

List of Safety Training

- 5'S Training and Implementation
- Accident Reporting & Investigation
- Behavioural Base Safety (BBS)
- Chemical Spill & Clean Up
- Chemical Safety and Hazard Communication at Workplace
- Classification, Packaging and Labeling (C.P.L) of Hazardous Chemicals
- Confined Space Entry
- Effective Safety & Health Committee
- Electrical Safety
- Emergency Preparedness & Response Plan (ERP)
- Ergonomics & Manual Handling at Workplace
- Eye and Hand Safety
- Factories & Machinery Act 1967
- First Aid – Basic Program
- First Aid & CPR – Certified First Aider program
- Forklift Safety
- Hazard Identification & Risk Assessment (HIRA)
- Hazardous Waste Management
- Hearing Conservation Programs
- Industrial Fire Safety & Control
- Job Safety Analysis (JSA)
- Laboratory Safety
- Lock Out / Tag Out (LOTO) Programs
- Maintenance Safety
- Office Safety
- OSH Audit OSH Management System
- OSHA 1994 and Regulations
- P.P.E (Effective Use and Selection of P.P.E)
- Permit to Work System
- Safe Use & Handling of Hazardous Chemical
- Safety Awareness Program for Supervisors & Employees
- Use and Standard of Exposure Chemical Hazardous to Health (USECHH)
- Warehouse & Store Safety
- Working at Height
- Workshop, Powered Tools & Machinery Safety
- Accredited Common Audit Process Auditors Techniques Course (**ACAT**)
- Asset Risk Management
- Baseline Risk Assessment (**BRA**)
- Behavioural Based Safety (**BBS**)
- Critical Task Analysis (**CTA**)
- Crime Risk Management (**CRM**)

- Executive **SHEQ** Risk Management Orientation
- Fundamentals of Risk Assessment (**FRA**)
- Hazard Identification and Risk Assessment (**HIRA**)
- Root Cause Analysis Technique (**R-CAT™**)
- Risk Assessment Facilitators Training (**RAFT**)
- Practical Risk Management for Supervisors/Managers (**PRMS/PRMM**)
- Modern Safety, Health, Environment & Quality Risk Management (**SHEQ**)
- **HAZOP** – Hazard and Operability Studies
- **FMECA / FMEA** – Failure Modes Effect Critically Analysis
- **SWIFT** – Structured What-If Technique
- C.H.R.A (Chemical Health Risk Assessment)
- Chemical Exposure Monitoring
- Indoor Air Quality Monitoring (IAQ)
- Indoor Air Exchange (IAE)
- Industrial Lighting (LUX) Monitoring
- Local Exhaust Ventilation System (L.E.V) Testing, Examination and Inspection
- Legionella Bacteria Monitoring
- Mineral Dust Monitoring
- Noise Exposure Monitoring & Mapping
- OSH MS 1722
- HSE Management Consultancy Services – OHSAS 18001 / ISO 14001 / ISO 9001
- Food Safety Management System - HACCP
- Safety Audits & Risk Assessment
- Legal Compliance Audit : FMA, OSHA, USECHH 2000, other Legislation & Guidelines
- Classification of chemicals, MSDS translation, Labelling preparation - to comply with the OSHA (C.P.L) Regulations 1997

Management Training

- Total Quality Management
- Finance & Accounting
- Marketing
- Strategic Management
- Management Information System
- Leadership
- Organization Development
- Globalization

Port Of Logistic & Supply Chain Management/Shipping Management

- Fundamentals of Logistics and Supply Chain Management
- Transportation Systems and Carrier Management
- Procurement Management
- Inventory Warehousing and Stores Management
- Introduction to Shipping Practices, Procedures, Incoterms and Documentation
- International Trade in the Logistics and Shipping Industry
- Fundamentals of Port Management
- Freight Forwarders, Customs Procedures and Marine Insurance in Shipping
- Human Resource Management In Logistics & Shipping Industry
- Marketing In Logistics Industry
- Logistics Information System

Microsoft Office Skill Training (Basic Intermediate Advance)

- Microsoft Word 2003/2007
- Microsoft Excel 2003/2007
- Microsoft Power Point 2003/2007
- Microsoft Access 2003/2007
- Microsoft Excel Pivot Table
- Microsoft Excel Macros
- Microsoft Excel VBA
- Microsoft Excel Formulas and Functions
- Microsoft Visio 2003/2007

Specialist Diploma In Engineering Management

- The Challenges of Management
- Material Costing Budget & Budgeting Control
- Manufacturing Accounts
- Leadership & Group Motivation
- Human Resource Management
- Business Strategy & Strategic Management
- Quality Management
- Supply Chain Management
- Information System Strategy

Advance Diploma In Computer Studies

- Strategic Business Management
- E-Commerce Marketing & Technology
- Computer System Management
- Systems Analysis & Design
- Software Engineering

Graduate Diploma In I.T. & E-Commerce

- E-Commerce In Management
- E-Commerce & Technology 1
- E-Commerce & Technology 2
- E-Commerce & Microeconomics
- E-Commerce, Institutions & Innovation
- E-Commerce Markets & Finance
(Case Study Analysis Paper)

Managing Emotional Intelligence (EQ)

Teambuilding

LIST OF ENGLISH TRAINING PROGRAMS

Work Place Business Communication (English) for Beginners

Level - Beginner

Target audience

The target group is for working adults with low proficiency in English. They have just started to learn English for a variety of reasons; work, travel, hobbies, etc. These learners are familiar with English and as such can move pretty quickly to more advanced language learning concepts.

Learning objectives

This curriculum is designed for a course of approximately 60 hours of instruction and takes students from the verb 'To be' through present, past and future forms, as well as other basic structures such as the comparative and superlative forms, the use of 'some' and 'any', 'have got', etc. This course is geared towards adult learners who need English for work and, as such, concentrates on vocabulary and forms that are useful for the working world.

Syllabus

Level 1 – 30 hrs

- Make introductions and exchange important information
- Describe people, places, and things
- Relay news, current events, and discuss life experiences
- Make schedules, plan events, and make travel arrangements
- Interview effectively

Level 2 – 30 hrs

- Talk about work and other routines
- Give advice and provide recommendations
- Order items, read directions, use computer hardware and software
- Discuss travel and culture
- Talk about personal experiences, health, and lifestyles
- Pronunciation, stress & intonation and further techniques for effective, clear speaking.

Learning outcomes

- Learners build up skills necessary to communicate effectively in real-world situations.
- Learners develop skills in speaking, listening, grammar, vocabulary, pronunciation, reading and writing.
- Give fluent oral presentations & effectively participate in business meetings.

Tools

- Role-plays with video characters engage learners and create realistic dialogue practice.
- A unique pronunciation feature uses animation to help learners focus on word/sentence stress and intonation patterns.
- Animated grammar explanations illustrate how grammar works.
- Culture Notes help learners understand cultural differences and learn new language within a broader social context.

Time (hours)/ Duration (days)

60 hrs / 10-8 days

Work Place Business Communication (English) for Executive

Level

Intermediate

Target audience

The target group is for working adults with moderate proficiency in English.

Learning objectives

To enable you effectively use English in the workplace environment as well as socially. You will learn how to write clear emails and letters, as well as building your grammar and vocabulary. You will also become more fluent and more confident in speaking English, as well as being able to understand what foreigners are saying more easily.

Syllabus

Effective business communication, letters, faxes, emails, reports & press releases. English grammar revision, sentence structure & vocabulary building. Meeting & negotiation skills, chairing meetings & planning the agenda, giving powerful presentations and talks. Pronunciation, stress & intonation and further techniques for effective, clear speaking.

Learning outcomes

Plan and write exceptional business documents. Give fluent oral presentations & effectively participate in business meetings.

Time (hours)/ Duration (days)

35 hrs / 5 days

Proposed Timetable & Lesson Plan

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9.00 – 10.00	Testing, placement and induction. Training Needs Analysis	Improving Writing Techniques	Persuasive Languages & negotiation vocabularies	Pronunciation, stress & intonation	Vocabularies
10.00 – 10.30	Break	Break	Break	Break	Break
10.30 – 12.30	Facing Today's Communication Challenges	Proofreading Business messages	Routine letters & Goodwill messages	Presentation skills	Presentation techniques
12.30 – 1.30	Lunch	Lunch	Lunch	Lunch	Lunch
1.30 – 4.00	Effective Business Writing	Meetings, charing meetings & minutes of meeting	Business Reports	Writing Proposals	Finale

Business Communication (English) for Employability

Level – Intermediate

Target audience

The target group is for graduate students with moderate proficiency in English. English will be an added gain to their employability.

Learning objectives

This course examines basic interpersonal communication processes within written and oral channels, with practical applications for the business environment. Issues regarding cross-cultural communications and ethical considerations in business communication are discussed.

Syllabus

The course emphasizes three areas

Level 1 – 40 Hrs

- How to plan a business report, proposal and proposition
- How to research, skim, scan and organize the business report, proposal and proposition
- How to edit and revise the business-related documents

Level 2 – 40hrs

- Design a powerful presentations and talks.
- Pronunciation, stress & intonation and further techniques for effective, clear speaking
- Plan, organize and deliver a oral presentations in a business setting

Level 3 – 40 hrs

- Preparing you to be employable and a professional in the business world.
- Groom your career
- Design your vocabulary for smashing business networking
- Prepare employable résumé
- Write brilliant job application cover letters
- Increase confidence in the usage of English Language during interview

Learning outcomes

- Learners will develop essential business and conversational vocabulary with accuracy.
- Learners will effectively communicate in business area of presentation, meetings, negotiation and social English
- Ability present facts and figures; make comparison and analyses with accuracy and clarity.
- Give fluent oral presentations & effectively participate in business meetings.

Tools

- Role-plays with video characters engage learners and create realistic dialogue practice.
- Simulated situations to obliterate nervousness.
- A unique pronunciation feature uses animation to help learners focus on word/sentence stress and intonation patterns.
- Animated grammar explanations illustrate how grammar works.

Time (hours)/ Duration (days)

120 hrs / 20-18 days

- **Effective and Efficient Leadership Skills** - This course is aimed at helping participants to lead and manage teams effectively and efficiently in the pursuit of achieving organisational goals. Target audience includes all supervisors and managers who lead and manage team of people.
- **Effective Presentation Skills** - In business, one must be able to present ideas, plans and proposals to colleagues, clients and senior management effectively. Being prepared and professional is the key to success and credibility. This workshop also includes participants preparing and delivering actual presentations using PowerPoint. Target audience will be managers, executives and supervisors of organisations seeking to improve or enhance their presentation skills. This includes presentation to both internal and external parties of the organization.
- **Effective Communication Skills** - This communication skills course is aimed at helping participants communicate more effectively with customers and colleagues. It will look at the best methods of building rapport and how to develop effective business and working relationships. This course suits anyone wishing to improve their communication skills in the workplace.
- **Excellent Customer Service Skills** - An intensive, practical and activity based programme building participants' knowledge, skills, and the will to support customers, ultimately to deliver outstanding customer service. This programme suits front line staff that wish to give their customers an outstanding experience and customer-facing staff, supervisors and managers of organisations seeking to improve or enhance their customer satisfaction and loyalty.
- **Effective Business Writing Skills** - Business documents writing: Parts of a business letter; open punctuation; categories of business letter; structure of a business letter; ABC of good writing; the right tone; composing letters; Enquiries and replies; quotations, estimates and tenders; orders processing; invoicing and settlement of accounts; letters requesting payment; credit and status enquiries; business transaction correspondences and documents; complaints and adjustments; goodwill messages; marketing; business plans.
- **Effective Negotiation Skills** - An intensive, practical and activity based course building participants' negotiating skills, negotiating with suppliers and customers for win-win solutions.
- **Effective Selling and Marketing Skills** - A course designed for sales and marketing personnel to further improve their sales and marketing skills.
- **Effective Business Communication Skills** - Telecommunications: Principles of email messages; composing email techniques; Internet and communication;

essential components of a fax message; composing fax messages. Internal Communication: Memoranda (memos); structure and tone of a memo; types of report; formal reports; covering memo; informal reports; types of meeting; notice and agenda; meeting Chairman's agenda, minutes of meeting. Persuasive Communication: Circular letters; tear-off slips; reply-paid cards; sales letters; public relations; press releases; writing press releases; staff newsletters; customer newsletters; writing newsletters; notices; advertisements, types of advertisement, writing advertisement; types of leaflet; designing leaflets; invitations. Visual Communication: Forms; designing forms; reply forms; questionnaires; types of question; presentation methods; tabulation; line graphs; bar charts; Gantt charts; pie charts; pictograms; maps and diagrams; cartograms; flowcharts; visual planning boards; computer graphics.