provide you with methods that will increase your productivity and overall output.

**Call now: +965 9724 2082**



## Career Roadmap

Our roadmap helps to provide guidance for the skills required in each sector outlined. These are for illustration purposes only, our Admissions Counsellors can provide a tailored plan to suit your goals.

# Professional Executive PA Diploma

Our PA training can open the door to a rewarding career as a Personal Assistant. From here you could progress to a more in-depth Executive Assistant (EA) role where you'll need more managerial-level expertise.

If you have your sights set on becoming the right-hand person to a senior director or boss of a top company, the Professional Executive PA Diploma is the right choice of training for you. You'll get all the essential skills required to be an indispensable PA or EA, delivering reports, figures and forecasts to enable decision-making at the highest level, quickly and accurately.

There is also an option to undertake some additional AAT training courses to gain a recognisable financial qualification. Quite simply this is the most comprehensive Executive PA training available.

- Flexible training that fits around your commitments
- Support on hand from our friendly Admissions Counsellors
- Get the skills in demand by employers

## CORE COURSES

- Typaz and Typaz Speed or Typaz Professional
- Effective Business Communication
- Word
- Word Expert
- Excel
- Excel Expert
- PowerPoint
- Outlook
- Audio Transcription or Marketing Essentials
- Successful Meetings and Minutes or Meetings and Minutes Seminar\*
- HR Essentials
- Time Management
- Social Media Strategy for Business
- Facebook for Business
- Twitter for Business
- LinkedIn for Business
- Managing Internal & External Workplace Communications
- Different Leadership Attributes & Skills

## ELECTIVE COURSES (choose four)

- Teeline Fast Shorthand
- Executive PA Seminar\*
- Payroll Principles
- Legal Text Processing
- Event Management Essentials
- Medical Terminology
- Marketing Essentials
- Speedwriting
- Shorthand Fast
- Sage Payroll
- Introduction to Business Structure and Law
- Health and Safety Essentials
- Numeric Data Entry
- Wordpress for Business
- Access

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.

### Guideline Learning Time

**380 hours flexi study or 15 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **380 points** on successful completion



# Professional Executive PA with AAT Diploma

This diploma offers you the opportunity to gain a wide-ranging skillset that could enable you to progress your PA career to a more senior level.

If you're looking to advance your career towards a Senior Personal Assistant or Executive Assistant role, this is a great training option.

This programme will not only help you gain the essential skills required to be an indispensable PA or EA, you will also study core courses with a financial focus that will help you learn the ins and outs of how to manage and maintain a business's finances.

The additional accountancy and bookkeeping courses in this diploma mean you could gain a prestigious AAT qualification if desired. Not only will this demonstrate your accounting capabilities to employers, it could potentially lead to an expansion in your current role as you will then be able to work more closely with the businesses financial processes and reporting.

## CORE COURSES

- Typaz and Typaz Speed or Typaz Professional
- Effective Business Communication
- Word
- Word Expert
- Excel
- Excel Expert
- PowerPoint
- Outlook
- Audio Transcription or Marketing Essentials
- Bookkeeping Transactions and Controls (2 Parts)
- Sage 50 Accounts
- Elements of Costing
- Work Effectively in Finance
- Successful Meetings and Minutes or Meetings and Minutes Seminar\*
- HR Essentials
- Managing Internal & External Workplace Communications
- Different Leadership Attributes and Skills
- LinkedIn for Business
- Social Media Strategy for Business
- Facebook for Business
- Twitter for Business
- Time Management

## ELECTIVE COURSES (choose four)

- Teeline Fast Shorthand
- Executive PA Seminar\*
- Health and Safety Essentials
- Marketing Essentials
- Sage Payroll
- Payroll Principles
- Legal Text Processing
- Numeric Data Entry
- Shorthand Fast
- Event Management Essentials
- Introduction to Business Structure and Law
- Medical Terminology
- Wordpress for Business
- Access

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.

**aat**

### Guideline Learning Time

**560 hours flexi study or 22 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **560 points** on successful completion



Call now: +965 9724 2082

(Alternative elective subjects may be chosen if more suitable to your existing skills and career.)

# Executive PA Diploma

One of our stand-out diplomas offering world-class Executive PA training, this programme has been designed to give you the broad range of skills required to help you stand out and get the job.

If you thrive working under pressure, demonstrate exceptional organisation skills and possess keen attention to detail, the Executive PA Diploma is the ideal training option for you. You'll be able to take your existing personal skills and combine them with great practical business skills.



With your diploma you'll have everything you need to work in the highly demanding and challenging role of Executive PA or Executive Assistant, using the latest software to plan schedules, taking minutes and having a great insight into how an organisation runs at the senior level.

## CORE COURSES

- Typaz and Typaz Speed or Typaz Professional
- Effective Business Communication
- Word
- Word Expert
- Excel
- Excel Expert
- PowerPoint
- Outlook
- Audio Transcription or Marketing Essentials
- Event Management Essentials
- Successful Meetings and Minutes or Meeting and Minutes Seminar\*
- Time Management or Different Leadership Attributes and Skills
- Twitter for Business or Facebook for Business

## ELECTIVE COURSES (choose four)

- Teeline Fast Shorthand
- Marketing Essentials
- Medical Terminology
- WordPress for Business
- Shorthand Fast
- Legal Text Processing
- Sage 50 Accounts
- Health and Safety Essentials
- Bookkeeping Transactions and Controls - Part 1
- HR Essentials
- Access
- Executive PA Seminar\*

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.

### Guideline Learning Time

**320 hours flexi study or 13 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **320 points** on successful completion



# Virtual Assistant (VA) Diploma

This diploma is for anyone wanting to work as a Virtual Assistant (VA). You will gain excellent skills to ensure you provide a good office support service, and also the skills required to be able to run and market your own business.

If you're looking to become a Virtual Assistant and offer a flexible office support service from the comfort of your own home office, this is absolutely the best diploma choice for you. This role can be wide-ranging and as you'll be working with a number of different clients no two days are the same.

A Virtual Assistant can often be a saviour to a sole trader or small business. When it's essential to keep overheads as low as possible, utilising the services of a Virtual Assistant is one of the most sensible business decisions they might make.

Working for yourself as a Virtual Assistant offers a unique and varied career opportunity. You'll be your own boss, so you'll be able to set your working patterns as you wish. Many businesses don't need a full-time PA or Administrator so, rather than pay out a monthly salary, they will often utilise the services of a VA on an as and when needed basis and simply pay for what they need.

The areas in which you can support a business are varied. You might help them deal with their admin and general office workload, manage their social media accounts or maintain the company's financial records. It all depends on what their needs are.

## CORE COURSES

- VA Essentials
- Marketing Essentials
- Understanding Business Accounts
- Introduction to Business Structure and Law
- Project Management Fundamentals
- Effective Online Communication
- WordPress for Business
- Social Media courses
- Choose four from the following:
  - Blogging for Business
  - Facebook for Business
  - Introduction to Google Website Tools
  - Instagram for Business
  - LinkedIn for Business
  - LinkedIn for Jobseekers
  - Pinterest for Business
  - Search Engine Optimisation (SEO) for Business
  - Social Media Strategy for Business
  - Twitter for Business
  - Video for Business

## ELECTIVE COURSES (choose two)

- Audio Transcription
- Bookkeeping Transactions and Controls - Part 1
- Bookkeeping Transactions and Controls - Part 2
- Time Management
- Successful Meetings and Minutes
- Speedwriting
- Excel
- Outlook
- Word

### Guideline Learning Time

**130 hours flexi study or 5 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **130 points** on successful completion



# Legal Secretary Diploma with CILEx Level 2 Qualification

If you would like to work in a legal office as a Legal Secretary or Legal Admin Assistant, this diploma will give you a well-rounded skillset to confidently handle a specialised and varied workload.

You'll cover specialist Legal Secretary subjects including Working in a Legal Environment, where you'll learn the legislation, regulations and procedures that apply in a legal and business environment. You'll also learn a broad range of professional office skills such as Microsoft Word, Excel and Effective Business Communication.

Once you've successfully completed your training and received your Pitman Training diploma, you'll be in the perfect position to go on and gain a Level 2 CILEx Legal Secretary Qualification\*.

In addition to the range of office skills that you'll learn with this diploma, you'll gain knowledge of the workings of a legal office and be able to impress employers with your specialist training. You'll also be in the perfect position to undertake the CILEx Level 2 examination\* if required. (Subject to successfully achieving the relevant units).

*\* Please note CILEx exams are optional. All exam fees for this qualification are charged separately.*

## CORE COURSES

- Working in the Legal Environment
- Legal Text Processing
- Legal Audio Processing
- Typaz and Typaz Speed or Typaz Professional
- Effective Business Communication
- Word
- Word Expert
- Excel or Excel Expert
- Outlook
- Audio Transcription
- Successful Meetings and Minutes or Meetings and Minutes Seminar\*

## ELECTIVE COURSES (choose one)

- Speedwriting
- Access
- PowerPoint
- Health and Safety Essentials

*\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.*



### Guideline Learning Time

**230 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **230 points** on successful completion



# Legal Secretary Diploma - Scots Law

With this diploma you will get a versatile, professional set of skills that will enable you to pursue a career as a Legal Secretary or Legal Administrator within a legal office which practises Scots Law.

Scotland has its own unique legal system so it follows that anyone working within Scots Law requires dedicated and specific training.

This diploma has been formulated specifically to train those looking to work as a Legal Secretary in Scotland.

With this extensive diploma you will study ten core courses and then choose one additional elective course of your own preference.

You'll also study key Microsoft Office programs such as Word, Excel and Outlook. There is the option with some of the courses to study them at an expert level if you already have a working knowledge of the programs.

You'll then focus on the Legal Secretarial aspect of this diploma and study 'Legal Secretarial - Scots Law', which introduces you to the key legal specialisms, processes, procedures, documentation and terminology and 'Working in the Legal Environment' which is a CILEx (Chartered Institute of Legal Executives) course designed to develop more of an understanding of the workings and structure within legal offices.

## CORE COURSES

- Legal Secretary - Scots Law
- Working in the Legal Environment
- Typaz and Typaz Speed or Typaz Professional
- Audio Transcription or Marketing Essentials
- Effective Business Communication
- Word
- Word Expert
- Excel or Excel Expert
- Outlook
- Successful Meetings and Minutes or Meetings and Minutes Seminar\*

## ELECTIVE COURSES (choose one)

- PowerPoint
- Speedwriting
- Access
- Health & Safety Essentials

*\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.*

### Guideline Learning Time

**190 hours flexi study or 8 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **190 points** on successful completion



# Legal Receptionist Diploma

This diploma will help you gain the all-round skillset to enable you to confidently manage the front of house operation within any legal firm.

Not only is this training ideal for those new to the receptionist profession, it would also suit those who may already be working as a receptionist and would now like to specialise and become proficient working in a legal environment.



As a trained Legal Receptionist, you'll find the pace high and demanding in a top city centre law firm. In a smaller firm, you may find you are responsible for a wider variety of tasks and have a more involved approach with your clients.

With this diploma you'll gain and enhance practical administrative skills for working as a receptionist. Not only will you find out more about how a legal office operates, you'll also look at the fundamentals of working on reception and learn how to optimise the effect of your communications, both written and spoken.

## CORE COURSES

- Professional Receptionist Essentials or Professional Receptionist Seminar\*
- Working in the Legal Environment or Legal Secretarial - Scots Law
- Typaz or Typaz Speed
- Effective Business Communication
- Word
- Outlook

## ELECTIVE COURSES (choose one)

- Speedwriting
- Excel
- Audio Transcription
- Health & Safety Essentials

\*Speak to a Admissions Counsellor for seminar availability at your local Pitman Training centre.

### Guideline Learning Time

**115 hours flexi study or 5 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **115 points** on successful completion



# Legal Secretary Award with Level 2 CILEx Qualification

A shorter version of the main diploma, this award will give you key Legal Secretary skills brought to you in conjunction with CILEx (Chartered Institute of Legal Executives).

This award is ideal if you're new to the legal world and need to learn the jargon, processes and documentation connected with legal aspects of various law sectors. Furthermore, the courses have been written by CILEx and endorsed by Pitman Training, meaning once you've completed your studies, you're in the perfect position to go on and gain a recognised qualification from CILEx, the Level 2 Award in Legal Text Processing.

The legal sector is an exciting and varied world. With many different focuses, such as family law and criminal law. Gaining specialised and recognisable secretarial qualifications in this industry will set you head and shoulders above the rest.

Our Legal Secretary Award brings you a fantastic opportunity to study the CILEx (Chartered Institute of Legal Executives) Legal Text Processing course. In addition to this course, you'll also study Working in the Legal Environment and Legal Audio Processing, giving you a complete skillset which can help get your Legal Secretary career underway.

With the freedom to study at a time and place that suits you best, there are many benefits to this exciting Legal Secretarial Award:

- Excellent opportunity to go on and gain a CILEx Level 2 Award in Legal Text Processing
- Flexible training that fits around your commitments
- Support on hand from our friendly Admissions Counsellors
- Get the skills in demand by employers

## CORE COURSES

- Legal Text Processing
- Working in the Legal Environment
- Legal Audio Processing



### Guideline Learning Time

**60 hours flexi study or 2 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **60 points** on successful completion





# Medical Secretary Diploma

with City & Guilds/AMSPAR Level 2 Qualification

**This diploma will give you the skills employers are looking for and a recognised medical secretary qualification.**

Nationally recognised skills for medical secretaries are generally considered to be advantageous when seeking employment in the healthcare sector. You can feel confident in the knowledge that our Medical Secretary Diploma has been given short course approval from the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists (AMSPAR).

With these highly regarded skills, there'll be nothing stopping you from getting a well paid, highly valued role as a Medical Secretary, Medical Administrator or Healthcare Assistant, or you could use it as an initial taster into the world of nursing.

On successful completion of your diploma, you'll also have the opportunity to achieve the City & Guilds Level 2\* Award in Medical Terminology qualification (additional home study is recommended).

*\* Level 5 in Scotland*

The medical profession can be challenging where discretion, patience, sensitivity and an unwavering eye for detail are essential skills. Our Medical Secretary Diploma will teach you all the vital skills you need to act as a link between patient and doctor.

You'll learn how to integrate the theory of highly technical medical terminology, complete a complex array of administrative and technical tasks in the most accurate and timely manner, including compiling confidential letters, typing reports for patient records, assisting with medical journals and keeping the office running efficiently.

## CORE COURSES

- Medical Audio Transcription
- Medical Terminology
- Medical Word Processing
- Typaz and Typaz Speed or Typaz Professional
- Audio Transcription
- PowerPoint
- Word or Word Expert
- Excel or Excel Expert
- Outlook
- Effective Business Communication

## ELECTIVE COURSES (choose one)

- Successful Meetings and Minutes
- Speedwriting
- Health and Safety Essentials
- Word Expert



## Guideline Learning Time

**220 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

**CPD: 220 points on successful completion**



**Call now: +965 9724 2082**

*(Alternative elective subjects may be chosen if more suitable to your existing skills and career.)*



## Medical Admin Diploma

with City & Guilds/AMSPAR  
Level 2 Qualification

**This diploma will arm you with the key skills required to work either as a Medical Receptionist or Medical Administrator. You also have the opportunity to gain a reputable industry qualification.**

Designed for those wanting an administrative career in the medical industry, with this diploma you could work in a GP practice, hospital or other healthcare-based business with confidence.

Working in the medical sector is interesting, challenging and rewarding — you'll need to be super-efficient with top IT skills, but also possess discretion, patience and empathy.

The Medical Admin Diploma will teach you all the vital skills you need to be the welcoming and efficient face of a medical practice or department.

You'll learn medical terminology covering a range of specialisms and general medical practice. You'll combine this with the very best office admin skills, including learning the latest Microsoft Office software and effective communication skills.

You'll also have the option to choose from an elective choice of additional subjects, including Successful Meetings and Minutes and Medical Audio Transcription.

The Medical Admin Diploma offers you the skills and specialist knowledge you need to work in an office environment as a professional Medical Administrator.

What's more you'll have demonstrated to potential employers your dedication and determination to succeed in this crucial role.

### CORE COURSES

- Medical Terminology
- Medical Word Processing
- Typaz or Typaz Speed
- Effective Business Communication
- Word or Word Expert
- Excel or Excel Expert
- Outlook

### ELECTIVE COURSES (choose one)

- Audio Transcription
- Successful Meetings and Minutes
- Speedwriting
- Medical Audio Transcription
- Typaz Speed
- Health & Safety Essentials



**City & Guilds**  
Approved Centre

### Guideline Learning Time

**160 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

**CPD: 160 points on successful completion**





## Medical Receptionist Diploma

with City & Guilds/AMSPAR Level 2 Qualification

The Medical Receptionist Diploma offers all the skills you need to work in an office environment as a professional receptionist.

This means you can be confident in applying for a rewarding and interesting role as a Medical Receptionist. What's more, with this diploma, you'll have demonstrated to potential employers your dedication and determination to succeed in this crucial role.

Our Medical Receptionist Diploma offers the opportunity to gain high-level professional skills that will help you secure employment as a Receptionist or Administrator within a medical environment. You'll gain practical and professional administrative skills such as Microsoft Word, Outlook and business communications.

You'll also cover subjects specifically aimed for those working within a medical environment, such as Medical Terminology and Medical Word Processing. Once you've completed your training you'll gain a recognisable Pitman Training diploma, and if desired, you can go on to undertake your City & Guilds/AMSPAR Level 2\* Award in Medical Terminology.

Pitman Training certifications are renowned worldwide and this diploma has the added benefit of being able to offer you the opportunity to gain a City & Guilds/AMSPAR Level 2\* Medical Terminology Qualification.

\* Level 5 in Scotland

### CORE COURSES

- Medical Terminology
- Medical Word Processing
- Typaz or Typaz Speed
- Effective Business Communication
- Word or Word Expert
- Outlook
- Professional Receptionist Essentials or Professional Receptionist Seminar\*

### ELECTIVE COURSES (choose one)

- Audio Transcription
- Speedwriting
- Excel
- Health and Safety Essentials
- Telephone Techniques Seminar\*

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.



**City & Guilds**  
Approved Centre

### Guideline Learning Time

**140 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: 140 points on successful completion



Call now: +965 9724 2082

(Alternative elective subjects may be chosen if more suitable to your existing skills and career.)

# Medical Office Award

This award contains three courses focused on helping you gain reputable medical administrator know-how. You'll study **Medical Word Processing, Medical Audio Transcription and Medical Terminology.**

Our Medical Office Award is a course that gives you the grounding for entering the medical profession, providing you with the essential skills to work in a medical office.

Stop trying to make sense of medical jargon with all the text books you're ploughing through and let us help you. With Admissions Counsellors on hand, as well as workbooks to use as reference, this is a great way to get under the skin of a complicated industry.

This course enables you to take things at your own pace, as we get to grips with medical jargon, terminology and documents. Working through the different modules, you'll learn to make sense of the terminology and understand how it's constructed, so you can hold your own at any interview and you've got a great grounding for your first job in the field.

This award programme provides you with the opportunity to build your confidence in the medical arena and equips you with technical knowledge and essential office and computer skills that show you are ready to work in an administrative role within the industry.

## CORE COURSES

- **Medical Audio Transcription**
- **Medical Terminology**
- **Medical Word Processing**



### Guideline Learning Time

**55 hours flexi study or 2 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **55 points** on successful completion



# Administrative Assistant Diploma

Pitman specialises in offering world-class secretarial training, and this diploma will provide you with a high-level, well-rounded administrative skillset that will impress any potential employer.

This diploma gives you an excellent base of administration-focused skills that you can easily transfer to the workplace. It has been designed to help those seeking a career as an Admin Assistant, Office Assistant, or Secretary. You'll gain the professional skills that employers seek in their employees.

A good Admin Assistant provides a vital support function in any busy office. You'll need to master the art of working under your own initiative to meet tight deadlines, as well as responding to the demanding needs of more senior colleagues.

With our Administrative Assistant Diploma you'll get high-quality, office-based training which not only gives you great software skills, but will also teach you how to speak the language of business. With your completed diploma, you'll have an excellent foundation to get a job as a trusted Admin Assistant in any office.

Whether you're changing career or looking to get your first admin role, the Administrative Assistant Diploma is an ideal route to ensure you have the vital skills employers are looking for. You'll learn how to master in-demand software packages, such as Microsoft Office, as well as excellent computer keyboard skills and how to create complex documentation.

## CORE COURSES

- **Effective Business Communication**
- **Word** or **Word Expert**
- **Excel** or **Excel Expert**
- **Successful Meetings and Minutes** or **Meetings and Minutes Seminar\***
- **PowerPoint** or **Access**
- **Outlook**
- **Typaz** or **Typaz Speed**

## ELECTIVE COURSES (choose two)

- **Bookkeeping Transactions and Controls - Part 1**
- **Professional Receptionist Seminar\***
- **Speedwriting**
- **Telephone Techniques Seminar\***
- **Professional Receptionist Essentials**
- **Typaz Speed**

*\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.*

### Guideline Learning Time

**150 hours flexi study or 6 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **150 points** on successful completion



# Secretarial Diploma

This diploma will give you a great grounding in essential secretarial skills. The training is hands-on and practical, so you can be confident of being able to apply your new skills straight away in the workplace.

This diploma is ideal for those new to this profession or those who want to refresh their secretarial skills.

Gone are the days when being a Secretary meant simply taking care of the typing, filing and answering of phones. Today, a great Secretary is central to the smooth running of any business, ensuring day-to-day activities happen in the most efficient manner. With our Secretarial Diploma you'll learn the essential skills to be a highly regarded Secretary or Personal Assistant, working under pressure and prioritising workloads which allow executives and managers to work more effectively.

If you're keen to gain a job working as a Secretary or Administrator, you'll require excellent skills in software, organisation, poise, flexibility, plus strong interpersonal and communication abilities.

This diploma is designed to develop your keyboard speeds, teach you how to master the most common business software packages, and teach you excellent communication techniques. You'll also be able to choose from a number of elective subjects to complement your diploma.

This diploma will teach you skills that will be transferable across a variety of industries, and you will be well prepared to fulfil the pivotal role that Secretaries play in so many organisations.

## CORE COURSES

- **Typaz** and **Typaz Speed** or **Typaz Professional**
- **Effective Business Communication**
- **Word** or **Word Expert**
- **Excel** or **Excel Expert**
- **PowerPoint**
- **Outlook**
- **Successful Meetings and Minutes** or **Meetings and Minutes Seminar\***
- **Audio Transcription** or **Marketing Essentials**

## ELECTIVE COURSES (choose two)

- **Speedwriting**
- **Access**
- **Word Expert**
- **Health and Safety Essentials**

*\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.*

# Receptionist Diploma

People can underestimate the skills required to work as a receptionist. Often juggling numerous tasks at once, maintaining calm and control at all times is essential. This diploma will give you the skills employers want.

As a Receptionist, you'll act as the face of your company. You'll be the first person that clients and customers meet, so the impression you make will speak volumes about the way your company does business. You'll learn administration skills, software and keyboard skills and how to conduct yourself as a professional Receptionist. With your completed diploma, you'll be able to effortlessly manage the most demanding tasks, making you a highly valued member of any business.



A Receptionist in today's thriving business world is so much more than someone who answers the telephone. You'll be at the frontline of communications, ensuring information is provided in the right manner, as well as dealing with enquiries and requests from clients and colleagues even when juggling a range of tasks. The Receptionist Diploma will teach you superior keyboard skills, how to produce business documentation, essential software skills and how to communicate effectively.

## CORE COURSES

- **Professional Receptionist Essentials** or **Professional Receptionist Seminar\***
- **Effective Business Communication**
- **Typaz** or **Typaz Speed**
- **Outlook**
- **Word** or **Word Expert**
- **Twitter for Business** or **Facebook for Business**

## ELECTIVE COURSES (choose one)

- **Audio Transcription**
- **Speedwriting**
- **Telephone Techniques - Seminar\***
- **Excel**
- **PowerPoint**
- **Typaz Speed**

*\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.*

### Guideline Learning Time

**190 hours flexi study or 8 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **190 points** on successful completion



### Guideline Learning Time

**110 hours flexi study or 4 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **110 points** on successful completion



Call now: **+965 9724 2082**

*(Alternative elective subjects may be chosen if more suitable to your existing skills and career.)*

# Office IT Diploma

This diploma will help you gain a key skillset expected of most office staff in today's workplace. You'll study the core Microsoft Office applications (Word, Excel, Outlook and PowerPoint), Effective Business Communication and touch typing.

This course is for those wanting to gain a solid grounding in core office administration skills and is excellent if you're looking for a career as a PA, Senior Administrator, EA or Office Manager for example.

To stand out in today's demanding business world, you'll need to demonstrate that your computer skills are superior to those around you. So, our Office IT Diploma is designed to equip you with the essential skills you'll need to be a highly valued member of any team. You'll learn how to master the most widely used computer software programs and gain excellent keyboard skills to ensure you can keep up with the fast pace of a thriving office environment.

Our Office IT Diploma will give you a great foundation to take your career in any direction. You'll be able to demonstrate that you have a sound understanding of the widely used Microsoft applications and that you can communicate effectively in a professional business environment.

The diploma will teach you excellent computer keyboard skills and speed development, ensuring you can type quickly and accurately using the correct technique. You'll also learn how to master Microsoft Word, Outlook, PowerPoint and Excel. With your completed diploma, you'll have invaluable skills that will help you get a rewarding job with good career prospects.

## CORE COURSES

- **Effective Business Communication**
- **Typaz** or **Typaz Speed**
- **Word** or **Word Expert**
- **Outlook**
- **Excel** or **Excel Expert**
- **PowerPoint**



### Guideline Learning Time

**125 hours flexi study or 5 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **125 points** on successful completion



# Office Skills Diploma

This diploma is fully customisable, allowing you to select four courses that best suit your requirements to help you gain professional expertise in your chosen subjects.

Our Office Skills Diploma has been designed to give you flexibility to choose subjects that meet your needs and which will help you achieve your career ambitions.



This is a popular training programme as it allows you to take full control and choose the courses you want to study. Its flexibility means you could be learning a wide range of essential skills, such as Microsoft Office, bookkeeping, Sage accounts and effective business communication for example.

There are plenty of options available with over 200 courses to choose from, so you can tailor the diploma to suit you. Gain a broad range of skills as well as confidence in your abilities and put them straight into action in the workplace.

## CORE COURSES

Students may choose four courses from this list. Other courses can be selected and your Admissions Counsellor will guide you on which subjects would best suit your needs.

- **Typaz**
- **Typaz Speed**
- **Word**
- **Word Expert**
- **Excel**
- **Excel Expert**
- **Outlook**
- **PowerPoint**
- **Bookkeeping Transactions and Controls - Part 1**
- **Sage 50 Accounts**
- **Effective Business Communication**

### Guideline Learning Time

**90 hours flexi study or 4 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **90 points** on successful completion



# Office & Secretarial courses

## **ECDL Online**

This is the professionally-written route to gaining your ECDL (European Computer Driving Licence) qualifications. An ECDL course is split into modules to give you the options you need to suit your qualification requirements and future career plans. ECDL is aimed at those looking to gain a good basic understanding of computers and some of the most common software packages.

## **Legal Secretary - Scots Law**

This training course focuses specifically on Scots Law and is essential training for anyone interested in working as a Legal Secretary or Legal Administrator in Scotland.

## **Legal Text Processing**

This course utilises CILEx specialist course materials and will introduce you to the various forms of documentation, terminology and processes associated with six different legal specialisms, including family law, criminal litigation and conveyancing.

## **Medical Terminology**

This course helps you get under the skin of commonly used medical terminology across a wide range of disciplines. You'll also have the opportunity to achieve the City & Guilds Level 2 Award in Medical Terminology qualification.

## **Medical Word Processing**

Medical offices require a lot of admin. Get to grips with the finer workings of Word and you can create professional looking documents and reports quickly and easily. Great for anyone wanting to work as a Medical Secretary, Ward Clerk, Medical Receptionist, Medical Summariser or Medical Admin Assistant and many more roles.

## **Minute Taking Skills Online**

Minute Taking Skills has been created to bring your minute-taking and note-taking skills into the 21st century to ensure you're up to date with the latest technology and best practice guidelines.

## **Professional Receptionist Essentials**

This course covers the relevant skills that potential receptionists will need and provides students with scenarios that they may find themselves in. Unlike many receptionist courses, this course focuses on the job, the lifestyle and other aspects that students can expect by becoming a receptionist. The online nature of the course gives students the freedom to study flexibly and at their own pace.

## **Shorthand Fast**

If you have completed our Teeline Fast course and want to increase your speed or are looking to hone your speed skills, this course is for you.

## **Shorthand Faster**

This course is perfect for you if you can already write to a good speed of around 80 wpm, but want to take your skill level even further and learn to write at speeds of up to 120 wpm.

## **Speedwriting**

Our Speedwriting course is a new way to learn the BakerWrite™ Speedwriting system in just six hours. It will help you accurately record the spoken word to speeds over 40 wpm.

## **Successful Meetings and Minutes**

Taking clear and accurate minutes is a core task for any office admin, secretarial or PA job. This course will teach you all of the skills and techniques you need to take the stress out of minute taking.

## **Teeline Fast Shorthand**

This course will take you from novice to a Pitman Teeline shorthand speed of 40 words per minute. Beginning with the basics, we'll lead you gently into shorthand Teeline style step by step.

## **Teeline Professional**

A great shorthand course designed to teach you the Teeline shorthand system. Suitable for beginners, the ultimate aim of this course is to take you to a respectable 80 wpm.

## **VA Essentials**

If you're thinking of becoming a Virtual Assistant, our VA Essentials course will help give you a rounded overview of what is involved in running your own business as a Virtual Assistant.





## Typing & Keyboard Skills

We offer a range of touch typing training courses suitable for all abilities. Courses include speed development, data entry and audio typing training.

To help you find the typing training course that will suit you best, we've listed them below in categories — beginner, intermediate, expert and specialist. So please take a look at Pitman Training's typing courses, or even better, give us a call to discuss your needs.

### Beginner

#### TYPAZ

In just 25 hours, speeds of 20-40+ words per minute are perfectly achievable, even if you have little prior experience. Comprising ten lessons, you'll also receive guidance on ergonomics, technique and accuracy.

### Intermediate

#### TYPAZ SPEED

If you want to build speed and accuracy then consider our Typaz Speed touch typing course. Lasting 15 hours, the course will take you to speeds of 40-60 words per minute.

### Expert

#### TYPAZ PROFESSIONAL

For those needing high proficiency at touch typing and keyboard skills. The course lasts up to 40 hours and includes the alpha-numeric keys and high-end learning materials.

### Specialist

#### AUDIO TRANSCRIPTION LEVEL 1

You'll need some word-processing skills to take full advantage of this 15-hour course. On completion, you'll be able to transcribe business documents efficiently and have the skills to sit the OCR Text Processing Level 1 Audio Transcription (Basic) examination.

#### AUDIO TRANSCRIPTION LEVEL 2

If you wish to build your audio transcription skills, then consider this 14-hour course. It will take your skills to the level required to sit the OCR Text Processing Level 2 Audio Transcription (Intermediate) examination.

#### LEGAL AUDIO PROCESSING

This course utilises CILEx specialist course materials and looks at six different legal specialisms, including Family Law, Conveyancing and Criminal Litigation, enabling you to gain an understanding of the documentation that needs to be transcribed in each area.

#### MEDICAL AUDIO TRANSCRIPTION

This is a specialist 8-10 hour course for medical or aspiring medical secretaries. It will help you accurately transcribe documents containing medical terminology.

#### NUMERIC DATA ENTRY

This is a fast, specialist course of 2-3 hours that will teach you how to touch-type using the numeric keypad — essential if you regularly input figures into a computer as part of your role.

Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)

# Sage, Accounting & Bookkeeping

Our accountancy courses will provide you with the knowledge and understanding of finance and accounts which will help you start out in your accountancy career.

A career in accounts can be extremely rewarding. It can also offer you a very secure career, as organisations and businesses, whatever their sector, need to manage and maintain accurate financial records.

We have a range of finance and accountancy training courses available. From Understanding Business Accounts, Accounting Principles, Standards and Conventions, Costing and Pricing through to Bookkeeping, Sage Payroll and accounting training to name just a few.

We also offer our students the opportunity to gain a world-renowned accounting qualification from AAT (the Association of Accounting Technicians).

So if you're looking to become an Accounting Technician, we have our Foundation Diploma in Accounting with AAT that

covers everything from bookkeeping and Sage Accounts to Working Effectively in Finance, Microsoft Excel and more. This is just one example from our range of AAT diplomas that could then lead you to successfully gaining an Advanced Diploma in Accounting or the higher level, Professional Diploma in Accounting. You can rest assured that all of our diplomas provide you with the skills that will prove your competencies to potential employers.

Undertaking professional CPD accredited accounts training will significantly benefit your CV and employment prospects. Employers know that if you've completed specialised finance training you'll not only have a high level understanding but will also have the practical know-how required for these roles.

Whether you are looking to equip yourself with the accounting fundamentals, or want to challenge yourself by stepping into this field, or just want to be able to understand the financial reports better, our accountancy courses will provide you with skills you can use straight away!

The logo for the Association of Accounting Technicians (AAT), consisting of the lowercase letters 'aat' in a bold, green, sans-serif font.

**AAT (the Association of Accounting Technicians) is the most widely renowned Professional Accounting body. We're pleased to be able to offer our students a series of AAT endorsed diplomas and awards.**

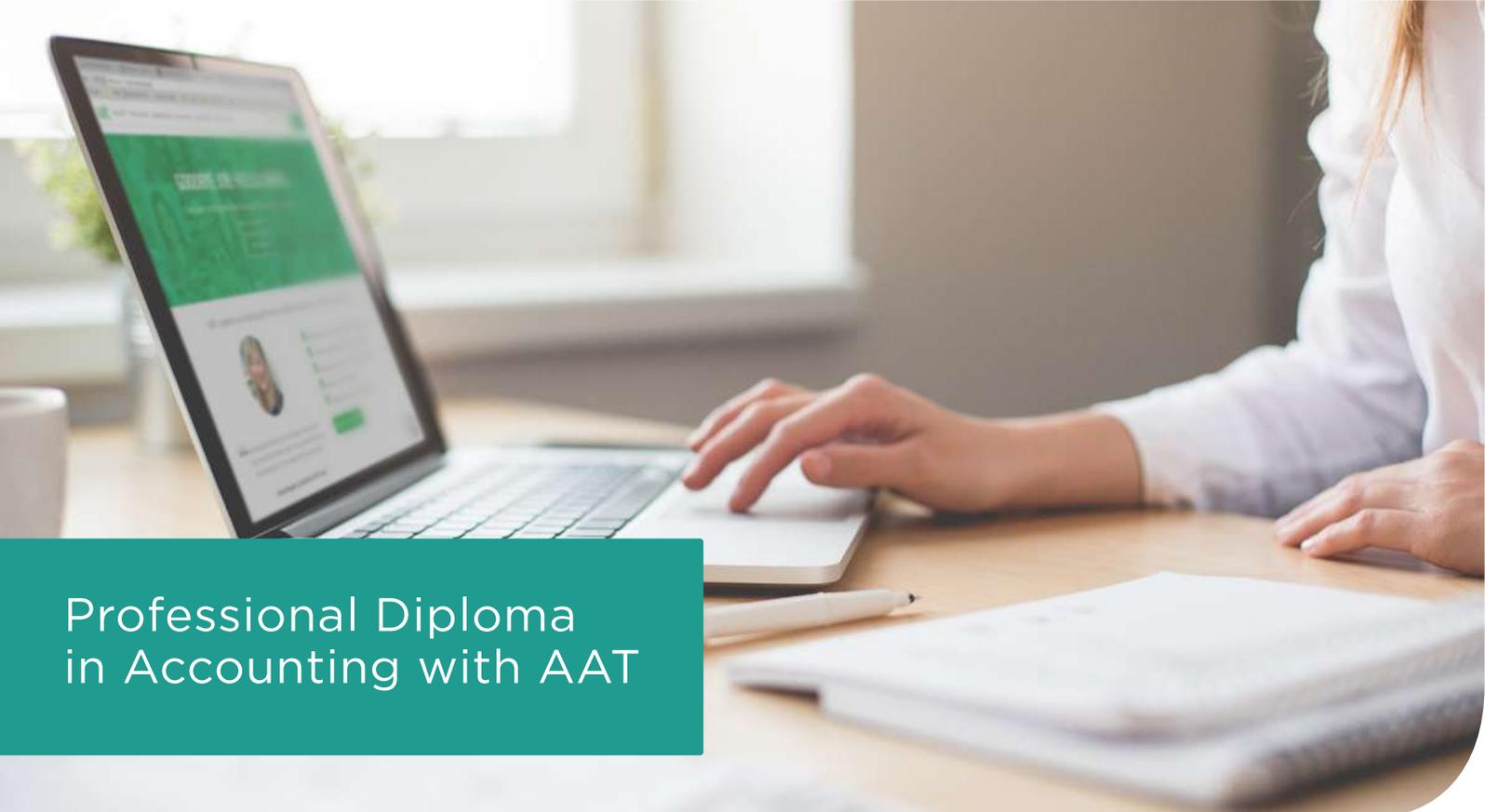
This range of AAT endorsed diplomas and awards is suitable for SMEs and entrepreneurs — providing the skills and expertise to manage and balance financial records within a business. Similarly, if you are looking for a career within the field of accountancy or finance, the AAT qualifications are an invaluable addition to your CV, opening doors to many roles, including: **Accounts Assistant, Bookkeeper, Finance Assistant, Accountant** or **Finance Consultant**. Having this hallmark on your CV will not only impress potential employers but also demonstrate you're armed with a professional, proven skillset.

Call now: +965 9724 2082

# Career Roadmap

Our roadmap helps to provide guidance for the skills required in each sector outlined. These are for illustration purposes only, our Admissions Counsellors can provide a tailored plan to suit your goals.





## Professional Diploma in Accounting with AAT

This is a higher level diploma designed to further your knowledge and experience of bookkeeping and accounting with the aim of gaining an AAT Level 4 Professional Diploma in Accounting qualification.

If you already hold the Level 3 Advanced Diploma in Accounting, this is the natural next step to build and progress your accounting career in order to pursue more senior accountancy roles, such as a VAT Accountant, Treasurer, Assistant Financial Accountant, Senior Finance Officer, Payroll Manager and more.

This diploma is for anyone dedicated to the progression of their finance and accountancy career through the attainment of professional qualifications. Study of the Level 4 Professional Diploma in Accounting\* will enable you to progress your career to more senior management accountancy roles.

Achieving this qualification and gaining proven work experience in line with set AAT requirements will mean you can apply for full AAT membership and achieve professional MAAT status. In order to commence your Level 4 training you will be required to have gained the AAT Advanced Diploma in Accounting (Level 3). Throughout the duration of your studies you'll have access to MyAAT.

*\* Level 4 is the equivalent of Level 8 in Scotland.*

### CORE COURSES

- Management Accounting: Budgeting
- Management Accounting: Decision and Control
- Financial Statements of Limited Companies
- Accounting Systems and Controls

### ELECTIVE COURSES (choose two)

- Business Tax
- Personal Tax
- External Auditing
- Cash and Treasury Management
- Credit Management



aat

### Guideline Learning Time

420 hours flexi study or 17 weeks full-time  
(Full-time based on approx 20-30 hours a week)

The AAT recommends a total study time of 560 hours  
To take advantage of the full range of accompanying learning resources, we recommend a study timeline of 12 months.

CPD: 420 points on successful completion



Call now: +965 9724 2082

# Advanced Diploma in Accounting with AAT

This Level 3 accounting diploma combines the excellence of Pitman Training's reputation and practical learning with industry-leading qualifications from AAT, the professional body for accountancy.

Enhancing your AAT qualifications to hold the Advanced Diploma in Accounting (previously a Level 3 Diploma in Accounting) will demonstrate to potential employers that you take your career path and progression aims seriously.

Holding a qualification like this can lead to a rewarding career as an Accountant, Bookkeeper, Finance Administrator or Treasurer or can help you confidently handle the finances in your own business.

This diploma will help you get where you want to be and open up the door to more senior level positions. From here, there are further training and career progression options which can lead to more senior-level accounting positions, such as Management Accountant and Business Tax Specialist.

Throughout the duration of your studies you'll have access to MyAAT. This is a vast online resource where all students studying AAT qualifications can access study support, additional resources and exclusive AAT member benefits. We recommend you maximise your access to this resource as it can help in your preparation to undertake the AAT qualification examinations.

## CORE COURSES

- **Advanced Bookkeeping**
- **Ethics for Accountants**
- **Final Accounts Preparation**
- **Microsoft Excel**
- **Management Accounting: Costing**
- **Microsoft Excel Expert**
- **Indirect Tax**



aat

### Guideline Learning Time

**380 hours flexi study or 15 weeks full-time**  
(Full-time based on approx 20-30 hours a week)

The AAT recommends a total study time of 520 hours. To take advantage of the full range of accompanying learning resources, we recommend a study timeline of 12 months.

CPD: **380 points** on successful completion



# Foundation and Advanced Diploma in Accounting with AAT

A comprehensive training programme suitable for beginners and designed to give you bookkeeping and accounting knowledge.

This diploma offers you a route to gain hands-on accounting experience through practical, self-paced training. Once you've completed your diploma and gained your new AAT qualifications, you can add them to your CV feeling confident that you can apply for roles such as Accounts Assistant, Bookkeeper, Finance Assistant and Finance Administrator.



If you're interested in running your own business, you may well find that working as a self-employed bookkeeper gives you great flexibility and you can confidently manage your clients' books as well as your own business finances!

There are a number of options you could look towards to progress even further, and with additional study, you could gain an AAT Professional Diploma in Accounting. From there, your career path could lead you to work as an Accountant, Finance Manager or Financial Controller.

If you study this diploma, you will also have the opportunity to gain an AAT Foundation Certificate in Accounting and the AAT Advanced Diploma in Accounting, both valuable qualifications for anyone aspiring to work in finance.

## CORE COURSES

- **Bookkeeping Transactions and Controls - Part 1**
- **Advanced Bookkeeping**
- **Bookkeeping Transactions and Controls - Part 2**
- **Final Accounts Preparation**
- **Sage 50 Accounts**
- **Management Accounting: Costing**
- **Excel**
- **Indirect Tax**
- **Excel Expert**
- **Ethics for Accountants**
- **Elements of Costing**
- **Work Effectively in Finance**

aat

### Guideline Learning Time

**565 hours flexi study or 21 weeks full-time**  
(Full-time based on approx 20-30 hours a week)

The AAT recommends a total study time of 860 hours. To take advantage of the full range of accompanying learning resources, we recommend a study timeline of 18 months.

CPD: **565 points** on successful completion



# Foundation Diploma in Accounting with AAT

This accounting diploma combines the excellence of Pitman Training's reputation and practical learning with industry-leading knowledge from AAT, the professional body for accountancy.

This is an essential qualification for anyone just starting out on their financial career path looking for junior/entry-level positions such as Bookkeeper, Accounts Assistant or Purchase Ledger Clerk. It would also be a useful qualification to gain if you're a business owner wanting to confidently maintain and manage your business finances.

No matter what your reasons for studying this qualification, you can be confident you'll gain a level of knowledge that means you can confidently apply your newfound skills in any business setting.

There are a number of career and training progression options available from this qualification. If you hold a career goal of working as an Accountant or Management Accountant for example, from here you could opt to continue your studies and seek to obtain an Advanced Diploma in Accounting qualification and then fully consolidate your skills and really take them to the top level with a Professional Diploma in Accounting.

Every business needs people with a strong grasp of figures, but to be in demand you also need to have the technical know-how to be able to input and report financial information using the latest software. Being able to provide senior managers with accurate and timely reports and data analysis is crucial.

## CORE COURSES

- **Bookkeeping Transactions and Controls - Part 1**
- **Bookkeeping Transactions and Controls - Part 2**
- **Sage 50 Accounts**
- **Elements of Costing**
- **Work Effectively in Finance**
- **Excel or Excel Expert**

## ELECTIVE COURSES (choose two)

- **Payroll Principles**
- **Sage Payroll**
- **Understanding Business Accounts**
- **Time Management**
- **Effective Business Communication**
- **Introduction to Business Structure and Law**
- **Access**
- **Outlook**
- **Word**
- **Word Expert**
- **Health and Safety Essentials**
- **Numeric Data Entry**

aat

# Foundation Diploma in Bookkeeping with AAT

This diploma is a classic bookkeeping training programme that can result in a solid, industry-recognised AAT qualification.

If you're a beginner to finance and accounts and you're looking at how best to start your career in this industry, this is a great place to begin.

If you're looking to set your own bookkeeping business up, this is a great way to start to build your professional skillset that will prove to prospective clients that you have the ability to manage their financial records with confidence.

Combine Pitman Training's well-regarded reputation for the quality of our diplomas, along with our partnership with AAT, the accounting industry's leading professional body, to bring you qualifications that will stand the test of time.

The lifeblood of every business is cash flow. Having a firm grip on the figures is what differentiates strong businesses from failing ones. The skills learnt with this diploma ensure business owners and directors can get on with their everyday tasks, relying on you to manage the daily finances while enabling them to look at the overall view of their financial position.

This diploma is packed full of practical training and will provide you with the blueprint for the beginning of a successful career in finance. You'll study core bookkeeping courses as well as Sage Accounts, meaning you'll be well up to speed with the processes involved in manual and computerised bookkeeping processes. As well as the key bookkeeping courses, you'll have the option to select an elective subject of your choice and you will also study Microsoft Excel, a vital spreadsheet program used in businesses and accounting departments worldwide.

## CORE COURSES

- **Bookkeeping Transactions and Controls - Part 1**
- **Bookkeeping Transactions and Controls - Part 2**
- **Sage 50 Accounts**
- **Excel or Excel Expert**

## ELECTIVE COURSES (choose one)

- **Costing and Pricing**
- **Understanding Business Accounts**
- **Effective Business Communication**
- **Introduction to Business Structure and Law**
- **Outlook**
- **Word**
- **Numeric Data Entry**

aat

## Guideline Learning Time

**220 hours flexi study or 9 weeks full-time**  
(Full-time based on approx 20-30 hours a week)



The AAT recommends a total study time of 340 hours  
To take advantage of the full range of accompanying learning resources, we recommend a study timeline of 6-12 months.

CPD: **220 points on successful completion**

## Guideline Learning Time

**130 hours flexi study or 5 weeks full-time**  
(Full-time based on approx 20-30 hours a week)



The AAT recommends a total study time of 250 hours  
To take advantage of the full range of accompanying learning resources, we recommend a study timeline of 6 months.

CPD: **130 points on successful completion**

# Foundation Award in Bookkeeping with AAT

This award focuses on two core bookkeeping courses designed to help you learn the workings of a manual bookkeeping system. On successful completion, you could opt to undertake relevant examinations to gain an AAT qualification.

First and foremost, this award is designed for beginners to finance and accounting. It's ideal for anyone keen to develop bookkeeping skills for an accounting role, whether within a finance department for a business as a Bookkeeper or Accounts Assistant or providing your own services to small businesses. This bookkeeping training will also be valuable for small business owners who don't have significant accountancy experience and want to get a firmer grip on their own finances.

The Foundation Award in Bookkeeping with AAT will help you take the first step into the world of finance. With this training programme, you will have the opportunity to gain a Pitman Training certification and a industry-recognised accounting qualification.

It's a strong, practical training programme, that will help to prove to employers that you have a head for numbers and ensures you understand the workings and processes involved with manual bookkeeping. It is most suitable for those with no prior bookkeeping or accounting experience as you will start with the basics.

The programme is broken down into three modules and is practical in nature so you're not just sitting and reading the theory. In each module you will work through real-life scenarios which deal with bookkeeping challenges, giving you hands-on practical experience and ensuring you are prepared for situations you may find yourself in when taking up a bookkeeper role.

As part of your training you'll have access to MyAAT, which is an online website where you'll find articles, practice papers and other resources designed to help you fully grasp the finance skills you're learning. Once you've successfully completed the course and associated qualification examinations, you'll gain a Pitman Training certificate and an AAT Foundation Certificate in Bookkeeping.

## CORE COURSES

- Bookkeeping Transactions and Controls - Part 1
- Bookkeeping Transactions and Controls - Part 2
- Excel

aat

### Guideline Learning Time

82 hours flexi study or 3 weeks full-time

(Full-time based on approx 20-30 hours a week)

The AAT recommends recommend a study timeline of 3 months.

CPD: 82 points on successful completion



# Bookkeeping Diploma

Pitman Training's Bookkeeping Diploma is suitable for anyone keen to develop bookkeeping and spreadsheets skills for an accounting role.

The Bookkeeping Diploma covers everything you will need to have a successful career in finance and accounting: Bookkeeping (2 Parts), Sage Accounts and Microsoft Excel.

If your aim is to work within the accounting team in larger firms, you'll be able to collate, check and analyse financial information efficiently on their behalf. If you choose to work in a smaller business, your diploma will give you the knowledge and confidence to succeed in a busy accounts department.

You may also have aspirations to provide your own accountancy service to local firms, in which case you can be certain this diploma will provide you with the first steps to the knowledge you'll need.

Every business, regardless of the sector, needs trusted accounts professionals to ensure every financial transaction is managed and organised to the highest level. You'll need an unwavering eye for detail and the ability to work under pressure in order to meet important deadlines.

With your Bookkeeping Diploma you'll have strong, transferable skills which you can take from one position to another.

## CORE COURSES

- Bookkeeping Transactions and Controls - Part 1
- Bookkeeping Transactions and Controls - Part 2
- Sage 50 Accounts
- Excel or Excel Expert

## ELECTIVE COURSES (choose two)

- Costing and Pricing
- Understanding Business Accounts
- Effective Business Communication
- Sage Payroll
- Introduction to Business Structure and Law
- Payroll Principles
- Numeric Data Entry
- Word
- Word Expert
- Access
- Outlook



### Guideline Learning Time

140 hours flexi study or 6 weeks full-time

(Full-time based on approx 20-30 hours a week)

CPD: 140 points on successful completion



# Finance Award

This training programme covers manual bookkeeping, Sage and Excel to give you a wide-ranging knowledge of general accounts.

Whether you're looking to gain some bookkeeping abilities for work or for your own use, this is a fast-track bookkeeping programme for people with an aptitude for figures, keen to gain essential business finance experience.

The award covers manual bookkeeping, Sage and Excel training to give you a wide-ranging knowledge of general accounts.



Unlike some courses, ours gives you all the time-management benefits of flexibility to suit your work or home life. You can start anytime and study part- or full-time, depending on your situation.

This is a great training programme if you're aspiring to work as a Bookkeeper or gain a role in the accounts department of a business. With this credential, you could progress towards roles such as Accounts Assistant, Auditor, Sales Ledger Clerk, Purchase Ledger Clerk or you could push your learning further and train to become a qualified Accountant.

## CORE COURSES

- **Bookkeeping Transactions and Controls - Part 1**
- **Sage 50 Accounts**
- **Excel or Excel Expert**

### Guideline Learning Time

**85 hours flexi study or 3 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **85 points** on successful completion



# Payroll Award

This is a great award programme if you wish to learn payroll. It's practical training so you get hands-on experience ready to put into action in the workplace.

The course is highly practical in nature — not only will you have the knowledge you need, but through a range of practical exercises based on real-life scenarios, you will have the skills and confidence to apply your knowledge in the world of work.

If you have an aptitude for figures and wish to learn manual and computerised payroll, then this practical course is for you. By completing this award, you will become confident in popular and in-demand software including Sage Payroll and Microsoft Excel.

This means you'll have all you need to get into the world of payroll. The award will also help you secure an interview in a payroll department.

You can start when you like and our flexible learning system means you can fit your studying around your existing work and personal commitments. There will also be an Admissions Counsellor on hand to help, should you need additional support.

The aim of this award is to teach you how to run a business payroll, both manual and computerised, so that you are able to effectively and efficiently put your skills directly into practice in the workplace.

If you're training to learn how to process a business payroll, you could work towards a career as Payroll Clerk, Finance Assistant, Accounts Assistant or HR Administrator.

## CORE COURSES

- **Payroll Principles**
- **Sage Payroll**
- **Excel or Excel Expert**



### Guideline Learning Time

**60 hours flexi study or 2 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **60 points** on successful completion





# Sage, Accounting & Bookkeeping courses

## Advanced Bookkeeping

You'll learn and understand the significance and limitations of the trial balance and become familiar with the statement of financial position and profit and loss.

## Bookkeeping Transactions and Controls - Part 1

This course will help you learn the processes and procedures involved in manual bookkeeping. You will cover the double-entry system, the basics of VAT, checking invoices for accuracy, day books, general ledger, purchase ledger and sales ledger, prompt payment discount, petty cash books, balancing ledger accounts and many other aspects of manual bookkeeping.

## Bookkeeping Transactions and Controls - Part 2

The course is perfect for those who would like to work as a Bookkeeper or Accounts Assistant. It's the ideal intermediate bookkeeping course for anyone wanting to further develop their bookkeeping skills and learn the correct methods and techniques to be able to confidently manage the financial records for businesses or other organisations.

## Costing and Pricing

Invaluable for anyone responsible for accounts or setting pricing within a business, this short course is something we're sure you'll get true value from, in terms of real pound signs! If you work in bookkeeping, accounts or are a small business owner and need to know how to charge out time for staff, how to calculate profit on a job, or project profit in the next year's turnover, this course is for you.

## Elements of Costing

Learn to understand an organisation's cost recording system, use it to record or extract data and use spreadsheets to convey information on actual and budgeted income and expenditure.

## Ethics for Accountants

You'll gain an insight and understanding of the ethical principles of working with internal and external customers, how to behave ethically and what action you need to take with suspected breaches and the ethical responsibility of those in the finance industry.

## Final Accounts Preparation

In this subject you'll learn about accounting principles and concepts as well as the nature and importance of the different categories of accounting.

## Indirect Tax

You'll learn VAT regulations and how to accurately complete a VAT return in a timely manner to meet strict deadlines. You'll also cover how to make adjustments if required.

## Payroll Principles

Payroll Principles is a great short course that can be studied in just four hours. The course is designed to teach those new to payroll

the theory behind the practicalities of running a business's payroll. This is an ideal introductory course for beginners who are looking to work as a Payroll Assistant, Payroll Clerk or Payroll Officer. It's also ideal for anyone looking to work in HR where payroll can be a key responsibility or anyone who is taking on the company payroll in their current responsibilities. You'll start at the beginning with an overview of exactly what payroll is and go through all the key elements involved in processing the payroll including RTI, statutory payments and employee data protection.

## Principles, Standards and Conventions of Accounting

This course is suitable for those new to finance and will provide you with an overview of business finance and accounting to enable you to understand and translate key financial information. This is an ideal starting-point for anyone who is looking to start a career in accounting. It would also be suitable for anyone wanting to improve their understanding of accounting principles or those being given or looking for more responsibility.

## Sage 50 Accounts

Sage 50 Accounts will equip you with the skills you need to get a good job in an accounts department or to work for yourself by offering accounting administration services to local firms. Ideal for those looking to work in accounts and who have prior knowledge of manual accounting procedures. So, if you're looking to work as an Accounts Assistant or if you run your own business, this is the ideal course to undertake to enable you to run and manage your business accounts.

## Sage Payroll

Amongst all our finance courses, Sage training is the most popular and the most in demand. This course covers the skills you need to effectively use this popular payroll program.

Integrated into countless businesses, Sage is the most commonly used accounting system in the world. It's crucial to be able to work with this system in today's technology-driven world. A practical, step-by-step course, Sage Payroll takes people with a prior knowledge of payroll principles to the next level, so you can benefit from automated systems and logging all details within a centralised system.

## Understanding Business Accounts

This course will provide you with a good understanding of business accounts — essential knowledge if you run a small business. Our business accounts training is designed to help you understand balance sheets, profit-and-loss (P&L) statements, including stock-taking, depreciation and capital expenditures. You will also learn about accruals and the role of capital and reserves. The final lesson considers profit margins, analysing a profit-and-loss statement and how to make comparisons of financial statements.

Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)

# Microsoft Office

A competency in Microsoft Office is essential if you want to keep up to date with the skills demanded by many employers and progress your career.



Microsoft Office is the most widely used software suite in the vast majority of business and office environments. Employers and offices across the world use this range of applications to manage their business activities on a day-to-day basis.

Sometimes underrated, the skills and in-depth knowledge of how to best utilise these programs are often specifically sought out on CVs; therefore, keeping your Microsoft skills refreshed and up to date will benefit your career considerably.

We provide a comprehensive range of Microsoft Office training courses that are respected by employers. All of our training programmes are designed to teach you a thorough understanding of the functionality available from Microsoft Office applications.

Depending on your preferences, you can gain an expert understanding of the range as a whole by studying one of our diplomas or by gaining MOS (Microsoft Office Specialist) certification. Alternatively, you could opt to concentrate on one individual program such as Excel, Word, PowerPoint, Outlook or Access.

Training is also available at an advanced skill level. Many people only use these programs to a fraction of their capacity so learning the more in-depth features could open

up new ways of working that could make you more efficient and productive.

If you can already find your way around Word or Excel, how about looking at the expert level courses to improve your knowledge and skills even more?

Microsoft updates the Office suite on a regular basis and we offer training on different versions. If your company is looking to update their software to the latest version or you're changing role and want to be able to showcase your skills across different versions, our training can help you learn the features and improvements in the latest versions.

The training schedule is flexible and you work at a pace that suits you. You'll work with live versions of the programs in order to enhance your learning experience and give you hands-on, workplace-ready skills.



Call now: +965 9724 2082

# Microsoft Office (MOS) Certification Diploma

The Microsoft Office Specialist Certification is renowned globally. This diploma can help you get top-level Microsoft Office skills in the key packages such as Word, Excel and PowerPoint.

If you're looking to gain renowned Microsoft Office Specialist (MOS) certification, then this is the ideal training course for you.

Microsoft Office is widely used in businesses across industries and it's an essential skillset to have if you're looking to work as an Administrative Assistant, PA, Secretary or any other role in the office environment. Being able to demonstrate a high level of Microsoft Office skills will help you stand out to employers.

The Microsoft Office Specialist Certification is renowned globally, and this diploma can help you gain this recognised and valuable certification in just six weeks. If you want to demonstrate to an employer that you have top-level Microsoft Office skills, this diploma will help set you apart from the rest. There are seven core subjects focusing on each of the Microsoft Office software packages, such as PowerPoint and Access, and you'll also study Word and Excel to an Expert level.

So, with your Microsoft Office (MOS) Diploma, you'll have world-class skills to get a highly valued job. With the added benefit of the flexible study options we offer, you can study for your Microsoft Office Specialist Certification in one of our training centres or online, using our distance learning platform. Whichever way you choose to study, you'll have the full support of our Admissions Counsellors.

## CORE COURSES

- Word
- Excel
- PowerPoint
- Access
- Outlook
- Word Expert
- Excel Expert

After completion of the core courses, you can then choose four Microsoft Office Specialist (MOS) tests from:

Microsoft Office Specialist - Word or Word Expert

Microsoft Office Specialist - Excel or Excel Expert

Microsoft Office Specialist - PowerPoint

Microsoft Office Specialist - Access



## Guideline Learning Time

**150 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **150 points** on successful completion



# Microsoft Office Plus Diploma

Train in all the key Microsoft Office packages – Word, Excel, Outlook, Access and PowerPoint. Then take your knowledge even further with the addition of two elective courses of your choice.

Our Microsoft Office Plus Diploma gives you an understanding of each application to enable you to get a great job in any office environment. Ideal for those looking to work in office administration, PA, EA or VA roles.

Microsoft Office is the most common suite of software programs used in business today. Our comprehensive Microsoft Office Plus Diploma is designed to take your skills to a higher level so that you can take full advantage of each application.



You'll learn how to be effective and efficient in your everyday work with a thorough understanding of how Microsoft Office applications can support you.

With your advanced skills, you'll be able to set the standard within any business. Nowadays, to really succeed and get ahead, you need to demonstrate to employers that you are highly skilled and adept at using the full functionality of each program.

Whether you're new to Microsoft Office or you've got a basic grasp of each program, our Microsoft Office Plus Diploma will take your skills to the next level.

## CORE COURSES

- Word
- Excel
- Word Expert or Excel Expert or Access
- PowerPoint
- Outlook

## ELECTIVE COURSES (choose two)

- Effective Business Communication
- Word Expert
- Excel Expert
- Access

## Guideline Learning Time

**150 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **150 points** on successful completion



# Microsoft Office Diploma

Gain a solid business standard of knowledge in key Microsoft Office programs — Word, Excel, Outlook, Access and PowerPoint. You can even opt to take your Word or Excel knowledge to an expert level.

For anyone looking to achieve a good business standard in each of these applications in a short space of time, our Microsoft Office Diploma is the ideal course for you. The diploma includes Word, Excel, PowerPoint, Access and Outlook.



To work in most businesses, you'll need a good command of the universally accepted Microsoft Office software programs. They are the most commonly used suite of programs and will open the door for you to get a great job in a variety of industries.

Our Microsoft Office Diploma is an intensive course dedicated to giving you the technology skills you need within just four weeks. You'll learn Microsoft Office to a strong business standard or, if you wish, you can move to expert level. This fast-paced diploma will teach you the skills you need in a short space of time.

Without a good grasp of the Microsoft Office suite of software programs, you may struggle to get past the interview stage. That's why many of the Pitman Training diplomas include at least one or two Microsoft Office courses.

## CORE COURSES

- Word
- Excel
- Word Expert or Excel Expert or Access
- PowerPoint
- Outlook

### Guideline Learning Time

**110 hours flexi study or 4 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **110 points** on successful completion



# Microsoft Office Award

This award offers the opportunity to study three core Microsoft Office programs.

If you are seeking to learn the most essential skills of commonly used Microsoft Office programs, this is the award for you.



This is Microsoft training that does exactly what it says on the tin — our Microsoft Office Award is a mini-diploma that teaches you the most popular and up-to-date Microsoft programs.

Unlike other Microsoft office courses, this concentrates your learning to cover a wide spectrum instead of concentrating on one small segment. Your productivity — and therefore your employability — will be greatly enhanced.

This award aims to give you a more in-depth knowledge of key Microsoft Office programs: Word, Excel and PowerPoint, Outlook or Access. You can choose which version of the suite to study depending on your needs.

## CORE COURSES

- PowerPoint or Outlook or Access
- Word or Word Expert
- Excel or Excel Expert



### Guideline Learning Time

**70 hours flexi study or 3 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **70 points** on successful completion



Call now: +965 9724 2082



## Microsoft Office courses

### Access

An understanding of how to utilise Microsoft Access to its best is a worthwhile skill to have at your command. This is a popular database application widely used across many employment sectors and in many industries by those wishing to keep accurate, up-to-date records of customers, projects and products, etc.

So, for example, if you're working as a PA, EA, VA, Secretary, Administrator or Customer Services Executive, learning how to use this software effectively will help you stand out from the crowd.

### Excel

Microsoft Excel is the world's most popular spreadsheet program. This course is suitable for beginner to intermediate level. You'll learn how to format your spreadsheet to better display your information, effectively handle simple and complex formulae, insert charts and functions such as IFERROR and much, much more.

This training is ideal for those in any number of careers. For instance, if you need to maintain customer data, manage accounts, maintain budgets (both business and personal), this course will really help save you time and effort and could even help you present your information in a more user-friendly way.

### Excel Expert

Our Excel Expert level course will provide you with the knowledge and skills to use this popular spreadsheet program to an advanced level. Over a series of self-paced lessons, you'll learn how to perform tasks, such as conditional formatting, recording and running macros, working with pivot tables and using statistical functions. If you frequently use Excel and want to learn even more features of this comprehensive software, our Microsoft Excel Expert course is the one for you.

Many job roles utilise Excel, such as those working in Finance, PA roles and those running their own business, so learning how to get the most out of this powerful spreadsheet program will help you streamline your day-to-day tasks and free up valuable time.

### Outlook

This flexible study Outlook course takes you through everything you need to use this popular email system as a work tool, from navigation and views, through contacts and appointments, to tasks and folders. Many businesses and industries utilise this popular Microsoft Office program, so it is ideal for anyone who needs to have a good, in-depth working knowledge of this software to help maximise efficiency and productivity.

### PowerPoint

Our PowerPoint training course will help you get to grips with this comprehensive presentation software. Flexible to study, our PowerPoint course is suitable for those looking for a beginner level introduction to this popular presentation software. Many PAs, EAs, VAs, Office Managers utilise this software in their roles, and it goes without saying that it's the perfect course for anyone who wants to create interesting and engaging presentations.

### Word

Our Microsoft Word course is designed to provide you with the essential skills you will need to be proficient in Word in a work environment in as short a time as possible. This course is suitable for beginners and intermediate users and is ideal for anyone who works or aspires to work in an office environment. For example those working in roles such as Admin Assistant, Office Administrator, Secretary, PA, EA or VA will find this course extremely valuable.

### Word Expert

This training in Microsoft Word will propel your Word skills forward to an advanced level. Over several lessons, you'll become confident in a range of Word's more sophisticated features. Perfect for anyone working in an office environment as a Secretary, PA, EA, VA or Admin Assistant.

This course is designed for those who have already taken our Microsoft Word course or who already have a good working knowledge of the Word program and wish to advance their skills to an expert level and use many of the more advanced features.

Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)

# Business & Management

From managing a corporate business to developing a start-up, we have training to suit you.



Management roles require a broad and varied skillset which should be regularly refreshed and developed. Different organisations and businesses require wide-ranging qualities in their managers, but there are core skills that all managers should learn.

To be a great leader or manager you need to be able to motivate and inspire your team whilst juggling the complexities of helping to run a business, managing detailed financial information and evaluating and reporting on individual and team performance.

Our Business & Management range of training has a diverse selection of courses available that will help you if you're looking to gain or enhance leadership or managerial skills. To inspire others around you and bring the best out of your team, we offer courses such as Different Leadership Attributes & Skills, Motivation & Goal Setting and Team Development.

You may also wish to consider courses such as Handling Conflict and Confrontation or Effective Communication. All our individual courses offer a great opportunity to

add specialist managerial skills to your repertoire and demonstrate your commitment to your career and your future.

Alongside our individual courses we also offer a range of career-oriented diplomas, such as our Management Diploma and Office Manager Diploma, both of which are designed to provide you with skills that lead to specific managerial careers.

There are also diploma programmes for those who want to work in key leadership roles such as Project Management and HR. We also have a diploma aimed at entrepreneurs looking to start their own business and who need to learn the core skills to help them hit the ground running with the management and promotion of their new business.

All in all, this range of training offers a great breadth of learning opportunities. So if you're aiming for a promotion or wanting to apply for a new managerial position, look no further!

The business and management skills training courses are available to study using our blended learning approach that incorporates our online learning platform. You will be able to take full advantage of our flexible learning options to help you get ahead of the competition and hit the ground running with the latest skills.

**Call now: +965 9724 2082**

# Management Diploma

The Management Diploma is one of a range of diplomas developed for the sole purpose of equipping newly appointed managers and team leaders with the essential skills they'll need to manage a team.

If you want to take the next step up, prove you have the skills to succeed and lead from the front, this is the diploma for you!

To be a great manager, you need to be able to motivate and inspire your team whilst juggling the complexities of helping to run a business and interpret complex financial information.

So if you've been newly promoted into a managerial or team leader role or you're looking to take your career to the next level, our Management Diploma will give you the skills needed to be effective. You'll have a great understanding of how to get the most out of your team, alongside learning everything you need to know to flourish in your role and drive your organisation forward.

## CORE COURSES

- Communications in an Organisation
- Different Leadership Attributes & Skills
- HR Essentials
- Introduction to Business Structure and Law
- Personalities, Profiles and Plans
- Time Management
- Understanding Business Accounts
- Excel or Excel Expert
- Word or Word Expert
- Outlook
- PowerPoint

## ELECTIVE COURSES (choose two)

- Health and Safety Essentials
- Team Development
- Interpersonal Communications
- Managing Internal & External Workplace Communications
- Marketing Principles and Practices
- Principles, Standards and Conventions of Accounting
- Excel Expert
- Costing and Pricing
- Marketing Essentials
- Marketing Mix
- Sage 50 Accounts

### Guideline Learning Time

**235 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **235 points** on successful completion



# Office Manager Diploma

This diploma is designed to teach you the fundamental skills you will need to become a highly valued and well-paid Office Manager who can confidently juggle different tasks.

To be a highly efficient and trusted Office Manager, you'll need a broad range of skills across a wide range of disciplines. One day you could be interviewing new members of staff and the next managing your office bookkeeping and payroll.

With the Office Manager Diploma you'll get the essential skills you need to handle a diverse range of tasks. You'll learn everything from great IT and software skills, right through to employee inductions and the leadership qualities needed to manage and engage with different teams within your organisation

You'll learn effective communication skills, the most common business software packages, principles of effective HR, project management and leadership attributes.

You'll also choose from two elective subjects to complement your diploma, including Numeric Data Entry, Speedwriting, Sage 50 Accounts, Costing and Pricing and Payroll Principles.

## CORE COURSES

- Time Management
- Effective Business Communication
- Excel or Excel Expert
- Word or Word Expert
- Successful Meetings and Minutes or Meetings and Minutes Seminar\*
- Outlook
- PowerPoint
- HR Essentials
- Health and Safety Essentials
- Understanding Business Accounts
- Project Management Fundamentals
- Social Media Strategy for Business
- Different Leadership Attributes & Skills

## ELECTIVE COURSES (choose two)

- Payroll Principles
- Sage Payroll
- Costing and Pricing
- Event Management Essentials
- Sage 50 Accounts
- Bookkeeping Transactions and Controls - Part 1
- Speedwriting
- Numeric Data Entry
- Typaz

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.

### Guideline Learning Time

**225 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **225 points** on successful completion



# Business Startup Diploma

The Business Startup Diploma offers an excellent opportunity to enhance vital professional skills development for any prospective business owner.

If you're an Entrepreneur and thinking of setting up your own business, this diploma will ensure you have the professional skills and know-how to make the process as seamless as possible.

Starting a business is a stressful and hectic undertaking. With a lengthy to-do list of all the different tasks you need to do, it can be overwhelming.

Often new business owners don't take the time to look at what training they might need to help them carry out the varying tasks that running a company necessitates. By dedicating some time to personal development at the beginning of the process, you will be maximising your chances of success.

Our Business Startup Diploma is a great way to gain practical, hands-on experience in some of the key areas involved in running a business. Subjects covered include everything from understanding business accounts, bookkeeping and marketing, right through to project management and WordPress. You'll come away with a renewed focus to ensure your new business venture succeeds.

This diploma will take around six weeks to complete. It's flexible, enabling you to combine your studies with other commitments. You can study in any of our centres or online, using our distance learning system. We believe investing time in yourself at the beginning of the business startup process will pay dividends in the end. Let us help you get ahead of the competition and hit the ground running with your business!

## CORE COURSES

- Bookkeeping Transactions and Controls - Part 1
- Costing and Pricing
- Facebook for Business
- Introduction to Business Structure and Law
- LinkedIn for Business
- Marketing Essentials
- Project Management Fundamentals
- Twitter for Business
- Understanding Business Accounts
- WordPress for Business
- Search Engine Optimisation (SEO) for Business

## ELECTIVE COURSES (choose one)

- Bookkeeping Transactions and Controls - Part 2
- Sage 50 Accounts
- Different Leadership Attributes and Skills
- VA Essentials
- Health & Safety Essentials
- HR Essentials

### Guideline Learning Time

**140 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **140 points** on successful completion



# HR Assistant Diploma

This HR Assistant training will give you a broad range of skills, including understanding the principles of HR and advanced software skills.

This diploma is for those who want to take on an Assistant role within the HR department of an organisation. Ideal if you hold a longer-term ambition to become an HR Manager, it will give you a great foundation of skills for HR administration positions.

Within any organisation, it's the people who make the biggest difference to its overall success, especially if they feel motivated, highly valued and supported in their roles. So it's of paramount importance that people wishing to have HR responsibilities are highly skilled.

The HR Assistant Diploma will give you a great foundation to take your career in any direction, be it in a general HR role or moving into the specialist areas of employment law, payroll or training and development.

## CORE COURSES

- HR Essentials
- The Legal Aspects of Interviewing
- Mentoring
- Team Leadership
- Successful Hiring
- Effective Performance Appraisals
- LinkedIn for Jobseekers
- Payroll Principles
- Effective Business Communication
- Word or Word Expert
- Excel or Excel Expert
- Outlook
- PowerPoint
- Sage Payroll



### Guideline Learning Time

**160 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **160 points** on successful completion



# Project Management Diploma

This diploma has been created to help you learn all the skills required to effectively plan, progress and complete a project. You'll cover topics that are aligned to the renowned PRINCE2® methodology.

This diploma is ideal if you want to add to your existing skillset or are looking to work in a role that demands top-level organisation and project management skills, such as a Project Manager, Project Planner, Planning Manager, Team Leader, PA, EA, Office Manager or Virtual Assistant.

Every project a business carries out is unique. They can vary from small scale, right through to the more complex and diverse, involving multiple teams and locations. Anyone who leads a project, no matter the size, should possess high-level project management skills.

This Project Management Diploma has been created to help you learn to manage a project successfully through its initiation, planning, progression and closure. You will also develop skills, such as communication, risk management and financial management.

Once you have successfully completed your diploma, you will receive the globally recognised Pitman Training certification. You will then undertake the PRINCE2® Foundation examination.

## CORE COURSES

- PRINCE2® Foundation
- Effective Business Communication
- Project Management Fundamentals
- Time Management
- Word or Word Expert
- Excel or Excel Expert
- Outlook
- Costing and Pricing

## ELECTIVE COURSES (choose two)

- PRINCE2® Practitioner
- Team Leadership
- Social Media Strategy for Business
- Communications in an Organisation
- LinkedIn for Jobseekers
- Access

### Guideline Learning Time

**200 hours flexi study or 8 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **200 points** on successful completion



# Project Management Award

Become an expert Project Manager with this exciting training programme that will guide you from the outset on the best way to approach any project.

Successful projects don't happen by coincidence. A lot of time, effort, planning and management is required to ensure the end result is positive.

This training will help you learn and understand the life cycle of a project. You'll look at popular PRINCE2® Project Management techniques and what it takes to work effectively as a project manager.



Our training is highly accessible as the courses involved are all available to study online so you can fit your studies in and around your existing commitments. The teams in our local training centres are all on hand to help throughout, and on successful completion of the training you'll receive a Pitman Training certificate to validate your knowledge and skills. You'll then undertake the PRINCE2® Foundation examination.

## CORE COURSES

- Project Management Fundamentals
- PRINCE2® Foundation

### Guideline Learning Time

**90 hours flexi study or 4 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **90 points** on successful completion



# Business Award

The Business Award has been created for people who need to understand the legal structures and financial mechanics of business.

Not necessarily linked to a specific career, this award aims to impress potential employers and shows that you're keen to understand their business and how it works.



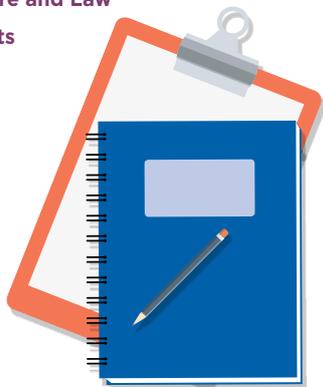
The three courses in this award are designed to help you gain a valuable insight into the way businesses are structured, and completing this course will give you the knowledge and confidence to use spreadsheets to a strong working standard.

You can start when you like and our flexible learning system means you can fit your studying around your existing work and home commitments. There will also be an Admissions Counsellor on hand to help should you need additional support.

This is an excellent programme for those working toward a career as a PA, EA or Office Manager, as it provides a well-rounded skillset that is a necessity in such careers.

## CORE COURSES

- Introduction to Business Structure and Law
- Understanding Business Accounts
- Excel or Excel Expert



## Guideline Learning Time

**40 hours flexi study or 2 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **40 points** on successful completion



Call now: +965 9724 2082

# Business & Management courses

## Communication Skills for IT Specialists

The Pitman Training Communication Skills for IT Specialists course is designed to help you effectively engage with your audience and is specifically geared around IT-related businesses. The aim of this course is to learn how to communicate successfully while managing projects and people within the IT industry.

## Communications in an Organisation

This course is different from most communication courses in that it focuses on the way that communications and information are managed within an organisation rather than personal communication techniques. This course is most suitable for those who are looking to work for a business in a pivotal role where liaison with other members of staff and team members is essential.

## Different Leadership Attributes & Skills

If you are new to management, looking for promotion or to broaden your opportunities, this course will give you key insights into successful leadership and how to make the most of your own leadership attributes. This course is designed for those who need to gain an understanding of key leadership skills and is relevant for team leaders or experienced staff who have been given leadership or management responsibilities.

## Effective Business Communication

This excellent course will raise your game when it comes to business communication skills, which are often top of the list of qualities demanded by employers. If you work as a PA, Admin Assistant, Office Administrator, Secretary or Receptionist, you will be dealing with business communications on a daily basis. This course will ensure you produce the highest quality communications, enabling you to portray a professional representation of the business you work for. It's also the perfect course for anyone looking to work in these types of roles, as employers will be confident in your ability to handle their business communications.

## Effective Online Communication

Communication is a must-have skill in today's employment market. This short course will help prove to employers that you're able to communicate confidently and effectively online with different audiences. This course would be great for anyone working in an office environment, such as a PA, Office Manager or anyone looking to work in PR, Media Relations or as a Communications Officer.

## Handling Conflict and Confrontation

This course will provide you with real-life, useful strategies to help you handle problem situations. This course is suitable for all but would be particularly useful for anyone who has recently gained promotion to a supervisory, management or team leader role.

## HR Essentials

HR Essentials is an entry-level HR training course. You'll learn essential knowledge on areas such as recruiting new staff, employment contracts, salary processing and maternity rights. It is an ideal beginner's level HR training course if you're looking to work as an HR Assistant or in a broader role that includes HR functions within the HR Department. It will also suit those who've been given responsibility for staff management and development. You may wish to enrol in the Pitman Training HR Assistant Diploma to ensure you have top-level software and Office skills to accompany your HR expertise.

## Interpersonal Communications

This course considers key communication areas in depth to help you become more confident in the workplace as well as more effective. Communication skills are key in any job or industry. This course is ideal for anyone who needs to improve their communication skills, whether you're experienced or new to the business world.

## Introduction to Business Structure and Law

If you are thinking about setting up your own business or have already done so, this course will provide you with an essential grounding in the basics of business structure and law. Ideal for those who wish to start their own business, those looking for work, as well as employees who wish to learn more about business structure and law.

## Managing Internal & External Workplace Communications

This course focuses on information flows within organisations and using data effectively. If you have management responsibilities and/or a role that includes management of internal and external communications, this course will help you harness information effectively. This is a broad-reaching course that is suitable for anyone who needs to improve their communication skills. It's also ideal for those who have been given or are looking for more responsibility.

## Motivation & Goal Setting

The Motivation and Goal Setting short course uses proven methods to help you learn how to set goals and learn how to manage motivation levels, both for yourself and team members. If you're a business owner and looking to provide your management team with some additional skills, this course is a great way to get them thinking about how to set goals for both themselves and their team.

If you're working as a team leader, supervisor or manager, this course would be a good way to learn new techniques to help inspire colleagues and yourself.

## Personalities, Profiles and Plans

This course is for anyone wanting to understand their strengths and weaknesses and create some clear and achievable career goals. You'll gain insights into how individuals respond and behave, carry out a personal skills audit and produce a personal development plan.

## PRINCE2® Foundation

In this PRINCE2® Foundation course you'll start by looking at principles of organising and starting up a project. You'll work through initiating a project, assessing risk, monitoring progress, managing change right through to closing a project. This course is ideal for anyone who is involved in projects in their daily work. Roles that may find this training useful are Office Manager, Team Leader, Event Manager, Marketing Assistant, PA, Virtual Assistant or anyone working at a management level.

## PRINCE2® Practitioner

This is a great course to solidify and expand your existing project management skills. It follows the PRINCE2® standards and methodology and teaches you how to become an expert Project Manager who can create, manage and complete a project. This course is ideal for anyone involved in projects in their daily work. Roles for which this training would be useful include Office Manager, Team Leader, Event Manager, Marketing Assistant, PA, Virtual Assistant or anyone working at a management level. Before commencing this course you will need to have studied or gained the PRINCE2® Foundation course certificate.

## Project Management Fundamentals

Split into four engaging parts, this course takes you through the full life cycle of a project in terms of defining what it is, planning every aspect, implementation, completion and evaluation of a project.

If you're working as a PA, EA, Office Manager or in any kind of supervisory/management role and you're required to undertake large projects, this course will be perfect to arm you with the skills required. Alternatively, you may be looking to boost your career prospects to future employers by giving yourself an added skillset.

## Team Development

This course focuses on how to create and develop a successful team. From getting the most out of existing team members, recruiting new ones, to what makes a successful team, team development, and ways of communicating with a team, this course is designed for those who need to gain an understanding of key leadership skills. It is also relevant for team leaders or experienced staff who've been given leadership or management responsibilities.

"I completed my Diploma and the experience I had studying here was great. I found the flexibility of training sessions to be really useful as you can complete your chosen course in your own time, allowing you to continue with any other commitments you may have. Nothing was ever too much trouble and help was always at hand, whatever the problem."

- Sophie



Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)



## Career Development

If you're looking for a new career or to develop skills to make an impact in your current role, we offer a range of courses that will boost motivation and help you progress.

Personal and career development is not always just about learning new technical skills; how you develop your interpersonal skills is vital too. We recognise the importance employers place on these 'softer' skills and offer a range of self and career development training courses to help you in key areas such as time management and productivity.

Time spent reviewing and developing your career is something we strongly recommend; you should do it at least once a year! This ensures you don't become bored or stuck in your comfort zone in your current career. If you dedicate time to learning new skills, the investment you're making in your career will ensure you remain happy in your work and growing professionally.

### COMING SOON!

We're excited to share some information with you about a programme that is currently in development!

#### Personal Fitness Trainer (Diploma)

The Personal Fitness Trainer diploma program is ideal for individuals looking for a career where they can stay fit and change lives. Students will develop the skills in demand by employers as the program is aligned with the current competencies published by the National Academy of Sports Medicine (NASM) in the United States. Through interactive, online learning, students will develop a broad range of skills and gain extensive knowledge from faculty with real-world industry experience.

Areas of instruction include body science, client intake and assessment, nutrition, fitness program design, motivational techniques, behaviour management, sales fundamentals, and certification exam preparation. This program is truly for anyone who wants to convert their healthy lifestyle and passion for fitness into a full-time career.

Call now: +965 9724 2082

# Pitman English Diploma

### Are you looking for work and need to improve your English language skills?

This is an online training course which will help you improve key English language areas: **reading, listening, writing and speaking**. At the very beginning of the course, you'll sit a Proficiency Assessment test to ascertain your current skill level. From here, you'll get straight into the course, choosing units or subject areas you find interesting and relevant to you. To ensure you're studying at the appropriate level, you'll resit the Proficiency Assessment at regular intervals in your study to track and monitor your progress. The course level will then advance as appropriate.

You can study up to three units at any one time. The topic of the units is your choice, and there is a wide selection available. Each unit will comprise different activities, exercises and games, all designed to provide an interactive and enjoyable study experience.

One valuable resource you will have access to are the small group class sessions, which provide opportunities to practise speaking. These sessions will be vital to help you improve your English conversational skills. The combination of the study units, practice lessons, group classes and ongoing assessments will all assist you in building confidence in your English language skills.

### CORE COURSES

- Pitman English
- Effective Business Communication

### ELECTIVE COURSES (choose four)

- LinkedIn for Jobseekers
- Search Engine Optimisation (SEO) for Business
- Social Media Strategy for Business
- Introduction to Google Website Tools
- Twitter for Business
- Video for Business
- Blogging for Business
- LinkedIn for Business
- Facebook for Business
- Pinterest for Business
- Instagram for Business

*Please note this course does not give you the IELTS qualification. This assessment must be organised separately at an appropriately mandated testing venue.*



**Guideline Learning Time**  
Around 75 hours flexi study

# Professional Development Diploma

This is an exciting diploma that could open up a world of opportunity for your career. It's our most flexible diploma being fully customisable.

It puts the control in your hands and allows you to tailor our CPD-accredited professional training to match your exact requirements.



## CREATE YOUR OWN LEARNING PATH

If you know the subjects you want to study but haven't quite been able to find the perfect fit for you, this diploma will give you the control and flexibility you're looking for. You can select courses from across our range to build your own training programme and gain the specific skills you're after.

The courses don't have to be chosen from the same subject category, so you could be studying a social media course, then moving on to web design training, then bookkeeping, or whatever you need. Alternatively, it may just be that you want to focus in one specialist area. Whatever works for you, this diploma will fit the bill.

From the outset, the team in your local Pitman Training Centre will work with you to help build the perfect programme.

**There is just one requirement for this diploma: the total learning hours for the programme as a whole must reach 100 hours as a minimum, which means you'll gain 100 CPD points for your learning record.**

On successful completion of your training you'll receive our Pitman Training diploma to validate your skills.

## Learning Time

Learning hours must reach a minimum of 100 hours in total.

CPD: 100 points on successful completion



# Career Development courses

## Digital Skills

This course is for people wanting to gain an understanding and grounding in using the internet, online safety and broader digital skills, such as digital photography, social networking, digital media and much more. The course has been designed for those wishing to gain introductory skills in a variety of digital media.

## Health and Safety Essentials

Unlike many other health and safety training courses, this is a flexible study course that gives you the freedom to study whenever suits you. The interactive e-learning system makes this a simple and useful health and safety course. This course is for anyone who needs to learn basic health and safety rules to help keep their workplace compliant and safe.

## Pitman English

Do you want to be able to converse more fluently in English? Are you looking for work and need to improve your English language skills? Pitman English is a flexible, fun way to improve your English. This online training course will help you improve key English language areas: reading, listening, writing and speaking.



## Time Management

Time management training increases your productivity and efficiency, and this is the perfect time management course for anyone who wants to get more done in less time. It is ideal for busy Senior Administrators, PAs, EAs, Office Managers, Accountants, Team Leaders, and Supervisors.

This course passes on time management skills training in a simple, online format. Unlike other time management courses, this one gives you the flexibility of learning at your own pace.



# Marketing

Do you want to step into a marketing role, or have you set up a business which you need to start marketing to help showcase what you have to offer?

**Marketing — a broad term that encompasses a vast area with a wealth of career opportunities. Our range of marketing training courses can help you gain valuable skills that employers are looking for in new recruits and that will help you get your own personal brand noticed!**

If you're completely new to marketing, you will need to take the time to learn the basic practices and principles initially. From here you can then start to develop your experience and expertise further and delve into different specialisms that will help you define the role you'd like to achieve for your career.

Pitman Training offer marketing training that can help you put key marketing principles into practice. Whether you're looking to promote a business on social media or need to run a marketing campaign which involves direct mail, e-shots and database management, our marketing courses will show you how.

We have a few different courses that can help you learn the essentials, such as Marketing Essentials, Marketing Mix and Marketing Principles and Practices. There are also courses that can help you learn some of the more detailed aspects involved with different marketing practices, such as our social media training, where you can look at strategy and how to manage different social media platforms from a business perspective.

We are delighted to have joined forces with the Digital Marketing Institute to offer the Certified Digital Marketing Professional course. This is a comprehensive course, suitable for those who already have a handle on the basics, that will guide you through various digital marketing channels such as PPC, SEO and email marketing.

As well as being flexible to study, all our marketing training courses are accredited by the CPD Standards Office so you can accrue CPD points by studying with us, which is ideal if you are part of an organisation or association that operates a CPD initiative.

So, whether you're looking for a specific role in marketing or want to gain the knowledge and expertise to cover marketing elements in your current role, our marketing courses will equip you with the skills you need to really make an impact with your audience and get your products or services recognised for all the right reasons!



**Call now: +965 9724 2082**

# Digital Marketing Diploma

With an expanding range of channels available to market through, this diploma will help you gain a deeper understanding of some of the key specialisms of digital marketing.

This diploma has nine core courses which will cover the key social media platforms such as Facebook and Twitter, and a dedicated digital marketing professional course that takes you through other specialist areas such as PPC, SEO, digital display advertising, email marketing and more.

In addition to the above, an essential element of digital marketing is the ability to monitor, analyse and report on the outcomes of the actions you're taking. Things change all the time and in this digital marketing course there's a section for you to learn about analytics as well as strategy and planning. You'll also study Word, Excel and PowerPoint to make sure you can deliver your results in a top-quality format.

Pitman Training offers flexible, self-paced study options. This means you can choose whether you study in one of our dedicated training centres or combine this with studying from home or at work. The nature of our learning platform means that no matter where you choose to study, each time you log in you simply pick up from where you left off.

Once you've successfully completed your training, you'll receive our Pitman Training certificate with the possibility of also earning the Certified Digital Marketing Professional qualification from the Digital Marketing Institute.

## CORE COURSES

- **Certified Digital Marketing Professional**
- **Effective Business Communication**
- **Social Media**
- **Word or Word Expert**
- **Excel or Excel Expert**
- **PowerPoint**

Choose four from the following:

- Social Media Strategy for Business
- SEO for Business
- Instagram for Business
- Pinterest for Business
- Twitter for Business
- Facebook for Business
- LinkedIn for Business
- LinkedIn for Jobseekers
- Introduction to Google Website Tools
- Video for Business
- Blogging for Business

## ELECTIVE COURSES (choose two)

- **Project Management Fundamentals**
- **Photoshop**
- **Marketing Essentials**
- **WordPress for Business**
- **LinkedIn for Business**
- **Video for Business**
- **Blogging for Business**
- **Pinterest for Business**



### Guideline Learning Time

**180 hours flexi study or 7 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **180 points** on successful completion



# Marketing Assistant Diploma

This diploma has been developed to give you the skills you need to work in a specialist marketing or PR agency, in-house for a company with its own marketing department or take on marketing and PR responsibilities.

The world of marketing is highly competitive and the number of applicants looking to break into this fast-moving area is always high. So if you want to stand out and get the job, you'll have to prove you've got the practical skills and knowledge required.



Every business needs loyal customers to buy or use their services in order to succeed, so the role of marketing is to strategically develop the most engaging propositions and the right method of communication needed to generate a response.

## CORE COURSES

- **Marketing Essentials**
- **Marketing Principles and Practices**
- **Effective Business Communication**
- **Word or Word Expert**
- **Excel or Excel Expert**
- **Outlook**
- **PowerPoint**
- **Photoshop CC or InDesign CC**

## SOCIAL MEDIA

Choose five from the following:

- **Blogging for Business**
- **Facebook for Business**
- **Introduction to Google Website Tools**
- **Instagram for Business**
- **LinkedIn for Business**
- **LinkedIn for Jobseekers**
- **Pinterest for Business**
- **SEO for Business**
- **Social Media Strategy for Business**
- **Twitter for Business**
- **Video for Business**

### Guideline Learning Time

**195 hours flexi study or 8 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **195 points** on successful completion



# Social Media for Business Diploma

This diploma covers how best to use all key social media platforms such as Twitter, Facebook and LinkedIn from a business perspective. You'll also look at strategy, effective communication and marketing essentials to give you a rounded skillset.

Our Social Media for Business Diploma covers the key areas of how to utilise social media for business purposes and helps you see how you can make it a part of your everyday marketing. It is designed for anyone interested in marketing, event organising, for PAs developing a career, or owners of small businesses.

As a result of completing this diploma you will be social media savvy and confident when it comes to online marketing. Whether this is a part of your role or is the main focus of your job, it's never been more crucial that you can communicate well online. This diploma makes sure you're on top of your game and don't get left behind by the online world.

With the study of this diploma you'll understand all the key social media platforms and start to appreciate their benefits. As part of this training programme you can also tap into web design, time management and marketing skills to really ensure you're stepping up a gear in your career. A diverse diploma, there is huge value in mastering the elements covered in this course.

## CORE COURSES

- **Blogging for Business**
- **Facebook for Business**
- **Introduction to Google Website Tools**
- **LinkedIn for Business**
- **Social Media Strategy for Business**
- **Twitter for Business**
- **Video for Business**
- **Marketing Essentials**
- **Search Engine Optimisation (SEO) for Business**
- **Effective Business Communication**

## ELECTIVE COURSES (choose two)

- **WordPress for Business**
- **Animate CC**
- **Illustrator CC**
- **Photoshop CC**
- **LinkedIn for Jobseekers**
- **Job Hunting in a Digital World**
- **Time Management**
- **Event Management Essentials**
- **Pinterest for Business**
- **Instagram for Business**

### Guideline Learning Time

**135 hours flexi study or 7 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **135 points** on successful completion



# Social Media for Business Award

Pitman Training's Social Media Award is designed for anyone interested in marketing, event organising or for PAs developing a career.

For a career in marketing, event management, or as an Exec PA, you need to be social media savvy, or you're going to get lost. The same goes if you're a small business owner. Whether using social media to market your products or services, build loyalty or provide customer service advice, you need to understand the full spectrum of tools available before deciding which to use. With our Social Media for Business Award under your belt, you'll be able to create a strategy that's highly tuned to your unique objectives.



This award has been designed to ensure you develop a high level of confidence using Twitter, Facebook and LinkedIn.

We take the most popular social media platforms and work through them step by step. And we piece all the elements together to help you see how to create effective business strategies for social media engagement. Practical skills on how to use the different social platforms combined with communication skills to ensure you share your ideas productively come together to make a valuable learning experience.

## CORE COURSES

Choose four from the following:

- **Facebook for Business**
- **Introduction to Google Website Tools**
- **Social Media Strategy for Business**
- **LinkedIn for Business**
- **LinkedIn for Jobseekers**
- **Video for Business**
- **Blogging for Business**
- **SEO for Business**
- **Twitter for Business**
- **Pinterest for Business**
- **Instagram for Business**

### Guideline Learning Time

**45 hours flexi study or 2 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **45 points** on successful completion



# Event Management Diploma

Vital for anyone who would like to be involved in organising events, the training within this diploma brings together all the elements you need to produce memorable, stress-free, successful events.

This diploma is great for those looking to work as event managers, charity fundraisers, business owners and many more roles. You'll find this diploma provides many skills that can be used throughout your career.

Event organising is a very sought after skill, whether in its own right or within a wider job spec. But it's not as easy as it may first appear — and the secret is being ultra-organised. It's a skill juggling multiple tasks, co-ordinating large groups of people, marketing for maximum success, and taking care of all the little details which others might overlook. Have a clear plan and follow a tried and tested process and you'll revel in the challenge.

After your practical training, you'll find an increased confidence in planning and running events, and much of the stress will be reduced as you feel more in control. You'll have a formula to use for any events you run in your current job and in your future career. This diploma is nationally recognised by employers, and it will look great on your CV. You can also choose to brush up your design skills to help create marketing literature or improve your speedwriting for faster note taking.

## CORE COURSES

- **Event Management Essentials**
- **Facebook for Business or Twitter for Business**
- **Health and Safety Essentials**
- **Marketing Essentials**
- **Successful Meetings and Minutes or Meetings and Minutes Seminar\***
- **Social Media Strategy for Business**
- **WordPress for Business**
- **Costing and Pricing**
- **Project Management Fundamentals**

## ELECTIVE COURSES (choose two)

- **Photoshop CC**
- **Twitter for Business**
- **LinkedIn for Business**
- **Word**
- **Word Expert**
- **PowerPoint**
- **Access**
- **Team Development**
- **Speedwriting**
- **Effective Business Communication**
- **Excel**
- **Excel Expert**
- **Outlook**

\*Speak to an Admissions Counsellor for seminar availability at your local Pitman Training centre.

### Guideline Learning Time

**120 hours flexi study or 5 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **120 points** on successful completion



# Event Management Award

A more condensed version of the longer diploma, the Event Management Award will help you gain an increased confidence in planning and running events.

Invaluable for anyone involved in organising events, the training within this award brings together all the elements you need to produce memorable, stress-free, successful events.



Event organising is not as easy as it may at first appear! Effective event organisers are highly sought after, whether it is a specialist role or included within a wider Administration, EA or PA role.

When you are organising any event, you quickly discover that it's a real skill to be in command of all the tasks involved, including the co-ordination of large groups of people, marketing the event for maximum success, whilst ensuring that you take care of all the little details and special requests that others might overlook.

You will learn to work with a clear plan for events and follow tried and tested processes as you revel in the challenge.

## CORE COURSES

- **Event Management Essentials**
- **Social Media Strategy for Business**
- **Project Management Fundamentals**

## SOCIAL MEDIA

Choose one from the following:

- **Facebook for Business**
- **Introduction to Google Website Tools**
- **LinkedIn for Business**
- **LinkedIn for Jobseekers**
- **Video for Business**
- **Blogging for Business**
- **SEO for Business**
- **Twitter for Business**
- **Pinterest for Business**
- **Instagram for Business**

### Guideline Learning Time

**50 hours flexi study or 2 weeks full-time**  
(Full-time based on approx 20-30 hours a week)  
CPD: **50 points** on successful completion



# Marketing courses

## Blogging for Business

This course starts by exploring and using other people's blogs to gain exposure, to creating and managing your own blog, producing and distributing posts through social media channels, and building a network of fellow bloggers.

## Event Management Essentials

Learn some tricks of the trade and really get to grips with event management.

## Facebook for Business

Looking at how businesses can maximise their social media presence, we look at the whole spectrum of opportunities that this social media platform offers a business.

## Introduction to Google Website Tools

Learn how to best use the tools available from Google, enabling you to maximise the impact of your business website.

## Instagram for Business

The Instagram course will help you learn more about the image-sharing platform and how it can help with business marketing.

## LinkedIn for Business

This course is designed to bring you up to speed with using LinkedIn in a business environment. It guides you through how to get the most out of the platform, helping you to capitalise on the millions of contacts within arm's reach.

## LinkedIn for Jobseekers

If you're looking to maximise your reach and network whilst searching for a new role, this course will give you valuable advice and guidance on making sure you're using LinkedIn to its fullest.

## Marketing Essentials

You'll cover topics such as understanding what a marketing plan is, how to carry out appropriate research, how websites are designed to market the company, effective advertising and more.

## Marketing Mix

This course will help you understand the different elements of the marketing mix as well as the key marketing principles of product, price, place and promotion.

## Marketing Principles and Practices

This course will help you become confident in understanding the true function and nature of marketing.

## Pinterest for Business

This Pinterest course will give you a great understanding on how to best utilise this visual, image-sharing platform from the point of view of a business.

## Certified Digital Marketing Professional

An innovative course that focuses on the different aspects involved in digital marketing. You'll look in detail at SEO, PPC,

digital display advertising, email marketing, social media marketing, mobile marketing, analytics, strategy and planning.

This is essential training for anyone looking to learn more about the intricacies of digital marketing who want to either progress their existing marketing career or build the skillset required to move into this area.

## Search Engine Optimisation (SEO) for Business

This is a short course that takes the mystery out of Search Engine Optimisation (SEO) so you can understand how you can use it to your advantage.

## Social Media Strategy for Business

This course will help you formulate the right strategy for your business to effectively market to your target audience.

## Twitter for Business

This is a short course that takes you through the basics of how to get started on this popular social media platform, enabling you to use it effectively for a variety of purposes.

## Video for Business

This short course walks you through the technical aspects you need to know to create professional business videos and also help you understand how this fits into the wider marketing mix.

Polly came to speak to Pitman Training for advice on her career and training required to achieve her goal. Polly chose courses to develop her skills further, including: Meetings and Minutes Seminar; Teeline Shorthand and Microsoft Access.

We supported Polly throughout her training, teaching her touch typing, increasing her typing speeds to 70 wpm. We also helped with her Microsoft courses.

After an interview with Southampton University, Polly has now secured a role thanks to her new qualifications and skills.

**Polly Lu**



Call now: +965 9724 2082



## HELP IS ALWAYS ON HAND

We want to help you achieve your goals, so for individual guidance and advice about the best options for you and your career plans, don't hesitate to get in touch with one of our friendly Admissions Counsellors in a centre near you.

If you've no centre within reach, don't worry, we can still help and are able to offer distance learning options for anyone who would prefer that method of study.

Visit: [www.pitman-training.com.kw](http://www.pitman-training.com.kw)

# IT Training

Get to grips with one of the most fast-paced career choices out there, and have the opportunity to lead where technology goes next.

**Get technical with our range of IT courses which will enable you to take your career into the future. Build your career in the installation of IT software and devices, repairing systems, upgrading software, troubleshooting issues and being the technical expert who everybody needs!**

Build your IT skills and create a desirable CV which will help you land your next role or enhance your current position. Pitman Training IT courses will help you understand the technical jargon, see past the wires, and understand the fundamental elements of technology which operate in the majority of global offices.

From laptops to PCs running on Windows operating systems or Cloud Computing, our IT course range truly does have something for everyone. By studying Pitman Training's IT courses, including Network+, A+, CompTIA Cloud+ or MTA Networking Fundamentals, you could be en-route to a new career as a System Administrator or Network Support Technician.

Some of the key areas our IT courses will teach you include how to handle essential computer maintenance, manage PCs, manage operating systems and networks, support LANS and internet access set-up, communicate well with all types of users, and project manage IT developments.

Talk to one of our Admissions Counsellors today who can help you define which IT courses will suit your career goals. All of our IT courses have been accredited by the CPD Standards Office, which enables you to gain CPD points recognised by employers.

**Call now: +965 9724 2082**

## COMING SOON!

We're excited to share some information with you about a diploma programme that is currently in development!

### Software and Web Developer Diploma

Employer demand for well-rounded, junior-level web and software developers is as strong as ever. We are partnering with an award-winning, U.S.-based, coding boot camp to bring you the training content that will deliver the skills that employers are seeking. In this instructor-supported diploma, you will begin with essential concepts of technology, software development, and version control. From this strong foundation, you will learn several of the most in-demand programming languages and technologies — HTML, CSS, JavaScript, SQL, C# and .NET — and you'll develop your programming skills with hands-on coding projects.

Unlike many other coding diplomas, the learning content is designed for individuals with no prior coding or technical experience. If you're motivated to learn how to build websites and software applications and you have a strong attention to detail and an aptitude for problem-solving, this diploma is the right one for you.

Graduates of the program will enter an exciting job market in a field with limitless possibilities for growth and advancement.



# Career Roadmap

Our roadmap helps to provide guidance for the skills required in each sector outlined. These are for illustration purposes only, our Admissions Counsellors can provide a tailored plan to suit your goals.



**KEY**

- Course
- Award
- Diploma

# Advanced IT Support Technician Diploma with CompTIA

The Advanced IT Support Technician Diploma could be your route to a job as a Network or System Administrator. It's intended for anyone already in an IT role who has a responsibility for network maintenance and management.

The IT profession is one with many levels of expertise – if you're one of the best, prove it to employers. Build your diploma to suit your needs with a bespoke training plan and take control of your career.

Our Advanced IT Support Technician Diploma is recognised by employers nationally and internationally. As we build your diploma around your experience and career goals, you're guaranteed to get real value out of your training, as you gather skills that will help you progress. This diploma paves the way for new doors to open within the IT industry, for those with a real passion for IT.

Many of our students have used their diplomas as a stepping stone to a promotion, having proved to employers the scope of their skills. This has increased their earning potential and allowed them to work doing something they love. Our training is valued due to its practical nature and flexible format and it puts you in control.

Our team is here to help you develop the skills that you'd like to focus on, with your end goal in mind. Then, work your way through the course, at home, from work, or in a local centre, at a pace to suit you.

*\* Please note vendor specific exams may need to be arranged separately. Please speak with your Admissions Counsellor for full details.*

## CORE COURSES

- A+
- Network+
- Security+

## ELECTIVE COURSES (choose one)

- MTA Database Administrator Fundamentals
- CompTIA Cloud+
- Communication Skills for IT Specialists
- MTA Windows Server Administration Fundamentals
- MTA Security Fundamentals
- Project Management Fundamentals
- CCNA Security
- Routing and Switching Fundamentals Series CCNA

CompTIA

### Guideline Learning Time

**250 hours flexi study or 10 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **250 points** on successful completion



# Advanced IT Security Engineer Diploma with CompTIA

Gain an in-depth knowledge around the tools available to detect and prevent security threats, as well as analysing how and why security breaches may have occurred.

Ideal for those already working in an IT environment, this training will focus specifically on the area of IT security. You'll study core courses such as Security+, CompTIA Advanced Security Practitioner (CASP) and MTA Security Fundamentals.

This diploma covers a breadth and depth of subject matter. Focusing specifically on the area of IT security, you will gain an in-depth knowledge around the tools available to detect and prevent security threats, as well as analysing how and why security breaches may have occurred.



Depending on the core subjects you choose to study, you could gain IT qualifications such as the Microsoft MTA Security Fundamentals certification (exam 98-367), an expert level CompTIA security certification, or Advanced Security Practitioner (CASP).

## CORE COURSES

- MTA Security Fundamentals
- Security+
- CompTIA Advanced Security Practitioner

## ELECTIVE COURSES (choose one)

- Routing and Switching Fundamentals Series CCNA\*
- Network+

*\* Choosing this elective may incur an additional surcharge.*

CompTIA

### Guideline Learning Time

**230 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **230 points** on successful completion



# IT Support Technician Diploma with CompTIA

This diploma will help you learn how to install, repair, upgrade and maintain PCs and operating systems. This is a great choice if you're looking for a career in IT support.



Our IT Support Technician Diploma is ideal if you're looking for a role within a company's IT department, retail computer store or if you want to carry out home repairs. It's a great option if you're looking to go on and gain a reputable CompTIA certification.

IT Technicians hold one of the most important jobs for any company. It will be your role to keep computers and related systems running smoothly and efficiently. You could be responsible for fielding telephone calls or responding to help-desk tickets from individuals who are experiencing problems with their computers. The role of the IT Support Technician is vital within any business, and with our diploma your skills will be in demand. You'll be a valued member of the team, keeping computers running smoothly and precious data protected.

*\* Please note vendor specific exams may need to be arranged separately. Please speak with your Admissions Counsellor for full details.*

## CORE COURSES

- A+
- Communication Skills for IT Specialists
- Project Management Fundamentals

## ELECTIVE COURSES (choose two)

- MTA Database Administrator Fundamentals
- MTA Networking Fundamentals
- MTA Windows Server Administration Fundamentals
- MTA Security Fundamentals

CompTIA®

### Guideline Learning Time

**205 hours flexi study or 8 weeks full-time**  
(Full-time based on approx 20-30 hours a week)

**CPD: 205 points on successful completion**



# Network Support Technician Diploma with CompTIA

If you already possess a good basic level of IT skills, this diploma can help you progress to the next level. It focuses on how to ensure an IT network is built, managed and maintained effectively.

The opportunities for employment within the area of network support are enormous as businesses continue to grow and utilise the technology available to them. These are vital roles to ensure the smooth running of businesses reliant on their network and IT systems. So if you're looking for a challenging new role where your skills are always in demand, our Network Support Technician Diploma could be the ideal choice for you.



Our Network Support Technician Diploma is ideal if you want to take your existing IT skills to a whole new level. Businesses worldwide recognise the Pitman Training name as a sign that you have been trained to the very highest level. With your Network Support Technician Diploma, you'll be able to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure.

## CORE COURSES

- Network+
- MTA Security Fundamentals
- MTA Windows Server Administration Fundamentals
- Communication Skills for IT Specialists

## ELECTIVE COURSES (choose one)

- MTA Database Administrator Fundamentals
- Project Management Fundamentals
- CompTIA Cloud Essentials

CompTIA®

### Guideline Learning Time

**160 hours flexi study or 7 weeks full-time**  
(Full-time based on approx 20-30 hours a week)

**CPD: 160 points on successful completion**



# Server Support Technician Diploma with CompTIA

If you're interested in learning how to manage and maintain IT servers, this is the ideal training programme for you, and it could lead to a rewarding career in IT server support.

If you're looking for training which can help you achieve the CompTIA Network+ certification, this diploma is ideal. It will help you to become a certified Server Support Technician. A Server Support Technician offers a specialist service in developing, maintaining, analysing and repairing server IT systems.



This diploma will give you the skillset required to be able to handle any request with confidence. It will help anyone looking for a career in IT gain valuable and industry-standard skills to be able to confidently manage server systems.

With this diploma you'll study two core courses designed to help you become confident in setting up, maintaining and managing server hardware and software. If you want to achieve your CompTIA Network+ certification, we have a recommended set of electives which will put you in the ideal position to go on and gain this globally recognised IT certification\*. This diploma will ensure you meet the industry standard to be a successful Server Support Technician.

*\* Please note vendor specific exams may need to be arranged separately. Please speak with an Admissions Counsellor for full details.*

## CORE COURSES

- Network+
- MTA Windows Server Administration Fundamentals

## ELECTIVE COURSES (choose one)

- MTA Database Administrator Fundamentals
- Project Management Fundamentals
- Communication Skills for IT Specialists
- Windows Server 2012 Administrator

CompTIA

### Guideline Learning Time

**120 hours flexi study or 5 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **120 points** on successful completion



# Programming Fundamentals Diploma

If you are new to the world of coding and computer programming and are keen to pursue a career in this field, this training course will help you learn how to use various programming and development tools to build apps, power websites and more!

If you have an analytical mind, problem-solving skills and a passion for all things digital, this could be a rewarding career choice.

Smartphones, laptops, PCs, websites and video games all run digitally scripted programs and, as the digital revolution continues, the reach of computer programming has been so significant we now see it playing a part in in other frequently used items such as cars, household appliances and watches.

With such a widespread growth in the demand for programming, there is a demand for knowledgeable, qualified programmers who can not only write software programs but test, develop and maintain them, as well.

If you're new to computer programming, the prospect of learning how to write a digital script from scratch could be a daunting prospect. There are six core courses that you will study that will introduce you to programming concepts and then guide you through the different languages such as HTML, CSS, Python, Java and JavaScript. You will then select one additional elective course to complement the core training and that suits your personal aspirations and requirements.

This is a flexible diploma and you can access the training online at a time and place that suits you. You could study at home, work or in any of our training centres.

## CORE COURSES

- Introduction to Programming Concepts
- MTA Introduction to Programming using HTML and CSS
- MTA Introduction to Programming using JavaScript
- MTA Introduction to Programming using Java
- MTA Introduction to Programming Using Python
- MTA HTML5 Application Development Fundamentals

## ELECTIVE COURSES (choose one)

- Linux+ Part 1
- Project Management Fundamentals

### Guideline Learning Time

**240 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **240 points** on successful completion



# IT Training courses

## A+

This course is suitable for beginners to the IT industry. Gaining the A+ certification is essential for anyone looking to pursue a career in IT support for roles such as IT Support Technician, PC Support, and IT Helpdesk Specialist.

## Advanced Security Practitioner (CASP)

This CompTIA CASP training focuses on providing you with an advanced understanding of security topics as well as theoretical instruction/demonstrations in designing and engineering security solutions.

## CompTIA Cloud Essentials

This course is for those already working in IT who would like to further their technical understanding of cloud computing. It's also suitable for anyone looking to work in the IT industry as an IT Technician or IT Consultant.

## CompTIA Cloud+

The CompTIA Cloud+ course is designed for those that already have experience in the IT industry and who now wish to work in a cloud computing environment and need technical understanding of cloud infrastructure and environment.

## Java Programming

Suitable for beginners, you'll gain an insight into the significance of object-oriented programming, the keywords and constructs of Java programming language.

## MTA Database Administrator Fundamentals

MTA Database Administrator Fundamentals is the first step on the path to becoming a Microsoft Certified Database Administrator or Database Developer. This is an entry-level course for anyone looking for a career in IT and will help you prepare for the Microsoft exam 98-364.

## MTA Networking Fundamentals

This course is designed to give those embarking on a career in the IT industry a basic understanding of the concept of networking. It is a great option if you want a job managing Microsoft Windows servers or within an IT Support Network or Administrator role.

## MTA Security Fundamentals

If you're working towards a career as an IT Security Specialist working with Microsoft Windows servers and network operating systems, our MTA Security Fundamentals course is the ideal choice.

## MTA Windows Server Administration Fundamentals

This entry-level training course is designed to help you gain a solid understanding of what you'll need to take the first step towards a career in the IT industry.

## Network+

The Network+ course will give you the knowledge and skills you need to get a job as a Network or System Administrator. You will also gain the skills needed to prepare for the CompTIA Network+ certification exam.

## Routing and Switching Fundamentals Part One CCENT

This course is designed to give you the knowledge you will need to set you on the path to become a Cisco Certified Entry Networking Technician. You'll gain the essential skills of being able to plan, configure, and operate simple WAN and switched LAN networks.



## Routing and Switching Fundamentals Part Two ICND

This course designed to get you ready to take the Cisco ICND 200-105 exam. The course is designed to give you all the knowledge you'll need to become a Cisco Certified Entry Networking Technician.

## Security+

This course will help you progress your IT and network administration knowledge and help you understand systems security. Successful completion of this course means you would be well placed to gain the CompTIA Security+ qualification (SY0-401).

## Windows Server 2012 Administrator

The Windows Server Administrator course will give you the knowledge required to be able to learn how to deploy, manage and maintain servers.

## Windows Server 2016 - MCSA Series

There are three main subject areas within this course: Windows Server 2016 Configuring Advanced Services, Installation and Configuration and Administrator course.



## Web Design & Photoshop

Web and graphic design is more in demand than ever and many companies now prefer to have in-house team members with design skills rather than outsourcing to agencies.

### WEB DESIGN TRAINING

Whether you are looking to build a site for your own start-up or need to update your skills to maintain a site for your employer, our web design course range will arm you with the skills required to learn the techie jargon and build a site from scratch. We also have a number of courses which will enable you to enhance the creative look and visibility of the websites you create. Skills in this discipline are in demand, and it's crucial that you are up to date with the latest technologies and best practice.

By training in Dreamweaver and a range of other industry standard software programs, you can be confident you will gain the digital skills required to land your dream job as a Web Designer.

### GRAPHIC DESIGN TRAINING

If you have a natural creative flair and are thinking about applying that to your career, becoming a Graphic Designer would be a great way to use your abilities. Learning essential Adobe applications such as InDesign, Photoshop and Illustrator will give you practical, transferable skills that can launch your career in graphic design. Our graphic design courses provide the opportunity to explore a range of elements that will enable you to create innovative designs for anything; from websites to marketing materials both online and offline!

### PHOTOSHOP TRAINING

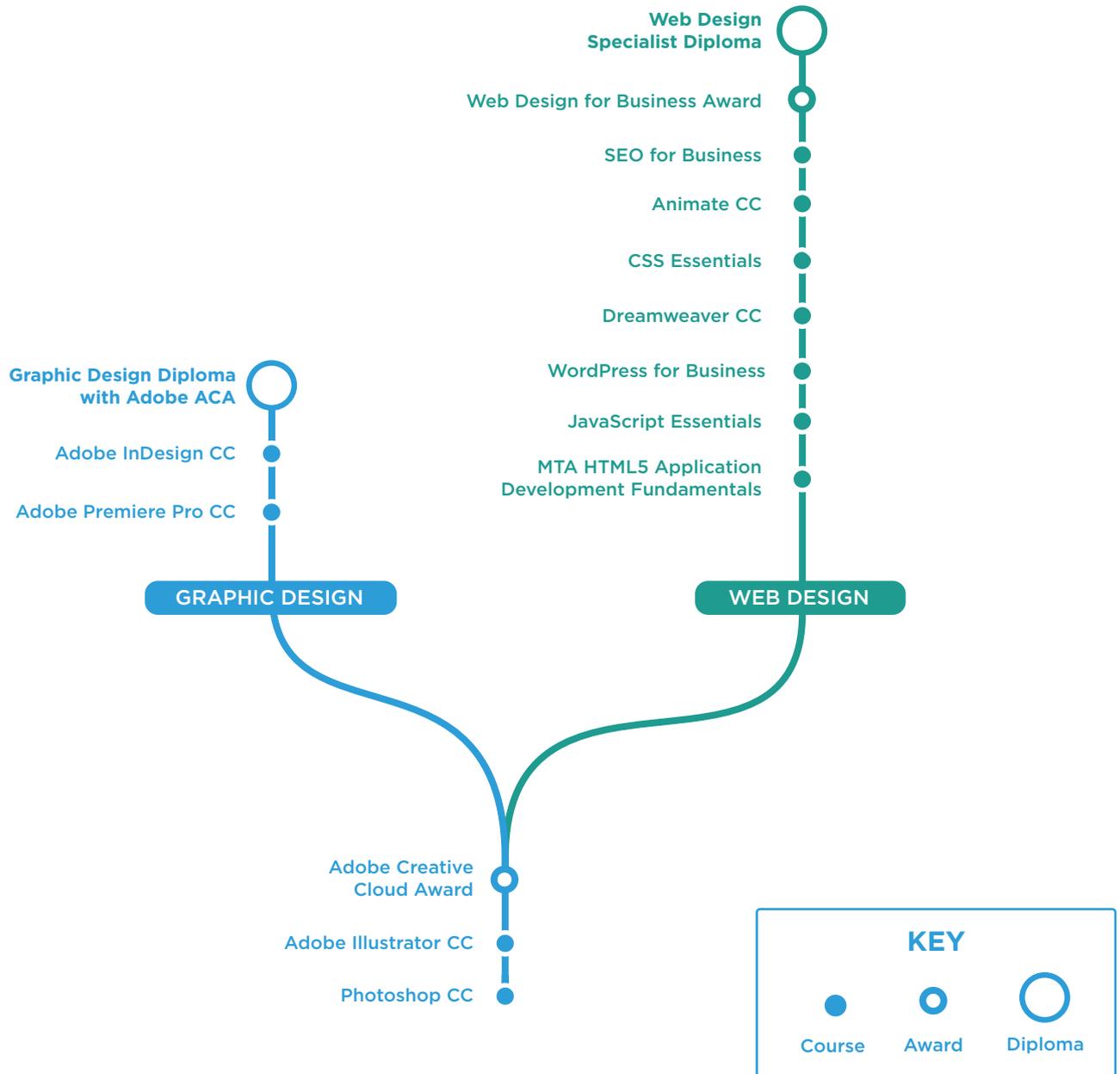
Used by many creative professionals, including Graphic Designers and Web Designers, Adobe Photoshop is the most popular professional designer software application used in the creative industry, enabling designers to edit, manipulate and transform images. Our Photoshop course provides you with a great opportunity to master the essential skills required to pursue a career as a Graphic Designer, Web Designer, or similar roles in the creative industry. You will have the flexibility to study at your own pace in your own time and gain a certificate which is widely recognised amongst the professionals in the industry.



Call now: +965 9724 2082

# Career Roadmap

Our roadmap helps to provide guidance for the skills required in each sector outlined. These are for illustration purposes only, our Admissions Counsellors can provide a tailored plan to suit your goals.



## Adobe Creative Cloud (CC)

Designer, Photographer, Filmmaker or dreamer. No matter who you are, Creative Cloud gives you the world's best creative apps so you can make just about anything you want, wherever inspiration takes you.

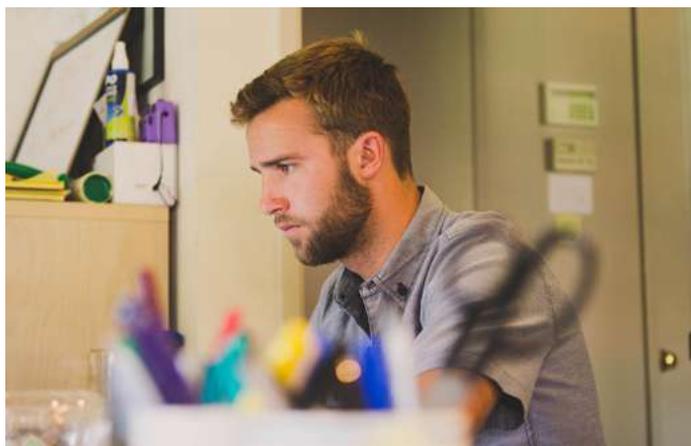
Pitman Training offer the full suite of Adobe design software training including the Creative Cloud version of all the main applications, so you can be sure your knowledge will be up to the minute.



# Graphic Design Diploma with Adobe ACA

This diploma is a great choice for anyone new to the Graphic Design profession who is considering a career in the industry. Our flexible training helps make achieving your goal of attaining a career in design possible.

If you have a natural and creative flair and are thinking about applying that to your career, becoming a Graphic Designer would be a great way to use those abilities. Learning skills in essential Adobe packages such as InDesign, Photoshop and Illustrator, you'll learn practical, transferable skills that can help you start your career in graphic design.



All the courses can be studied online so that you can fit your studies around your existing commitments. Once you've completed all the subjects, you'll receive a Pitman Training diploma which demonstrates to employers that you've gained industry skills that are in high demand.

## CORE COURSES

- **WordPress for Business** or **Dreamweaver CC**
- **Photoshop CC**
- **InDesign CC**
- **Illustrator CC**

## ELECTIVE COURSES (choose two)

- **Animate CC**
- **Premiere Pro CC**
- **Marketing Essentials**
- **Project Management Fundamentals**
- **Powerful Presentation Skills**



### Guideline Learning Time

**145 hours flexi study or 6 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **145 points** on successful completion



# Web Design Specialist Diploma

In this diploma, you'll learn essential skills covering industry-standard software so you can get your dream job within either a specialist web design agency or in-house for a company with a creative department.

If you're a creative person with an eye for design and a passion for technology, the Web Design Specialist Diploma is a great choice. The world of digital design offers enormous opportunities as businesses continue to embrace the wealth of new technology available to them.

This role will allow you to not only express your creative side, but also helps you gain the technical knowledge that is required to make things happen online. With our Web Specialist Diploma, your skills will be increasingly in demand.

If you're interested in a career where you can combine your creative flair with strong technology skills, our Web Design Specialist Diploma could be the right choice for you. You'll learn essential skills covering industry-standard software so you can get your dream job within either a specialist web design agency or in-house for a company with a creative department.

With your completed diploma you'll be able to apply for jobs with the confidence that you have the skills needed to design websites and work with HTML, CSS and JavaScript code.

## CORE COURSES

- **Dreamweaver CC** or **WordPress for Business**
- **Photoshop CC**
- **MTA HTML5 Application Development Fundamentals**
- **JavaScript Essentials**
- **CSS Essentials**

## ELECTIVE COURSES (choose two)

- **MTA Introduction to Programming using JavaScript**
- **MTA Introduction to Programming using HTML & CSS**
- **Programming in HTML5 with JavaScript and CSS3 Specialist**
- **Project Management Fundamentals**
- **Fireworks**
- **Search Engine Optimisation (SEO) for Business**
- **Introduction to Google Website Tools**
- **Blogging for Business**
- **Animate CC**

### Guideline Learning Time

**180 hours flexi study or 7 weeks full-time**

(Full-time based on approx 20-30 hours a week)

CPD: **180 points** on successful completion



# Adobe Creative Cloud Award

The Creative Cloud suite includes Dreamweaver CC, Photoshop CC, Illustrator CC, InDesign CC, Animate CC and Premiere Pro CC. This award lets you choose any three of these programs to tailor the training to your requirements.

This is a great award for anyone considering a career as a Graphic Designer. It's also ideal for anyone who needs to work on and produce professional looking graphics, materials, videos or other online content such as Marketing Assistant, Web Designer or Video Editor.

Adobe Creative Cloud (CC) is the latest version of Adobe's renowned suite of software programs that enables you to create, edit and publish websites, edit photographs, create marketing materials and produce video and audio content.



For anyone looking for a career in web design, graphic design or video editing, this award can help you gain top-notch practical skills to apply in your new career. The study of this award will provide you with skills valuable to employers looking for Marketing Assistants or Junior Designers.

Eventually, with additional study, you can enhance your digital creative career further towards roles such as Graphic Designer or Web Designer for example.

## CORE COURSES (choose three)

- **Illustrator CC**
- **Animate CC**
- **InDesign CC**
- **Premiere Pro CC**
- **Photoshop CC**
- **Dreamweaver CC**



### Guideline Learning Time

**90 hours flexi study or 4 weeks full-time**

(Full-time based on approx 20-30 hours a week)

**CPD: 90 points on successful completion**



# Website Design for Business Award

Want to understand how to design and build a business website?

Whether you want to learn web design to start a new career or simply want to expand your skillset and be able to confidently liaise with website developers, our Website Design for Business Award will give you all the skills you need.

For any business, having a professional website is essential. A business's website is the key focal point for brand awareness, customer engagement, customer communication and, quite often, sales.

This award can be studied in centre or completely online so you can choose when and where you would like to study. As with all our training, it is self-paced so you work through each section in your own time, giving you the ultimate flexibility and ability to build and expand your digital skillset.

## CORE COURSES

- **JavaScript Essentials**
- **CSS Essentials**
- **MTA HTML5 Application Development Fundamentals**



### Guideline Learning Time

**80 hours flexi study or 3 weeks full-time**

(Full-time based on approx 20-30 hours a week)

**CPD: 80 points on successful completion**



# Web & Graphic Design courses

## Animate CC

The Adobe Animate CC course will help you learn how to create online animations. Such animations are found all over the internet on websites, online videos, video games, advertisements, and cartoons. It is an essential program for anyone wanting to work in a creative online animation role.

## CSS Essentials

If you're interested in a career in web design, this course will help you learn how to work with the CSS (Cascading Style Sheets) language. This common language gives you more control over how your web pages look.

## Dreamweaver CC

Dreamweaver is a common program used in the web design industry. Through the study of this course you will build your knowledge and practical experience in the CC version of this renowned program.

## Fireworks Fundamentals

This Fireworks course allows you to learn essential skills needed to create expressive, highly optimised graphics for the web or any device.

## Illustrator CC

To work as a Graphic Designer, there are many industry standard packages that you'll need to master and Illustrator is one of the most commonly used software programs.

The Illustrator CC course is for anyone who is looking to work as a Graphic Designer, Artist or Web Designer and is suitable for those at beginner level.

## InDesign CC

If you want to embark on a career as a Graphic Designer or Art Director, InDesign is a publishing program you'll need to master. This course teaches the Creative Cloud version.

## JavaScript Essentials

If you're working towards a career as a Web Designer, JavaScript Essentials will give you a great foundation and allow you to utilise key features of the JavaScript language.

## MTA Introduction to Programming using HTML and CSS

This course covers the objectives on the MTA 98-383 exam, putting a solid entry-level certification well within reach. The course has two distinct parts — HTML, which includes HTML fundamentals, document structuring, and multimedia presentation, and CSS (Cascading Style Sheets), which includes CSS fundamentals and styling webpages.

## MTA Introduction to Programming using JavaScript

The MTA Introduction to Programming Using JavaScript course is an excellent course for those looking to gain valuable introductory JavaScript skills. Topics covered include learning about JavaScript operators, keywords, and methods, using variables, data types, and functions, implementing decisions and loops, interacting with the DOM (Document Object Model), and interacting with forms. In all of these topics, you will see how JavaScript is used to enhance a user's experience with webpages.

## Photoshop CC

Photoshop is a popular image-editing application used to create and manipulate images for the web and for print. This is a fully flexible self-study course.

## Premiere Pro CC

This course covers all aspects of Premiere Pro, including: learn and understand the three phases of video production; pre-production/ planning, production, editing / post-production, and how to use Adobe Story.

## Programming in HTML5 with JavaScript and CSS3 Specialist

This course will increase employability prospects for anyone looking to get into a web design and web development career. It covers document structures and objects, program flow, accessing and securing data, and the use of Cascading Style Sheets (CSS) in applications.

## WordPress for Business

Our online WordPress for Business course is specifically designed for those wishing to learn how to create a business-focused website. You'll learn how to set up and design a website.



Call now: +965 9724 2082

# Partnerships

Pitman Training is not only highly respected in its own right, but our courses and diplomas are also accredited by a number of key bodies:



## **AAT** (The Association for Accounting Technicians)

AAT is the UK's leading qualification and membership body for accounting and finance staff. Members include people working in accountancy, students and self-employed business owners.



## **CompTIA**

CompTIA's vendor-neutral certifications are a great way to break into the information technology field because they provide a broad knowledge base and are not limited to only one product or company. Let Pitman Training help you achieve CompTIA certification.



## **BCS** (Chartered Institute for IT)

Pitman Training has worked successfully with BCS for many years. BCS are behind the qualifications we offer with a number of our courses (e.g., ECDL).



## **Digital Marketing Institute (DMI)**

The Digital Marketing Institute is the global certification standard in digital education. With professionals certified in over 80 countries worldwide, the industry-approved qualification is the most widely taught digital certification in the world.



## **The Chartered Institute of Legal Executives (CILEX)**

The Chartered Institute of Legal Executives (CILEX) is the professional association and governing body for chartered legal executive lawyers and other legal practitioners.



## **ECDL**

The European Computer Driving Licence® (ECDL) is the European-wide qualification that demonstrates competence in computer skills. Pitman Training centres offer ECDL. No prior knowledge of IT or computer skills is needed to study the ECDL.



## **City & Guilds**

Many Pitman Training centres are registered City & Guilds examination centres to offer learners the chance to gain Medical Terminology qualifications.

## **Microsoft® IT Academy Program Member**

### **Microsoft IT Academy**

Many of our training centres have Microsoft IT Academy status.



## **The CPD Standards Office**

Many training programmes provided by Pitman Training are CPD (Continuing Professional Development) accredited by the CPD Standards Office, and you will receive a certificate for your formal CPD records, which confirms the CPD points you have gained in your training with us.



## **Microsoft Office Specialist (MOS)**

Microsoft Office courseware produced by Pitman Training follows the relevant Microsoft Office Specialist syllabus. Students may take a MOS test after successfully completing one of our Microsoft courses.

## Our Clients

### Industry

- ACICO Industries
- al kout insdustrial prolects
- Al Yesra Food
- Alghanim Industries
- Alshaya Group
- Behbehani Motors Company
- Carrier Kuwait Air Conditioning
- KFMB
- Majdi Food Co.
- National Company for Consumer Industries
- Nouri Industrial Est. Co.
- OTIS
- Siemens

### Finance, Insurance & Brokerage

- Al Mazaya Holding Co.
- Credit Information Network CO.
- First Investment Company (FIC)
- GAMCO
- Global Clearing House
- Gulf Financial Company (GFC)
- Gulf Investment House
- Kuwait Baharin INTL. Exchange
- Kuwait Finance and Investment Company (KFIC)
- Kuwait Finance House (KFH)
- KuwaitFinancialCentre-Markaz
- Kuwait Investment Co.(S.A.K)
- Kuwait Investment Company (KIC)
- National Investments Company
- National Leasing and Financing
- NBK Capital
- Wethaq Takaful Insurance Company
- Zakat House
- oula Wasata
- watania wasata
- warba insurance
- Gulf insurance Group - GIG
- Noor Capital

### Governmental

- Al Diwan Al Amiri
- Civil Service Court
- Court of Audit
- Dicrectorate Genersl of Civil Aviation
- General Authority for Investment
- General Authority for Manpower
- General Authority to take care of printing and publication of the Holy Quran and Sunnah and sciences (QSA)
- Kuwait AWQAF Public Foundation
- Kuwait Fund for Arab Economic Development
- KUWAIT NATIONAL GUARD
- Ministry of Commerce and Industry
- Ministry of Defense
- Ministry of Education
- Ministry of Finance
- Ministry of Information
- Ministry of Interior
- Ministry of Justice
- Ministry of Public Works
- Ministry of Transportation
- Oil Ministry
- Parliament
- Public Authority for Applied Education and Training
- Public Authority for Minors Affairs
- The General Secretariat of the Supreme Council for Planning and Development
- The Ministry of Awqaf and Islamic Affairs
- The Ministry of Planning

## Our Clients

### Bank



- Al Ahli Bank (ABK)
- Central Bank Of Kuwait (CBK)
- kuwait international bank (KIB)
- Kuwait Finance House (KFH)
- National Bank of Kuwait (NBK)
- BOUBYAN Bank
- Warba Bank (WB)
- Burgan Bank

### Real State



- Ajial Real Estate
- Combined Group
- Mena Real Estate Co.
- Mezzan holding company
- Munshaat
- National Real Estate Co
- Saudi Holding Projects Group K.S.C.
- T-MAS
- Wafra Real Estate
- GULF NATIONAL DRILLING COMPANY - GNDC
- Kuwait Company for Building Factories and Contracting - KCPC
- Kuwait Steel Company
- Salhia Real Estate Company
- Altijaria
- Combined Group Contracting Company (K.S.C.C)
- Kuwaiti European Holding Company - KEH
- Ream real state
- United Projects Co. - UPAC
- General Control Group Company - GCG
- United Facilities Management Company (UFMCO)

### logistics



- Agility Logistics
- Al Ahlea Circle Cleaning Co
- Al- Rai Logistica Co.
- AlDelma For Contracting And Training Services
- Ali Abdulwahab Sons & CO
- Anotah
- Asfoor & Khatib Trading Co.
- Habchi & Chalhoub
- Hamad S. Alghanim & Sons
- KDD
- Mayadeen Al Arabiya General Trading and Contracting Co
- Sabah Al Ahmed Center for Giftedness & Crativity
- Tabco Food
- Naif Chicken Restaurants
- EQUATE
- Dar Hamad Restaurant
- Cramello
- Arwa Gulf

### oil & Gaz



- Action Drilling & Maintenance co.
- Al-Khafji Joint Operation
- Fawares Petroleum Services
- Gas & Oil Field services “ GOFSCO “
- Kuwait Oil Company (KOC)
- Kuwait Petroleum Company (KPC)
- Kuwait Drilling Fluids & Oil Services
- Kuwait Energy
- Kuwait Shell Limited
- Oula Fuel
- Petroleum Coke Industries Company (PCIC)
- SOOR Fuel Marketing Company S.A.K

## Our Clients

### Services

- Advisers for Management Consultations
- Al Nouri
- Alghanim Wormold
- American Express
- Araba Al Mulla
- Arabia Insurance
- Automated System Company
- City Group Company
- Costa Del Sol Hotel
- Direct Aid
- DLA PIPER
- Evet Mear
- Flex company
- KISR
- Kuwait Wheelchair Power Lift
- Lulua Publishing
- Procapita
- Safir International Hotel
- Shoneez Trading Co
- Tamdeen Group
- Touristic Enterprises Company
- Union Trading Company
- Universal Media
- Australian College of Kuwait (ACK)
- Kuwait University
- Faculty of National Security
- Al Ahmadi International Medical Supplies Co
- ALMowasat hospital
- Diet Care
- I-Medica Healthcare
- Taiba Hospital
- Yiacco Company
- White Stores Co
- PBK-advisory
- United Kuwait Land

### IT & Telecommunication

- Al Alamiyah Group Technology
- Advanced Technology Company (ATC)
- Axis sulotion
- Diyar united Company
- International Turnkey Systems (ITS)
- Link Systems
- Microsoft Kuwait
- Unisys International
- National Information Technology Center - NITC
- CINET
- Gulfnet
- Ooredoo
- Wataniya Telecom
- Zajil

# Transforming careers. Changing lives.

The prestigious Pitman Training name is highly regarded by employers worldwide and signifies that you have been trained to the highest level.

With your Pitman Training certificate you'll be able to demonstrate that you have the essential work-ready skills needed and have been trained by the very best.

- **Flexible training you can fit around work and family commitments**
- **Support whenever you need it from our friendly Admissions Counsellors**
- **The skills in demand by employers**
- **Confidence that you're one step closer to your dream job, promotion or new career**



Speak to an Admissions Counsellor on :

**+965 9724 2082**

or visit :

**[www.pitman-training.com.kw](http://www.pitman-training.com.kw)**

**PITMAN**  
TRAINING

Building careers  
for 180 years.

