

Management and Business Services

| Code | Course Title | Days | Venue | Jul | Aug | Sep | Oct | Nov | Dec | FEE (AED) |
|----------|--|------|-----------|-------|-------|-------|-------|-------|-------|-----------|
| QMS-01 | ISO 9001:2015 Quality Management System(Introductory & Internal Auditor) | 2 | Dubai | 4-5 | 1-2 | 5-6 | 3-4 | 1-2 | 4-5 | 1980 |
| | | | Abu Dhabi | 11-12 | 8-9 | 10-11 | 10-11 | 8-9 | 6-7 | |
| QMS-02 | ISO 9001:2015 Quality Management System(Transition Course) | 1 | Dubai | 3 | 7 | 4 | 17 | 16 | 12 | 1350 |
| | | | Abu Dhabi | 10 | 14 | 10 | 25 | 23 | 19 | |
| EMS-01 | ISO 14001:2015 Environmental Management System (Introductory & Internal Auditor) | 2 | Dubai | 9-10 | 15-16 | 17-18 | 4-5 | 8-9 | 13-14 | 1980 |
| | | | Abu Dhabi | 17-18 | 22-23 | 24-25 | 11-12 | 15-16 | 20-21 | |
| EMS-02 | ISO 14001:2015 Environmental Management System (Transition Course) | 1 | Dubai | 9 | 27 | 28 | 20 | 1 | 12 | 1350 |
| | | | Abu Dhabi | 19 | 28 | 24 | 26 | 8 | 19 | |
| OHSAS-01 | Occupational Health and Safety Course as per BS OHSAS 18001:2007 Standard (Introductory & Internal Auditor) | 2 | Dubai | 2-3 | 7-8 | 19-20 | 17-18 | 29-30 | 27-28 | 1980 |
| | | | Abu Dhabi | 9-10 | 14-15 | 17-18 | 25-26 | 22-23 | 3-4 | |
| IMS - 01 | Integrated Management System - based on ISO 14001 and BS OHSAS 18001 (Introductory & Internal Auditor) | 2 | Dubai | 18-19 | 21-22 | 24-25 | 18-19 | 6-7 | 19-20 | 2950 |
| | | | Abu Dhabi | 16-17 | 27-28 | 27-28 | 26-27 | 13-14 | 11-12 | |
| IMS - 02 | Integrated Management System - based on ISO 9001, ISO 14001 and BS OHSAS 18001 (Introductory & Internal Auditor) | 2 | Dubai | 23-24 | 6-7 | 5-6 | 3-4 | 21-22 | 10-11 | 2950 |
| | | | Abu Dhabi | 30-31 | 13-14 | 12-13 | 12-13 | 5-6 | 26-27 | |
| ITSM-01 | ISO 20000-1:2011 Information Technology Service Management (Introductory and Internal Audit) | 2 | Dubai | 11-12 | 20-21 | 17-18 | 17-18 | 12-13 | 6-7 | 2950 |
| | | | Abu Dhabi | 18-19 | 22-23 | 19-20 | 25-26 | 26-27 | 12-13 | |
| FSMS-01 | ISO 22000:2005 Food Safety Management System & HACCP (Introductory & Internal Auditor) | 3 | Dubai | 3-5 | 6-8 | 5-7 | 3-5 | 19-20 | 5-7 | 3960 |
| | | | Abu Dhabi | 10-12 | 13-15 | 26-28 | 10-12 | 28-29 | 12-14 | |
| QMS-03 | ISO 9001:2015 QMS Auditor/Lead Auditor Training Course (IRCA Registered) | 5 | Abu Dhabi | 9-13 | 6-10 | 10-14 | 1-4 | 5-9 | 10-14 | 4950 |
| EMS-03 | ISO 14001:2015 EMS Auditor/Lead Auditor Training Course (IRCA Registered) | 5 | Abu Dhabi | 16-20 | 13-17 | 17-21 | 8-12 | 12-16 | 17-21 | 4950 |
| OHSAS-02 | OHSAS 18001:2007 Auditor/Lead Auditor Training Course (IRCA Registered) | 5 | Abu Dhabi | 23-27 | 20-23 | 24-28 | 22-26 | 19-23 | 24-28 | 4950 |

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|--------|---|------|-----------|-------|-------|-------|-------|-------|-------|-----------|
| SST-01 | Front Staff & Receptionist's Excellence Education | 1 | Dubai | 30 | 7 | 6 | 3 | 1 | 4 | 1350 |
| | | | Abu Dhabi | 10 | 14 | 13 | 10 | 8 | 11 | |
| SST-10 | Brilliant Office Assistant of Today | 1 | Dubai | 20 | 20 | 7 | 16 | 16 | 18 | 950 |
| | | | Abu Dhabi | 27 | 27 | 14 | 23 | 23 | 25 | |
| SST-11 | Making the EXECUTIVE SECRETARY exceptional | 2 | Dubai | 3-4 | 1-2 | 27-28 | 18-19 | 29-30 | 18-19 | 2950 |
| | | | Abu Dhabi | 10-11 | 8-9 | 25-26 | 25-26 | 22-23 | 20-21 | |
| SST-16 | Train the Trainer Workshop | 2 | Dubai | 12-13 | 15-16 | 13-14 | 22-23 | 8-9 | 18-19 | 3000 |
| | | | Abu Dhabi | 16-17 | 22-23 | 20-21 | 15-16 | 14-15 | 20-21 | |
| SST-20 | Effective Supervisory Skills | 1 | Dubai | 19 | 7 | 4 | 18 | 15 | 14 | 1950 |
| | | | Abu Dhabi | 26 | 14 | 5 | 24 | 22 | 21 | |
| SST-03 | Strategic Negotiation Skills | 1 | Dubai | 4 | 1 | 20 | 4 | 29 | 28 | 1950 |
| | | | Abu Dhabi | 19 | 7 | 4 | 19 | 15 | 14 | |
| SST-09 | Sales & Marketing Workshop - Master in Sales Creation | 2 | Dubai | 17-18 | 15-16 | 13-14 | 23-24 | 7-8 | 18-19 | 2950 |
| | | | Abu Dhabi | 25-26 | 22-23 | 20-21 | 16-17 | 12-13 | 20-21 | |
| SST-13 | Customer Service / Call Center Training | 1 | Dubai | 18 | 7 | 19 | 9 | 19 | 17 | 1475 |
| | | | Abu Dhabi | 25 | 14 | 26 | 11 | 2 | 24 | |
| SST-17 | Managing Client Relationship | 1 | Dubai | 10 | 27 | 27 | 12 | 23 | 31 | 1475 |
| | | | Abu Dhabi | 17 | 2 | 7 | 2 | 5 | 12 | |

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|--------|--|------|-----------|-------|-------|-------|-------|-------|-------|-----------|
| SST-02 | Self and Time Management | 1 | Dubai | 17 | 21 | 7 | 17 | 15 | 10 | 1475 |
| | | | Abu Dhabi | 24 | 28 | 14 | 25 | 22 | 24 | |
| SST-04 | Communication Skills | 1 | Dubai | 11 | 8 | 27 | 11 | 2 | 4 | 1950 |
| SST-05 | Business Correspondence in a Corporate World | 1 | Dubai | 18 | 15 | 7 | 18 | 9 | 11 | 1250 |
| | | | Abu Dhabi | 25 | 22 | 14 | 25 | 16 | 18 | |
| SST-06 | Goal Setting and getting things done | 1 | Dubai | 5 | 27 | 21 | 5 | 23 | 25 | 1350 |
| | | | Abu Dhabi | 12 | 2 | 28 | 12 | 30 | 28 | |
| SST-08 | Advanced Presentation Skills | 2 | Dubai | 4-5 | 22-23 | 12-13 | 9-10 | 8-9 | 19-20 | 2550 |
| | | | Abu Dhabi | 11-12 | 20-21 | 18-19 | 18-19 | 15-16 | 6-7 | |
| SST-14 | Teamwork and Team Building Workshop | 1 | Dubai | 5 | 21 | 17 | 4 | 12 | 4 | 1350 |
| | | | Abu Dhabi | 12 | 28 | 22 | 11 | 19 | 5 | |
| SST-18 | Professional Leadership | 2 | Dubai | 25-26 | 8-9 | 13-14 | 17-18 | 26-27 | 12-13 | 3000 |
| | | | Abu Dhabi | 30-31 | 15-16 | 20-21 | 15-16 | 6-7 | 26-27 | |
| SST-19 | Positive Attitude at workplace | 1 | Dubai | 5 | 16 | 28 | 5 | 1 | 4 | 1475 |
| | | | Abu Dhabi | 12 | 23 | 17 | 12 | 8 | 7 | |
| SST-23 | Happiness At Work | 1 | Dubai | 2 | 20 | 28 | 30 | 22 | 6 | 1875 |
| | | | Abu Dhabi | 31 | 27 | 10 | 31 | 12 | 13 | |

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|--------|--|------|-----------|-----|-----|-----|-----|-----|-----|-----------|
| SST-07 | Training Needs Analysis (TNA) Workshop | 1 | Dubai | 19 | 9 | 4 | 19 | 2 | 5 | 1475 |
| | | | Abu Dhabi | 26 | 16 | 7 | 26 | 9 | 12 | |
| SST-12 | Performance Evaluation Management | 1 | Dubai | 17 | 14 | 5 | 2 | 16 | 4 | 1350 |
| | | | Abu Dhabi | 24 | 21 | 12 | 4 | 23 | 11 | |
| SST-15 | Employee Satisfaction Survey | 1 | Dubai | 19 | 1 | 24 | 18 | 30 | 12 | 1475 |
| | | | Abu Dhabi | 24 | 8 | 6 | 19 | 2 | 19 | |
| SST-21 | Conducting Meetings Successfully | 1 | Dubai | 3 | 21 | 14 | 2 | 29 | 27 | 1950 |
| | | | Abu Dhabi | 10 | 23 | 24 | 9 | 5 | 7 | |
| SST-22 | UAE Labour Law | 1 | Dubai | 17 | 6 | 13 | 16 | 12 | 14 | 1875 |
| | | | Abu Dhabi | 24 | 13 | 17 | 23 | 19 | 21 | |
| SST-24 | HR for non-HR executive | 1 | Dubai | 23 | 2 | 18 | 10 | 6 | 20 | 1875 |
| | | | Abu Dhabi | 30 | 9 | 11 | 17 | 13 | 4 | |
| SST-25 | Managing Medical Insurance | 1 | Dubai | 20 | 16 | 25 | 4 | 20 | 11 | 1875 |
| | | | Abu Dhabi | 27 | 23 | 5 | 11 | 27 | 27 | |

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|--------|--|------|---|-------|-------|-------|-------|-------|-------|-----------|
| SST-29 | Understanding UAE VAT | 1 | Dubai | 19 | 9 | 4 | 19 | 2 | 5 | 995 |
| | | | Abu Dhabi | 26 | 16 | 6 | 26 | 9 | 12 | |
| SST-30 | Bank Guarantees & Letters of Credit | 1 | Dubai | 17 | 14 | 10 | 5 | 5 | 19 | 2250 |
| | | | Abu Dhabi | 24 | 21 | 12 | 12 | 23 | 18 | |
| SST-31 | Corporate Finance | 5 | Abu Dhabi | 13-16 | 5-9 | 10-14 | 1-5 | 5-9 | 10-14 | 4950 |
| SST-32 | Creating and Implementing Effective Internal Controls | 2 | Dubai | 4-5 | 22-23 | 18-19 | 22-23 | 8-9 | 19-20 | 3250 |
| | | | Abu Dhabi | 11-12 | 20-21 | 20-21 | 29-30 | 15-16 | 17-18 | |
| SST-33 | Improved Management Performance Through Budgeting & Cost Control | 5 | Abu Dhabi | 27-30 | 12-16 | 24-28 | 22-26 | 12-16 | 24-28 | 4950 |
| SST-34 | Internal Audit Basics | 5 | Abu Dhabi | 20-23 | 19-23 | 17-21 | 15-19 | 26-30 | 17-21 | 4950 |
| SST-35 | Capital Investment Decisions | 2 | Dubai | 9-10 | 15-16 | 6-7 | 3-4 | 20-21 | 18-19 | 3250 |
| | | | Abu Dhabi | 16-17 | 22-23 | 20-21 | 11-12 | 15-16 | 27-28 | |
| SST-36 | Financial Accounting and Reporting | 21 | 3-hour sessions Sixteen (16) 4-hour sessions Ten (10) 6-hour sessions | | | | | | | 5500 |

Safety and Security

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|--------|----------------------|------|-----------|-----|-----|-----|-----|-----|-----|-----------|
| CSE-01 | Confined Space Entry | 1 | Dubai | 2 | 20 | 28 | 30 | 23 | 6 | 1475 |
| | | | Abu Dhabi | 31 | 27 | 7 | 31 | 30 | 13 | |

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