



شركة سفنكس الحديث للدراسات و التدريب

عضو هيئة ITIDA رقم 724625

(هيئة تنمية صناعة تكنولوجيا المعلومات)

وزارة الاتصالات و تكنولوجيا المعلومات

س ت : 197192 ب. ض. : 413-638-790

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شركة سفنكس الحديث للتدريب

والدراسات

مقر الشركة: 10 شارع بحر الغزال

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Training Plan

2024-2025



Ver: 13.0

تعرف على شركة سفنكس الحديث للدراسات والتدريب

تم افتتاح شركة سفنكس الحديث للتدريب والدراسات في اوائل عام 2002.. كمركز تدريب قائم على فكر ورؤية ورسالة ذات طابع خاص، حيث تم تشكيل فريق العمل بالشركة ليجمع بين روح الشباب وخبرة الكبار، وبذلك نضمن أن تكون الرؤى والأفكار مواكبة للحدثة والتطور لكنها في ذات الوقت يحدها رؤية عميقة للخبراء في مجال التدريب، وتهدف الشركة الى تقديم الخدمات التدريبية المعتادة ولكن بأسلوب عصري حديث، يمزج بين التدريب النظري المُطعم بالتطبيقات المهنية والعملية.. فالشركة بالأساس تقوم على تأهيل المتدربين الى سوق العمل بعد تزويدهم بكل ما يحتاجونه من المادة العلمية والنظرية التي تتغل معارفهم قبل خوض الجانب العملي والتطبيقي.

إننا في شركة سفنكس الحديث للتدريب والدراسات نضع الأهداف والرؤية والرسالة التي من اجلها قامت الشركة نصب أعيننا دائما، بحيث لا تطغى معادلة الربح والمكسب والخسارة أبدا على تحقيق رؤيتنا الاستراتيجية والتي تتبلور في رغبة ادارة الشركة الأكيدة بمساعدة كل متدرب يحتاج الى تأهيل نفسه وتطوير امكاناته ليصبح اضافة الى سوق العمل حتى لا يكون عبء عليه.

نحن في شركة سفنكس الحديث للتدريب والدراسات نسعى دائما لتقديم الدعم المجتمعي الواجب، حيث تقوم الشركة بواجبها تجاه المجتمع عن طريق تقديم الورش المهنية المجانية دون قيود او شروط، بهدف القيام بواجبنا المجتمعي تجاه الوطن الذي نعيش فيه، فلا يمكن تحقيق رؤية ورسالة الشركة من دون القيام بالدعم والمساعدة للمجتمع الذي تعمل فيه الشركة.

ولا تتوقف طموحات ادارة الشركة عند تقديم الخدمات التدريبية في مختلف المجالات فحسب، حيث أننا أيضا نسعى هنا الى تقديم مجموعة فريدة من البرامج التدريبية المتميزة والحصريّة، فالحقائب التدريبية التي نقوم عليها تتميز بالفراة وحدثة المحتوى في مجملها، كما اننا نقدم مزيج فريد بين الكورسات والدورات التدريبية ، وتتنوع اساليب ووسائل التدريب في الشركة، فبينما تمتلك الشركة التجهيزات اللازمة والقاعات المجهزة لإقامة الدورات داخل مقر الشركة، إلا اننا ايضا نمتلك التجهيزات التقنية الأحدث لتقديم خدماتنا التدريبية عن بُعد من خلال الانترنت، حيث تعد شركة سفنكس الحديث للتدريب والدراسات من أشهر مراكز التدريب في مصر إن لم تكن أشهرها على الإطلاق والتميزة في مجال تقديم الدورات الاونلاين والتدريب عن بُعد من خلال الانترنت، كما تقوم الشركة بتقديم خدماتها التدريبية في المصانع والشركات والمؤسسات الكبرى طبقا لبروتوكولات تعاون مبرمة بين تلك المؤسسات والشركة.

إننا في شركة سفنكس الحديث للتدريب والدراسات ..لا ندخر جهدا لتقديم أرقى الخدمات التدريبية، عن طريق أحدث الأساليب والمناهج العلمية، بأقوى الأسعار التنافسية في جمهورية مصر العربية

الرسالة

إعداد كوادر علمية متخصصة ومتميزة في المجالات المختلفة كالعلوم الإدارية والمعلوماتية وعلوم الحاسب، والتسويق والكثير من المجالات التي يطلبها سوق العمل كما تهدف شركة سفنكس الحديث للتدريب والدراسات ان تكون هذه الكوادر قادرة على المنافسة في سوق العمل من خلال التدريب على ايدي الخبراء في شتي المجالات، وتوفير بيئة تعليمية متطورة ومتميزة، وتنمية مهارات الافراد والطلاب العلمية والعملية بما يجعلهم قادرين على الابتكار والتعلم الذاتي والعمل الجماعي.. وتهدف الشركة الى الارتقاء بجودة الخدمة التدريبية في بلداننا العربية من خلال التركيز على:

- تحديد دقيق للاحتياجات التدريبية الفعلية للشركات والافراد
- فريق تدريبي يمتلك المعرفة والقدرة والخبرة العملية
- محتوى تدريبي يلبي الاحتياجات المعرفية والتطبيقية
- وسائل ومعينات تدريبية مناسبة
- ابتكار وتبني طرق جديدة في توصيل الخدمة التدريبية



أ.د حمدي محمود الرئيس التنفيذي وشريك ومؤسس

أهداف الشركة

- المساهمة في رفع الاداء في شتى المجالات التعليمية والتدريبية والبحثية، وكافة المجالات الأخرى بهدف حل المشاكل الادارية داخل وخارج المنظمات والشركات.
- تنمية وتدريب العناصر البشرية لرفع قدراتهم الإنتاجية.
- خدمة المجتمع والبيئة المحيطة.
- إقامة المؤتمرات والبحوث والندوات وورش العمل المرتبطة بطبيعة أهداف الشركة.
- المساهمة في تنفيذ مشروعات صغيرة ومساعدة الشباب على الاستقلال والانطلاق نحو اسواق العمل.
- رفع مستوى الشباب ومساعدتهم في توجيه طاقاتهم وتحديد اهدافهم للوصول الي مجتمع مميز مستوي معيشة راقى.
- تنظيم دورات لرفع المستوى الثقافي والمهارى والعلمى للشركات والافراد.
- المساهمة في تنشئة جيل متميز قادر على تنمية المجتمع والرقى ببيئة الاعمال المحلية والمحيطه.
- تقديم الاستشارات الفنية والعامة المتخصصة في المجالات المختلفة.
- المساهمة في فتح الاسواق الاستثمارية للأفراد من خلال تدريبهم على ادارة المشروعات الصغيرة

تعرف على القيم والأهداف الاستراتيجية للشركة: -

أي مؤسسة ناجحة لابد أن تتمتع بمجموعة من العناصر الأساسية، والمبادئ العليا التي تعمل على تحقيقها، وهي الرسالة والرؤية والقيم التي ستنبناها المؤسسة وأهدافها الاستراتيجية، ولأن شركة سفنكس الحديث للتدريب والدراسات مؤسسة تسعى منذ لحظة إنشائها الى تحقيق طفرة في عالم التدريب العربي، فإننا قد درسنا كل تلك العناصر بعناية لنضع للشركة الرؤية والرسالة التي تحقق هذا الهدف، ولأن الرؤية والرسالة لا يعبروا إلا عن الإطار العام للمرجعية لهذه المؤسسة، فقد عززناهما بتبني مجموعة من القيم والأهداف الاستراتيجية، وذلك من اجل تدعيم وسائلنا لتحقيق أهدافنا.

القيم التي تنبناها الشركة:

1. التميز
2. التركيز على العملاء
3. الإبداع
4. التحالف والتعاون
5. التطوير المستمر

اهدافنا الاستراتيجية:

1. ان نكون العلامة التجارية الاولى عربياً في مجال التدريب
2. تطوير مجال التدريب باعتباره أحد مجالات الاستثمار الواعدة
3. ان نقدم منتج تدريبي متفرد
4. تطوير علاقات ناجحة ومستمرة مع المجتمع والعملاء والمربين

تعرف على الخدمات المقدمة من سفنكس الحديث للدراسات والتدريب

تدريب الأفراد

تستخدم شركة سفنكس الحديث للتدريب والدراسات عدداً من الطرق والوسائل لتحديد الاحتياجات التدريبية الفعلية للأفراد. ومن ثم تعمل على تصميم البرامج التدريبية التي تلبي هذه الاحتياجات بصورة تلبي هذه الاحتياجات ولا تتعارض مع امكانات الافراد المادية والمعرفية، وفي إطار تحقيق هذا الهدف فإن شركة سفنكس الحديث للتدريب والدراسات تقدم مجموعة كبيرة من الدورات التدريبية والحلول التدريبية المتنوعة، كبرامج التدريب عن بُعد (الأونلاين)، وهو يعد طفرة عظيمة في مجال التدريب، حيث تقوم اي بي إس بتوفير الاحتياجات التدريبية لمتدربيها في جميع دول العالم تقريباً، وأصبحت خدماتنا عالمية بكل ما تحمله الكلمة من معنى، ونحن شركة سفنكس للتدريب نقدم أحدث حلول التدريب أونلاين بأحدث وسائل التعليم والفصول الافتراضية على الانترنت، ولعل شركة سفنكس للتدريب تعد واحدة من اشهر مراكز التدريب العربية العاملة في توفير حلول التدريب عن بُعد، كذلك توفر القاعات المجهزة بأحدث وسائل الشرح والإيضاح، ومعامل الكمبيوتر المجهزة بأحدث أجهزة الكمبيوتر .. نحن في شركة سفنكس الحديث للتدريب والدراسات لا ندخر جهداً لتقديم الخدمات التدريبية للأفراد وتوفير أفضل الحلول التدريبية.

تدريب الشركات

تتعاون شركة سفنكس الحديث للتدريب والدراسات مع العديد من الشركات في دراسة الاحتياجات التدريبية لهذه الشركات والمؤسسات المصرية والعربية وذلك عن طريق خبراءها المهنيين في شتى القطاعات والمجالات. ويقوم فريق علمي على أعلى مستوى في تقييم هذه الاحتياجات بشكل علمي دقيق يتيح لمصممي البرامج التدريبية لدينا من تصميم البرامج التدريبية بصورة تتناسب مع محددات هذه الشركات واهدافها التدريبية، ثم تقوم ادارة التدريب في سفنكس للتدريب بالعمل على توفير افضل المحاضرين في كل قطاع او مجال، ويتم اختيار المحاضرين بناءً على تلك الاحتياجات التدريبية، حيث يتم اختيار المحاضر صاحب الشهادات الاكاديمية والخبرة العملية في ذات القطاع، وذلك بهدف عدم الاكتفاء بالتدريب على الجانب العلمي والاكاديمي، وإنما تدعيم ذلك بالتدريب العملي والتطبيقي، وتقديم الورش العملية والتي لها بالغ الأثر في تحسين الانتاجية لدى العاملين في هذه الشركات.

برامج المسؤولية الاجتماعية

تنفذ شركة سفنكس الحديث للتدريب والدراسات عدد من برامج المسؤولية الاجتماعية في المجتمع المصري. وتتواصل باستمرار مع مؤسسات المجتمع المدني لتقديم خدمات تدريبية احترافية تتناسب مع اهداف المجتمع المحلي والبيئة المحيطة، وتقوم اي بي إس بتقديم الدعم الاجتماعي الواجب عليها، والذي تحتمه المكانة التي وصلت لها الشركة، وهي في هذا الإطار لا تبخل ابداً بتوفير الامكانات والاحتياجات التدريبية عند الضرورة كمساهمة من الأكاديمية في دعم المجتمع، وفي إطار دورها الطبيعي كإحدى المؤسسات الرائدة في مجال التدريب لدعم البيئة المحيطة.

تعرف على خدماتنا التدريبية

إننا في شركة سفينكس الحديث للتدريب والدراسات اي بي اس للتدريب نقدم أقصى ما يمكننا لتوفير خدمات تدريبية احترافية للسادة المتدربين، ونحن لدينا فريق متخصص في تقديم الخدمات التدريبية على مختلف الأصعدة، حيث نقدم التدريب المتكامل داخل مقر الاكاديمي بما نمتلكه من موارد وامكانات كبيرة لتوفير خدماتنا التدريبية بشكل احترافي تماما، كما اننا نوفر خدمات التدريب في الشركات والمصانع والتي يصعب على موظفيها الحضور الى مقر الاكاديمي لتلقي الخدمة التدريبية، أيضا نحن نقوم بتوفير خدماتنا التدريبية في قاعات فندقية للرجال الاعمال والمتدربين الوافدين من خارج مصر، بالإضافة الى تقديم التدريب عن بُعد من خلال الانترنت عبر محاضرات تفاعلية باستخدام أحدث تكنولوجيا التدريب الالكتروني، وإليك قائمة بالخدمات التدريبية التي نوفرها للسادة المتدربين.

التدريب في مقر الشركة:

يقع المقر الرئيسي لشركة سفينكس الحديث للتدريب والدراسات في منطقة بالمهندسين بمحافظة الجيزة، ويعد موقع الشركة في قلب القاهرة، حيث تقع هذه المنطقة في ملتقى عدد من الطرق الحيوية، كما يحيط بالشركة مجتمع اعمال ضخم يتمثل في شركات ومؤسسات ومشروعات بكافة أحجامها وبمختلف انشطتها، ويتكون مقر الشركة من:

- قاعة تدريب تسع 20 متدرب
- قاعة تدريب تسع حتى 10 متدربين.
- قاعة تدريب خاصة (VIB Courses) تسع حتى 8 متدربين.
- عدد ٢ معمل التدريب على الكمبيوتر والانترنت سعة 10 متدربين لكل معمل.
- جميع القاعات مزودة بالانترنت وشاشات LCD والسبورات ووسائل الايضاح وشاشات العرض
- جميع قاعات الشركة مكيّفة.

التدريب في مقر الشركات والمصانع:

تمتلك شركة سفينكس الحديث للتدريب والدراسات فريق التنسيق المحترف القادر على تقديم جميع الدورات التدريبية المطلوبة بحيث يتم التنفيذ في مقر العملاء كالشركات والمصانع والتي يصعب احيانا انتقال المتدربين الى مقرنا التدريبي. وقطعا فإن ذلك يتم بالتنسيق مع مسؤولي التدريب في هذه المؤسسات بهدف توفير بيئة تدريبية متكاملة العناصر تساهم في تقديم الخدمة التدريبية بأعلى مستويات الجودة، حيث نقوم بنقل المحاضر وكافة التجهيزات التدريبية المطلوبة الى مقر المؤسسة وبالتالي تقديم الخدمة التدريبية الاحترافية وبالشكل المثالي.

التدريب السياحي:

تقوم شركة سفينكس الحديث للتدريب والدراسات بتوفير الخدمات التدريبية الاحترافية للشخصيات الرفيعة المستوى، ول كبار المسؤولين وكبار المدراء، حيث توفر الشركة البرامج التدريبية المتكاملة مع تقديمها في اطار سياحي بحيث لا تقف الخدمة على التدريب فقط، بدءً من حجز الفندق وتوفير الانتقالات مطار / فندق / مطار وحجز القاعة التي سيتم فيها التدريب بالفندق، وتقديم الخدمة التدريبية بكافة التجهيزات الاحترافية المطلوبة، وبالتالي يحصل المتدرب على البرنامج التدريبي المطلوب بالتزامن مع برنامجة السياحي، ويتم توفير خدمات التدريب السياحي في اشهر المدن السياحية، كالغردقة وشرم الشيخ.

التدريب عن بُعد (أونلاين):

التدريب عن بُعد واحد من الاهتمامات الرئيسية لنا. ايماناً منا بكفاءة هذا البديل في توفير النفقات والاستثمار الجيد لوقت المتدرب أو الشركة. نستخدم أحدث انظمة التدريب عن بعد التي توفر للمتدرب التواصل الحي بالصوت والصورة مع المحاضر من جهة ومع المتدربين المشاركين من جهة أخرى. كما توفر شركة سفينكس الحديث للتدريب والدراسات خدمة تبادل الملفات والاسئلة والنقاشات على مدار اليوم وطول فترة البرنامج التدريبي.

اتصل بنا

شركة سفينكس الحديث للتدريب والدراسات

مقر الشركة: 10 شارع بحر الغزال مدينة الصحفيين، المهندسين، القاهرة، جمهورية مصر العربية

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سابقه أعمال الشركة في مجال التدريب: -
البنك الزراعي المصري



3000+

وزاره التعليم العالى



2000+

وزاره الاتصالات وتكنولوجيا المعلومات



7000+

الأكاديمية العربية لتكنولوجيا العلوم
والنقل البحري (AASTMT)



500+

جامعه الإسكندريه



2000+



1000+

معهد تكنولوجيا المعلومات (ITI)



2000+

أنربك "الإسكندرية الوطنية للتكرير
والبتروكيماويات"



200+

أكاديمية اتيس للطيران



300+

أكاديمية السادات للعلوم الإدارية

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1) Business Banking & Finance	
2) English course	
3) Performance & Management Development.....	
4) Small & Medium Enterprises.....	
5) Information Technology.....	
6) Oil & Gas	

Banking & Finance Business

Business Essential

Banking & Finance

Accounting & Audit

Risk Management

Anti-Money Laundering

Credit and Finance

English course

Level 1 to Level 10

Performance & Management Development

The Super Office Managers

Critical Thinking

Transformational Leadership

Competent Leadership

Strategic Problem Solving

Strategic Management and Planning

Change Matters

Conflict Resolution

Administrative Assistant Skills

Anger Management

Building High Performing Teams

Communicating with Clarity

Transformational Leadership

Situational Leadership

The 7 Essential skills for success – Presented to Non Managerial positions

Towards business excellence revival

Find a Way to Say YES

Sales Management

Front Line Retail Selling Skills

Vision, Energy & Passion to Serve - Professional Customer Service Training

Marketing Essentials

Small & Medium Enterprises

SME Banking for Bankers

Product Development for SME Banking

Marketing and Delivery Channels for SME Banking

Risk Management for SME Banking

Role of Branch Managers in Enhancing SME Credit Portfolio - Tools and

Information Technology

Microsoft Outlook®

Microsoft Word - Level I

Microsoft Word - Level II

Microsoft Excel® - Level I

Microsoft Excel® - Level II

Microsoft Excel® - Level III

Microsoft Access™ - Level I

Microsoft Access™ - Level II

Microsoft PowerPoint®

Securing Windows Server 2016

MCSA: Windows Server 2016

Cyber security in the digital

E-Marketing Professional Training Diploma

E-Marketing Training Diploma

B2B ecommerce Training Diploma

DATA SCIENCE Diploma

DATA SCIENCE Courses

Information Technology

JavaScript Fundamentals

Java Programming Fundamentals

Flash CS5 Intermediate

Understanding the Cloud
Introduction to C++ Programming

Networking Fundamentals
Flutter Application Development

iOS Application Development using Swift

CCNP Enterprise

Amazon Web Services

CCNA (200-301) + Cisco Security

Linux Administration's

Networking Intermediate

Wireless Networking

CompTIA® Security+ Certification Preparation

Photoshop CS6-Intermediate

Building Mobile Apps with HTML5

Networking Fundamentals
Android Programming App

PHP and MYSQL Introduction Course

Ethical Hacking and Prevention

Cybersecurity Professional

Mcse+Linx

VMware vSphere

Oil & Gas

Advanced Well Control – AWC

Pipe Technology in Petroleum Industries

Water Control and Production Enhancement

Drilling Optimization

Pumps, Types, Selection, and Applications

How to Manage and Rationalize Energy in Factories and Institutions

Oil Contracts

Fundamentals of Multiphase Flow

Petrel - Reservoir Modeling

Energy Management Systems (EMS)

Heat exchangers design, operation, maintenance

Hydrocarbon Gases Dehydration Using Triathlon Glycol

Production optimization by using nodal analysis

Process Simulation using Hysys software

Completion & Workover Course

water control and production enhancement

Conceptual & Basic Design of Oil & Gas field development

Urea process from Ammonia

Wellhead equipment, mechanical natural flow

Well Planning

Well Simulation

Drilling Operations Trainer (DOT) Course

How to manage and rationalizing energy in factories and companies

gas purification

surface Facility Production Operations

Drill string & BHA Design

CORE ANALYSIS & WELL LOGGING INTERPRETATION

Well Intervention

Petrel - Reservoir Simulation

New Technologies for Mud Losses Treatment in Drilling

enhance oil recovery

Drilling String Design

Solids Control Systems - SCS

BHA and Wellhead Equipment

Heat exchangers

IWCF (International Well Control Forum) "Certified"

Crude oil treatment

Safety measures in process plants

Water quality for steam production



Business Essential

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Who Should Attend?

- **Strategic Leaders at all levels**
- **Team leaders**
- **Middle and top Managers**

Course Duration: 5 days

Course Code: GMG025

Course Title

Business Essential



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Who Should Attend?

- **Managers at all levels**
- **Key persons responsible for business planning.**

Course Duration: 3 days

Course Code: GMG04S

Strategic Management

Course Objectives:

- The purpose of this course is to manage the strategic principles more effectively through a unique set of approaches and to explore tools and techniques for strategy development and implementation, by the end of the course participants will be able to:
- Demonstrate an understanding of the strategic management process.
- Apply critical thinking skills through competitive and/or corporate strategy analysis.
- Demonstrate research and analytical skills by using both human and technological resources.
- Implement, evaluate, and review a strategic plan.
- Demonstrate the ability to communicate effectively.

Course Contents:

- What is strategy? And How to measure strategy as a process?
- Identifying strategic priorities.
- Making strategic choices.
- Main characteristics of effective strategies.
- Analyzing the external and internal environment and creating a dew strategic options.
- Linking competitive strategy and operations strategy.
- The role of mission and vision.
- Designing organizational structures and systems to support strategy.
- Apply strategic principles inside your organization.
- Action planning.

-





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**Who Should Attend?
First line managers.
Team leaders**

Course Duration: 3 days

Course Code: GMG54S

Course Title

Business Essential

Course Objectives:

- By the end of the course participants shall be able to:
- To set a process to develop their company's business plan.
- Create effective work plans (to insure the success of implementation and evaluation).
- Establish a mechanism to track performance progress periodically.
- Understand and learn how such process impact on work and organization's success.

Course Contents:

- Strategic planning process model.
- Differences between SWOT and TWOS analysis; when and how to use each.
- Definition of Goal, Strategy, Objectives and Targets.
- Setting proper millstones and action plans to support it.
- Building a business plans
- Define multiple plans (Marketing, Operational, Financial, etc...)
- Risk Analysis model.
- Decision making model/criteria.
- Setting proper key performance indicators "KPI'S"
- Workshop to set draft Business plan.

Who Should Attend?

- Managers at all levels
- Key persons responsible for business planning.





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Who Should Attend?

- Team leaders
- Managers

Course Duration: 3 days

Course Code: GMG31S

Course Title

Business Essential

Management by Objectives “MBO”

Course Objectives:

The purpose of this course is to help managers and team leaders improve the performance of their team and organization by clearly defining objectives that are agreed by both management and employees within a set time frame where the employee can be held directly responsible.

Course Contents:

- Meaning of management by objectives (MBO).
- Understanding the benefits of management by objectives.
- Mastering the 5 steps of MBO process.
- SMART Objectives setting techniques.
- Engaging employees is the process of setting goals and objectives.
- The art of providing effective regular feedback.
- Employee development plan – Emphasis on personal growth and development.
- Pitfalls of MBO.

Who Should Attend?

- First line managers.
- Team leaders.





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Who Should Attend?

- **People assigned for BCM**
roles and responsibilities
- **Risk managers**
- **Risk champions**

Course Duration: 3 days

Course Code: GMG32S

Course Title

Business Essential

Business Improvement & Quality Techniques – GMG31S

Course Objectives:

Business Improvement & Quality Techniques courses aims to help participants understand the best practice tools and techniques to maximize both business and people performance.

The course also aims to introduce the most effective business improvement methodologies such as Kaizen, Six Sigma for business process improvement.

Course Contents:

- Understand the definition of business and continuous improvement.
- Exploring Analysis and problem solving techniques.
- Comprehend the vital importance to effective team management for business improvement.
- Review different types of process improvement techniques (e.g. KAIZEN).
- Understanding different type of quality improvement techniques (e.g. SIX Sigma).
- Emphasizing business improvement environment.

Who Should Attend?

- Team leaders
- Managers



Total Quality Management – GMG29S

Course Objectives:

This course provides a comprehensive understanding of total quality management- what it is, the benefits, how it can be used and how to embed quality right across the organization.

The program will provide participants with leading insights and knowledge on what it takes to achieve and cultivate sustainable world-class quality standards. It will also give them the practical skills and tools necessary to develop and implement successful total quality management systems.

By the end of this four days' course, participants will be able to:

- Have a comprehensive understanding of total quality management.
- Identify TQM benefits.
- Understand how TQM can be used and how to embed quality right across the organization.
- Practice skills and tools necessary to develop and implement successful total quality management systems.

Course Contents:

- **Quality, Basic concepts**

- Introduction total quality management
- The evaluation of total quality
- Companywide assessment of quality
- Developing quality culture
- Elements of total Quality management

- **Planning for top quality**

- Establish project
- Identify costumers
- Discover customer needs
- Develop product
- Develop process
- Develop process controls

- **Approaches to Implementing TQM**

- The customers satisfaction approach
- Statistical approach, using the seven tools
- Cross-functional teams approach





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Who Should Attend?

- People assigned for BCM roles and responsibilities
- Risk managers
- Risk champions

Course Duration: 3 days

Course Code: GMG32S

Course Title

Business Essential

Crisis Management and Business Continuity GMG32S

Course Contents:

- This course offers an effective combination of lecture, case studies, and class participation activities to emphasize and enhance the concepts.
- What is meant by crisis management?
- What is meant by risk management?
- What is meant by business continuity management (BCM)?
- What is a crisis management plan?
- What is a business continuity plan (BCP) policy?
- What is business recovery?
- Differences between continuity and disaster recovery.
- Relationship between business continuity management (BCM) and enterprise risk management (ERM)
- ISO 2301 & HSO 22313
- How can a BCM team gain management buy-in?
- The value in designing and developing BCM programs to an organization.
- Critical elements of a business continuity policy.
- Structuring an internal business continuity function/planning team.
- Business continuity strategy design.
- Plan development and strategy implementation.





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Who Should Attend?

- **Managers and team leaders who lead or participate in change initiatives.**

Course Duration: 3 days

Course Code: GMG05S

Course Title

Business Essential

Change Management – GMG05S

Course Objectives:

- Identify change and its importance in our lives
- Identify different theories and strategies about change
- Define steps needed to change
- Identify different reactions to change
- Provide survival guide to smoothly manage change in the organization.

Course Contents:

- Developing perspective about change (see change as an opportunity, not a problem).
- Developing a culture and operational process that enable innovation.
- Choosing the best strategy for different types of change.
- Adapting to change and coping with uncertainty.
- Communicating & implementing change.
- Change agent's role in leading organizational change.
- Understanding and overcoming resistance to change.
- Understanding of success factors of organizational change.
- Insuring the successful implementation of change while maintain productivity and high morale.
- Building trust – and maintain it.

Who Should Attend?

- Managers and team leaders who lead or participate in change initiatives.





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Who Should Attend?

Managers and those responsible for the future planning of the fields of activity of the preliminary institutions and companies.

Course Duration: 5 days

Course Code: GMG36S

Course Title

Business Essential

Strategic Planning to Improve Business Results (Program directed to senior management level) GMG36S

Course Objectives:

- Improving the ability to see environmental influences and deal with them with their legislators, and to analyze the status of the institution.
- Developing management models
- Improving the ability to develop and formulate strategic plans for local environmental situations
- The basics:

Course Contents:

- 1- Elements of strategic planning
 - Defining the mission of the organization.
 - Setting goals.
 - Lay out the plan.
 - Executing a plan.
 - Evaluation and review.
- 2- Analysis of external forces
 - Industry status and competition forces.
 - Some external analysis tools.
- 3- Analysis of the company's situation
 - Quadruple analysis.
 - Some tools for analyzing the situation of the institution.
- 4- Formulating the strategy
- 5- Appropriate to the current situation of the current situation for comparison.
- 6- Implementation of the strategy.
- 7- How to build an institution capable of implementing strategy.
- 8- Leading the organization towards implementing the strategy.
- 9 - Evaluation and review of the strategic plan.
- 10- View a group of practical cases





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Course Duration: 4 days

Course Code: GMG53S

Course Title

Business Essential

Operational planning (the program is directed to department heads and department managers) GMG37S

Program Goals :

Improving the participants' ability to translate the company's strategic plan and its main objectives into an effective operational plan to ensure the company's success.

Basic contents:

- Determining the meaning, importance and objectives of planning.
- Distinguishing the types and levels of planning.
- Determine the meaning of operational planning and why we need it.
- The difference between operational and strategic planning.
- Integration of strategic decisions with operational decisions.
- Areas of operational planning use.
- Operational activities.
- Vocabulary of operational planning.
- Operational planning by relying on the theory of work obstacles.
- Operational planning steps.
- How to write an operating plan for an organization using SWOT method:
 - 1- SWOT analysis.
 - 2- Setting goals.
 - 3- Formulating goals in a SMART manner.
 - 4- Choosing the means to achieve the goals.
 - 5- Timetable.
 - 6- Agenda.
- The leader's role in operational planning.
- Practical applications of operational planning in the petroleum sector.





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Course Duration: 4 days

Course Code: GMG53S

Course Title

Business Essential

Work systems re-engineering and process simplification - GMG53S

Basic Contents:

Therapeutic contents:

Planning for postgraduate studies

Define planning.

The basic concepts of strategic planning.

The importance of strategic planning.

- In front of strategic planning.

- Pillars of strategic planning.

- General goals.

Plan parameters.

• Work procedures to increase production

1- The behavioral dimension of the work procedures scheme (social intelligence - self-confidence - turning argument into discussion - turning greed into ambition - ...).

2- The administrative dimension of the work stages, a practical case.

Definition of only.

The pioneers as individuals are the elements of a plan.

Great membership.

- Policy and procedures.

- The properties are just awesome.

- Phenomena and causes of assembly.

Procedures Manual.

Responsibility for setting procedures.

• simplifying procedures





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Course Duration: 3 days

Course Code: GMG53S

Course Title	Business Essential
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Work systems re-engineering and process simplification - GMG53S

- 1- The concept of simplifying procedures. Steps to simplify procedures.
 - Work distribution map (priority or task list - activities list - work distribution map).
 - Operations planning map (prev. diagram).
- Design function on function function function
- 1- Practical cases..to work with a system
 - Petroleum marketing companies (Al-Taawon - Egypt - Nile - Al-Seham).
 - Federation of Egyptian Industries.
 - The Holding Company for Drinking Water and Wastewater.
 - The Ministry of Civil Service in Saudi Arabia.
 - The Egyptian Civil Service Law.
- Presenting a group in practical cases and sports that practice ways of developing ways of working.
- Using modern methods in the construction of industrial parks and activating the concept, idea and objectives of the program.



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Course Duration: 3 days

Course Code: GMG55S

Course Title

Business Essential

Corporate Governance - GMG55S

Program Goals:

- This program aims to guide the latest applications of corporate governance in the Egyptian legal system to ensure the development of corporate management systems.
- Deepens knowledge of legal and executive rules in the field of doing business and the amendments that have taken place to keep pace with the best global applications.
- This program contributes to raising awareness of the requirements for listing and continuing the listing of securities on the Egyptian Stock Exchange, which is one of the most prominent non-traditional sources of funding for investment expansions of companies.

Basic contents:

Corporate Governance Legal Rules

Legal rules of governance in accordance with the provisions of the Companies Law

- 1- General legal rules for governance in accordance with Companies Law No. 159 of 1981.
- 2- Corporate Governance rules introduced by Law No. 4 of 2018, the most prominent of which are:
 - The cumulative voting and electronic voting systems in the meetings of the general assemblies and the board of directors.
 - Obligatory procedures to reconcile the companies' positions in accordance with the Central Securities Registration and Depository System.

Legal rules for the governance of investment companies, the public sector and the business sector

- 1- Governance rules contained in the new Investment Law No. 72 of 2017.
- 2- The rules of governance contained in the Public Sector Companies Law No. 97 of 1983.
- 3- Governance rules contained in the Business Sector Companies Law No. 203 of 1991.





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Course Duration: 3 days

Course Code: GMG56S

Course Title

Business Essential

Crisis Management and Emergency Response Measures - GMG56S

Program Goals:

- Developing methods of dealing with crises / disasters.
- Improving crisis management methods.
- Applying best practices in crisis and emergency management.
- The basics:
- The concept of crisis.
- Is there a difference between crisis - problem - incident - incident - disaster?
- The most important characteristics and dimensions of crises.
- The main reasons behind the crises.
- Types of crises.
- The stages the crisis is going through.
- Crisis management from an administrative and social perspective.
- Stages and steps of crises on the level.
- Administrative and behavioral skills to deal with crises.
- Leadership in a time of crisis.
- Develop emergency response strategies and implementation plans.





Banking & Finance Business

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during the rest period**

Language: Arabic

**Prerequisites: • Minimum 3
years of experience in credit
or banking information. •
Satisfactory completion of the
Principles of Corporate
Finance**

Course Duration: 5 days

Course Code: GMG1



Course Title

Banking Information

Banking Information

Course Contents:

Module 1: Introduction to Banking Information

- The concept of banking information
- The relationship between banking information and credit problem loans and bank marketing•
- Banking information resources
- Key categories of information to be collected

Module 2: The Banking Information Department

- Causes of problem loans related to banking information•
- Legal requirements concerning banking information
- Bank secrecy
- Forms and reports used by the banking information department

Module 3: Duties and Responsibilities of the Banking Information Department

- The borrowers wealth assets and liabilities
- Information on borrower bankruptcy bail equitable charge commercial charge assignment of debt and attachment proceeding
- The legal structure characteristics and reputation of the borrower
- Conducting due diligence to supplement information provided by the borrower in the loan application





Training Plan 2021-2022

Banking & Finance Business

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Course Duration:3 days

Course Code: GMG3

Course Title

Banking & Finance / Credit and Finance

Tools of Credit Analysis

Course Contents:

Course Outline: Module 1: Financial Statements

- Types of financial statements
- Spreading financial statements
- Balance sheet and income statement analysis

Module 2: The Asset Conversion Cycle

- Lending basics
- Evaluate the company's ability to complete the asset conversion cycle
- Risks encountered during the asset conversion cycle
- How to derive the asset conversion cycle from the financial statements
- Case study

Module 3: Asset-based Lending

- The concept of asset-based lending
- Asset-based lending
- When to engage in asset-based lending
- The difference between cash flow lending and asset-based lending
- Examples
- Case study

Module 4: Cash Flow

- Cash flow projections
- Cash flow assumptions
- Projected cash flow
- Cash flow and the lending decision

• Historical cash flow • Cash flow analysis – indirect and direct methods • How to prepare the cash flow projections to evaluate the



Banking & Finance Business

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Course Duration:3 days

Course Code: GMG3

Course Title

Financial Analysis Using Excel

Target Audience: This program is intended to credit specialists and those responsible for developing credit financial analysis to take decisions.

Course Contents:

Module 1: The Basic Concepts of Spreading

- Usage of Excel interface
- The most important options used to create and format the work book to use with the financial analysis of financial statements
- Format of cells related to financial analysis

Module 2: Most Important Functions used in Linking between Financial Data and Financial Analysis Results

- Different ways of summing up cells and calculating averages
- How to create the tables and link between the
- How to use conditional functions (Count if – sum if – if – nested if – if and – if or) and create custom lists
- How to link equations of different worksheets
- How to use data validation to determine the type of input data
- Consolidation option for aggregating multiple paper work as one result
- Protect sheets and used file
- Macros
- “Sum product” function





Banking &Finance
Business

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Course Duration:3 days
Course Code: GMG3

Course Title

Financial Analysis Using Excel

Course Contents:

Module 3: Financial Statements

- Create the financial statements using excel
- The importance of financial statements with using excel
- The income statement
- The balance sheet
- The cash flow statement

Module 4: Fundamentals of Financial Statements Analysis

- Financial statements analysis for commercial companies using excel
- Main target of financial analysis
- Methods of financial analysis and its applications using excel
- Difference between the ratios in concepts and targets
- Working capital and its types and how to calculate it using excel

Module 5: Financial Analysis using Ratios

- Concept of ratios
- Liquidity ratios
- Profitability ratios
- Activity ratios
- Leverage ratios
- Comparisons between ratios using excel





Accounting & Audit

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Course Duration:5 days

Course Code: GMG4



Course Title

Accounting & Audit

Internal Audit from the Risk Perspective

Contents:

Module 1: The internal control system (COSO Framework)

- The concept of internal control.
- The control pyramid.
- The elements of COSO Framework.

Module 2: Internal Audit Standards

- Internal audit definition.
- Risk based audit vs. traditional audit.
- Classifying the professional standards.
- The different types of internal audit.

Module 3: Risk definition & types in banks

- Risk definition & risk measurement.
- The relationship between strategy & risk assessment.
- Risk classification in line with bank strategy.
- The major types of risk exposure in banks.

Module 4: The internal Audit Plan

- The fundamentals of risk base audit plan.
- The risk assessment model.
- Allocating internal audit resources.
- Prioritizing the audit plan.

Module 5: Conducting the audit engagement

- Phase one - Preparing for audit work.
- Phase two - Engagement entrance meeting.
- Phase three - The preliminary survey.
- Phase four - Preparing the risk matrix and work program. •



Accounting & Audit

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Course Duration:4 days

Course Code: GMG5

Course Title

Accounting & Audit

IT Auditing for Internal Auditors Course

Contents:

Module 1: Positioning of Operations Activities

- Centralization concepts and objectives
- Operations activities organization chart
- Operations between front and back office
- Operations division department by department
- Listing of operations activities

Module 2: Operations Management

- Formation of job descriptions template for cash and none cash activities
- Ideal staffing and operations time units (OUT)
- Operation's dash boards and indicators

Module 3: Quality Management System Aspects

- Quality management world • Quality management concepts
- Deming Cycle "PDAC"
- Key indicators: m Key Performance Indicator m Key Quality Indicator m Key Risk Indicator
- Quality documents and procedures
- ISO families and QMS

Module 4: Operations and Risk Management

- Definition of operations risk
- Identifying risk within operations activities
- Operation risk management SOC operation
-





Training Plan 2021-2022

Accounting & Audit

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Course Duration:4 days

Course Code: GMG5

Course Title

Accounting & Audit

Contents:

Module5 IT security process

- Information security process
- Auditing IT security
- Auditing information security

Module 6: Auditing Business Continuity and Disaster Recovery

- Business continuity explained
- Disaster recovery planning
- Auditing BCP/DRP

Module 7: Auditing Application Controls

- Scoping application controls
- Application review approaches

Module 8: IT Audit Application

- Writing audit procedures
- Gathering evidence
- Sampling techniques
- Formulating and Expressing IT audit opinion





Accounting & Audit

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Course Duration:2 days

Course Code: GMG6

Course Title

Accounting & Audit

Audit Report Writing

Course Contents:

Course Description: This course will guide the participants to the principles and techniques of internal auditing. As well, it will help them to plan and perform audit work complying with the important and latest standards with good practices

Course Objectives: Explain the frame of an effective audit report Identify how to build a structured audit report

Course Outline: Module 1: The frame of an effective audit report

- The components of an audit report.
- The targeted readers
- The principles of clarity
- The Do's & Don'ts
- The attributes of an effective audit report.

Module 2: How to build a structured audit report

- What goes wrong in the executive summary?
- What makes a good executive summary?
- The criteria of a structured audit finding
- The importance of audit findings' implication.
- The methodology of classifying the audit findings.





Risk Management

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Course Duration:3 days

Course Code: GMG7

Course Title

Risk Management

Risk Management for Trade Tool

Course Contents:

Module 1: Trade Finance Tools and Types

- Contract of sale principals
- Trade finance tools and types
- Responsibilities under Documentary credit / Collections / Letters of Guarantee
- Shipping documents
- Governing rules and regulations
- Arbitration

Module 2: Risk Aspects

- Definitions of risk
- Analyzing and assessing risk
- Risk mitigation / elimination
- Establishing effective risk management system
- Risk transfer under international trade transactions

Module 3: Trade Finance and Related Risk

- Trade transaction set up risks
- Documentary Credits and related risks
- Collections and related risks
- Letters of Guarantee and related risks
- Trade transactions shipping documents and related risk (one by one)
- Operational risk within trade finance departments / banks
- Operational risk for traders•





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Course Duration:4 days

Course Code: GMG9



Course Title

Risk Management

Market Risk Management and its Significance to Basel II and II

Course Contents:

Module 1: Introduction to Basel II and III

- Basel II and III - A helicopter overview
- Minimum capital requirements (credit, operations and market Risk)
- Basel II Capital charges Measurement Approaches.
- Types of financial risk.
- Market, credit and operational risk management
- Operational, Market & Credit risk capital calculations using the basic, standardized and advanced approach.

Module 2: Quantitative and Qualitative Analysis to Identify and Assess Risks

- Interest – Rate Risk and Tactics for Managing IRR
- Foreign Exchange Risk & FX hedging techniques.
- Equity & Commodity Risk
- Liquidity Risk Measurements, Ratios, Triggers and Gap reporting
- .Measures of Interest Rate Risk & Duration Gap Approach
- .Earnings at Risk & Sources of Interest Rate Risk.
- FX correlation, Trading & Banking Book & Funds Transfer Pricing.
- Model Risk, Value-at-Risk, Mark to Market (MTM).
- Stress Tests, Back Testing

Module 3: Risk Management in the Context of Corporate Governance

- Market risk in the context of Basel II and Basel III accords
- .Pre-conditions for Basel III
- key elements of corporate governance
- Economic capital•ICAAP and its relevance to Risk Management.
- Corporate governance structure and control environmen



Risk Management

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Course Duration:5 days

Course Code: GMG10

Course Title

Risk Management

Credit Risk Management Basics and Credit Rating

Course Contents:

Module 1: Introduction Basel Committee

- Basel Accord
- Market risk, liquidity risk, operational risk and credit risk
- Definition of risk management
- Risk management process
- Credit rating agencies
- Determinants of the internal credit rating system
- Internal rating based (IRB)

Module 2: The Creditworthiness of Customers

- Credit strategies ᳚ Credit ceilings ᳚ Mitigating of credit risk

Module 3: The Degree of Credit Risk and Loans Provisioning

- Factors affecting the determination of creditworthiness
- Banking investigation
- Requirements for studying long term loans
- Analytical methods used to determine creditworthiness and credit risk
 - ᳚ Asset conversion cycle (ACC)
 - ᳚ Asset protection approach
 - ᳚ Cash flow approach
- Credit follow-up | Credit administration





Risk Management

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Course Duration:5 days

Course Code: GMG10

Course Title

Risk Management

Credit Risk Management Basics and Credit Rating

Course Contents:

Module 4: Foundations of Classification of Loans and Contingent Liabilities and loan Provisioning Issued by Central Bank of Egypt on 9/9/1991 • (Publication No. 321)

Module 5: Rules and Principles for Evaluating the Creditworthiness of Customers and Loan Provisioning Issued By Central Bank of Egypt on 24/5/2005 (For Corporates)

- Rules and foundations of evaluating the creditworthiness of corporates and loan provisioning
- Creditworthiness categories
- Collateral

Module 6: Rules and Principles for Evaluating the Creditworthiness of Customers and Loan Provisioning Issued By Central Bank of Egypt on 24/5/2005 (For Individuals and Small Enterprises)

- Rules and foundations of evaluating the creditworthiness and loan provisioning for individuals
- Rules and foundations of evaluating the creditworthiness and loan provisioning for small enterprises





Anti-Money Laundering

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Course Duration:2 days

Course Code: GMG12

Course Title

Anti-Money Laundering

Anti-Money Laundering For Senior Management

Course Contents:

Module 1: Understanding Money Laundering and the Financing of Terrorism

- What is money laundering? And criminalization of money laundering in Egyptian law
- The relation between money laundering and the financing of terrorism.
- The differences between money laundering and the financing of terrorism
- .How is money laundering and the financing of terrorism conducted?
- Examples

Module 2: The Egyptian Framework of AML/CFT

- Supervisory authority obligations for AML/CFT
- The role of the Egyptian Anti-money Laundering Combat Unit
- .The role of facilities and established
- The role and functions of unit
- The regulatory authorities and its obligations for AML/CFT
- Financial Institutions entrusted with for AML/ CFT
- Obligations Financial Institutions for AML/CFT

Module 3:-The role of financial institutions in Egypt for AML/CFT

- Basic concepts of paying careful attention to the customers with examples and practical cases
- The role and qualifications of director responsible of AML/CFT
- How can the suspicion of AML/CFT with examples and practical cases





Anti-Money Laundering

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Course Duration:2 days

Course Code: GMG13

Course Title	Anti-Money Laundering
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Anti-Money Laundering – Definition

Target Audience:

All employees in the banking sector, financial institutions and others entities which assigned with combating money Laundering and terrorist financing

Course Description:

This program is designed to teach the participant the basic concepts of money laundering and the financing of terrorism and to clarify the role of the various parties in the field of combating money laundering and financing of terrorism in accordance with the Egyptian legislation.

- Course Objectives:
- Identify the basic concepts of money laundering and terrorist financing
 - Identify the Egyptian framework to combat money laundering and terrorism financing

Course Outline: Module One: Basic Concepts of Money laundering and Terrorist Financing Part One: money laundering

- What is money laundering?
- The risks of money laundering, and its impact
- Criminalization of money laundering in Egyptian law.
- How is money laundering conducted?
- Examples Part Two: Financing Terrorism
- What is terrorist financing?
- The difference between money laundering and terrorist financing.
- How is the Financing Terrorism process?
- Examples and practical cases. Module Two: Definition of the Egyptian Framework of AML/CFT
- Supervisory authority obligations
- The Egyptian Anti-money Laundering Combat Unit.
- The regulatory authorities and its obligations.
- •Investigation entities an
-





General and Business English course

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Course Hours:
Course Code: GMG14

Course Title

General English

Training on a group of general and business English courses according

Content:

Functional Skills

Level 1:

- A user can understand the topic in conversations and articles that deal with predictable, routine, or familiar subjects. Users have a very basic range of language, which he/she can use to express simple needs, e.g. understanding and providing dates and numbers, greeting people and introduce themselves and others, ask for and give directions, and order a meal.

Level 2:

- A user has basic command of the language needed in a limited range of simple, routine, and familiar tasks and situations, e.g. understanding and passing on simple messages, deal with simple, straightforward information, maintain simple face-to-face conversations about people, daily routines, likes/dislikes, etc. A user can ask for information to satisfy routine needs, e.g. when shopping or making travel and hotel arrangements.

Intermediate Skills

Level 3:

- Users can handle most uncomplicated communicative tasks and routine social and work situations. They can initiate and sustain a conversation, albeit with some errors. Users begin to build a repertoire of topic-specific vocabulary, e.g. they can give professional instructions, explain a simple problem and give a solution, take visitors around their premises, extend and politely reply to invitations, express preferences, agreement or disagreement or make complaints.

Level 4:

- Users can comprehend information on familiar topics and produce sustained conversation with others on an expanding variety of general topics. However, they aren't able to sustain coherent structures in longer utterances or unfamiliar situations. A user can purchase and describe familiar equipment, negotiate an agreement, establish professional contacts, give advice and make suggestions. In your speech, there are frequent inaccuracies or interference from your native language.





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Course Hours:
Course Code: GMG14



Course Title

General English

Training on a group of general and business English courses according

Content:

Upper Intermediate

Level 5:

- Users can initiate, sustain and conclude most routine communicative tasks for personal and work needs. They can describe and give straightforward instructions for work processes and are comfortable in ordinary social and professional situations
- including participating in discussions and meetings, interrupting for explanations or expressing their opinions about a project. They can discuss the quality of a product or service, and express hypotheses and their consequences.

Level 6:

- Users can communicate competently and comfortably in many professional and personal contexts, and can find different ways of formulating what they want to express. A user can manage adequately even in socially or lexically demanding situations. They can participate in conversations with native speakers, ask for explanations when needed, deal with complex situations such as consulting a lawyer, hold long telephone conversations, express opinions or ideas, and deal with unexpected problems.

Advanced & Professional Skills

Level 7:

- Users can comprehend detailed information on unfamiliar topics and begin to be able to use the language as a means for learning in other academic or professional areas. They are capable of initiating, and sustaining spontaneous language interactions, express opinions, defend ideas during a discussion, and understand some idiomatic expressions used by native speakers; they can function in situations such as managing an office; can settle a disagreement or present ideas to a group, with some assistance.

Level 8:

- Users communicate effectively and appropriately even in demanding communicative tasks and situations, like conducting a meeting. They can receive business people, give a report or make a professional presentation in an open meeting, and make sales presentations. Users are quite versatile and fluent in expressing themselves – they can speak and comprehend easily, even on demanding subjects. In their speech, there are slight inaccuracies and interference from their native language.



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Course Hours:

Course Code: GMG14



Course Title

English course

Extract from the contents of English Level 1-4:

- Introductions
- Shopping
- Seasons and Weather
- Meetings and Appointments
- Online shopping and forms of payment
- Hotels
- Social and Business Gatherings
- Banking
- Travel and Car Rental
- Networking and Conventions
- Investments
- Vacations and Online Travel Agents

Extract from the contents of English Level 5-8

Combination of Business Essentials with the following themes is possible

- Customer Service
- Finance
- Marketing and Sales
- Human Resources
- Growth strategies
- Leadership
- Managing risk
- Launching a new venture
- Thriving on change
- Meetings and Presentations
- E-mails and Business Writing
- Social Situations
- Arts and Entertainment
- Pronunciation
- Negotiations

- English Business Level 1

- English Business Level 2



General and Business English course

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Course Hours:
Course Code: GMG14



Course Title

English course

Details and axes of the training course

Business English course, is a unique course as it shortens a lot of time learning English by focusing on the famous words, rules and phrases that you will need to serve your business directly, instead of wasting a long time learning English in general, focusing on what matters to you for success. Your work in English will shorten a long time that can be invested in learning the English language later through practice and application. This course is directed to businessmen, managers and consultants to help them increase English speaking skills in various situations, such as social events, phone calls, presentations, or talking with colleagues or Managers or officials.

Training topics to be studied

Building Relationships for Business

Welcoming others

Start your first conversation in English - Start your first conversation

How to be social - Socializing

Phone calls in English - Telephoning for Business

Start your first call in English - Start your Telephone first call

Receiving calls in English - Receiving calls

Agree on an appointment - Setting Up appointments

How to end calls in English - Ending calls

Presentation Preparation - Presentation technique and preparation

Presentation Structure Components

How to make a good impression in English while giving a presentation - Making the good impression

How to get the audience's attention . - Holding the audience's attention

A brief and adequate presentation of the presentation in English - summarizing and concluding

Questions and discussion after completing the presentation - Questions and discussion



Performance & Management Development *Personal Skills Development*

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Motivation techniques that work
Who should attend?
Senior Managers, Directors, and Deputy Directors.

Course Duration: 3 days

Course Code: GMG100

Course Title

Personal Skills Development

The Super Office Managers

Course Description: Learning how to efficiently organize, administer, and manage are the key takeaways from this course. It covers office equipment, and systems. Office functions and duties of managers and administrators will be taught in this course, which will give you a positive impact in gaining an office manager or office administrator role.

Course Objectives:

- Discuss the importance of planning and organizing for an office manager
- Explain various support secretarial functions

Course Outline:

Module 1: Planning and Organizing a SmoothRunning Office

- Tools and concepts of time management for yourself and your manager
- A master plan to keep your calendar and your boss's calendar up-to-date
- The new fourth generation of time management

Module 2: Support Functions (Technical Skills)

- Filing strategies and techniques
- Choosing the best filing system for your organization needs according to international standards: m Filing systems m Filing Procedure m Best filing rules to learn
- Managing the flow of office information
- Incoming mail
- Professional business writing skills: m applications on letters, memorandums and e mai





Performance & Management Development Personal Skills Development

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Motivation techniques that work

**Who should attend?
Senior Managers, Directors, and Deputy Directors.**

Course Duration: 3 days

Course Code: GMG101

Course Title

Personal Skills Development

Critical Thinking

Target Audience: This course is intended for all staff.

Course Description: This program is designed to help workers - with all management levels - solve problems, make good decisions, and use sound judgment. In addition to developing their critical thinking abilities.

Course Objectives:

- Identify the Scope of Critical Thinking Skills
- Apply Critical Thinking Skills at Workplace

Course Outline:

- Module One: Critical Thinking Scope
- What is Critical Thinking?
- Critical Thinking Standards
- Benefits of Critical Thinking
- Barriers of Critical Thinking
- Characteristics of Critical Thinkers
- Difference Between Critical Thinking and Creative Thinking

Module Two: Critical Thinking at Workplace

- Critical Thinking at Workplace
- How Critical Thinking Works: Introduction to the RED Model
- Problem Solving and Critical Thinking





Performance & Management Development Leadership Development

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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Directors.

Course Duration: 3 days

Course Code: GMG18S

Course Title

Business Success Foundation Courses

Transformational Leadership "Courageous & Inspirational Leaders – GMG18S"

Course Objectives:

The aim of the course is to enable leaders make a radical change in their organization and also motivate the current workers to buy into the new direction.

Course Content:

- Overview of transformational leadership and its elements
- Transactional vs. Transformational Leadership
- Transformational leadership vs. Situational leadership
- Transformational 4 I's (Idealised Influence, Inspirational Motivation, Intellectual Simulation & Individualized Attention)
- The required trails for a transformational leader
- Improving Organizational effectiveness through transformational leadership
- Creating and developing an effective and successful organizational culture

Who should attend?

Senior Managers, Directors, and Deputy Directors.





Performance & Management Development Leadership Development

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Motivation techniques that work
Who should attend?
Senior Managers, Directors, and Deputy Directors.

Course Duration: 3 days

Course Code: GMG18S

Course Title

Leadership Development

Competent Leadership

Module 1: The Concept of Leadership

- Basic Managerial Functions:
 - Planning
 - Organizing
 - Directing
 - Controlling
- The required skills to practice the management process
- Leadership styles • Differences between leader and manager
- Leadership actions • Connect task with people
- Leadership theories
- The maturity or readiness of the followers
- Situational leadership theory
- Skills and qualities of an effective manager
- Leadership diseases

Module 2: Effective Delegation

- The concept of delegation
- How delegation works?
- Advantages and importance of delegation for manager, delegated subordinate and organization
- The stages of the delegation process
- Factors affecting the effectiveness of delegation
- Limitation on delegation
- Delegation obstacles related to manager, delegated subordinate and organization
- Do and don't do during delegation
- What after delegation?

Module 3: Management and Team Building

- The concept of team building
- Characters and traits of a team
- Benefits of teams • Our team's constitutions
- Formation and management of the team
- Qualities to build a successful work team
- Behavioral skills required for team members
- Handling team conflicts

Module 4: Effective Communication

Module 5: Motivation • Module 6: Problem Solving and Decision Making •

Module 7: Time and Stress Management





Performance & Management Development Leadership Development

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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Directors

Course Duration:3 days

Course Code: GMG16

Course Title

Leadership Development

Strategic Problem Solving

Course Outline: Module 1: Problem Solving Techniques

- A strategic problem and its root cause(s)
- Methods to collect and evaluate a variety of information
- •A range of creative problem-solving techniques
- •Case studies

Module 2: Master the Art of Decision Making

- The criteria of an effective decision • Different tools to recommend solutions
- Communication cycle with board •
- A number of recognized decision-making techniques to evaluate options
- •Role play and case study

Module 3: Assessing and Managing Risk

- Stockholders/shareholders/stakeholders roles
- Risks related to decisions and stakeholders
- Own and organizational attitude towards risk
- Management's approach to manage risk
- Case study

Module 4: Implementing the Recommended Solution

- Stakeholders influenced by the recommended solution
- •The process of change to implement the recommended solution
- •Effectiveness of solutions and its relevant communication process
- •Project presentation with recommended solutio



Performance &
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Development
Leadership Development

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**Motivation techniques that
work**

Who should attend?

**Senior Managers, Directors,
and Deputy Directors**

Course Duration:3 days

Course Code: GMG17

Course Title

Leadership Development

Strategic Management and Planning

Course Description:

This course is designed to address the recently observed market need to develop the fundamental skills of strategic management and planning for those who are working in the middle management level and prepared for top management positions

Course Outline:

Module 1: Problem Solving Techniques

- A strategic problem and its root cause(s)
- Methods to collect and evaluate a variety of information
- A range of creative problem-solving techniques
- Case studies

Module 2: Master the Art of Decision Making

- The criteria of an effective decision • Different tools to recommend solutions
- Communication cycle with board •
- A number of recognized decision-making techniques to evaluate options
- Role play and case study

Module 3: Assessing and Managing Risk

- Stockholders/shareholders/stakeholders roles
- Risks related to decisions and stakeholders
- Own and organizational attitude towards risk
- Management's approach to manage risk
- Case study

Module 4: Implementing the Recommended Solution

- Stakeholders influenced by the recommended solution
- The process of change to implement the recommended solution
- Effectiveness of solutions and its relevant communication process
- Project presentation with recommended solution





Performance & Management Development Personal Skills Development

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Motivation techniques that work

Who should attend?
Senior Managers, Directors, and Deputy Directors

Course Duration: 2 days

Course Code: GMG50

Course Title

Leadership Development

Change Matters

Target Audience

: For all business professionals who wish to learn and follow a logical process in order to deal effectively with personal change

Course Description:

This training program focuses on what it actually feels like during a workplace change or a personal change. It provides you with a logical framework to assist you in gaining perspective on the change situation you are facing and its impact and helping you develop insight that will guide you through the transition. This program is to help you take responsibility for how you react and respond to a change by giving you a set of tools and techniques of self-awareness to light up the curves and sometimes bumpy ride on your road to change

Course Outline:

Module One: Introduction to Change

- The 5 key principles of change
- Kurt Lewin change model.
- The change curves
- The link between change and memory

Module Two: Loss & Doubt (Step 1&2)

- Step 1 loss to safety
- Choices model and the burning platform
- Step 2 Doubt to reality
- The six basic questions
- Module Three: Discovery (Step 3&4)

• Step 3 Discomfort to motivation

- Self-reframing
- Step Discovery to perspective
- Force field analysis

Module Four: Integration (Step 5&6)

- Step 5 Recognizing the benefits of the change
- Step 6 Experiencing integration after the change
- Change analogy (the flying trapeze)





Performance & Management Development Leadership Development

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**Motivation techniques that
work**

Who should attend?

**Senior Managers, Directors,
and Deputy Directors**

Course Duration: 2 days

Course Code: GMG19

Course Title

Leadership Development

Conflict Resolution

Target Audience

: For all Business professionals who wish to enhance their communication and conflict resolution skills.

Course Description:

This Program is design to explore the definition of conflict and presents how conflict situations can have positive outcomes. Participants will practice a conflict resolution process to successfully handle workplace conflict and will learn common tactics, counter tactics, that used in conflict resolutions.

Course Outline:

Module One: Conflict Resolution Primer

- Is conflict good or bad?
- Potential benefits of conflict
- The costs of conflict
- Is this a conflict? Definition of workplace conflict

Module Two: Conflict Anatomy

- The Four possible conflict outcomes
- Conflict resolution strategies
- Conflict resolution styles

Module Three: The Language of conflict resolution

- The importance of using the right language when resolving conflict
- The six conflict resolution language fundamentals

Module Four: The Conflict Resolution Process

- The conflict resolution process
- Games and conflict resolution
- Counter tactics and dealing with games

Module Five: Mediating conflict

- What is mediation?
- Characteristics of a mediator
- Key mediation tips
- The Four steps of mediation





Performance & Management Development Personal Skills Development

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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Director

Course Duration: 2 days

Course Code: GMG51



Course Title

Administrative Assistant Skills

Administrative Assistant Skills

Course Description:

This course focuses on the most important attitudes, skills, and knowledge a professional administrative assistant should possess. These include demonstrating clear confident verbal, non-verbal and written communication, professional communication as well as managing both an organized office and an organized boss by always staying in control. Additionally, participants will create a clear plan of how to improve their personal skills when interacting with others.

Course Objectives:

- Explain the six basic principles of communication
- Explain the Usage of business writing process to enhance their business writing skills.
- Set clear goals and objectives for better planning and performance.

Course Outline:

Module 1: Communicate Clearly and Confidently

- How well do you communicate?
- Six basic principles of communication

Module 2: Written Communication Essentials

- Professional business writing process • Pre-writing
- Editing your writing (conciseness, active voice, parallel construction)
- Proofreading (punctuation, spelling, agreement)

Module 3: Getting Organized

- Organizing your workspace
- Dealing with email • Using a to-do list
- Planning and scheduling
- Planning small and large meetings





Training Plan 2021-2022

Performance & Management Development Personal Skills Development

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light lunch is provided during
the rest period

Motivation techniques that work
Who should attend?
Senior Managers, Directors, and
Deputy Director

Course Duration: 2 days

Course Code: GMG52



Course Title

Anger Management

Anger Management

Course Description:

This training program aims to help you adopt a more constructive attitude towards your anger and to more effectively manage anger in others as well. Practical activities and tools that will empower those who act out their anger in negative ways to gain better control of their anger and their lives and use it as a tool to motivate and empower them to affirm their integrity or boundaries. The program will encourage participants to look deep inside to explore the roots of their anger and present alternatives to the old ways of thinking and dealing with anger.

Course Objectives:

- Explain the anger anatomy Recognize the Anger Management Skill Setting in managing anger.
- Explain the anger management process.
- Demonstrate how to handle anger in others.

Course Outline:

Module 1: Anger Anatomy •Is anger good or bad?

- Five famous myths about anger
- Having the “Right Mind Set” for managing anger
- Physical effects of anger

Module 2: The Anger Management Skill Set

- Having the “Right Skill Set” for managing anger
- The 4 deep sources of anger
- The assertive statement to communicate anger
- Rules of assertive behavior

Module 3: The Anger Management Process

- My personal anger assessment – Self-assessment
- A four-step process to effectively express your anger

Module 4: Handling Anger in Others

- The importance of listening
- Summarizing and reflecting back what was said
- Reflecting emotions and reframing statements
- Three-step technique for handling anger in others



Performance & Management Development Personal Skills Development

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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Director

Course Duration: 2 days

Course Code: GMG53-1

Course Title

Building High Performing Teams

Building High Performing Teams

Course Description:

This course is designed to help you to create a more professional, dynamic and effective work team that enjoys the work environment and consistently achieves more. A highly engaging one-day training program packed with a plethora of fun activities and games focusing on the key characteristics of high performing teams. The high energy training program will help you equip members of a team with the essential skill set and mind set to be a professional team player in a high performing team in which every individual takes responsibility to be productive, proactive and reliable

Course Objectives:

- Explain why we are firm supporters of the team model
- List the characteristics of high performing teams
- Identify the attitude, skills and knowledge of the high performing team member.

Course Outline:

Module 1: Introduction to teamwork

- Why having teams?
- Defining a team
- Are we all pointing in the same direction?
- Common team goals

Module 2: Characteristics of high performing teams

- The Ten characteristics of high performing teams
- "The Kelly affair" – Team communication activity
- The Three components of trust – Trust exercise

- Crossing the line together – Cooperative relationships activity

Module 3: High performing team members

- The nine team roles
- Find out your team role – Self-assessment
- The perfect team member - Activity
- The Ten characteristics of high performing team members





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Motivation techniques that work

Who should attend?
Senior Managers, Directors, and Deputy Director

Course Duration: 2 days

Course Code: GMG53

Course Title

Communicating with Clarity and Impact

Communicating with Clarity

Course Description:

This high energy one day program is designed to focus on the foundation communication skills: listening, asking insightful questions, and recognizing the power nonverbal communication. Participants will learn how to build rapport using simple NLP techniques such as pacing and leading which can translate into positive results.

Course Objectives:

• Demonstrate how to communicate. • Explain using engaging language • Explain the power of questions • Explain how to use active listening & non-verbal communication

Course Outline:

Module 1: How Well Do You Communicate?

- How well do you communicate?
- What makes a great communicator?
- Four basic principles of communication

Module 2: Use Engaging Language

- Focus on behavior, not personality
- Be specific • “I” messages and owning your language

Module 3: Use the Power of Questions

- Controlling a conversation • Different types of questions
- The questioning funnels

Module 4: Use Active Listening and Non-Verbal Communication

- Evaluate your listening skills
- Listening and empathy • Active listening
- How to listen better
- Matching non-verbal communication •Importance of body language





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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Director

Course Duration:3 days

Course Code: GMG54

Course Title

Communicating with Clarity and Impact

Transformational Leadership "Courageous & Inspirational Leaders

Course Objectives:

The aim of the course is to enable leaders make a radical change in their organization and also motivate the current workers to buy into the new direction.

Course Content:

- Overview of transformational leadership and its elements
- Transactional vs. Transformational Leadership
- Transformational leadership vs. Situational leadership
- Transformational 4 I's (Idealised Influence, Inspirational Motivation, Intellectual Simulation & Individualized Attention)
- The required trails for a transformational leader
- Improving Organizational effectiveness through transformational leadership
- Creating and developing an effective and successful organizational culture

Who should attend?

Senior Managers, Directors, and Deputy Directors.





Performance & Management Development Leadership Development

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Motivation techniques that work

Who should attend?

Senior Managers, Directors, and Deputy Director

Course Duration:3 days

Course Code: GMG55

Course Title

Situational Leadership Impact

Situational Leadership

Course Objectives:

This course aims to introduce the Situational Leadership model giving real life examples of using such an effective tool for leadership

Course Content:

Introduction

- The definition of Leadership
- Leadership vs. Management
- Functions and qualities of effective Leaders
- The speed of Trust
- Leadership styles
- Traits and Attributes for Managers and Leaders

Situational leadership theory

Matching Leadership style to Development Level

Applying Situational leadership mind set to reality:

- Improve your ability to productively observe model outstanding leaders.
- Building performing teams
- Motivations is key
- Wrap up

Who should Attend?

Team Leaders

Supervisors





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Motivation techniques that
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Who should attend?

Senior Managers, Directors,
and Deputy Director

Course Code: GLT12L

Course Title

Essential skills for success

The 7 Essential skills for success – Presented to Non Managerial positions- GLT12L

Course objectives

This track provides hands on and transfer practical experiences of the essential skills and competences needed to all non-managerial positions, the course draws the main pillars for the success.

Main competencies covered

- Communication skills
- Self-motivation
- Managing priorities, tasks and deadlines
- Issuing business correspondence
- Problem solving & decision making
- Team building
- presentation skills

The program is designed for:

- a wide range of non- managerial employees, team leaders, supervisors, section heads and managers.
- All who runs multiple tasks and deadlines and need to learn practical techniques that can help them in establish priorities and meeting deadlines for work and projects.
- Anyone who corresponds with customers, peers, subordinates or superiors via written e0mail, letter, memo or report.
- Anyone who currently presented or is due to present to small or large groups.
- Anyone interested in achieving a transformation that is valuable for their
- Work and personal life.





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work

Who should attend?
Senior Managers, Directors,
and Deputy Director

Course Code: GLT12L

Course Title

Essential skills for

The 7 Essential skills for success – Presented to Non Managerial positions- GLT12L

Day 1: communication skills for workplace success

Session one

- Importance of good communication for effective and efficient achievement of organizational goals.
- Top 10 communication skills that recruiters and hiring managers want to see in employees

Session two

- The communication process for managers as senders and receivers.
 - Transmission process.
 - Feedback process.
- The art of listening.
- Barriers to effective communication.
 - Perception, biases and stereotypes.
- Using formal & informal advanced in communication technology.

Session three

- Think fast, talk smart.
- Ways to speak confidently.

Day 2: self-motivation

Session one

- Why self-motivation
- Steps and habits to self-motivation

Session two

- The locus of control
- Describe the can-do attitude
- PDCA (plan-DO-Check-ACT)

Session three

Willingness and tools to change





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work

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and Deputy Director

Course Code: GLT12L

Course Title

The 7 Essential skills for success – Presented to Non Managerial positions- GLT12L

Day 3: managing multiple tasks, priorities and deadlines

Session one

- Prioritizing work
- Ranking priorities
- Breaking large tasks into smaller pieces

Session two

- Dealing with interruptions
- Supporting boss's priorities
- Managing long-term priorities
- Managing perfectionism and procrastination

Session three

- Dealing with changing deadlines and priorities
- Deadlines get missed!!! Why and what to do then
- Benefits of meeting deadlines

Day 4: issuing business correspondence

Session one

- Classification of office correspondence
 - Internal correspondence
 - External correspondence
 - Routine correspondence
 - Sales correspondence
 - Personalized correspondence
 - Circulars

Session two

- Forms of correspondence
 - Letters
 - Emails
 - Memorandum
 -





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Course Code: GLT12L

Course Title

The 7 Essential skills for success – Presented to Non Managerial positions- GLT12L

Day 5: Problem solving & decision making

Session one

- Problem identification
- Root cause analysis
- The cause and effect diagram
- The fishbone diagram
- Pareto analysis

Session two

- Steps in solving a problem
- Skills of problem solving

Session three

- Brainstorming techniques
- Problem solving and decision making

Day 6: team building

Session one

- What & why is team work
- Types of teams
- Factors that teams need to be high-performing

Session two

- Potential limitations of teams
- Team building stages and the tools and tasks needed to move through each stage
- Best practices for a team leader

Session three

- Dealing with problems team members
- Tips for managing for outstanding results
- Team meetings
- Training and delegation
- Managing conflict





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Course Code: GLT12L

Course Title

The 7 Essential skills for success – Presented to Non Managerial positions- GLT12L Day 7: presentation skills for workplace success

Session one

- Problems and fears with presentations
- Importance of presentation skills in the workplace
- Qualities of an effective presenter
- Types of presentations

Session two

- Key considerations when planning a presentation and planning around the audience.
- Structuring your presentation
- Opening attention grabbers
- The do's and don'ts regarding visual aids and making them effective

Session three

- Alternatives to PowerPoint
- Presentation positive style including; mannerisms; gestures, eye contact, voice and nerves.

Sponsor of certificate: OGS





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work

Who should attend?
Senior Managers, Directors,
and Deputy Director

Course Code: GMG71S

Course Title

Towards business excellence revival – GMG71S

Towards business excellence revival – GMG71S

It all starts with your employees' well- being

Course objectives:

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

- Break free from negative thoughts, feelings, and behaviors and adopt positive mindset.
- Set team culture towards customer's relationships management and hold them accountable.
- Identify alternative solutions, new opportunities, make evaluation and validation.
- Channel challenges into solutions by wellness life wellness relationships, wellness eternity dimensions and roles.
- Generate viable, actionable solutions, implement an action plan and manage its performance.
- Identify inner saboteurs and deal with them assertively.
- Persuade others by the power of storytelling, metaphors & emotional persuasions.
- Collaborate with others using the power of positive feedback and 9 influence tactics.
- Conflicts resolution strategies based on understating of others' needs, situations in conflicts cycle, power attributes.
- Prepare a winning negotiation scenarios.
- Make yourself more trusted and accepted from others.

Course duration: 13 days

First module: Search	4 days
Second module: Possibilities	2 days
Third module: Advance	2 days
Fourth module: Reinforcement	4 days
Fifth module: keep speaking	1 day





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Management & Leadership Modules

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Who should attend?
Senior Managers, Directors, and Deputy Director

Course Code: **GMG71S**

Course Title

Towards business excellence revival – GMG71S

Course content:

First module: Search – 4 days

1- Emotional Intelligence

- 1- Growth/ optimistic vs protector/ pessimistic mindset,
- 2- Emotions dialogue,
- 3- Values in actions,
- 4- Internal locus of control and self-efficacy level.

2- WORK / LIFE BALANCE

1. The application of 3 personal life dimensions and its 18 roles
2. Determine personal and family life purpose

3- STRESS & ANGER REDUCTION

1. Fear and stress channeling by taping on positive psychology approach
2. Practice some of stress and anger reduction tactics

4- TEAM LEADERSHIP

1. Manage team's 3 focus areas "Tasks, Team, Individual needs" towards customer relationship.
2. The applications of 3 professional dimensions and its 18 roles.

Second Module: POSSIBILITIES – 2 Days

PROBLEM SOLVING & DECISION MAKING

1. The Zoo and 30 traits of creating new possibilities..
2. How to use each trait to bring new alternatives using the visualizing technique.
3. How to choose the best options based on well-defined criteria and current resources and abilities.

Third Module: ADVANCE – 2 Days

1-GOALS AND PERFORMANCE MANAGEMENT

1. The 4 criteria of goal performance OGSM (objective, goals, strategies, and measurements)
- 2.The 6 lenses of executing an optimistic goal

2-PERSONAL CHANGE MANAGEMENT

1. The 9 saboteurs that hinders our positive performance.
2. The use of CUP technique.





Performance & Management Development Sales, Marketing & Customer Service

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Who should attend?
Senior Managers, Directors, and Deputy Director

Course Code: GMG81S

Course Title

Find a Way to Say YES

Target Audience: Call center customer service agents

Course Description:

This course combines the best in corporate training with the best in personal motivation. Throughout the program call center agents discover that it's truly up to them to make a difference and that each call center agent is directly responsible for the success of the business. The program focuses not only on the people but also on the skills set agents need to connect better with customers and provide an exceptional customer experience. Agents learn that by empathizing, taking ownership of customer's issues, and using customer centric strategies to solve business challenges they will create customer loyalty and build customer centric bridges

Course Objectives:

•Illustrate the professional call center agent mind set • Explain the professional call center agent skill set • Discuss how to know your caller's personality style

Course Outline

: Module 1: The Professional Call Center Agent Mind Set

- Characteristics of high performing service providers
- Logic and emotion

Module 2: The Professional Call Center Agent Skill Set

- Are you an expert? • Active listening
- Use the power of questions
- Best practice telephone customer care techniques

Module 3: Know Your Caller's Personality Style

- Find out your personality style
- Communicate Effectively with Personality Types





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Motivation techniques that work**

**Who should attend?
Senior Managers, Directors, and Deputy Director**

Course Code: GMG82S

Course Title

Front Line Retail Selling Skills

Target Audience

: This course is specifically designed for front line retail sales agents and supervisors

Course Description: This course focuses on learning how to structure a conversation where the customers feel at ease and have their needs handled speedily. At the same time, they will develop techniques to better build lasting relationships, adapt their communication style, develop trust, and build true customer loyalty that results in repeat business

Course Outline: Module 1: Linking sales and customer service

- Selling or Serving
- Moments of Truth

Module 2: Know your stuff and your customer

- Know products and services you sell inside out.
- Knowing your market and competition
- Buyer types we deal with
- Find out your own personality/buyer type.

Module 3: Create the opportunity

- Greeting customer properly
- Having a professional introduction
- Discovering customer needs
- OPEN questioning technique

Module 4: Matching customer needs

- Features, advantages and benefits
- The right benefit to the right customer
- Identifying customer's decision criteria

Module 5: Handle objections and close the sale

- Types of objections
- Handling the most common objection: price
- Handling objections model
- Nine closing techniques

Module 6: After sales and follow-up

- Meet Joe Girard
- Best practice post sale follow-up actions



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Who should attend?
Senior Managers, Directors, and Deputy Director

Course Code: GMG83S

Course Title

Sales Management

Target Audience: Sales managers

Course Outline:

Module 1: A Sales Management Primer

- What is your job?
- What does a sales manager do?
- Sales manager vs. salesman

Module 2: A strategic look at sales management

- Sales management: strategic or tactical
- What are my Critical Success Factors (CSF's)?
- SWOT and PESTLE analysis

Module 3: Sales forecasting

- What is forecasting?
- Forecasting approaches
- Four step process to create a sales forecast

Module 4: Sales planning

- Components of a sales plan
- Putting your plan together
- Questions your sales plan should answer
- Sales planning best practices
- Sales planning skill practice

Module 5: Sales performance management Setting sales objectives

- The three-step sales performance control plan
- Three guidelines for sales performance evaluations
- Handling the underperforming sales team member.

Module 6: Motivating your sales team

- What motivates us?
- Knowing your team inside out •
- Creating a motivating environment for your team
- Motivational tips

Module 7: Running effective sales meetings.

- Effective vs. badly run sales meetings
- Planning your sales meeting sequence
- Successful sales meeting checklist
- Team Huddle vs. Team Meeting





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Motivation techniques that
work

Who should attend?
Senior Managers, Directors,
and Deputy Director
Course Code: GMG85S

Course Title

Vision, Energy & Passion to Serve - Professional Customer Service Training

Target Audience:

Customer service staff and professionals at all levels

Course Outline:

Module 1: What Do Customers Want?

- Customers today
- What customers want • Logic vs. emotion
- Winning customers' hearts
- Customers want CASH

Module 2: This Thing Called Loyalty

- Defining a lifetime customer
- 7 Reasons to Develop Lifetime Customers
- Loyalty drivers •
- What Drives True Loyalty
- Plus one's • Lifetime value of customers
- Why customers leave

Module 3: Measuring Customer Satisfaction

- Methods of collecting customer feedback
- What is Net Promoter Score (NPS)?

Module 4: Having the Right Skills and Attitude

- Attitude, skills and knowledge
- Characteristics of high performing service providers
- Strategies for building rapport
- Five quick additional things you can do to build rapport with customers

Module 5: Value of a Complaint

- A complaint is a gift
- Ground rules for receiving a complaint
- Hot buttons and forbidden words

Module 6: Customer Service Techniques

- Seven diffusing techniques
- Disengaging
- Face saving out
- Not taking the bait • Offering choices/empowering customers





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Motivation techniques that
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Who should attend?
Senior Managers, Directors,
and Deputy Director

Course Code: GMG86S

Course Title

Marketing Essentials

Target Audience:

Marketing Professionals

Course Outline:

Module 1: Marketing Primer

- What is marketing?
- Marketing Vs Selling
- Key marketing concepts
- The new marketing realities

Module 2: The Marketing Research

- Why marketing research is important?
- Problem identification and problem-solving research.
- Types of research data.
- Putting together a research brief and preparing to commission research

Module 3: The Marketing Strategy

- Defining the Mission
- External influences / PESTLE analysis
- SWOT analysis – Strengths, Weaknesses, Opportunities and Threats
- Setting marketing objectives
- The marketing strategy and marketing mix (4P's)

Module 4: The Marketing Plan

- Why is a marketing plan necessary?
- Contents of a marketing plan
- Implementation – making the marketing plan work
- Marketing plan evaluation and control

Module 5: Marketing in a connected world

- Major changes in today's connected marketplace
- The power of the "F" Factor (Friends, Family, Facebook, Fans, Followers)
- Connectivity as the game-changer of marketing
- From traditional to digital marketing





Small & Medium Enterprises

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Coarse Language: English / Arabic

Course Duration: 3 days

Course Code: SMG1

Course Title

SME Banking for Bankers

Target Audience:

Bankers working in SME, retail, corporate and credit departments who have, or will have, SME responsibilities Course Description: This course will explain the compelling importance for entering (or further developing) SME banking for banks in Egypt; teach the key techniques and success factors (at international best practices) which are needed to make profits in SME banking; and map out an implementation plan, including change management techniques, for moving forward on SME banking

Course Outline:

Module 1: The SME Market Analysis Toolkit: Reasons for Entering/Developing SME Banking

Profitability of SME banking

Size, growth and segmentation of the SME market

Competition • Timing considerations

Risks and difficulties

Module 2: The SME Banking Toolkit: Techniques for Successful SME Banking

Business processes and logical frameworks

Marketing to SMEs (brand, market research)

Product development for SMEs • Branch types and delivery channels • CRM (Customer Relationship Management)

IT for SMEs

Strategic analysis for SME banking

Product/client matrix for SME cross-selling

Organizing for SME banking 20 hours 11027E

Staffing profile for SME banking

Credit scoring • Risk management

Product and client profitability

Motivating SME lending staff

Review of international best practice examples

Module 3: The SME Implementation Toolkit: Methods for Implementing SME Banking

The starting point: green-field, up-scaling or down-scaling SMEs

Effective internal communications

Operating culture

Change management

Implementation management and working parties





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Coarse Language: English / Arabic

Course Duration: 3 days

Course Code: SMG2

Course Title

Product Development for SME Banking

Target Audience:

Bankers working in SME, retail, corporate and credit departments who have, or will have, SME responsibilities.

Course Outline:

Module 1: Introduction to Product & Service Development- Introduction to Project Management

- Definition of product & service development & design
- Importance of product & service development & design
- Objectives of PSDD 24 hours 11029E
- The major success factors in PSDD and how to achieve them
- The relation between product development and project management
- The concept of project management
- The key areas of project management and key risks associated to the project management process
- Project life cycle
- The different tools utilized in project Management
- The role of the project manager
- The Responsibility Matrix

Module 2: Market Segmentation and Targeting

- Definitions of the concept of Market Segmentation
- The Purpose and Objectives of Market Segmentation
- The Importance of Market Segmentation
- Topics to consider in determining the SME product/service segment
- The Methods of Market Segmentation
- Techniques for defining target clients for each product - Utilization of Market Research
- Identifying Customer Insights
- Requirements for Effective Segmentation
- Evaluating Market Segments
- Issues to consider in determining the SME product/service segment
- Techniques for identifying target segments

Module 3: Product and Service Development Process (PSDD)

- The Foundation for the PSDD Process - major success factors
- The role of the different Stakeholders: Team Composition
- Product and Service Design and Development Concept
- Product/Service Development Process - Major





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Coarse Language: English / Arabic

Course Duration: 2 days

Course Code: SMG2

Course Title	Product Development for SME Banking
Course Outline:	
Process Steps	
• Detailed description of the Product/Service Development Process - Major Process Steps and Key Activities • Product/Service Development Process - Major Process Steps & key activities •Implementation of the different Steps of the PSDD process- Step 1-6 •	
Key ingredient to continuous success – The Matrix for evaluating newly introduced products	
Module 4: Developing and Building a Competitive Product and Service Range for SME Banking	
• Development of Financial Industry • Development of Financial Industry in Egypt • Target Clients and their needs • The Market Structure • Financing Approaches for SMEs • Bank Involvement with SMEs • Paradigm Shift in Financial Services for SMEs • SME Products/Services Range • Core SME Products/Services • Innovative products targeting SMEs • SMEs Needs and financing approaches • SME standard product set • SMEs Bank Services: Types of Products • SMEs Bank Services: additional services for SME Clients • Success factors to SME product/service offers	
Module 5: Introduce Key Success Factors for SME Product Development	
• Emphasize the key aspects of the Product and Service Development Process (PSDD) • Define the key success factors for SME banking product development • Identify practical guidelines to SME Product development: Take-away tips “DOs” and “DON`Ts	





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Coarse Language: English / Arabic

Price: • Course in English

Course Duration: 3 days

Course Code: SMG3

Course Title

Marketing and Delivery Channels for SME Banking

Target Audience:

Bankers working in SME, retail, corporate and credit departments who have, or will have, SME responsibilities related to marketing SME products

Course Outline:

Module 1: SME Market Size

- Market size definitions
- Sources of information •
- SME population definition in Egypt
- Number of establishments and attributes
- SME survival rates • Market sizing methodology
- Defining segmentation, segmentation benefits and limitations 24 hours 11030E
- Methods of segmentation
- Estimating segment size
- The dynamics of the SME market

Module 2: Market Potential and Marketing Mix

- Defining segment potential
- Projecting market revenue and profits
- Evaluating potential per business
- Practical tips
- Cost consideration
- The 5 Ps of marketing
- Voice of the customer
- Product mix by segment
- Determining product features
- Product bundling
- Delivery channels alternatives
- Price considerations
- Positioning SME operation
- Sales promotion alternatives
- Getting the message to SME owners
- Measuring promotional success





Small & Medium Enterprises

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Coarse Language: English / Arabic

Course Duration: 3 days

Course Code: SMG4

Course Title

Risk Management for SME Banking

Target Audience:

Bankers with SME banking responsibilities; including those working directly with SME clients and others in Risk Management teams, 'Credit' Departments, Branch management and Internal Inspection

Course Description: This course will enable bankers to understand the fundamental causes of risk in SME banking and the tools, processes and organization required to manage those risks. The course also exposes participants to the success factors and international best practice needed for effective SME Risk Management. Course Objectives: • Define the international trends in risk management and regulation. • Explain the causes of SME banking risks. • Apply the SME banking risk management tools and process.

Course Outline:

Module 1 – Background Trends in Risk Management (RM) •Introduction and overview

- The 'Credit Culture'
- International trends in RM
- The growing range of typical risks
- The tools available for banking risks
- Regulation and its effects
- The different parameters of SME banking

Module 2 – SME Banking RM – The Difference

- The specific risks affecting SME banking
- The package of tools needed to manage SME banking risks

• Module 3 – SME Banking RM – The Tools and Making it Happen

- General applications on SME Banking RM tools
- Procedures of RM
- SME's lending process
- Good practice – how top SME banks did it
- The challenge – how you too could do it
- The reciprocal relationship between risks and benefits





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Coarse Language: English / Arabic

Course Duration: 3 days

Course Code: SMG5

Course Title

Role of Branch Managers in Enhancing SME Credit Portfolio - Tools and Methods

Target Audience:

This program is designed for branch managers in Egyptian banks.

Course Description: This course is designed for Branch Managers in the banking sector. The course will enable Branch Managers to understand the nature and characteristics of the SME market in Egypt. Participants will also get acquainted with the impact of the banking sector in enhancing the SME market. Branch Managers will learn new tools and techniques to enhance the Small and Medium Enterprises credit portfolio

Course Outline:

Module 1: Nature and Characteristics of the Small and Medium Enterprises Market in Egypt

- Criteria for rating small and medium enterprises in Egypt
- Volume and characteristics of the small and medium enterprises market in Egypt
- The legal framework that governs the Egyptian small and medium enterprises market

Module 2: Role of the Egyptian Banking Sector in Developing the Small and Medium Enterprises

- The Central Bank of Egypt initiatives and guidelines and the general rules of financing small and medium enterprises
- Comparative analytical view on some of the Egyptian banks in the field of small and medium enterprises lending

Module 3: Analyzing the Main Success Factors for Managing the Small and Medium Enterprises Credit Portfolio

- Segmentation of the small and medium enterprises customers
- How to attract and sustain new small and medium enterprises customers?
- Mechanics of providing funds for the small and medium enterprises customers
- Methodology for offering non-financial small and medium enterprises services
- Building partnerships with related parties involved in the small and medium enterprises market





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010001W**

Course Title

Microsoft Word - Level I

Microsoft Word - Level I

Target Audience: This course is intended for those with a basic understanding of Microsoft Windows® who need to learn how to use Microsoft Word to create, edit, format, layout and print standard business documents.

Course Description: This course will provide the participants with the basic knowledge and skills needed to create, edit, and enhance standard business documents using Microsoft Word.

Course Objectives: • Create simple documents in Word • Demonstrate how to navigate and edit Word documents • Modify text in Word documents • Create and tailor graphic elements within Word • Create tables in Word • Control page appearance in Word

Course Outline:

Module 1: Creating a Basic Document

- Explore the Microsoft Word environment
- Use the ribbon
- Insert and edit text
- Save and open documents
- Use the Help function

Module 2: Editing a Document

- Navigate in a document
- Cut, copy and paste text
- Find and replace text
- Check spelling and grammar

Module 3: Formatting Text

- Change the font, color, size and spacing of characters
- Change the spacing, alignment or indentation of paragraphs





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010001W**

Course Title

Microsoft Word - Level I

Course Outline:

Module 4: Inserting Graphic Elements

- Insert and format text boxes
- Create SmartArt™ graphics
- Insert a picture from Clip Art
- Insert and modify WordArt
- Add text to graphics and shapes

Module 5: Adding and Modifying Tables

- Create a table
- Enter data in a table
- AutoFormat a table
- Converting text into a table and vice versa

Module 6: Controlling Page Appearance

- Modify the header, footer or page layout
- Set page orientation
- Change page margins
- Apply a page border
- Insert a page break
- Identify and use printing options





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Coarse Language: English / Arabic

Course Hours: 16 hours
Course Code: 010002W

Course Title

Microsoft Word - Level II

Microsoft Word - Level II

Target Audience: This course is intended for participants who need to learn how to use Microsoft Word to create or modify complex business documents

Course Description: This course will provide participants with the basic knowledge and skills needed to work with long documents.

Course Objectives: • Discover the options of Word • Perform mail merges utilizing the Mail Merge Wizard in Word • Develop auto tables and indexes in Word • Manage track changes within Word • Manage comments within Word

Course Outline:

Course Outline: Module 1: Discover Word Options

- Customize AutoCorrect options
- Customize the Quick Access Toolbar
- Change display, proofing and save options
- Change advanced options

Module 2: Performing Mail Merges

- Start Mail Merge Wizard
- Perform a merge on existing documents
- Merge envelopes and labels
- Use Word to create a data source

Module 3: Working on Long Document

- Create, modify and update tables of contents
- Create, modify and update indexes
- Modify document properties •Insert bookmarks and hyperlinks •





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010002W**

Course Title

Microsoft Word - Level II

Course Outline:

Module 4: Manage Track Changes

- Enable or disable change tracking
- Track only specific types of changes
- Display tracked changes and comments
- Change the way Word displays track changes and comments
- Accept or reject tracked changes

Module 5: Manage Comments

- Insert a comment in a document
- Edit a comment • Reply to a comment
- Delete a comment • Display the reviewing pane





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Coarse Language: English / Arabic

Course Hours: 16 hours

Course Code: 010003O



Course Title

Microsoft Outlook®

Target Audience: This course is intended for computer users, who desire to gain the skills necessary to use Microsoft Outlook® .

Course Outline: Module 1: Getting Started with Outlook®

- Microsoft Outlook®
- Other email sites on the web

Module 2: Managing Messages

- Sending and receiving email messages
- Attaching files and items to a message
- Opening and saving message attachments
- Configuring e-mail message sensitivity and importance settings
- Configuring e-mail message delivery options
- Creating a personal signature
- Automatically attaching a signature to outgoing messages
- Apply rules to sort your mails

3: Managing Schedules

- Creating a one-time or recurring appointment, meeting, or event
- Inviting attendees to meetings
- Tracking responses to meeting requests
- Updating, canceling, and responding to meeting requests
- Customizing calendar settings

Module 4: Managing Tasks

- Creating a one-time or recurring task

Module 5: Managing Personal Contact Information

- Creating and modifying contacts
- Creating and modifying distribution lists
- Editing and using an electronic business card



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Coarse Language: English / Arabic

Course Hours: 16 hours
Course Code: 010003E



Course Title	Microsoft Excel® - Level I
Target Audience: This course is intended for all people working in the banking sector. Course Description: This course will provide the participants with the basic knowledge and skills needed to work with spreadsheets using Microsoft Excel® Course Objectives: • Create basic Excel® worksheets and workbooks • Edit basic Excel® worksheets and workbooks • Format the appearance of Excel® worksheets • Create and perform worksheet calculations •Illustrate how to print Excel® workbook contents Course Outline: Module 1: Creating a Basic Worksheet • Explore the user interface and the ribbon • Customize the Quick Access Toolbar • Navigate and select in Excel® • Enter data and save a workbook • Change worksheet views • Close and open the workbook Module 2: Creating and Manipulating Data • Manipulate data •Insert and delete cells, columns and rows •Insert data by using AutoFill • Modify cell contents Module 3: Formatting a Worksheet • Add borders and color to cells • Change column width and row height • Apply number formats • Apply cell styles • Format data as a table • Create and format charts	



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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010003E**

Course Title

Microsoft Excel® - Level I

Microsoft Excel® - Level

Course Outline:

Module 4: Performing Calculations

- Reference data in formulas
- Summarize data by using subtotals
- Conditionally summarize data by using a formula
- Use conditional logic in a formula

Module 5: Printing Workbook Contents

- Printing using default print
- Customizing print options
- Set page breaks and margins
- Set headers and footers





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Coarse Language: English / Arabic

Course Hours: 16 hours

Course Code: 010004E



Course Title

Microsoft Excel® - Level II

Microsoft Excel® - Level II

Target Audience: This course is intended for participants who need to learn how to use Microsoft Excel® to create or modify complex spreadsheets.

Course Description: This course will provide the participants with the basic knowledge and skills needed to create professional spreadsheets using Microsoft Excel®.

Course Objectives: • Create and apply Excel® spreadsheet templates • Create and format graphic objects in Excel® spreadsheets • Create and calculate advanced formulas in Excel® spreadsheets • Describe how to sort and filter data in Excel® spreadsheets

Course Outline:

Course Outline: Module 1: Creating and Applying Templates

- Create a workbook from a template
- Create a custom template •Insert comments in cells
- Create a hyperlink

Module 2: Working on Graphic Objects

- Insert graphics
- Create AutoShapes
- Format graphic objects
- Create and modify SmartArt™ diagrams

Module 3: Calculating using Advanced Formulas

- Create and apply a name for a range of cells
- Working with functions by category
- Date and time functions
- Statistical functions
- Text functions •

Using multiple files and linking worksheets

Module 4: Sorting and Filtering Data • Sort data lists • Filter data lists • Create and apply advanced filters • Add subtotals



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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010005E**

Course Title

Microsoft Excel® - Level III

Microsoft Excel® - Level III

Target Audience: This course is intended for participants who need to learn how to use Microsoft Excel® to analyze complex spreadsheets.

Course Description: This course will provide the participants with advanced knowledge and skills needed to create highly professional spreadsheets using Microsoft Excel®..

Course Objectives: • Apply advanced analysis techniques to data sets in Excel® • Demonstrate how to import and export data into and out of Excel® • Develop and work with multiple workbooks in Excel® •Illustrate how to merge multiple worksheets in Excel® • Create and edit macros in Excel®

Course Outline:

Module 1: Analyzing Data

- The power of a Pivot Table®
- Exploring the power of Pivot Table®
- Creating Pivot Table®
- Adding and removing fields
- Filtering a Pivot Table®
- Create a trend line
- Create scenarios
- Perform what-if analysis (goal seek)

Module 2: Importing and Exporting Data

- Export Excel® data
- Import data from different data sources
- Use connections
- Use Microsoft Query





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010005E**

Course Title

Microsoft Excel® - Level III

Microsoft Excel® - Level III

Course Outline:

Module 3: Working on Multiple Workbooks

- Create a workspace
- Consolidate data
- Link cells in different workbooks
- Edit links

Module 4: Collaborating on Multiple Worksheets

- Protect files
- Set revision tracking
- Review tracked revisions
- Merge workbooks
- Restrict document access

Module 5: Macros

- Create a macro
- Edit a macro
- Apply conditional formatting
- Add data validation criteria
- Update workbook properties
- Modify Excel® default settings





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Coarse Language: English / Arabic

Course Hours: 16 hours

Course Code: 0100055E



Course Title

Microsoft Access™ - Level I

Target Audience: This course is intended for bankers specialized in using preliminary data base applications. I

Course Objectives: • Create and adjust new database elements in Access™•

Design and use forms in Access™•

Design and adjust reports in Access™•

Develop and tailor database queries in Acce

Course Outline: Module 1: Module 1: Structuring Databases

- Introduction to database structure
- Define table fields and data types
- Identify table keys
- Identify relationships between tables

Module 2: Creating and Formatting Database Elements

- Create databases • Create tables
- Modify tables
- Create fields and modify field properties
- Enter, edit and delete records
- Navigate among records
- Find and replace data

Module 3: Designing Forms

- Form design guidelines
- Create forms by using design view
- Create a form using the form wizard
- Modify the design of a form • Create multiple item form



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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 0100055E**

Course Title

Microsoft Access™ - Level I

Course Outline:

Module 4: Producing Reports

- Report design guidelines
- Create reports by using the report wizard
- Create reports as a simple report design view Define group headers
 - Create aggregate fields
 - Set the print layout

Module 5: Querying the Database

- Create queries based on a single table
- Create queries based on more than one table
- Add tables to and remove tables from queries
- Add criteria to
- Create sum, average, minimize, maximize and count queries





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 0100056E**



Course Title

Microsoft Access™ - Level II

Target Audience: This course is intended for those whose job responsibilities include: maintaining data integrity; handling complex queries, forms, and reports; and sharing data between Microsoft Access™ and other applications

Course Objectives: • Creat Setup data entry controls in Access™ • Create and use advanced query techniques in Access™ •

Design and tailor forms in Access™ •

Conduct reports in Access™ •

Use file data across different applications

Course Outline:

Module 1: Controlling Data Entry

- Restricting the type and amount of data in a field
- Specifying the format of data in a field
- Restricting data by using validation rules
- Create a list of values for a field

Module 2: Advanced Queries

- Create query joins
- Create parameter queries
- Create action queries • Create sub queries
- Save filters as queries • Sort data within tables, queries, reports and forms
- Filter data within tables, queries, reports and forms

Module 3: Designing Forms

- Design a form layout
- Enhance the appearance of a form
- Restrict data entry in forms • Add a command button to a form



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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 0100056E**

Course Title

Microsoft Access™ - Level II

Course Outline:

Module 4: Customizing Report

- Organize report information
- Format the report
- Set report control properties
- Control report pagination
- Summarize report information
- Add a sub report to an existing report
- Create a mailing label report

Module 5: Sharing Data across Applications

- Export data from tables
- Export data from queries
- Save and run import specifications
- Export objects in XPS format
- Export objects in PDF form





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Coarse Language: English / Arabic

**Course Hours: 16 hours
Course Code: 010008P**

Course Title

Microsoft PowerPoint®

Microsoft PowerPoint®

Target Audience: This course is intended for staff who prepare Microsoft PowerPoint® presentations.

Course Description: Participants will acquire the basic knowledge and skills needed to create professional presentations using Microsoft PowerPoint®

Course Objectives: Adjust the PowerPoint® interface environment • Modify design template in PowerPoint® • Add visual content features to a PowerPoint® presentation • Add special effects to a PowerPoint® presentation • Adjust slide show presentations •

Course Outline:

Module 1: Customizing the PowerPoint® Environment

- The user interface and the ribbon
- Customization of the Quick Access toolbar
- Personalizing the PowerPoint® Interface
- Customizing save options
- Creation of new presentations

Module 2: Customizing a Design Template

- Customization and set-up of a slide master
 - Adding elements to slide masters
- Customization of slide layouts
- Creation of custom themes
- Adding common slide information
 - Modifying the notes master
 - Modifying the handout master
- Creation and modification of presentation elements





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Coarse Language: English / Arabic

**Course Hours: 5 day
Course Code: 20744-C**

Course Title

Securing Windows Server 2016

Certified Cisco Entry Network Technician CCENT

Target Audience: This course is for IT professionals who need to securely administer Windows Server 2016 networks. These professionals typically work with networks that are configured as Windows Server domain-based environments, with managed access to the internet and cloud services.

Course Description: This five-day, instructor-led course teaches IT professionals how they can enhance the security of the IT infrastructure that they administer. This course begins by emphasizing the importance of assuming that network breaches have occurred already, and then teaches you how to protect administrative credentials and rights to help ensure that administrators can perform only the tasks that they need to, when they need to.

This course explains how you can use auditing and the Advanced Threat Analysis feature in Windows Server 2016 to identify security issues. You will also learn how to mitigate malware threats, secure your virtualization platform, and use deployment options such as Nano server and containers to enhance security. The course also explains how you can help protect access to files by using encryption and dynamic access control, and how you can enhance your network's security





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Coarse Language: English / Arabic

**Course Hours: 5 day
Course Code: 20744-C**

Course Title

Securing Windows Server 2016

Course outline

Module 1: Attacks, breach detection, and Sysinternals tools

This module frames the course so that students are thinking about security in environments where the infrastructure's basis is predominantly Microsoft products. The module begins with teaching students about the “assume breach” philosophy and getting them to understand the different types of attacks that can occur, including attack timelines and vectors. Additionally, it gets students thinking about key resources, how they respond when they detect an incident, and how an organization's direct needs and legislative requirements dictate its security policy.

Lessons

Understanding attacks

Detecting security breaches

Examining activity with the Sysinternals tools

Lab : Basic breach detection and incident response strategies

Identifying attack types

Exploring Sysinternals tools

After completing this module, students will be able to:

Describe the types of attacks that can occur.

Explain how to detect security breaches.

Explain how to examine activity by using the Sysinternals suite of tools





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Coarse Language: English / Arabic

**Course Hours: 5 day
Course Code: 20744-C**



Course Title

Securing Windows Server 2016

Module 2: Protecting credentials and privileged access

This module covers user accounts and rights, computer and service accounts, credentials, Privileged Access Workstations, and the Local Administrator Password Solution. In this module, students will learn about configuring user rights and security options, protecting credentials by using Credential Guard, implementing Privileged Access Workstations, and managing and deploying Local Administrator Password Solution to manage local administrator account passwords.

Lessons

Understanding user rights

Computer and service accounts

Protecting credentials

Privileged Access Workstations and jump servers

Local administrator password solution

Lab: Implementing user rights, security options, and group managed service accounts

Configuring user rights and account-security options

Delegating privileges

Creating group Managed Service Accounts

Locating problematic accounts

Lab: Configuring and deploying LAPS

Installing and configuring LAPS

Deploying and testing LAPS

After completing this module, students will be able to:

Configure user rights.

Implement computer and service accounts.

Protect credentials.

Describe how to configure Privileged Access Workstations and jump servers.

Configure the Local Administrator Password Solution (LAPS).



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Coarse Language: English / Arabic

Course Hours: 5 day

Course Code: 20744-C

Course Title

Securing Windows Server 2016

Module 3: Limiting administrator rights with Just Enough Administration

This module explains how to deploy and configure Just Enough Administration (JEA), which is an administrative technology that allows students to apply role-based access control (RBAC) principles through Windows PowerShell remote sessions.

Lessons

Understanding JEA

Verifying and deploying JEA

Lab: Limiting administrator privileges with JEA

Creating a role-capability file

Creating a session-configuration file

Creating a JEA endpoint

Connecting and testing a JEA endpoint

Deploying a JEA configuration to another computer

After completing this module, students will be able to:





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Coarse Language: English / Arabic

Course Hours: 5 day
Course Code: 20744-C

Course Title

Securing Windows Server 2016

Module 4: Privileged access management and administrative forests

This module explains the concepts of Enhanced Security Administrative Environment (ESAE) forests, Microsoft Identity Manager (MIM) , and Just In Time (JIT) Administration, or Privileged Access Management (PAM).

Lessons

ESAE forests

Overview of Microsoft Identity Manager

Overview of JIT administration and PAM

Lab: Limiting administrator privileges with PAM

Layered approach to security

Configuring trust relationships and shadow principals

Requesting privileged access

Managing PAM roles

After completing this module, students will be able to:

Describe ESAE forests.

Describe MIM.

Understand JIT administration and PAM





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Coarse Language: English / Arabic

**Course Hours: 5 day
Course Code: 20744-C**

Course Title

Securing Windows Server 2016

Module 5: Mitigating malware and threats

This module explains how to use tools such as Windows Defender, Windows AppLocker, Microsoft Device Guard, Windows Defender Application Guard, and Windows Defender Exploit Guard.

Lessons Configuring and managing Windows Defender

Restricting software

Configuring and using the Device Guard feature

Lab: Securing applications with Windows Defender, AppLocker, and Device Guard Rules

Configuring Windows Defender

Configuring AppLocker

Configuring Device Guard

After completing this module, students will be able to:

Configure and manage Windows Defender.

Use software restriction policies and AppLocker.

Configure and use the Device Guard feature.

Module 6: Analyzing activity with advanced auditing and log analytics

This module provides an overview of auditing, and then goes into detail about how to configure advanced auditing and Windows PowerShell auditing and logging.

Lessons Overview of auditing Advanced auditing

Windows PowerShell auditing and logging

Lab: Configuring advanced auditing

Configuring the auditing of file system access

Auditing domain sign-ins

Managing advanced audit policy configuration

Windows PowerShell logging and auditing





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Coarse Language: English / Arabic

**Course Hours: 5 day
Course Code: 20744-C**



Course Title

Securing Windows Server 2016

Module 7: Deploying and configuring Advanced Threat Analytics and Microsoft Operations Management Suite

This module explains the Microsoft Advanced Threat Analytics tool and the Microsoft Operations Management suite (OMS). It also explains how you can use them to monitor and analyse the security of a Windows Server deployment. You will also learn about Microsoft Azure Security Center, which allows you to manage and monitor the security configuration of workloads both on-premises and in the cloud.

Lessons Deploying and configuring ATA

Deploying and configuring Microsoft Operations Management Suite

Deploying and configuring Azure Security Center

Lab: Deploying ATA, Microsoft Operations Management Suite, and Azure Security Center

Preparing and deploying ATA

Preparing and deploying Microsoft Operations Management Suite

Deploying and configuring Azure Security Center

After completing this module, students will be able to:

Deploy and configure ATA.

Deploy and configure Microsoft Operations Management Suite.

Deploy and configure Azure Security Center.

Module 8: Secure Virtualization Infrastructure

This module explains how to configure Guarded Fabric VMs, including the requirements for shielded and encryption-supported VMs.

Lessons Guarded fabric

Shielded and encryption-supported virtual machines

Lab : Guarded fabric with Admin-trusted attestation and shielded VMs

Deploying a guarded fabric with admin-trusted attestation

Deploying a shielded VM

After completing this module, students will be able to:

Configure the guarded fabric.

Describe shielded and encryption-supported VMs.



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Coarse Language: English / Arabic

Course Hours: 5 day

Course Code: 20744-C

Course Title

Securing Windows Server 2016

Module 10: Planning and protecting data

This module explains how to configure Encrypting File System (EFS) and BitLocker drive encryption to protect data at rest. You will also learn about extending protection into the cloud by using Azure Information Protection.

Lessons Planning and implementing encryption

Planning and implementing BitLocker

Protecting data by using Azure Information Protection

Lab: Protecting data by using encryption and BitLocker

Encrypting and recovering access to encrypted files

Using BitLocker to protect data

After completing this module, students will be able to

Plan and implement encryption.

Plan and implement BitLocker.

Plan and implement Azure Information Protection.



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**Course Hours: 5 day
Course Code: 20744-C**

Course Title

Securing Windows Server 2016

Module 11: Optimizing and securing file services

This module explains how to optimize file services by configuring File Server Resource Manager (FSRM) and Distributed File System (DFS). Students also will learn how to manage access to shared files by configuring Dynamic Access Control (DAC).

Lessons

File Server Resource Manager

Implementing classification and file management tasks

Dynamic Access Control

Lab: Quotas and file screening

Configuring File Server Resource Manager quotas

Configuring file screening and storage reports

Lab: Implementing Dynamic Access Control

Preparing for implementing Dynamic Access Control

Implementing Dynamic Access Control

Validating and remediating Dynamic Access Control

After completing this module, students will be able to:

Describe File Server Resource Manager.

Implement classification and file management tasks.

Implement Dynamic Access Control





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Course Title

Securing Windows Server 2016

Module 12: Securing network traffic with firewalls and encryption

This module explains how you can use Windows Firewall as an important part of an organization's protection strategy. It explains the use of Internet Protocol security (IPsec) to encrypt network traffic and to establish security zones on your network. You will also learn about the Datacenter Firewall feature that you can use to help protect your on-premises virtual environments.

Lessons

Understanding network-related security threats

Understanding Windows Firewall with Advanced Security

Configuring IPsec

Datacenter Firewall

Lab: Configuring Windows Firewall with Advanced Security

Creating and testing inbound rules

Creating and testing outbound rules

Creating and testing connection security rules

After completing this module, students will be able to:

Describe network-related security threats and how to mitigate them.

Configure Windows Firewall with Advanced Security.

Configure IPsec.

Describe Datacenter Firewall.





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Coarse Language: English

Course Hours: 5 day
Course Code: 20744-C

Course Title

Securing Windows Server 2016

Module 13: Securing network traffic

This module explores some of the Windows Server 2016 technologies that you can use to help mitigate network-security threats. It explains how you can configure DNSSEC to help protect network traffic, and use Microsoft Message Analyzer to monitor network traffic. The module also describes how to secure Server Message Block (SMB) traffic.

Lessons

Configuring advanced DNS settings

Examining network traffic with Message Analyzer

Securing and analyzing SMB traffic

Lab: Securing DNS

Configuring and testing DNSSEC

Configuring DNS policies and RRL

Lab: Microsoft Message Analyzer and SMB encryption

Installing and using the Message Analyzer

Configuring and verifying SMB encryption on SMB shares

After completing this module, students will be able to:

Configure advanced DNS settings.

Use the Message Analyzer.

Secure SMB traffic





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Coarse Language: English

**Course Hours: 5 day
Course Code: 20745-W**

Course Title

MCSA: Windows Server 2016

- Certification details
- Skills measured
- Install Windows Servers in Host and Compute Environments
- Implement Storage Solutions
- Implement Hyper-V
- Implement Windows Containers
- Implement High Availability
- Maintain and Monitor Server Environments
- Implement Domain Name System (DNS)
- Implement DHCP and IPAM
- Implement Network Connectivity and Remote Access Solutions
- Implement Core and Distributed Network Solutions
- Implement an Advanced Network Infrastructure
- Install and Configure Active Directory Domain Services (AD DS)
- Manage and Maintain AD DS
- Create and Manage Group Policy
- Implement Active Directory Certificate Services (AD CS)
- Implement Identity Federation and Access Solutions





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Coarse Language: English

Course Durations: 3 day
Course Code: 20748-C

Course Title

Cyber security in the digital

Introduction to the course

By the end of the course, the trainee will get experiences related to the field of information technology security, its importance in light of the many current challenges facing all institutions in the era of digital transformation, especially electronic crimes. Cyber-attacks, sourcing attacks, protecting systems, and detecting, responding to, and recovering from threats

Course Topics

Part One: Cyber Security in the Age of Digital Creativity

- Defining cyberspace and its relationship to information security
- The concept of cybercrime

The phenomenon of cybercrime that occurred abroad

- Pillars of Information Security
- The most important challenges and risks facing information
- The importance of the information sector in the private sector
- Classification of information
- Password management
- How to protect against phishing attacks by e-mail
- Dealing with the Internet in light of cyber challenges

Part Two: The Importance of Data Security in Pharmacies

- Safety of electronic payment
- Securing the payment card data
- Navy
- Cybersecurity challenges in the face of IT technology
- Financial Inclusion and Information Security
- Information Security Management
- Risk Management





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Coarse Language: English

Course Durations: 32 hr
Course Code: 20749-C

Course Title

E-Marketing Professional Training Diploma

Introduction to the course

An integrated e-marketing course in every sense of the word, where participants are trained on the latest methods to improve the appearance of websites on search engines, and how to professionally advertise SEO websites, as well as explain how to implement advertising campaigns on Google and social media such as Facebook and Instagram The advanced practices in managing these campaigns are explained, and the Google Analytics system is explained in an integrated manner and how it can be used in the study and analysis of site visits, and finally, the trainees are introduced to the most important e-marketing strategies, so that the trainee at the end of the training program is fully able to develop a marketing plan Professional and fully able to implement it like a

Course Topics

A training course in the field of digital marketing was specially designed for those wishing to work in the field of e marketing, as it covers all aspects of e marketing. And shed light on e-marketing strategies, to ensure that the participants in this training course reach the level of professionals in e-marketing. By participating in this course, you enter this field and become one of the professionals in e marketing. Remote training system.

Training Objectives

At the end of the study with this diploma, the trainee will be able to:

Knowledge of e-marketing methods, tools and strategies and how to use them in marketing goods and services.

Create a marketing plan that matches the products and services you provide to your customers.

Learn how to solve problems in the marketing process and how to find alternatives.

Target groups to study in this training diploma

All employees in the marketing departments of companies.

Owners of small and medium businesses wishing to market their products and services via the Internet.

Individuals service providers wishing to market their services over the Internet.

Individuals wishing to switch to work in the field of e marketing.





Information Technology

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Coffee Break is prepared in the morning for the trainees and a light lunch is provided during the rest period

Coarse Language: English

Course Durations: 32 hr
Course Code: 20749-C



Course Title

E-Marketing Professional Training Diploma

Content types

Segmentation of customer segments

Marketing plan goals

How are search engine results published?

Marketing using search engines.

Google Certified SEO Tools

SEO Categories and Types

Configuration within your website (ON Page Optimization)

Most Effective WordPress Plugins to Improve Site Compatibility with Search Engines (SEO)

Configuration outside your website (OFF Page Optimization)

Building links on the Google search engine (Google Link Builder)

Best Practices for On Page SEO for YouTube Videos and Social Media

Common Mistakes and Practices to Avoid (Black SEO)

Backlinks, methods and tools

Best sites to analyze competitors

Analyzing your site by (Google Analytics) and constantly improving it.

How does Google Analytics work?

How to effectively connect Google Analytics with your website and social media accounts

Real time visits

All Google Analytics tools for analytics and statistics and how to use them

How to extract professional reports on Google Analytics system

Allocate the desired goals of advertising campaigns and monitor their performance and results in real time

Advertising methods for Google AdWords PPC

Marketing through social media

How to reach customers



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Coarse Language: English

Course Durations: 32 hr
Course Code: 20749-C



Course Title

E-Marketing Professional Training Diploma

Brief introduction to this training diploma

An integrated e-marketing course in every sense of the word, where participants are trained on the latest methods to improve the appearance of websites on search engines, and how to professionally advertise SEO websites, as well as explain how to implement advertising campaigns on Google and social media such as Facebook and Instagram. The advanced practices in managing these campaigns are explained, and the Google Analytics system is explained in an integrated manner and how it can be used in the study and analysis of site visits, and finally, the trainees are introduced to the most important e-marketing strategies, so that the trainee at the end of the training program is fully able to develop a marketing plan Professional and fully able to implement it like a professional.

Details and axes of the training diploma

A training course in the field of digital marketing was specially designed for those wishing to work in the field of e marketing, as it covers all aspects of e marketing. Moreover, shed light on e-marketing strategies, to ensure that the participants in this training course reach the level of professionals in e marketing. By participating in this course, you enter this field and become one of the professionals in e marketing. Remote training system.

Training Objectives

At the end of the study with this diploma, the trainee will be able to:

Knowledge of e-marketing methods, tools and strategies and how to use them in marketing goods and services.

Create a marketing plan that matches the products and services you provide to your customers.

Learn how to solve problems in the marketing process and how to find alternatives.

Target groups to study in this training diploma

All employees in the marketing departments of companies.

Owners of small and medium businesses wishing to market their products and services via the Internet.

Individuals service providers wishing to market their services over the Internet.

Individuals wishing to switch to work in the field of e marketing.



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Coarse Language: English

Course Durations: 30 hr.
Course Code: 207450-C

Course Title	E-Marketing Training Diploma
	How do customers access your products?
	Building customer relationships from day one
	Paid ads and how to improve the performance of publications
	Email Marketing
	How to build and manage your mailing list
	Make money from mailing lists
	Do's and don'ts during the postal campaign
	Video Marketing
	What is video marketing?
	YouTube Marketing Methods
	The difference between video marketing and video marketing
	Marketing plan
	Methods for analyzing customer traffic
	Elements of a marketing plan
	How to write a marketing plan
	Pull & Push Strategy
	Logical campaign strategies and objectives (90% rule)
	SMART Goals
	SWOT Analysis
	Buyer Journey
	Best practices in determining the marketing budget and how to spend it
	Effective Marketing Channels
	Measuring return on advertising (mROI)



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Coarse Language: English

Course Durations: 30 hr.

Course Code: 207450-C

Course Title

E-Marketing Training Diploma

Training topics to be studied

Modern e-marketing concepts

Email marketing concept

Marketing concept development

Changing the tools and mechanisms of e-marketing

Email Marketing Strategies

5Ps . Marketing Mix

Inbound Marketing Vs Outbound Marketing

Customer targeting methods

The importance of identifying the Buyer Persona in marketing campaigns

Building the Sales Funnel

Marketing Channels

How to create a website

Blogging (a free way to make money).

Types of hosting and the difference between free and paid hosting

How to reserve a unique domain name for your company

Building a website using Wordpress

Website settings and search engine optimization

How to profit from your website

Content Marketing

Content types

Segmentation of customer segments





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Coarse Language: English

Course Durations: 30 hr.
Course Code: 207450-C

Course Title

E-Marketing Training Diploma

- How are search engine results published?
- Marketing using search engines.
- Google Certified SEO Tools
- SEO Categories and Types
- Configuration within your website (ON Page Optimization)
- Most Effective WordPress Plugins to Improve Site Compatibility with Search Engines (SEO)
- Configuration outside your website (OFF Page Optimization)
- Building links on the Google search engine (Google Link Builder)
- Best Practices for On Page SEO for YouTube Videos and Social Media
- Common Mistakes and Practices to Avoid (Black SEO)
- Backlinks, methods and tools
- Best sites to analyze competitors
- Analyzing your site by (Google Analytics) and constantly improving it.
- How does Google Analytics work?
- How to effectively connect Google Analytics with your website and social media accounts
- Real time visits
- All Google Analytics tools for analytics and statistics and how to use them





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Coarse Language: English

Course Durations: 15 hr.

Course Code: 207451-C

Course Title

B2B e-commerce Training Diploma

How to extract professional reports on Google Analytics system

Allocate the desired goals of advertising campaigns and monitor their performance and results in real time

Advertising methods for Google AdWords PPC

Marketing through social media

How to reach customers

How do customers access your products?

Building customer relationships from day one

Paid ads and how to improve the performance of publications

Email Marketing

How to build and manage your mailing list

Make money from mailing lists

Do's and don'ts during the postal campaign

Video Marketing

What is video marketing?

YouTube Marketing Methods

The difference between video marketing and video marketing marketing plan

Methods for analyzing customer traffic

Elements of a marketing plan

How to write a marketing plan

Pull & Push Strategy

Logical campaign strategies and objectives (90% rule)

Analysis, measurement, and reports (Reports, Analytics, & metrics)



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No Programmin Experience Required

Coarse Language: English

**Course Hours: 42 hr
Course Code: 207100-D**

Course Title

DATA SCIENCE Diploma

Details and axes of the training diploma

As e-commerce has become the profitable card for the companies and factories sector. Reality has forced us to change the old concepts in advertising and marketing of products and open new markets that will enhance the movement of buying, selling and exporting. The Internet is in fact the largest market known in history. With its low cost and ease of dealing with it, it has become imperative for companies and factories to take their role in the race of the digital revolution. This online training course - studied through the Internet - is an invitation to learn how to export any products in modern ways and mechanisms.

Training Objectives

At the end of the program, the trainee will be able to:

Obtaining and processing products to start the export process.

Create a database of suppliers and service companies assisting in the export process.

Learn how to display products in global markets.

Learn how to manage trade, transportation, shipping and product pricing.

The ab

ility to distinguish serious companies not to fall prey to fraud.



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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-101



Course Title	DATA SCIENCE Courses
COURSE CURRICULUM	
What and why data analytics	
World of data	
World of intelligence	
Why analytics	
Transformational analytics	
Level of analytics	
Ways to analyze data	
Activity	
Data science vs data analytics skills	
Data Analysis life cycle	
Industrial analytical tools Demo	
Practical sessions usingSAS , Power bi, azure ML, Tableau	
Big data	
Cloud computing services	
What's hadoop vs spark	
Data mining, why? Data mining in BI	
Data mining process and tasks Data mining techniques	
Practical sessions, IBM modeler	



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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-101

Course Title

Introduction to Data Science

Management of Data Science and Artificial Intellegnce (datology) How Data is big Data Measuring

وحدة القياس		الاختصار	الحجم
ال Bit		b	1 او 0
البايت Byte		B	بت8
كيلوبايت Kilobyte		KB	بايت1024
ميگابايت Megabyte		MB	كيلو بايت1024
جيجابايت Gigabyte		GB	ميگابايت1024
تيرابايت Terabyte		TB	جيجابايت1024
بيتابايت Petabyte		PB	تيرابايت1024
إكسابايت Exabyte		EB	بيتابايت1024
زيتابايت Zettabyte		ZB	اكسابايت1024
يوتابايت Yottabyte		YB	زيتابايت1024
زينوتايب Xenottabyte		XB	يوتابايت1024
شاليلنوبايت Shilentnobyte		SB	زينوتايب1024
دوميجمروبايت Domegemegrottebyte		DB	شاليلنوبايت1024



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Coarse Language: English

**Course Hours: 24 hr
Course Code: DS-101**

Course Title

Data Visualization for Data Scientists

Introduction to Data Science

The Introduction to Data Science class will survey the foundational topics in data science, namely:Data Manipulation

Data Analysis with Statistics and Machine Learning

Data Communication with Information Visualization

Data at Scale -- Working with Big Data

The class will focus on breadth and present the topics briefly instead of focusing on a single topic in depth. This will give you the opportunity to sample and apply the basic techniques of data science.





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Coarse Language: English

**Course Hours: 24 hr
Course Code: DS-203**

Course Title

Artificial Intelligence

Artificial Intelligence

An introduction to the basic principles, techniques, and applications of Artificial Intelligence. Coverage includes knowledge representation, logic, inference, problem solving, search algorithms, game theory, perception, learning, planning, and agent design. Students will experience programming in AI language tools. Potential areas of further exploration include expert systems, neural networks, fuzzy logic, robotics, natural language processing, and computer vision.





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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-301

Course Title	Big Data Analysis
Big Data Analysis Data analysis refers to the process of examining, transforming and arranging a given data set in specific ways in order to study its individual parts and extract useful information. 	



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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-302

Course Title	Data Mining
Data Mining This course getting to know your data; Data Preprocessing; Data Warehouse and OLAP Technology: An Introduction; Advanced Data Cube Technology ; Mining Frequent Patterns & Association: Basic Concepts ; Mining Frequent Patterns & Association: Advanced Methods ; Classification: Basic Concepts ; Classification: Advanced Methods ; Cluster Analysis: Basic Concepts; Cluster Analysis: Advanced Methods ; Outlier Analysis. 	



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Coarse Language: English

**Course Hours: 24 hr
Course Code: DS-401**

Course Title

Big Data Analytics

Big Data Analytics

This course is a broader term of which data analysis is a subcomponent. The data analytics practice encompasses many separate processes, which can comprise a [data pipeline](#):

Collecting and ingesting the data

Categorizing the data into [structured/unstructured forms](#), which might also define next actions

Managing the data, usually in [databases, data lakes, and/or data warehouses](#)

Storing the data in [hot, warm, or cold storage](#)

Performing ETL ([extract, transform, load](#))

Analyzing the data to extract patterns, trends, and insights

Sharing the data to business users or consumers, often in a dashboard or via specific storage





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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-402

Course Title	Big Data Management for Data Science
Big Data Management for Data Science This course introduces students to big database management systems and techniques that use these systems (Hadoop – Hiev – SPARK – SCALA). Topics covered include data models; query languages; database tuning and optimization; data warehousing; and parallel processing 	



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Coarse Language: English

Course Hours: 24 hr
Course Code: DS-403

Course Title

Statistical Machine Learning for Data Scientists

Statistical Machine Learning for Data Scientists

This course covers bias-variance trade-off; training versus test error; overfitting; cross-validation; subset selection methods; regularized approaches for linear/logistic regression: ridge and lasso; non-parametric regression: trees, bagging, random forests; local regression and splines; generalized additive models; support vector machines; k-means and hierarchical clustering; and principal components analysis





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Coarse Language: English

Course Hours: 1month
Course Code: AFD - 2014

Course Title	WEB DESIGN TRAINING
Introduction to Web Technologies - o Introduction to Web Technologies - o Careers in Web Technologies and Job Roles - o How the Website Works? - o Client and Server Scripting Languages - o Domains and Hosting o Responsive Web Designing - o Types of Websites (Static and Dynamic Websites) - o Web Standards and W3C recommendations Adobe Photoshop - o Introduction of Stock Photography - o Types of Image Graphics - o Introduction to Adobe Photoshop - o Interface Tour of Photoshop - o Color Modes - o Resolution and Presets - o Move Tool o Marque Tool - o Lasso Tool - o Quick Selection, Magic Wand - o Crop, Slicing Tool - o Healing Brush, Patch Tool	



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Coarse Language: English

**Course Hours: 1month
Course Code: AFD - 2014**

Course Title

WEB DESIGN TRAINING

- o Brush Tool
- o History Brush
- o Eraser Tool
- o Pattern Stamp, Clone Stamp
- o Gradient Tool
- o Blur and Exposure Tool
- o Pen Tool, Shape Tool
- o Text Tool
- o Other Photoshop Tools
- o Layers, Groups and Smart Object
- o Blending Options
- o Filter Effects
- o Client requirement analysis
- o Realtime Website Layout Design
- o Practical Task in Layout Design
- HTML 4.01 and XHTML 1.1**
- o What is Markup Language
- o Basic Structure of HTML



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Coarse Language: English

Course Hours: 1month
Course Code: AFD - 2014

Course Title

WEB DESIGN TRAINING

Realtime Implementation o Conversion of Table to CSS Layout o CSS Menu Design (Horizontal, Vertical) o Form Designing

HTML 5 o Introduction to HTML5 o Features of HTML5 o HTML5 DocType o

.New Structure Tags

o Section o Nav o Article o Aside o Header o Footer o Designing a HTML Structure of Page o New Media Tags o Audio Tag o Video Tag o Canvas and Svg Tag o Introduction to HTML5 Forms o New Attributes o Placeholder Attribute o Require Attribute o Pattern Attribute o Autofocus Attribute o email , tel, url types o number type o date type o range type o voice search o Examples of Form

CSS 3 o Introduction to CSS 3 o

New CSS 3 Selectors o Attribute Selectors o First-of-type o Last-of-type o Nth-child o Element:empty o

New CSS3 Properties o Custom Fonts o Text-Shadow Property o Text-Stroke Property o Rounded Corners o Box Shadows o CSS Gradients o CSS Multiple backgrounds o Opacity Property o Transition effect o Transform effect o Animation effects o Ccss Media Queries o Using CSS3 in Practical Layout

Responsive Web Design with Bootstrap

o Introduction to Responsive Design o Mobile first design concepts o Common device dimensions o View-port tag o Using css media queries o Menu conversion script o Basic Custom Layout o Introduction to Bootstrap o Installation of Bootstrap o Grid System o Forms o Buttons o Icons Integration o Using CSS3 in Practical Layout

Java Script

o Introduction to Client Side Scripting o Introduction to Java Script o Javascript Types o Variables in JS o Operators in JS o Conditions Statements o Java Script Loops o JS Popup Boxes o JS Events o JS Arrays o Working with Arrays o JS Objects o JS Functions o Using Java Script in Realtime o Validation of Forms o Related Examples

jQuery and jQuery UI

o Introduction to jQuery o jQuery Features o Installing jQuery o jQuery Syntax o jQuery Ready Function o jQuery Selectors o jQuery Actions o jQuery plugins o jQuery Validation plugin o jQuery Slideshow o jQuery Dropdown o jQuery UI o Working with **jQueryUI**

o jQuery Accordions o jQuery Tabs o jQuery Tooltips o jQuery Autocomplete



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Coarse Language: English

**Course Hours: 1 month
Course Code: AFD - 2013**

Course Title

WEB DESIGN TRAINING

Adobe Flash

- o Introduction to Animation
- o Introduction to Adobe Flash
- o Tools in Adobe Flash
- o Shape Tween and Motion Tween
- o Frame Animation
 - o Various Flash Effects
- o Creating Flash Banners
- o Creating Flash Intro's
 - o Creating Flash Website
- o Basics of Action Scripting.

Web Hosting

- o Web Hosting Basics
- o Types of Hosting Packages
- o Registering domains
- o Defining Name Servers
- o Using Control Panel
- o Creating Emails in Cpanel
- o Using FTP Client
- o Maintaining a Website



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Coarse Language: English

Course Hours: 2 weak
Course Code: AFD - 2012

Course Title	VMware vSphere
With the evolution of VMware Virtualization Technology and its implementation in Data Centers, the approach to manage IT infrastructure is not the same as it used to be in physical environments. This course will cover all the aspects required to design, configure and manage a Virtual Data Center environment using VMware vSphere Virtualization Technology. You also learn how to build a Private / Public / Hybrid Cloud. The course will provide hands-on experience on Virtual Data Center Infrastructure Administration and building a cloud. The training will be given by Senior System / Network Engineers with several years of field experience in Virtualization.	
Course Outline Components of Virtual Data Center Infrastructure = Install, Configure and Manage vSphere = vCenter Server, vSphere Client, Web Client = Configure and Manage Virtual Networking = Configure and Manage Storage = Create and Manage Virtual Machines = Configure and Manage VMware Clusters = Install, Configure and Manage Update Manager = Backup of VMs using VDP = Veeam Backup, Acronis backup = vSphere Replication = Host Profiles = Storage DRS = Troubleshooting vSphere using CLI	



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2011**

Course Title

Linx Adminstrations

This course will cover all aspects of Linux Certification. At the end of the course delegates will have the skills required to administer a Linux System. The course will also cover Internet application server configuration on live registered domain name with valid public IP addresses. The training will be given by Senior System / Network engineers with several years of industry experience.

Course Outline

- = Introduction to UNIX & LINUX
 - = Files and Directories Management
- = User and Group Administration
- = Basic File Permissions
- = Disk Partitioning and Mounting File System
- = Data Backup and Recovery
- = Software Package Administration
- = Dynamic Host Configuration Protocol (DHCP)
 - = FTP Server (vsftpd daemon)
- = DNS Server
- = Web Server (Apache)
- = Network File System (NFS)



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2010**

Course Title

Mcse+Linx

Microsoft Certified Solutions Expert [MCSE] Server Infrastructure Microsoft Certified Solutions Associate [MCSA] This course is developed for IT professionals who need to design, plan, implement, manage and support Microsoft Windows 2008 and 2012 networks or who plan to take the related MCSE and MCSA exams. The training will be given by Senior System/Network engineers with several years of field experience.

Course Outline

- Φ Network & Operating System Essentials
- Φ Installing and Configuring Windows Server 2012
- Φ Administering Windows Server 2012
- Φ Designing and Implementing Server Infrastructure
- Φ Configuring Windows Server 2012 Services
 - λ Active Directory Domain Services
 - λ DNS, DHCP, IIS 8.0, VPN
 - Φ Configuring File Server
 - λ File Server Resource Manager
 - λ Configuring Shared Resources
- Φ Implementing Microsoft Virtualization Technologies.
 - λ Server Virtualization using Hyper-V
- Φ Configuring Advanced Storage Solutions
 - λ iSCSI Target and Initiator
 - λ Storage Spaces and Storage Pools and RAID
- Φ Implementing Security Restrictions
 - λ Group Policies
 - λ Group Policy Preferences



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Coarse Language: English

**Course Hours: 1month
Course Code: AFD - 2009**

Course Title

CCNA (200-301) + Cisco Security

The CCNA Implementing and Administering Cisco Solutions is meant for engineers looking to get a foothold in networking. This forms the base of the Cisco training pyramid and offers different specializations for network engineers. This course gives you a strong fundamental knowledge for all IT careers. With a combination of theory and hands-on labs, you will come to learn how to install, operate, configure, and verify basic IPv4 and IPv6 networks. The course covers configuring network devices such as switches, routers, and wireless LAN controllers; managing network devices; and identifying basic security threats. The course also gives you a Basic in network programmability, automation, and software-defined networking. The CCNA course is taught by world class instructors in state of the art classrooms with labs equipped with cutting edge infrastructure, including high end routers, switches and servers. The course is taught in hands on manner so that students can get an actual feel of the nitty gritty of networking.

CCNA (200-301) λ Network Fundamentals

λ Network Access 4 LAN Switching Technologies

λ WAN Technologies

λ IP Addressing IPv4 and IPv6

λ Easy Subnetting

λ IP Connectivity 4 Describe the Routing Concepts 4 Routing Technologies

λ Describe IP Services

λ Security Fundamentals

λ NAT Technologies

λ Troubleshooting Φ

CISCO Security λ Common Security threats and attacks

λ Cisco IOS Firewall Technologies

λ Implementing Security on Cisco Routers

λ Implementing Security on Cisco Switches

λ Securing Administrative Access Using AAA and RADIUS λ Configuration on User Privileges λ VPN Technologies λ Secure Network Management and Reporting



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Coarse Language: English

**Course Hours: 2 weak
Course Code: AFD - 2008**

Course Title

Cybersecurity Professional

This course is mapped to the popular Cybersecurity Professional course from the US-Council (www.us-council.com). Zoom Technologies are the official training partners of US-Council. This course is meant for those professionals who are looking for comprehensive and total knowledge in the network security domain. This is the only course which teaches both hacking and countermeasure techniques. And in keeping with Zoom's standards, this course is entirely hands on and real time oriented. And need we say, the instructors are network security and intrusion specialists with several years of experience. This course consists of three modules viz 1. Security Risk Assessment (Ethical Hacking) 2. Proactive Defense and Countermeasures 3. Incident Response and Management

Course Outline

- Security Risk Assessment
- Dos and DDos Attacks
- Attack Mitigation Techniques
- Firewalls, IDS, IPS
- Cryptography
- Incident Response and Management
- Log Analysis • Forensics



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Coarse Language: English

**Course Hours: 2 weak
Course Code: AFD - 2007**

Course Title

Amazon Web Services

Cloud hosted web sites and applications are the future of Information Technology. Amazon Web Services (AWS) is a secure cloud services platform, offering compute power, database storage, content delivery, highly reliable, scalable, low-cost payfor-what-you-use infrastructure platform on the cloud. AWS powers hundreds of thousands of businesses around the world and offers other functionality to help businesses scale and grow. As Cloud Computing has become very popular, there is a great demand for System and Cloud Administrators with AWS skills. This course is taught by industry experts with several years of experience

Course Outline

Introduction to Amazon Web Services (AWS)

- Introduction to Cloud Computing
- Compute Services (EC2, AMI Etc.)
- EC2 Instances
 - Amazon Elastic Block Store (EBS)
- LOAD BALANCING & Auto Scaling
- Network & Security
 - Elastic Beanstalk, Amazon Virtual Private Cloud (VPC)
- Amazon Route 53, Cloudfront
- Security & Identity Services, IAM
- Storage & Content Delivery Services, Amazon S3 & Amazon Glacier, EFS
- Database Services (RDS, NoSQL Service)
- Management Tools (Amazon Cloud watch, Cloud Formation)
- Application Services (SES, SQS, SNS)



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Coarse Language: English

**Course Hours: 2 weak
Course Code: AFD - 2007**

Course Title

Ethical Hacking and Prevention

This course is meant for those professionals who are looking for comprehensive and total knowledge in the network security domain. This is the only course which teaches both hacking and prevention techniques. And in keeping with Zoom's standards, this course is entirely hands on and real time oriented. And need we say, the instructors are network security and intrusion specialists with several years of experience.

Course Contents

Introduction to Ethical Hacking

- Footprinting, Scanning, and Enumeration
- Hacking Web servers and Web applications
- DoS, SQL injection, Buffer overflow attacks
- Cryptography
- Wireless hacking
- Linux Hacking
- Phishing
- Countermeasures



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Coarse Language: English

**Course Hours: 1month
Course Code: AFD - 2006**

Course Title

CCNP Enterprise

CCNP - Cisco Certified Network professional. Software and Networking grow more and more interconnected every day, Intent-based networking connects users, devices, apps, security intent, and policy to capitalize on these opportunities, today's IT professionals need a broad range of core skills so CCNP is the advanced level certification program from Cisco. This is meant for professionals who want to gain a deeper understanding of networking technologies with an emphasis on planning and implementing to configure, troubleshoot, and manage enterprise wired and wireless networks. You'll also learn to implement security principles within an enterprise network. We offer the CCNP as Two Specialized Courses Implementing Cisco Enterprise Network Core Technologies (ENCOR) & Implementing Cisco Enterprise Advanced Routing and Services (ENARSI). The CCNP Enterprise program is taught by senior network engineers in a world class environment with state of the art labs and infrastructure.

Course Outline

- λ The Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR)
- λ The Implementing Cisco Enterprise Advanced Routing and Services (ENARSI)



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2005**

Course Title

PHP and MYSQL Introduction Course

Course Overview and Objectives PHP is a widely used programming language which works on the principal of server side scripting to produce dynamic Web pages. It can be easily integrated with HTML and SQL to produce these dynamic web pages, and is often used to process the contents of a Web page form as it is more secure and reliable than JavaScript. You will learn how PHP can be combined with MySQL to create a very powerful online database engine. This free online PHP programming course will be of great interest to IT and Web development professionals who would like to learn more about using PHP and MySQL to integrate database functions into Websites, and to learners who would like to learn more about the functionality of PHP and MySQL.

PHP and MYSQL Introduction Course Outline

Introduction ■ Why use PHP and MySQL? ■ The PHP programming environment ■ Overview of SQL

Setting up a Test Bed

■ Decisions about a testing environment ■ WAMP/MAMP ■ Installing Apache, PHP and MySQL on your computer ■ Testing on a remote Server ■ Deciding on Develop

Overview of PHP ■ Setting up a PHP page ■ The phpinfo() function ■ Learning basic syntax ■ Echoing HTML output to the browser ■ The importance of comments ■ Using single and double quotes

Variables in PHP ■ Using loose typed variables ■ Assigning variables ■ Overview of numeric, string and other types ■ Assigning a variable to itself

Logical operators ■ Arithmetic operators ■ Logical operators ■ Comparisons ■ Operator precedence

Numbers in PHP ■ Making calculations ■ Using built-in numeric functions ■ Incrementing and decrementing

Strings in PHP ■ Concatenating strings ■ Trimming strings ■ Removing slashes and other harmful characters ■ String functions

Control structures in PHP

P ■ The If statement ■ FOR loops ■ While loops ■ The Switch



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Coarse Language: English

Course Hours: 3 weak
Course Code: AFD - 2005

Course Title

PHP and MYSQL Introduction Course

Transferring information between PHP pages ■ GET and POST ■ Different form field types ■ Self-referencing forms ■ Form handlers

Database fundamentals ■ Structuring a database ■ Using tables ■ Table relationships ■ Common data types

Creating a database ■ Using PHPmyAdmin ■ Adding a table ■ Populating a table with types and data ■ Browsing a table Getting PHP to connect to MySQL ■ Using the mysql_connect() function ■ Using the mysql_select_db() function ■ Testing a connection ■ Writing a sample error trap

Querying MySQL using PHP ■ Writing SQL queries

■ Using Select, Insert, Update and Delete

■ Querying MySQL and returning results

■ Interpreting the returned array

Building a Web Application ■ Creating pages to:

■ Add entries

■ Modify entries

■ List entries

■ Filter entries

Security features

■ Validating entries



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2004**

Course Title

iOS Application Development using Swift

iOS App Development Basics, the second course in the iOS App Development with Swift specialization, expands your programming skills and applies them to authentic app development projects. The topics covered in this course include Xcode basics, Core iOS and Cocoa Touch frameworks, simple user interface creation, MVC Architecture and much more. With a focus on using Apple's components to access sensors like camera, microphone and GPS, by the end of this course you will be able to create a basic App according to specified parameters and guidelines. iOS App Development with Swift specialization, you will be developing foundational programming skills to support graphical element presentation and data manipulation from basic functions through to advanced processing. You will continue to build your skill set to use and apply core graphics, touch handling and gestures, animations and transitions, alerts and actions as well as advanced algorithms, threading and more.

Course Outline* 1. iOS Development Environment 1.1. Introduction to iOS SDK 1.2. What's new in iOS 9 1.3. SDK Tools 1.3.1.What's new in Xcode 7 1.3.2.Using XCode 1.3.3.Using Interface Builder 1.3.4.Using iPhone Simulator

2. Swift Fundamentals 2.1. Hello Swift 2.2. Swift Playground

3. Swift Language Basics 3.1. Core Data Types 3.2. String Type 3.3. Tuples & Optionals 3.4. Constants & Variables 3.5. Statements & Operators 3.6. Control Flow & Decisions 3.7. Functions

4. Basic Object Oriented Programming using Swift 4.1. Structs 4.2. Types versus instances 4.3. Member and static methods 4.4. Custom initialization & De-initialization 4.5. Classes 4.6. Initialization 4.7. Methods 4.8. Properties

5. Advanced Object Oriented Programming using Swift 5.1. Optionals 5.1.1.Introducing optionals 5.1.2.Unwrapping an optional 5.1.3.Optional binding 5.2. Nested Types 5.3. Generic Types 5.4. Protocol

6. Memory Management 6.1. Reference Counting Basics 6.2. Automatic Reference Count 6.3. Retain Cycles

7. iPhone Application Basics 7.1. Anatomy of an iPhone application 7.2. Application Life cycle and States

8. User Interface Programming – Basics 8.1. UIKit Framework 8.2. XIB and Interface Builder 8.3. Window & View 8.4. Basic User Controls 8.4.1.Labels, Text Fields, Buttons, Sliders, Picker etc. 8.4.2.Building application screens 8.4.3.Alerts and Action Sheets

9. Auto-layout and Constraints 10. View Controllers 10.1. Basics 10.2. Creating View Controllers 10.3. Content vs Container View Controllers 10.4. Orientation Management

11. User Interface – Special Views 11.1. Image View 11.2. Scroll View 11.3. Table Views 11.3.1. Populating and configuring Table View 11.3.2. Data Source and Delegate 11.3.3. Table View Cells 11.3.4. Custom Cells 11.3.5. Editing Table View 11.4. Collection View



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 201**

Course Title

iOS Application Development using Swift

2. Multiple View Controllers 12.1. Applications with Multiple Views 12.2. Presenting View Controllers 12.3. Animating View Switching 12.4. Tab based applications (Tab Bar Controller) 12.4.1. Configuring the Tab Bar 12.5. Navigation based applications (Navigation Controller) 12.5.1. Working with the Navigation Bar

13. Storyboards 13.1. Storyboard File 13.2. View Controller and Scene 13.3. Segue 13.4. Invoking a Segue 13.5. XIB and Storyboards 13.6. Table View Cell Prototype

14. Multi Touch and Gestures API 14.1. Events and Touches 14.2. Gesture Recognition

15. Data Persistence - 1 15.1. File System 15.2. SQLite

16. Data Persistence - 2 16.1. Core Data 16.2. NSUserDefaults

17. Concurrency and Background Execution 17.1. GCD and Closures 17.2. NSOperation and NSOperationQueue 17.3. Background execution

18. Networking, Connectivity etc. 18.1. Making web request 18.2. Restful services 18.3. JSON 18.4. Apple Push Notification Service

19. Multimedia 19.1. Audio and Video

20. Best Practices, Profiling and Performance Tuning





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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2003**

Course Title

Android Programing App

Introduction Android App Development

- Introducing the Android
- History of Android
- Different Versions of Android
- What is the role of Java
- Eclipse IDE as a development tool
- Android Market
- What is SDK
- Install SDK
- Native Libraries
- Dalvik

App Framework

- Android Architecture
- Activities
- Intents
- Broadcast Receivers
- Services
- Content Providers



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2003**

Course Title

Android Programing App

Hello, World! Android App

- Create Hello, World Application
- Compile and Run Hello, World! Android App
- Use app Emulator

Android App development IDE

- Use Eclipse or IntelliJ IDEA for building Android applications
- ADT Plugin for Eclipse
- Debugging and editing using IDE
- Dalvik Debug Monitoring



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 2003**

Course Title

Android Programing App

Android GUI, Lists and Adapters

- How to create UI for applications
- Using themes
- Views
- Buttons
- Text view
- List
- Dialog views
- Menu in Android Applications
- GUI Adapters
- Logging
- Threading
- Colour
- Using the standard widgets
- Preferences
- File System
- Manifest File



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Coarse Language: English

Course Hours: 3 weak
Course Code: AFD - 2003

Course Title	Android Programing App
<i>Localisation and Screen Resolution</i>	
Understanding localisation	
Understanding Screen resolution	
Creating apps that works with multiple layouts	
Creating apps that works with multiple screen resolutions	
Handling localisation and screen resolution changes	
<i>Database for Android App</i>	
SQLite	
DbHelper	
Opening database	
Closing a database	
execSQL	
Cursor	
SQLiteOpenHelper	
SQL select	
SQL insert	
SQL update	
SQL delete	



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Coarse Language: English

Course Hours: 3 weak
Course Code: AFD - 2003

Course Title	Android Programing App
Graphics & Animation	
User of graphics in app	
How to use images	
Android graphic routines	
Draw bitmap	
How to make animation in Apps	
Canvas Drawing	
Broadcast Receivers	
what are broadcast receivers	
Network receiver	
Boot receiver	
Broadcast intent	
System Services	
Location Service	
Intent services	
custom services	
service class	
Start a service	
run a service	



Course Hours: 3 weak
Course Code: AFD - 2003

Versioning Your Applications



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Coarse Language: English

**Course Hours: 3 weak
Course Code: AFD - 200**

Course Title

Flutter Application Development

Course Outline

Lesson 1: introduction to Flutter and Dart Programming Language

Lesson 2: Dart Programming - Syntax

Lesson 3: Dart Functions & Object-Oriented Programming (OOP)

Lesson 4: introduction to Flutter

Lesson 5: Flutter Widgets Fundamentals

Lesson 6: Navigation and Routing

Lesson 7: visual, Behavioral, and Motion-Rich Widgets implementing Material Design Guidelines - Part 1

Lesson 8: visual, Behavioral, and Motion-Rich Widgets implementing Material Design Guidelines - Part 2

Lesson 9: Firebase

Lesson 10: Location-Aware Apps: Using GPS and Google Maps

Lesson 11: App Testing & Publishing





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Coarse Language: English

**Course Hours: 6 weak
Course Code: C100**

Course Title

Networking Fundamentals

Week 1

[Lesson 1- History of Networking](#)

Have you ever wondered how networks started? We're surrounded by networks, whether they're computer networks, networks of roads, or the network of telephones that allow us to communicate every day. In our first lesson, you'll learn how networks have evolved over the last hundred years. You'll also find out why every additional device that connects to a network greatly increases the value of the network. By the time you've completed this lesson, you'll have a framework of knowledge that will take you through the rest of the course.

[Lesson 2- How Networks Operate](#)

In today's lesson, you'll jump right into networks and networking, and learn how they work. We'll use examples from our everyday experience. You'll learn how to tell the difference between a network and networking, and realize that computer networks are a lot like freeway networks. You'll never look at an interstate the same way again! You'll also find out why shipping your data from one computer to the next is a lot like sending your distant uncle a new coffee mug for his birthday. Believe it or not, freeways and shipped gifts have a direct correlation to how networks and networking operate!

Week 2

[Lesson 3- Peer-to-Peer versus Client/Server](#)

Have you ever heard someone refer to a computer as a server? Maybe you've heard someone talk about connecting computers in a peer-to-peer environment. Understanding the difference between client/server and peer-to-peer networks really helps you learn about computers and networking. So in today's lesson, you'll learn how to tell the difference between client/server and peer-to-peer networks, and when to use one instead of the other.

[Lesson 4- Network Types and Topologies](#)

Many people have heard of Ethernet, but what does that mean exactly? In this lesson, you'll learn all about Ethernet, and a whole lot more. Here you'll find out the difference between a star topology and a bus topology, and the advantages of each. Is Ethernet or Token Ring the best modern network technology, and why? In this lesson, you'll get those answers and many more!



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Coarse Language: English

**Course Hours: 6 weak
Course Code: C100**

Course Title

Networking Fundamentals

Week 3

[Lesson 5- Segmentation and Routing](#)

In today's lesson, we'll explore how routers operate, and you'll see why routers operate a lot like how a receptionist in a growing company handles telephone calls. In this lesson, we'll build on information you learned in previous lessons, then you'll find out how a single interconnected network (the Internet) can actually span the entire globe. A global network is an amazing feat, accomplished by interconnecting network segments and routing data! When you've completed this lesson, you'll understand how routing helps our data to cross the city, state, or an entire ocean.

[Lesson 6- Protocols](#)

When people communicate, they speak a language—such as English—to exchange information. Computers communicate similarly over a network, but instead of speaking a language, they use something called a protocol. Protocols are similar to languages, and in this lesson, you'll learn about the protocols used in networking. You'll also learn which protocol has emerged as the dominant computer protocol, and why!

Week 4

[Lesson 7- TCP/IP](#)

In today's lesson, you'll learn how the networking protocol TCP/IP operates. TCP/IP is a collection of protocols, and today you'll learn how TCP/IP divides its tasks. We'll go over how TCP/IP uses addresses to direct data to its rightful owner—it's similar to how we use street addresses.

[Lesson 8- Name Resolution and Services](#)

Have you ever wondered how your computer converts a World Wide Web address into a Web site that appears on your screen? In this lesson, you'll learn how the Domain Name System (DNS) translates names into numeric addresses, and how all that allows your favorite Web site, e-mail, or file to appear on your computer screen. You'll also learn how the entire computer industry comes to a consensus about how the Internet should work



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Course Title

Networking Fundamentals

Week 5

[Lesson 9- Wide Area Networks \(WANs\)](#)

Today, we'll take a look at Wide Area Networks (WANs) and how they compare to Local Area Networks (LANs). You'll learn all about how data gets sent over long distances, and how the Internet changed expensive, long-distance network connections. You'll also learn how Point-to-Point Tunneling Protocol (PPTP) secures those Internet connections from prying eyes.

[Lesson 10- Remote Access](#)

If you connect to the Internet, you use remote access. In today's lesson, we'll explore the traditional means of connecting to remote LANs, and talk about exactly how dial-up Internet access works. Then we'll discuss modern means by which many people connect to the Internet, including DSL and cable modems.

Week 6

[Lesson 11- Making Internet Connections](#)

In this lesson, you'll apply many of the concepts you've learned so far in this course. We'll walk through the process of making an Internet connection, and you'll see the step-by-step process of creating a dial-up connection. Each step of the way, you'll come to understand what's going on behind the scenes. From there, we'll jump to connecting to the Internet using broadband connections, such as DSL or cable modems.

[Lesson 12- Review and Conclusion](#)

In our final lesson, we'll tie all the previous lessons together, clarifying how new information about networks and networking can be quickly understood. You'll learn three categories into which networking knowledge can be placed, and see examples to apply your newfound network categories. By the end of this lesson, your understanding of networking will be solid as a rock, and you'll be well-prepared for a lifetime of continued learning about networking!



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**Course Hours: 6 weak
Course Code: B100**

Course Title

Building Mobile Apps with HTML5

Learn to use HTML5, CSS3, JavaScript, jQuery, and Web APIs to create cross-platform mobile apps and mashups.

What's it all about?

Do you want to make mobile apps that run on iPhone and iPad, as well as on Android, Blackberry, and Windows Phone? Sure you do! Do you want to learn five different programming languages? Of course you don't!

Fortunately, you're about to discover a better way to build apps. In this course, you'll learn how to imagine, design, build, and optimise a cross-platform mobile app using the very latest HTML5 standards. The result will be a mobile app that's fast and runs on just about any smartphone or tablet computer.

You'll also learn some of the most sought-after skills in Web and mobile development, including:

- HTML5 and how it's different from previous versions of HTML.
- CSS3, the layout and styling language of the mobile Web.
- Scripting with JavaScript and several JavaScript frameworks and techniques such as jQuery, jQuery Mobile, and AJAX.
- How to use Web services such as Google Maps in your app.
- How to determine an app's user location by accessing the built-in geolocation capabilities of the user's smartphone.
- How to use Web Application Programming Interfaces (Web APIs) to combine different Web services to create mobile mashups.
- How to optimise your app for performance to make sure that it runs as fast as possible for your users.
- How to convert your HTML5 apps into native apps that you can submit to app stores such as Apple's App Store, Google Play, and Blackberry App World.

By the end of the course, you'll have built your first mobile web app, and you'll be on your way to making your dream of being a successful mobile app developer a reality



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Course Hours: 3 weak

Course Code: B100

Course Title

Building Mobile Apps with HTML5

Course Revised 2022

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Coarse Language: English

Course Hours:8 weak

Course Code: C10

Course Title

Introduction to C++ Programming

Course description

Learn C++ programming, starting with the basics. Widely used for both systems and applications development, C++ is available for virtually every operating system and has influenced and informed many derivative languages, including C# and Java. In this course, Bill Weinman guides you through the nuts and bolts of this essential language. He helps you set up your environment for coding and dissects the anatomy of a basic C++ program. He reviews the essentials—statements and expressions, variables, conditionals, operators, loops, and functions—and moves on to more complex topics, such as data structures, classes and objects, and templates. Along the way, Bill explains concepts such as recursion, type casting, and operator overloads, and dives into the powerful container classes and algorithms in Standard Template Library (STL). These exhaustive tutorials provide a solid C++ reference for both experienced programmers and those who are brand new to the language.

Week 1

[Lesson 1- Seeing Real-World Objects and Installing Visual C++](#)

Seeing Real-World Objects and Installing Visual C++

[Lesson 2- The Attributes and Abilities of Real-World Objects](#)

The Attributes and Abilities of Real-World Objects

Week 2

[Lesson 3- Writing Step-By-Step Processes](#)

Writing Step-By-Step Processes

[Lesson 4- Storing Your Data in Variables](#)

Storing Your Data in Variables

Week 3

[Lesson 5- Comparing Items](#)

Comparing Items

[Lesson 6- Gathering Data Into Arrays](#)

Gathering Data Into Array



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Coarse Language: English

Course Hours:8 weak
Course Code: C10

Course Title	Introduction to C++ Programming
	Week 4 Lesson 7- Dividing Programs Into Functions and Debugging Dividing Programs Into Functions and Debugging Lesson 8- Writing a Class in C++ Writing a Class in C++ Week 5 Lesson 9- Adding Member Functions and Working With Events Adding Member Functions and Working With Events Lesson 10- Using Pointers to Watch the Addresses of Your Variables Using Pointers to Watch the Addresses of Your Variables Week 6 Lesson 11- More on Inheritance and Hiding More on Inheritance and Hiding Lesson 12- Dividing Your Source Code and Using Other Compilers Dividing Your Source Code and Using Other Compilers



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Coarse Language: English

**Course Hours: 8 weak
Course Code: P100**

Course Title

Photoshop CS6-Intermediate

Extend your Photoshop knowledge and learn how to enhance graphics by using layers, layer masks, and other advanced photo-editing features.

What's it all about?

Photoshop is one of the most amazing software programs ever developed. It's a fun and creative way to alter photos and prepare them for print or the Web. In this course, you can take your Photoshop skills to the next level by exploring more advanced features in Photoshop that let you easily re-edit projects long after they were originally created (and long after the Photoshop "undo" command has expired).

These techniques, called non-destructive editing, let you work faster and reuse parts of images over and over again. If you like scrapbooking or want to make page layouts that you can fill with different graphics, you'll learn how to create reusable templates.

You'll learn how to save every single pixel in your original image so you never have to say, "I'm sorry I tossed that information." You'll see how to use Smart Objects, so that even if you crop or resize an image, you'll be able to get it back to its original size months afterwards. (And you'll learn some tricks to warp Smart Objects that will make the tabloid newspapers jealous!)

Whether you're a photographer who wants to use Photoshop to edit photos, a scrapbooker, or an artist, this course will teach you the building blocks you need to unleash your creativity. It's also a lot of fun!

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**Course Hours: : 8 weak
Course Code: P100**

Course Title

Photoshop CS6-Intermediate

Week 1

Lesson 1- Introducing Layers

In this lesson, you'll create, view, and hide layers. Why do layers matter? Well, they open a world of opportunities for fine-tuning your images. You can edit a layered image nondestructively, so you don't have to start over if you make a mistake or need to change something.

Lesson 2- Manipulating Layers

Today we'll focus on the clues Photoshop gives to explain exactly what you're doing to a layer as you're working. You'll create, move, duplicate, lock, unlock, cut, and paste layers. Knowing this information will let you alter images quickly and nondestructively . . . and the lock commands will help you prevent others (and you!) from accidentally altering your work.

Week 2

Lesson 3- Introducing Smart Objects

Take advantage of Smart Objects—the most awesome and significant innovation in Photoshop since the layers feature was introduced. You can place a RAW-format photo (or JPG or TIF) file inside the Smart Object and re-edit it in Camera RAW anytime you want. You'll discover how to crop and resize photos nondestructively using Smart Objects, and you'll love the way they let you make a protected package out of an image

Lesson 4- More Smart Effects With Smart Objects

Today you'll see how you can make an individual layer in an image larger or smaller, rotate it, and use the amazing Warp command. And you can reverse all these changes anytime you want—if you make them on a Smart Object layer. You can even use filters nondestructively, so long as you apply them to a Smart Object (gee, those come in handy!). You'll also create a pear that, when cut open, has an orange inside it.

Week 3

Lesson 5- Using Adjustment Layers

Each time you edit the exposure in an image, you lose image quality. But what if there were a way to edit the exposure as much as you wanted and not hurt the quality? There is! An *Adjustment layer* makes no permanent change to the image, and you can stack up these layers as you wish. You won't ever want to apply a regular Levels command or Adjustment command directly to an image again.



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**Course Hours:8 weak
Course Code: P100**

Course Title

Photoshop CS6-Intermediate

[Lesson 6- Introducing Layer Masks](#)

In this lesson, you'll find out about layer masks—another way that Photoshop lets you have your cake and eat it too. If you bring a picture of little Johnny onto a new background image, and you erase all the stuff that was in the background, what happens if you change your mind? You'd better hope you have the original image somewhere, and then you're in for a lot more work. However, if you use a layer mask, you'll keep every pixel that's in the original image and hide the parts of the original that you no longer wish to see.

Week 4

[Lesson 7- Image Restoration and Retouching](#)

Did the dog eat Grandmother's portrait? Or did time and water do that damage? No matter. Using layers makes it easier than ever before to restore some of your treasured family heritage. You'll get ample practice with that today, plus links to websites that specialize in image restoration. Again, the theme of this lesson is nondestructive editing—working in layers so that you can always change your mind about a correction without having to begin again.

[Lesson 8- Grayscale and Gradient Masking](#)

What happens if you want to place a person into a swimming pool or the ocean using Photoshop? To make the composite realistic, you need to transition from total opacity above the water line to total transparency below it. You'll learn that skill today as you work with grayscale and gradient masks. You'll also experiment with vignette edges and other edge effects, plus you'll create a Web page header.

Week 5

[Lesson 9- More Mask Techniques](#)

One of the most common ways to lose sleep while using Photoshop is to try to add a new background behind a model with wispy, flowing hair. Hair and fur have always been the bane of Photoshop users. Photoshop can help, however. You'll learn some new tricks today as we explore some commands on the Masks section of the Properties panel.

[Lesson 10- Clipping Masks and Layer Groups](#)

Have you ever wondered how to put images inside type, like those old postcards for various cities? You'll find out today. It's called a *clipping mask*, and it's a digital version of spreading glitter onto a paper that has a design drawn in glue—the glitter only sticks to the glue. In this case, the new layers only stick to the base layer in the clipping mask. Making a clipping mask is easy, but it provides one of Photoshop's "wow" moments.



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Course Code: P100

Course Title	Photoshop CS6-Intermediate
Week 6	
Lesson 11- Luminosity Masking	
Photoshop can use the values in an image to correct the image. That sounds scary and mysterious, but it's actually easy to do. Today you'll create luminosity masks and use them to correct images and to develop false duotone images and wonderfully creative image composites. This lesson should nurture your creativity and yet give you some solid ways to add punch to an image or to create stunning sepia tones.	
Lesson 12- Creating Complex Composites	
In this course, you've created composites in so many ways. But there's still more to learn! Today you'll create an image that has a different photo in each color channel. You'll use Content-Aware Scale to make unusual adjustments to your image size. You'll try a wonderful stained-glass framing technique. And you'll finish the course with a fun assignment that lets you put together everything you've learned	



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**Course Hours: 8 weak
Course Code: P101**

Course Title

Understanding the Cloud

What's it all about?

What is the cloud? If you have trouble answering this question, you're not alone. In this course, we'll explore how the cloud works, what drives its incredible growth, and how you can use cloud services. And don't worry if you're not tech-savvy! We'll relate the cloud to things you encounter every day, using practical, non-technical language.

We'll start by looking at the building blocks of the cloud, where it started, and how it transitioned from an experiment into an unstoppable force. You'll also gain a clear understanding of IaaS, SaaS, and PaaS, and see why each may be attractive to some businesses, but not others. And you'll learn about the different kinds of clouds (public, private, and hybrid).

We'll also take an inside look at the engine rooms of the cloud: data centers. You'll examine the concept of big data—the overwhelmingly huge amounts of data that make analysis so challenging—and how the cloud infrastructure enables data to zip across the globe at lightning speed.

Social networking has also played an incredibly important role in the growth of the cloud. We'll examine how Facebook and Twitter contribute to the cloud, and how apps go from idea to app store. You'll gain an understanding of how mobile devices and major mobile ecosystems—like Apple, Android, and Windows—continue to shape the cloud, and how start-ups can use social media to shake things up like never before.

So come see how the how the cloud can work for you! Whatever your technical background, by the end of this course, you'll be thoroughly cloud-savvy.

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**Course Hours: 8 weak
Course Code: P101**

Course Title

Understanding the Cloud

Week 1

Lesson 1- What the Cloud Is

Confused about the cloud? You're in the right place! In this first lesson, we'll clear up some confusion and start with the basics. I'll explain the building blocks of the cloud, and that will lead us to a durable definition of the cloud that you'll use as a foundation for the rest of the course. We'll also discuss what the cloud means to you, its impact on your life, and why it'll be helpful for you to understand how it works.

Lesson 2- How the Cloud Started and What It Solves

So how did the cloud get started? In this lesson, you'll learn the history of the cloud and how it was a natural evolution of networked computers and Internet connectivity. We'll also discuss why the cloud is so important, and we'll look at the business challenges and opportunities that the cloud addresses. By the end of this lesson, you'll have a solid understanding of how we got to where we are and how business computing operated before the cloud.

Week 2

Lesson 3- Different Kinds of Clouds: Public, Private, Hybrid

Ever wonder why some people believe the cloud is simple, while others believe it's complex? In this lesson, you'll learn why they're both right—and you'll learn how to think about the cloud from two perspectives. We'll also discuss the different types of clouds: public, private, and hybrid. And you'll get a glimpse inside the big business technology world and find out why the cloud can be such a compelling move for large organizations.

Lesson 4- How the Cloud Grows

What's the difference between the cloud and a collection of computers? A bunch—and much of that comes down to virtualization. In this lesson, you'll learn what virtualization is and why it's so fundamental in how the cloud operates. We'll also discuss scale and how it relates to virtualization. Finally, you'll see how endpoints make all the connections work. Let's get started!

Week 3

Lesson 5- Cloud Services

If you'll recall, services is one of the five building blocks in our definition of the cloud. In this lesson, we'll look at those services. Specifically, we'll discuss three categories of cloud services: infrastructure (or Infrastructure as a Service, or IaaS), platforms (or Platform as a Service, or PaaS), and software (or Software as a Service, or SaaS). We'll discuss how these three categories compare and individuals and business can take advantage of them.

Lesson 6- Data Centers: Where the Cloud Computes

All the computing power of the cloud needs to live somewhere. and it's not in the atmosphere. In this lesson. you'll learn all



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Course Code: P101

Course Title	Understanding the Cloud
	Week 4 Lesson 7- Understanding Data, Including Big Data Our experience in the cloud includes the storing and transmission of data, either across the hall or across the world. In this lesson, you'll understand how to think about data in terms of its importance in the cloud, and you'll also learn why we often leave worrying about data to someone else. We'll discuss how all the data in the cloud moves across continents, across the ocean, and over airwaves. And we'll also look at a clear definition of <i>big data</i> in this lesson, as well as examples of where big data may be headed. Lesson 8- Understanding Cloud Providers Making sense of how cloud providers offer their services is an important step in truly understanding the cloud. In this lesson, you'll see how a well-established cloud provider organizes and presents its offerings. We'll go through each group of the cloud provider's offered services, and we'll map them to what you've already learned about the cloud and the categories you're familiar with. Week 5 Lesson 9- Cloud Providers and Big Platforms In this lesson, you'll learn where websites fit into the cloud and what other elements, offerings, or activities are driving the adoption and popularity of the cloud and its varied services. We'll also discuss what it means to be a big provider, and we'll examine the largest platforms—and largest overall service providers—that are in the cloud today. Lesson 10- Getting Into the Cloud Learn about what goes into creating a cloud app, and how the three (plus one) ecosystems dominate the world of cloud applications. In this lesson, you also learn about the different types of devices, how they are categorized, and how they align to the types of cloud apps that are available. You'll also learn about ecosystems, and why they define how cloud apps are created, distributed, and sold.



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Course Title	Understanding the Cloud
Week 6	
Lesson 11- The Cloud and #You	Today we're going to look at how social network sites like Facebook, LinkedIn, and Twitter work in the cloud and how users and organizations can create apps that connect with their huge base of users. You'll learn how social media sites let software developers interact with their sites, create apps and games that operate within and outside their sites, and why they do this. Also, you'll learn about social media tools on Facebook and in Twitter, including why the hashtag was created (#), how it's used, and how to use these sites yourself. Lesson 12- Conclusions, Connections, and the Future of the Cloud This lesson ties together everything you've learned in this course. You'll learn how we can view the cloud from two primary perspectives—consumer and business—and we'll distill the primary benefits (and drivers) that have propelled cloud adoption from participants of both perspectives. We'll also discuss where these two perspectives share a common, clear force that continues to be the biggest benefit of the cloud. And finally, we'll look into the future of what the cloud may hold and what that future might mean for each of us.



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Coarse Language: English

**Course Hours: 8 weak
Course Code: P200**

Course Title

CompTIA® Security+ Certification Preparation

What's it all about?

The U.S. Department of Labor forecasts that computer security and related computer-support specialties will be among the fastest-growing occupations through 2018. CompTIA's Security+ certificate is widely regarded as the entry-level certificate for this fast-growing field. Getting that certificate requires passing CompTIA's challenging SY0-301 exam.

This course, the second of two courses, reviews the key terminology and concepts needed to ace the exam, all in a condensed format for rapid reading. The course provides helpful study tools, including crossword puzzles, games, and practice questions to aid your learning. All of the content is geared toward helping you prepare to pass the SY0-301 exam, so you can leave the test center with your Security+ passing score in hand.

Please note that you will be subject to a CompTIA Security+ renewal process every three years.

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Coarse Language: English

Course Hours: 8 weak
Course Code: P200

Course Title	CompTIA® Security+ Certification Preparation
	Week 1 Lesson 1- Authentication We'll start off with a brief review of the Security+ exam and its objectives. Then we'll jump right into talking about access control. Authentication—verifying that a user requesting entry to a system or network is who they claim to be—is the first step in access control, which protects valuable and sensitive resources from unauthorized users and evildoers. In this lesson, we'll explore authentication, as well as its methods, protocols, and devices. Lesson 2- Authorization and Access Control Last time, we talked about the authentication step in access control. In this lesson, we're going to continue our exploration of access control with a closer look at authorization and types of access control. Both of these are extremely important parts of the security policies protecting network resources. We'll take a detailed look at the elements that make up these two processes. Week 2 Lesson 3- Managing and Securing User Accounts In this lesson, we'll cover the policy and administration of accounts in a secure environment. First, we'll go over the different types of accounts you might work with, including individual accounts and group accounts. Then we'll talk about password policies, which govern how to make passwords as strong as possible, when passwords should expire, and how to deal with lost or forgotten passwords. Lastly, we'll discuss permissions, privileges, and the administrative actions required to minimize vulnerability. Lesson 4- Risk Management As network administrators, we're constantly managing risk. But what does that really mean? In this lesson, we'll investigate the elements of the risk management process, including vulnerabilities, threats, risks, and likelihood and the methods used to identify, determine, or calculate each. The ultimate goal of risk management is to reduce risk to a level that's acceptable to the system and organization. In this lesson, you'll discover the methods we use to figure out what level of risk is acceptable.



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Coarse Language: English

**Course Hours: 8 weak
Course Code: P2000**

Course Title

CompTIA® Security+ Certification Preparation

Week 3

[Lesson 5- Penetration Testing, Vulnerability Scanning, and Data Recovery](#)

Do you know the differences between penetration testing and vulnerability scanning? When is it best to use each? In this lesson, you'll find out the answers to those questions. We'll take a look at the six phases of the penetration testing process, and you'll find out how vulnerability management works. Then we'll look at methods of software vulnerability testing, including black box, white box, and gray box testing. We'll wrap up the lesson with a discussion of disaster recovery plans and data backup methods.

[Lesson 6- Data Security](#)

How do we protect the crucial data that allows our organizations to function day in and day out? That's the question we'll address in this lesson. We'll start with a look at data loss prevention systems, which manage, identify, and protect data in its various states. You'll get acquainted with data encryption applications and hardware-based encryption devices. And we'll cover some considerations for off-site and remote data storage—what should you keep in mind about data when deciding where to store it and back it up? Maintaining your data's integrity and security is incredibly important, so you won't want to miss this lesson.

Week 4

[Lesson 7- Application, Host, and Hardware Security](#)

In Lesson 7, we'll focus on the security of application software. There are a few ways to make applications more secure, including application hardening and careful patch management. We'll see how these work, and we'll take a look at some common application attacks. You'll also see how to make sure the in-house software development process is as secure as you can make it. We'll even look at the ways in which a host computer is secured both internally and externally.

[Lesson 8- Securing Mobile Devices](#)

As businesses go global and standard business hours no longer apply, mobile devices are becoming more common in organizational networks. In this lesson, we'll look at the threats mobile devices introduce and the security methods for removing these threats. We'll investigate some internal measures for dealing with mobile devices, including what you can do to protect data if a device is lost or stolen. We'll also explore what you should include in external security policies for mobile devices, and you'll see how technologies like mobile biometrics, voice encryption, and GPS tracking can help on the mobile security front. Mobile devices are only getting more essential to both our business and personal lives, so securing them is an increasingly important priority.



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Coarse Language: English

Course Hours: 8 weak
Course Code: P200

Course Title	CompTIA® Security+ Certification Preparation
	Week 5 Lesson 9- Virtualization and Cloud Computing If you're working in IT these days, chances are you're working with virtualization in some form. But what exactly is virtualization? In this lesson, we'll build on what you learned about it in the first course. You'll find out how server virtualization works, and we'll explore virtualization software and hardware. You'll also learn how virtualization can benefit an organization, and we'll discuss the particular security concerns that come along with it. We'll finish up with a look at the various types of cloud computing available today. Lesson 10- Cryptography If you work in network security, being cryptic is just part of the job! Cryptography, or encryption, is what we use to prevent unauthorized people from being able to understand or use intercepted data. In Lesson 10, we'll explore the concepts behind encryption and the primary types of encryption in use. We'll talk about the most common encryption algorithms and ciphers, and you'll learn about the secure transport of encrypted data. Week 6 Lesson 11- Public Key Infrastructure With the Internet so integrated into our everyday lives, we depend on a security and validation system that most of us take for granted: the public key infrastructure (PKI). The PKI protects us, often unknowingly, against people and companies we don't know and may not trust if we did. In this lesson, you'll learn about the PKI and the security elements that work to protect you. We'll also talk about how and why they work. Lesson 12- Preparing for the Security+ Exam The CompTIA Security+ exam covers a wide-range of security concepts, topics, terminology, and practices, as well as a bit of hardware and software. In this lesson, which is the last of the two prep courses for the Security+ exam, we'll review the key terms and concepts you'll see on the exam. We'll revisit what you really must know, and I'll give you some final tips for taking a CompTIA exam.



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Coarse Language: English

**Course Hours: 8 week
Course Code: F55**

Course Title

Flash CS5 Intermediate

What's it all about?

If you have a basic understanding of Flash techniques and you're eager to create more sophisticated and powerful Flash movies and applications, this course will take your Flash skills to the next level.

You'll start by examining the versatile Movie Clip symbol, using it to create Flash movies—animations and special effects—inside other Flash movies. Then you'll delve into ActionScript and learn how to turn your simple SWFs into epic Flash masterpieces. For example, you'll learn how to write a single script that controls hundreds (even thousands) of objects based on user input.

Interactivity that goes beyond simple buttons is crucial to many types of Flash applications. In these lessons, you'll find out how to use ActionScript to develop interactive courses, surveys, quizzes, and tests, using scripts that make decisions, count and keep track of user choices, and tally up and report the results. In addition, you'll learn how to compose and use external ActionScript Class files to extend Flash's capabilities. External ActionScript files allow you to use the same scripts across multiple SWFs, as well as to create SWFs that load and interact with other SWFs—the secret to creating in-depth, multifaceted Flash applications.

While this course is heavy on useful, everyday ActionScript examples, it's not just about programming. You'll also try your hand at advanced Flash animation techniques, learning high-end Motion Editor skills for creating artistic transitions and other animated effects. In addition, you'll discover the secrets for creating intriguing Flash effects with advanced Bone tool features that make your IK bones appear more lifelike and believable, as well as the Deco tool, Spray Brush tool, Layer Masks, Onion Skins, and other techniques for creating professional-grade graphics and animations.

And that's not all! You'll also explore Flash Catalyst, Adobe's new no-scripting, Flash-based application for creating user interfaces and custom Flash components. And you'll finish up with an examination of Adobe AIR, which allows you to create full-blown desktop applications that install and interact with computer operating systems just like traditional computer programs.

In each lesson, you'll find practical, hands-on activities that allow you to practice the skills you're learning. By the time you finish this course, you'll know more than enough to confidently market yourself as a Flash designer.

Courses are delivered to you through expertly executed lessons, online instruction and interaction with like-minded students. Our courses are designed to deliver all of the benefits of studying in a classroom whilst giving you the flexibility to study at a time and place to suit your needs. You can access your classroom 24/7 from any device with an internet connection.



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Course Hours: 8 weak
Course Code: F55

Course Title	Flash CS5 Intermediate
Week 1	
Lesson 1- Flash Movie Clip Symbols	Flash supports many ways to accomplish essentially the same tasks. Depending on your movie’s purpose and overall design, some techniques are much more suited to specific applications than others. In today’s lesson we’ll look at Movie Clip symbols—a powerful and efficient tool for creating rich content. While learning to create Movie Clips, we’ll go over some of Flash’s basic design and interactivity features, just to make sure we all start the course with a similar set of skills. Get ready to dive headlong into Flash’s intermediate-to-advanced movie design techniques.
Lesson 2- Inner Pop-ups With UILoader	A design effect that at first looks complicated is the <i>inner pop-up</i> —a pop-up that loads and plays external content within the main movie Timeline. However, as with many techniques in Flash, creating inner pop-ups really isn’t all that difficult, once you know how to do it. While Flash supports many ways to accomplish the inner pop-up effect, an easy and straightforward method is to load and play an external Flash movie in the UILoader component. With UILoader, you can play any Flash SWF movie from your main movie’s Timeline. Designing movies this way helps keep your movies small and reduces download time. It also helps keep your main movie’s Timeline simple and easy to manage
Week 2	
Lesson 3- Creating a Portfolio With ActionScript	As you tackle more sophisticated Flash movies and applications, the method of laying components out frame-by-frame on the Timeline simply won’t cut it. That’s when it’s time to unleash ActionScript 3.0. In this lesson, that’s exactly what we’ll do as we take on a more complicated project: building an online products and services portfolio that can showcase hundreds of products. You’ll learn to make a project of this magnitude manageable by using ActionScript 3.0 to call objects from the Library dynamically—without physically placing and positioning each one on the Stage. You’ll also learn the power of ActionScript classes and variables. By the end of the lesson, you’ll know how to write a single event handler that can call hundreds, even thousands, of external movies to the Stage.



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Course Hours: 8 weak
Course Code: F55

Course Title	Flash CS5 Intermediate
Lesson 4- Using an External Script to Design an Interactive Paint Application In today’s lesson, you’ll learn to use one of the most important tools in complex application design, the external ActionScript file. External ActionScript files not only help keep Flash files small and manageable, but they also expand your design options and can even increase your overall productivity. In this lesson, you’ll learn to write an external ActionScript class file that, when loaded into a Flash movie, will define a new class object. Then you’ll use the new class object to turn the user’s mouse cursor into an interactive paint brush. Week 3 Lesson 5- Using External Text and Graphics, Trace Statements, and If Conditionals This lesson takes a straightforward procedure—loading an external image—and turns it into a multifunction chain of events. The simple event handler that loads an external file triggers other events that not only format and apply special effects to the new content, but also manipulate other objects on the Stage. First, you'll learn how to format external text files with HTML tags and load the text into Flash. Then, you'll start creating the cascade of events, which includes: using the List component to trigger a function that loads image files; which in turn passes the new content to another function that applies a tween to the images as they display; then the chain continues with simple, powerful If Conditionals that play Movie Clips—all based on the original data passed by the first event in the chain. To make all this possible, you'll use AS3’s indispensable trace(); statement to find out what data your functions and statements are passing among themselves. Lesson 6- Combining Motion Editor, Timeline, and ActionScript to Create Custom Animations When it comes to animation, the Motion Editor is one of Flash's most useful features. It allows you to apply multiple transformations and effects all in the same tween. In this lesson, we'll look closely at the Motion Editor, at all its various options and how they work. Next we'll combine several objects containing Motion Tweens to create a sophisticated transition effect and subsequent animation sequence. Then we'll use Flash's built-in Timer to control when our animation sequences play on the Timeline. The resulting movie will be a rotating, never-ending banner similar to those you see on many of today's more popular Web sites	



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Course Code: F55**

Course Title

Flash CS5 Intermediate

Week 4

[Lesson 7- Special Effects With the Bone Tool, ActionScript, and the Spray Brush Tool](#)

This lesson explores some advanced Bone tool techniques. The Bone tool uses an animation technology known as inverse kinematics (IK), which simulates the movement of animate objects, such as people and animals with skeletal structures. IK is also used in the science of robotics. This lesson assumes some basic experience with IK chains and builds on that experience, teaching you how to modify IK chains to make their movements appear more realistic. We also look at making IK chains interactive, so that your users can manipulate them at runtime. Then, we go animating IK chains with ActionScript. The lesson ends with a short demonstration on using Movie Clip symbols with the Spray Brush tool to create special effects, such as twinkling stars or rotating planets.

[Lesson 8- Create a Self-Scoring Quiz With External AS3 Class Files](#)

Flash is by far not just an animation program. Many application developers use it to create sophisticated programs that do all sorts of things, such as building online courses, creating shopping carts for online stores, and just about everything else you can think of. In this lesson, we create a self-scoring quiz, or test, where users answer a series of questions and are then given their scores at the end of the test. To accomplish this, we'll revisit the oh-so-powerful external class file, taking the technique further by creating multiple class files that reference one another to make decisions. You'll learn to use several common and highly useful programming concepts, such as Arrays, Sprites, ints, *for* loops, Boolean operators, radio button groups, and several others. After completing this lesson, you'll have a basic understanding of creating applications with Flash, as well as an all new understanding of the power of ActionScript

Week 5

[Lesson 9- Create an Interactive Web Site With Flash Catalyst](#)

Flash designers typically enjoy creating content in Flash Professional's visually-oriented authoring environment. Many designers do not, however, care for coding, or writing the necessary ActionScript to create interaction. New to the Adobe CS5 suite of applications, Flash Catalyst allows you to create simple, interactive animated interfaces *without* coding. You design the interaction and animations visually, and Catalyst writes the code for you. This lesson introduces you to Catalyst. We start with an Illustrator artboard, import it into Catalyst, and design a Web interface from the Illustrator content—a completely visual and automated procedure devoid of manual coding. Since Catalyst creates projects compatible with the Flash Platform's Flex environment, this lesson also provides some insight into working with Flex and Flash Builder

[Lesson 10- Create Drag-and-Drop, Object Resize, Rotate, and Recolor Interactivity](#)

Many Flash applications, such as games and quizzes, call for advanced user interactivity—providing the user with control of various objects on the Stage. Some movies, for example, call for allowing the user to drag and drop objects, or move them from one spot to another. Other applications call for allowing the user to rotate, resize, and recolor objects. All of this interaction is accomplished with ActionScript. In this lesson, you'll learn to write scripts that turn control over important functions to the user. First, I'll show you a simple set of scripts that allows the user to drag and drop an object on the Stage. Then we'll look at creating sets of buttons that allow users to rotate and resize objects. After that we'll look into allowing users



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Course Hours: 8 weak
Course Code:F55

Course Title	Flash CS5 Intermediate
Week 6	
Lesson 11- Masks,TileList Component, and Animating With Onion Skins	
In this lesson, we look at a few of Flash's lesser-known, but highly useful features. First, you'll learn how to create layer masks for producing display effects from objects you draw with Flash's drawing tools. Then, I'll show you how to build an image list—a list consisting of images—with the TileList component. Finally, the lesson ends with an in-depth look at Flash's metaphorical equivalent to the days (not all that long ago) when animations were created one drawing at a time on translucent sheets of paper, stacked one on top of the other—a process known as onion skinning. Flash's Onion Skin feature can help you significantly when developing simple frame-by-frame animations.	
Lesson 12- Desktop Applications With Adobe AIR (Adobe Integrated Runtime)	
A relatively new addition to the Flash platform, Adobe AIR allows you to create stand-alone desktop applications with Flash Professional—fully functional applications that access and utilize system resources, such as the clipboard, system menus, Minimize, Maximize, and Close buttons, print functions, and many others. AIR applications are platform-neutral, meaning that you or your users can install them on any Windows, Mac OS, or Linux computer. Any existing Flash movie can be published as an AIR application. In this lesson, you learn how to create system-level functionality (unavailable in Flash documents destined for Flash Player), and how to publish and install AIR applications—yet one more way you can utilize and capitalize on your Flash skills	



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**Course Hours: 8 weak
Course Code: V400**

Course Title

Wireless Networking

What's it all about?

Wireless networking is one of the fastest growing segments of the computer industry. Every electronic device seems capable of wireless connections these days: computers, handhelds, cell phones , and even digital cameras are all capable of transmitting without a tether. To many people, those wireless connections are nothing short of technical wizardry. This course will remove the mystery and give you a thorough understanding of this fascinating and lucrative technology.

You'll learn how wireless works, how wireless devices connect to networks, and how to build and connect to your own wireless network. We'll also explore wireless standards, wireless security, satellite Internet and cellular phone technology, as well as the future of wireless.

Becoming knowledgeable about wireless networking is easier than ever. With a helpful instructor who is also a working industry expert, a practical and thoughtful approach to teaching, and an emphasis on giving you a practical, hands-on understanding how wireless works, this course will teach you everything you want to know about the world of wireless connectivity.

Week 1

Lesson 1- Networking Basics

The first Internet connection was made at UCLA in September 1969 with a thick gray cable between two computers. Times sure have changed! Today the Internet serves millions of e-mails and Web pages every few minutes, connecting millions of users from all over the world. And today, wireless networking is the hottest networking technology around. People who use wireless networks can check e-mail from their favorite coffee shop, surf the Internet from their couch, and even get instant messages on their Internet-connected cellular phone. Learning how all those wireless networks operate is as interesting as the Internet itself. In this first lesson, you'll learn about basic network facts and operation, preparing you to expand your knowledge in subsequent lessons.

Lesson 2- How Wireless Networking Works

Did you ever wonder how your radio turns invisible waves into music? Or have you wondered why you can hear bass sounds from farther away than cymbals? Why does a radio station cut out when you go through a mountain tunnel or around a bend?



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Course Hours: 8 weak
Course Code: V400

Course Title

Wireless Networking

Week 2

Lesson 3- Standards in the Wireless World

Why do some electronic devices gain widespread popularity while others sit on the shelf? In this lesson, you'll learn how standards in the networking world help drive the adoption of technology. You'll also get a firsthand look at how standards operate in every real-world business, like clothes and batteries and shampoo. In doing so, you'll learn why some wireless networking technologies have flourished while others have failed miserably (early wireless technologies were a flop!). By the end of this lesson, you'll know who makes the standards, how something becomes standardized, and why it's so important. And yes, you'll also see how all this applies to wireless networking standards and gain insight on why wireless networking is so popular today.

Lesson 4- Wireless Devices

If you've considered buying wireless networking equipment, you know that there are lots of choices out there. How do you make sense of it all? Which technology is better? What do all of those extra features mean to you? In this lesson, you'll learn all about wireless network devices, what role each device plays, and how to make sense of it all! By the end of this chapter, you'll know exactly what each wireless networking device is capable of doing and which one is right for you

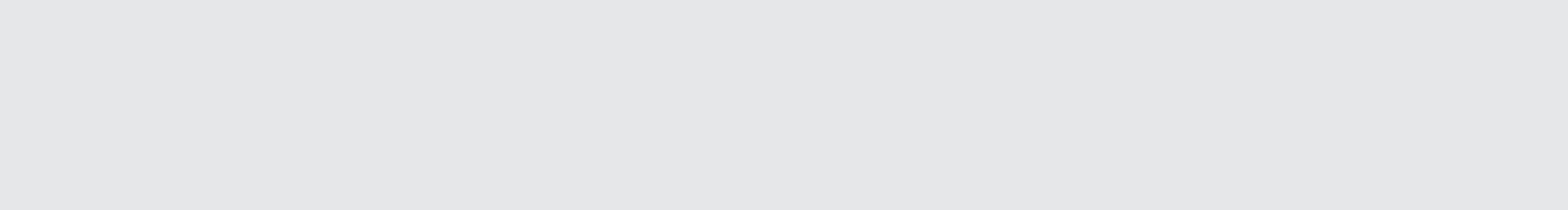
Week 3

Lesson 5- Wireless Networks—Short Range

In this lesson, we'll investigate short-range wireless network technologies. You'll learn all about Bluetooth (it has nothing to do with dentistry!), Wi-Fi, and the details that make each technology unique. We'll also take a firsthand look at why one is better than the other and where each technology fits into the larger wireless networking picture.

Lesson 6- Wireless Networks—Long Range

Would you consider a wireless networking technology capable of traveling 90,000 miles a long-range wireless technology? I certainly would! In this lesson, you'll learn which wireless technology can go beyond your house, beyond your neighborhood, and even beyond the atmosphere. You'll also learn the drawbacks of having your data travel into space and back, and about some long-range wireless technologies that might give DSL or cable Internet access a run for their long-range money.





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Course Title	Wireless Networking
Week 4	
Lesson 7- Creating a Wireless Network—Part 1	
Now that you've learned all about wireless technologies, it's time to put your knowledge to work. In this lesson, you'll learn how to plan a wireless network. After all, once you learn about wireless networking, you'll want to get wireless working in your house or office! In this lesson, I'll walk you through each planning phase, complete with network drawings that depict how a real-life wireless network should be prepared.	
Lesson 8- Creating a Wireless Network—Part 2	
In the previous lesson, you planned a network. In this lesson, you'll install a wireless access point (WAP) to get the wireless network up and running. You'll also learn about issues you should address when configuring a wireless network, including interference with neighboring networks and how to extend your network to reach far-off corners of your home or office.	
Week 5	
Lesson 9- Connecting to a Wireless Network—Part 1	
Once you have a wireless network ready for computers to access, you're ready for the next step: connecting wireless devices. In this lesson, you'll learn how to outfit a computer with a wireless network card, how to connect that computer to your wireless network, and how to make sure that wireless network connection is properly configured. By the end of this lesson, you'll be ready to surf the Internet from your couch! Then we'll look at the similarities and differences between Windows and Apple software.	
Lesson 10- Connecting to a Wireless Network—Part 2	
Computers aren't the only devices capable of connecting to wireless networks these days. There are all sorts of wireless devices, like Personal Data Assistants (PDAs), that you can connect. In this lesson, you'll learn how to hook those other devices into the wireless network you created in previous lessons. Then you'll get a chance to explore how Bluetooth networks operate, how they differ from Wi-Fi, and how to go about connecting one Bluetooth device to another.	



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Course Title	Wireless Networking
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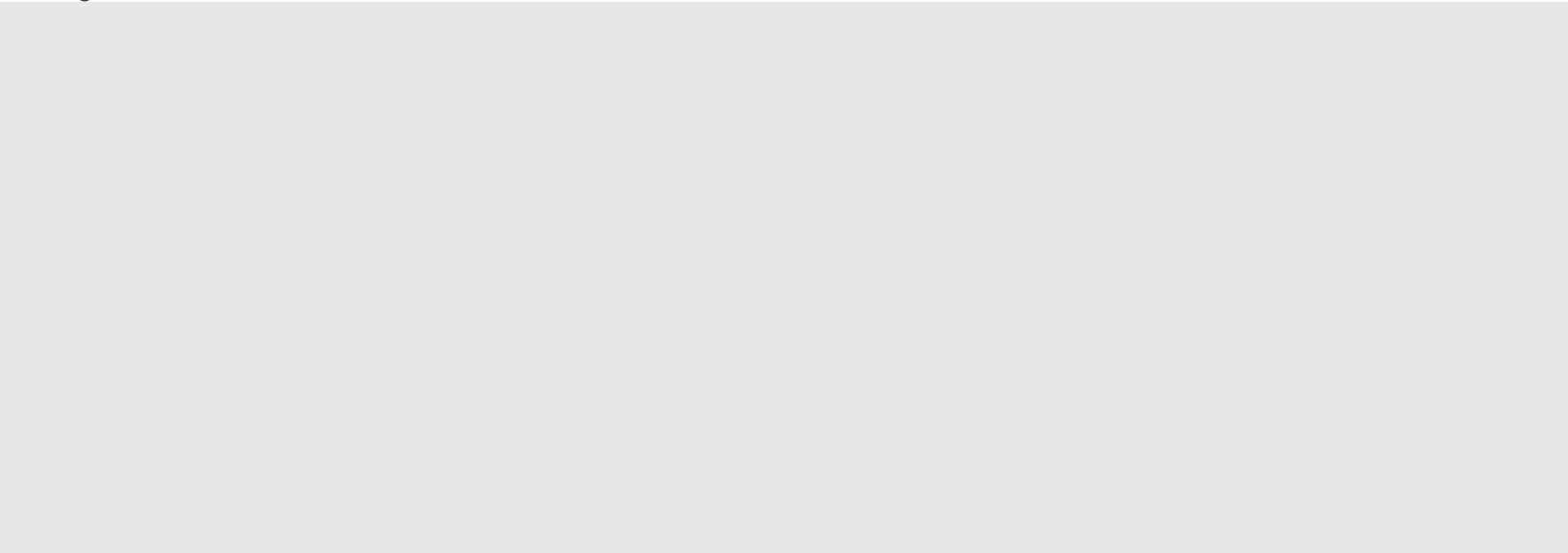
	Week 6
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Lesson 11- Security in Wireless Networks

You can't take the security of your computer (or network) for granted these days. In this lesson, you'll discover how wireless networks provide security for wireless devices that connect to them. You'll also learn how to make your own wireless network secure, ensuring that only the people you want to connect to your wireless network are capable of doing so. You'll also learn how to secure your wireless device, such as a computer or PDA, when you're roaming all those cool (but potentially unsafe) public access areas like coffee shops or downtown wireless districts.

Lesson 12- Conclusions and the Future

What is the future of wireless networking? Are we there? Is this as cool as it's going to get or are we going to see all sorts of new wireless technologies in the future? In this lesson, I'll give you my thoughts on where the future of wireless networking is headed and what that future might have in store. We'll discuss the future of cellular networks, the future of answering the telephone on the Internet, and how power lines and broadband might be a match made in heaven! Of course, the future is open, but it's fun to make some educated guesses based on history and how networking technology has moved in the past. Be prepared to add you own thoughts to our discussion on the future of networking—this will be an especially interesting and exciting lesson!





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Coarse Language: English

**Course Hours: 8 weak
Course Code: N100**

Course Title

Networking Intermediate

What's it all about?

Learn real-world applications for the concepts you learned in *Introduction to Networking*. Continue to build your knowledge of networks and networking, with detailed treatments of TCP/IP, how switches and routers operate, DNS, and more. You'll gain a full understanding of almost every aspect of networking technology, including hot topics such as virtual private networks, security, Internet connectivity, and cloud computing. Completion of this course and its prerequisite should serve as a springboard for a career in computer networking or training for CCNA Certification.

Courses are delivered to you through expertly executed lessons, online instruction and interaction with like-minded students. Our courses are designed to deliver all of the benefits of studying in a classroom whilst giving you the flexibility to study at a time and place to suit your needs. You can access your classroom 24/7 from any device with an internet connection.

New sessions of each course start monthly and last for six weeks. You'll gain access to two lessons a week (for a total of 12 lessons) helping you pace your learning. There are no set times for you to study, you can log in and out within the 8 week access period at any time and complete the course at your own pace. Your expert tutor will guide and facilitate your course, answering any questions you have and providing guidance and feedback. You'll complete comprehensive lessons, quizzes and assignments before submitting your final exam at the end of the course to achieve your certificate.

Week 1

Lesson 1- Getting up to Speed

In our first lesson, you'll learn about the concept of a network stack. After a succinct review of essential network and networking terms, we'll compare the theoretical structure of a network stack—commonly called the OSI model—to real-world networking. We'll then trace how data travels through the computer for transmission on the network.

Lesson 2- Path of a Packet

We'll pick up right where the last lesson left off today when we begin our discussion on how a unit of computer data—called a packet—gets from one computer to another. You'll learn all about how packets are formed, how packets are sometimes chopped then reassembled to go across WAN links, and how the receiving computer handles packets upon arrival. You'll also learn why the network's most important device is the router.



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Course Hours: 8 weak
Course Code: N100

Course Title	Networking Intermediate
Week 2	
Lesson 3- Routing	Today's lesson is dedicated to helping you understand how routers operate. You'll learn all about how routers create a virtual map of the entire Internet. You'll also see how routers connect to different network types—an Ethernet segment and an ATM link, for example—transmit data across those different mediums. Then we'll discuss why routers have their own special languages, called routing protocols.
Lesson 4- Routing Protocols Explained	Today you'll learn the language of routers: routing protocols. You'll learn why some routing protocols are appropriate for smaller networks, and why very large networks require specialized routing protocols. You'll also learn about the two most revealing measurements of a router's capability: latency and packets per second (pps)
Week 3	
Lesson 5- TCP/IP in Detail	You've heard of TCP/IP, but its details may seem mysterious. After you complete this lesson, those mysteries will be banished forever! You'll learn about IP addressing, the four primary IP address classes, and all about the various protocols that come packaged within TCP/IP. Prepare to demystify TCP/IP!
Lesson 6- Fundamentals of Networking Security	Security is on everyone's mind these days, so in this lesson, you'll learn the fundamentals of how computers enforce security. You'll learn what a security descriptor is and how it can allow some people to only read a document, while others can delete or modify the document as much as they like. You'll also learn the difference between a security implementation and security protocols. Finally, you'll find out how security operates in a Windows environment, including exactly what happens during log on, authentication, and authorization.



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Course Title	Networking Intermediate
Week 4	
Lesson 7- Encryption	
In today's lesson, we'll explore encryption, a method used to secure data for transmission over the Internet. You'll learn about various encryption schemes, and you'll get firsthand knowledge of how a chunk of data gets encrypted, how it gets decrypted on the receiving end, and how this process can be secure. You'll also learn how Secure Sockets Layer (SSL) makes it safe for you to order merchandise online, and how SSL ensures that your connection to the seller's Web site is secure.	
Lesson 8- Virtual Private Networks	
The Internet is a great public network, but what if you need it for private communication? For example, what if a salesman needs to make a private connection to her company's network to check on special bulk pricing? In today's lesson, you'll learn how you can create a virtual private network out of your Internet connection. You'll get a hands-on view of how these private connections are made, and why they're so useful.	
Week 5	
Lesson 9- DNS Names, Concepts, and Components	
The Internet, and almost every other network today, uses Domain Name System (DNS) to translate names we understand (like www addresses) into IP addresses that computers can use. It's important to understand how this system works, so in this chapter you'll learn details about how DNS operates. You'll learn how resource records are the building blocks of DNS, and how DNS scales to the entire Internet by being broken into zones.	
Lesson 10- DNS Resource Records and Resolution	
We'll expand on our discussion of DNS in this lesson. Here you'll learn about the most important types of resource records, including A records, SOA records, and others. You'll also learn about the two types of DNS queries: recursive and iterative. There are many other resource record types, and you'll learn about those today, too. By the end of this lesson, it'll be clear just how important DNS is to our daily lives	
Week 6	
Lesson 11- Internet Servers and Services	
In this lesson, you'll learn how Internet Servers operate, including how a Web page is requested and transmitted to your computer, then displayed on your screen. You'll also learn about the two primary Web protocols—HTTP and HTML. There are other Internet-based services, such as e-mail servers, news servers, and instant messaging, and we'll investigate those in this lesson, too.	



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Coarse Language: English

**Course Hours: 8 weak
Course Code: N100**

Course Title

Networking Intermediate

[Lesson 12- Understanding Servers](#)

Have you ever wondered about the difference between a desktop computer and a server? Have you heard of cloud computing, but don't know exactly what it means? In our final lesson, we'll go over the differences between server-class operating systems and server-class computers, and we'll talk in-depth about the various hardware components that comprise a true server-class computer. Understanding why a desktop computer shouldn't be used as a departmental server is important! You'll also learn what cloud computing is, why it's such a compelling platform, and how datacenters provide all that computing power



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Coarse Language: English

**Course Hours: 8 weak
Course Code: j5000**

Course Title

Java Programming Fundamentals

What's it all about?

If you want to learn computer programming but don't have any prior experience, you'll enjoy a tour of Java, one of the most widely used computer languages in the world. It's a breeze to learn in a friendly and supportive environment. Start with the basics of programming and go on to write your own programs and integrate input and output, calculations, decision making, and loops. Build your knowledge and confidence with easy-to-understand examples and plenty of skill-building exercises. So whether you just want to try it out to see if you like it or plan on doing more with Java, this is a great place to start!

We'll use the latest release of Java, from Oracle, the company that maintains and supports the language. We'll also use BlueJ, a graphical development environment designed especially for students. Both are free open-source products, and I'll give you the proper instructions to download them. By the time we're done, you'll be comfortable with Java programming and ready for more!

Courses are delivered to you through expertly executed lessons, online instruction and interaction with like-minded students. Our courses are designed to deliver all of the benefits of studying in a classroom whilst giving you the flexibility to study at a time and place to suit your needs. You can access your classroom 24/7 from any device with an internet connection.

New sessions of each course start monthly and last for six weeks. You'll gain access to two lessons a week (for a total of 12 lessons) helping you pace your learning. There are no set times for you to study, you can log in and out within the 8 week access period at any time and complete the course at your own pace. Your expert tutor will guide and facilitate your course, answering any questions you have and providing guidance and feedback. You'll complete comprehensive lessons, quizzes and assignments before submitting your final exam at the end of the course to achieve your certificate

Week 1

Lesson 1- Introducing Java

Java is one of the most widely used programming languages in the world, on machines from microprocessors in DVRs and microwaves to supercomputers. This lesson will introduce you to computer programming in general and to Java in particular. I'll get you set up with the downloads and installations you'll need for the rest of the course, and I'll walk you through the process of editing, compiling, and running computer programs written in Java.

Lesson 2- Writing Your First Java Program

Now that you have the software downloaded and installed, you're ready to start programming! Today you'll write your first Java program. Along the way, you'll learn to create projects and classes in BlueJ. You'll use the editor to enter your program, and you'll find out more about how to compile it and run it. We'll also look at some of the basics of Java syntax (or form), some of its naming conventions. and its basic data types



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Coarse Language: English

Course Hours: 8 weak
Course Code: j5000

Course Title	Java Programming Fundamentals
	Week 2 Lesson 3- Working With Java's Primitive Data Types This lesson is about Java's primitive data types—the building blocks you need to use before you can build more complex types. I'll show you how to use them in some simple programs, and we'll look at how they relate to each other. Beyond that, we'll look at how to use a few of the classes in the Java libraries. Lesson 4- Working With Objects This lesson introduces classes and objects. We'll revisit the HelloWorld application and rewrite it in Java's OOP (object-oriented programming) structure. While we're doing that, we'll look at how to declare classes, objects, attributes, and methods to Java. Week 3 Lesson 5- Creating a Program That Makes Calculations Today we'll go over how to declare our data variables to Java and how to use variables in arithmetic expressions to calculate new results. We'll also talk about data input, which means getting information into our programs from an outside source. Then we'll write a program that incorporates all these features. Lesson 6- Computer Logic: Writing Programs That Make Decisions Making decisions is one of the most important and powerful things a computer language can do. Without decision-making, computers would be big, bulky calculators. We're going to look at the decision-making process in detail and see how Java does it. When you're done with this lesson, you'll know how to write Java programs that make decisions based on the principles of computer logic.



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Course Hours: 8 weak
Course Code: j5000

Course Title

Java Programming Fundamentals

Week 4

[Lesson 7- Writing Programs With Loops](#)

In this lesson, you'll learn to repeat actions using a control structure called a loop. Loops in Java involve decisions, just as branches do. But in a loop structure, if the condition is met, the branch is backward instead of forward, allowing us to repeat actions. We'll also finish our temperature program.

[Lesson 8- Fixing Errors in Java](#)

Today we'll discuss how Java generates exceptions and how we can prevent them from crashing our programs. We'll also look class methods and how to call them without creating any objects. Last, you'll find out about a debugger, which lets us look at what's going on inside our program as it runs

Week 5

[Lesson 9- Three Tools: Debugger, Enumeration, and Switch](#)

This lesson is a grab bag of tools and topics. BlueJ's debugger lets you watch your program's internal actions as it runs. Enumeration lets you set up new data types with built-in limits on their values. Finally, Java's switch structure lets you replace a series of nested if statements with a single value-based structure. You'll find all these items useful in future programming!

[Lesson 10- Formatting Output and the Java Application Program Interface](#)

How can you make numbers and other output look the way you want them to in Java? In today's lesson, I'll show you. We'll also look at Java's application program interface(API). That's the documentation of all the classes that Java includes when you install the JDK, plus explanations of how to use them. The interface has several thousand classes, and it's important to know how to find things within it.

Week 6

[Lesson 11- Creating Windows and Adding Graphics in Java](#)

So far in this course, everything has been text-based. Today I'll introduce you to the world of Java windows, and we'll begin to look at GUI (graphical user interface) programming in Java. We'll look at the basic components of a Java window and then add some simple graphics to it.

[Lesson 12- Java 2-D Animation](#)

In our final lesson together, we'll continue our short exploration of Java 2-D graphics with a look at some simple animation. We'll use the same technique cartoonists have used for a hundred years now: redrawing an image in a slightly different location and repeating that process many times a second so the image appears to move. You'll learn to create a self-contained object that "knows" its own size, color, shape, location, and how to draw itself into our window. This is a fun lesson



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Coarse Language: English

Course Hours: 8 weak
Course Code: AD100

Course Title	JavaScript Fundamentals
What's it all about? You may already know how to use HTML and CSS to create websites. If so, you're ready to add more power to your programming with JavaScript. This programming language lets you add interactivity to your pages by creating features such as buttons, picture carousels, and collapsible panels to your Web pages. The course begins with the basics of JavaScript code and then moves on to more advanced topics. You'll learn how to define what happens when a user clicks a button or presses a key on your pages, and see how JavaScript enables your pages to make "if . . . then . . . else" decisions about what to do based on circumstances. You'll also get a chance to try out loops and timers to create animation effects. Throughout the course, you'll get plenty of hands-on practice to give you the experience you need to really understand how JavaScript works. And since no JavaScript course would be complete without a discussion of jQuery, we cover it as well. This free "write less, do more" JavaScript library has become virtually synonymous with modern Web and mobile app development. By the end of the course, you'll understand how to use jQuery to catapult your basic JavaScript knowledge to incredible new heights. This course assumes students already know HTML and CSS. JavaScript is always used with these two programming languages, not as an alternative to them. Courses are delivered to you through expertly executed lessons, online instruction and interaction with like-minded students. Our courses are designed to deliver all of the benefits of studying in a classroom whilst giving you the flexibility to study at a time and place to suit your needs. You can access your classroom 24/7 from any device with an internet connection. New sessions of each course start monthly and last for six weeks. You'll gain access to two lessons a week (for a total of 12 lessons) helping you pace your learning. There are no set times for you to study, you can log in and out within the 8 week access period at any time and complete the course at your own pace. Your expert tutor will guide and facilitate your course, answering any questions you have and providing guidance and feedback. You'll complete comprehensive lessons, quizzes and assignments before submitting your final exam at the end of the course to achieve your certificate	



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Coarse Language: English

Course Hours: 8 weak
Course Code: AD100

Course Title	JavaScript Fundamentals
	Week 1 Lesson 1- What Is JavaScript? In today's lesson, you'll get right into it and learn what JavaScript is, where it came from, who uses it, and why you want to learn it. Most important, you'll learn <i>how</i> and <i>where</i> to write JavaScript. And we're not talking about just history, theory, or concepts. You'll go hands-on, and by the time you finish this first lesson, you will have already created, tested, and edited some real JavaScript code. Lesson 2- Executing Scripts Successful JavaScript programming requires controlling not just <i>what</i> a bit of JavaScript does but also <i>when</i> it performs its task. Today's lesson will show you how that works and introduce you to the concept of <i>event handling</i>, which allows you to write code that responds to various events, such as clicking an item on the screen Week 2 Lesson 3- The Document Object Model Today's lesson is all about the Document Object Model (DOM), a set of rules and words you use to access and manipulate the elements of a Web page. You'll also learn about variables in today's lesson, which are temporary placeholders for information that can vary. While such terms and concepts are often scary to the new developers, they actually turn out to be quite easy to understand once you remove the shroud of mystery. Lesson 4- Dates, Numbers, and Decision-Making Code that makes decisions is the hallmark of all modern interactive websites and applications. In today's lesson, you'll learn about JavaScript's ability to make if . . . else decisions (<i>If this happens, do this, or else do this</i>). You'll also learn about data types, strings, numbers, and dates, and how and why programming languages treat these types of information differently. Week 3 Lesson 5- Search My Site Code Today's lesson will give you some Search My Site code. This is particularly handy for larger multipage sites, where users may want to search for a particular word or phrase within your site without having to go through the site one page at a time. And unlike some services that charge you money for this sort of thing, the method you'll learn here is free of charge. And as an added bonus, you'll learn how to add drop-down list controls to your page



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Course Hours: 8 weak
Course Code: AD100

Course Title	JavaScript Fundamentals
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Lesson 6- Fun With Music

In today's lesson, you'll learn to use JavaScript to add sound effects, background music, and custom music player controls to your Web pages. You'll also learn how to set HTML attributes and CSS styles through JavaScript and even to test the user's browsers for compatibility with modern HTML5 features.

Week 4

Lesson 7- Building a Picture Carousel

In today's lesson, we'll start on a picture carousel that allows users to click or cycle through thumbnail images, seeing an enlargement of one at a time. These can be a fun and useful addition to any website. Along the way, you'll learn some tips and tricks for using JavaScript with pictures and some new programming concepts like global variables and string manipulation.

Lesson 8- Fun With Arrays and Loops

Today's lesson is all about arrays and loops. As alien, boring, or scary as those things might sound, they're not that difficult. And they're the main constructs around which some of the best interactive elements, like slideshows and carousels, are built. In today's lesson, you'll learn how to create your own JavaScript arrays and loops and start getting a handle on how you can apply them toward building more interactive Web pages.

Week 5

Lesson 9- Timers and Transition Effects

Bringing motion to Web pages requires controlling the speed at which things happen. Today's lesson is about the two main ways you can control speed: JavaScript timers and CSS transitions. You'll also see how you can use JavaScript to trigger and control CSS transitions, which allows you to get some cool effects with minimal coding.

Lesson 10- Introducing jQuery

JavaScript is such a popular language, people have written many libraries to extend and simplify its use. Perhaps the most widely used and well known is jQuery. In today's lesson, you'll learn what jQuery is, where to get it, and how to get started using it in your own websites.



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Coarse Language: English

Course Hours: 8 weak
Course Code: AD100

Course Title	JavaScript Fundamentals
	Week 6 Lesson 11- Creating Collapsible Panels and Accordions In today's lesson, you'll build on what you learned last time about jQuery to add some powerful new techniques to your arsenal. Specifically, you'll see how you can use jQuery to create collapsible panel and accordion controls. These are custom controls that allow you to create more modern-looking websites in which users can click to expand information, making your site more efficient, effective, and easier to use on touch screens. Lesson 12- Using jQuery Plug-ins jQuery is more than just a JavaScript library. It's a complete ecosystem that includes lots of prewritten code commonly referred to as <i>jQuery plug-ins</i>. There are thousands of free plug-ins available, and they provide for all kinds of slideshows, carousels, touchscreen interfaces, and countless other features that you can add to your own creations, for free, with minimal fuss. In today's lesson, you'll learn how to find jQuery plug-ins and incorporate them into your own site.



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Course Language: English

Course Duration: 5 Days
Course Code: AWC01

Course Title

Advanced Well Control - AWC

Course Objectives:

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

- Understand advanced principles of well control, including pressure management and control techniques during drilling, completion, and workover operations.
- Identify the causes and early warning signs of kicks, blowouts, and well control issues.
- Apply well control procedures and calculations for complex scenarios, including high-pressure, high-temperature (HPHT) wells.
- Master the use of advanced well control equipment, such as blowout preventers (BOPs), choke manifolds, and kill sheets.
- Perform decision-making and problem-solving in simulated well control scenarios.

Course Contents:

1. **Introduction to Advanced Well Control:**
 - Review of fundamental well control concepts.
 - Understanding pressure concepts: formation pressure, fracture pressure, and overbalance.
 - Advanced kick detection methods.
2. **Well Control Equipment:**
 - Types and specifications of blowout preventers (BOPs).
 - Choke manifolds and their operation in different well control situations.
 - Use and maintenance of diverter systems and kill sheets.
 - Advanced BOP testing and function checks.
3. **Kick Prevention and Detection:**
 - Causes of kicks in drilling, completion, and workover operations.
 - Early warning signs of kicks and the application of real-time monitoring systems.
 - Implementation of drilling fluid management to prevent kicks.
4. **Well Control Methods and Calculations:**
 - Driller's method, wait-and-weight method, and volumetric control methods.
 - Detailed kill sheet preparation and dynamic well control calculations.
 - Well shut-in procedures for different wellbore scenarios.



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Course Language: English

Course Duration: 5 Days
Course Code: AWC01

Course Title

Advanced Well Control - AWC

5. Handling Complex Well Control Scenarios:

- High-pressure, high-temperature (HPHT) well control considerations.
- Special procedures for gas kicks, underground blowouts, and lost circulation.
- Dynamic kill operations and simultaneous operations (SIMOPS) well control strategies.

6. Well Control Simulation Drills:

- Practical exercises on well control simulators.
- Application of well control principles under simulated high-risk scenarios.
- Review of well control safety protocols and decision-making processes.

Who Should Attend:

- Drilling engineers, completion engineers, and wellsite supervisors.
- Experienced drilling personnel and well intervention specialists.
- Safety engineers and personnel involved in well planning and design.



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Course Language: English

Course Duration: 4 Days
Course Code: PTPI01

Course Title

Pipe Technology in Petroleum Industries

Course Objectives:

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

- Understand the fundamentals of pipe technology and its applications in the petroleum industry.
- Identify different types of pipes and materials used in drilling, production, and transportation operations.
- Assess pipe selection criteria based on operational requirements, including pressure, temperature, and corrosive conditions.
- Analyze the mechanical properties, testing methods, and integrity management of pipes in petroleum operations.
- Apply advanced techniques in pipe installation, maintenance, and failure prevention.

Course Contents:

1. Introduction to Pipe Technology in Petroleum Operations:

- Overview of pipe roles in drilling, completion, production, and transportation.
- Types of pipes: drill pipes, casing, tubing, and flowlines.
- Materials used in pipe manufacturing (e.g., carbon steel, stainless steel, CRA-lined pipes).

2. Pipe Design and Selection:

- Key factors in pipe selection (e.g., pressure ratings, temperature ratings, chemical resistance).
- Design codes and standards in the petroleum industry (e.g., API, ASME).
- Pipe thickness, grade, and weight considerations based on operational demands.

3. Mechanical Properties and Pipe Testing:

- Tensile strength, yield strength, and ductility of different pipe materials.
- Non-destructive testing (NDT) methods: ultrasonic testing, magnetic particle testing, and radiography.
- Pressure testing and hydrostatic testing for pipe integrity assurance.



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Course Language: English

Course Duration: 5 Days
Course Code: PTPI01

Course Title

Pipe Technology in Petroleum Industries

4. Pipe Installation Techniques:

- Procedures for casing and tubing running in drilling and well completion.
- Pipe handling and connections: threaded joints, welded connections, and premium connections.
- Advanced techniques in horizontal drilling, extended reach drilling, and coiled tubing operations.

5. Pipe Maintenance and Failure Analysis:

- a. Corrosion mechanisms and control measures (e.g., cathodic protection, chemical inhibitors).
- b. Monitoring and inspection methods for pipeline integrity (e.g., pigging, smart pigs).
- c. Case studies of pipe failures and lessons learned in the petroleum industry.

7. Safety and Environmental Considerations:

- a. Safety protocols during pipe handling, installation, and maintenance.
- b. Environmental impact assessment for pipelines in different terrains (onshore, offshore).
- c. Regulations and compliance related to pipe technology in the petroleum sector.

Who Should Attend:

- Drilling engineers, production engineers, and pipeline engineers.
- Maintenance personnel and field operators in the petroleum industry.
- Safety engineers and integrity management professionals.



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Course Language: English

**Course Duration: 5 Days
Course Code: WCPE01**

Course Title

Water Control and Production Enhancement

Course Objectives:

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

- Understand the fundamentals of water control methods and their importance in enhancing oil and gas production.
- Analyze the causes of excess water production and identify strategies for effective water management.
- Apply different techniques for controlling water influx in reservoirs and optimizing production rates.
- Implement chemical, mechanical, and reservoir-based water control measures.
- Evaluate the impact of water management on field economics, safety, and environmental sustainability.

Course Contents:

1. **Introduction to Water Control in Petroleum Production:**
 - Overview of water production issues in oil and gas operations.
 - Understanding the causes and effects of water production on well performance.
 - Economic impact of excess water production on oilfield operations.
2. **Diagnostic Techniques for Water Source Identification:**
 - Production logging tools (PLT) and their application in identifying water sources.
 - Tracer surveys, temperature logs, and other diagnostic tools.
 - Interpretation of reservoir data to distinguish between coning, channeling, and fracture-related water production.
3. **Water Control Methods:**
 - **Chemical Water Control:**
 - Application of polymers, gels, and relative permeability modifiers.
 - Case studies on successful chemical treatments for water shut-off.
 - **Mechanical Water Control:**
 - Zonal isolation techniques: cement squeeze, packers, and bridge plugs.
 - Installation of inflow control devices (ICDs) and other mechanical solutions.
 - **Reservoir-Based Water Control:**
 - Water conformance improvement through selective completions.
 - Strategic use of injection control for waterflood management.



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Course Language: English

Course Duration: 5 Days
Course Code: WCPE01

Course Title

Water Control and Production Enhancement

4. Production Enhancement Strategies:

- Balancing water control with enhanced oil recovery (EOR) techniques.
- Integration of water management with artificial lift optimization.
- Production stimulation and wellbore cleanup to improve well deliverability.

5. Safety and Environmental Considerations:

- a. Regulatory compliance for chemical and mechanical water control methods.
- b. Managing produced water disposal and minimizing environmental impact.
- c. Safety protocols for handling chemicals and equipment during water control operations.

Who Should Attend:

- Production engineers, reservoir engineers, and field operations personnel.
- EOR specialists and well intervention teams.
- Oilfield managers and decision-makers involved in production optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: DO01

Course Title

Drilling Optimization

Course Objectives:

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

- Understand the key principles of drilling optimization and its impact on reducing costs and increasing efficiency.
- Identify factors affecting drilling performance, including rate of penetration (ROP), bit selection, and mud system management.
- Analyze real-time drilling data for making informed decisions to enhance drilling efficiency.
- Implement advanced technologies and practices to optimize well design, reduce non-productive time (NPT), and improve safety.
- Evaluate the economic benefits and environmental considerations of optimized drilling operations.

Course Contents:

1. Introduction to Drilling Optimization:

- Overview of drilling optimization and its significance in oil and gas operations.
- Key performance indicators (KPIs) in drilling efficiency.
- Basic principles of optimizing rate of penetration (ROP) and reducing well costs.

2. Factors Influencing Drilling Performance:

- Drilling parameters: weight on bit (WOB), rotary speed, and hydraulic optimization.
- Drilling fluid management: types, properties, and impact on ROP.
- Bit selection and design: conventional bits, PDC bits, and roller-cone bits.

3. Advanced Drilling Technologies:

- Use of measurement while drilling (MWD) and logging while drilling (LWD) tools for data acquisition.
- Real-time data analytics for decision-making in drilling operations.
- Application of automated drilling technologies and smart drilling systems.



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Course Language: English

Course Duration: 5 Days
Course Code: DO01

Course Title

Drilling Optimization

4. Drilling Optimization Techniques:

- Wellbore stability management to minimize NPT.
- Drilling fluid rheology optimization for improved performance.
- Torque and drag analysis, well trajectory control, and directional drilling optimization.

5. Case Studies and Practical Applications:

- a. Successful case studies of optimized drilling in various formations.
- b. Practical workshops and simulations for applying drilling optimization principles.
- c. Best practices for integrating safety, environmental considerations, and cost-efficiency.

6. Economic and Environmental Impact of Drilling Optimization:

- a. Cost-benefit analysis of optimized drilling projects.
- b. Environmental footprint reduction through optimized drilling techniques.
- c. Compliance with environmental regulations and safety protocols.

Who Should Attend:

- Drilling engineers, rig supervisors, and drilling contractors.
- Wellsite engineers, drilling operations managers, and technical support teams.
- Safety engineers and project managers involved in drilling projects.



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Course Language: English

Course Duration: 5 Days
Course Code: PTS01

Course Title

Pumps, Types, Selection, and Applications

Course Objectives:

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

- Understand the fundamentals of pump technology, types, and operations in the oil and gas industry.
- Identify the different types of pumps used in drilling, production, and refining processes.
- Evaluate criteria for selecting pumps based on operational requirements such as flow rate, pressure, and fluid properties.
- Apply best practices for pump installation, maintenance, troubleshooting, and performance optimization.
- Assess the economic and safety aspects of pump operations in various petroleum industry applications.

Course Contents:

1. Introduction to Pump Technology:

- Overview of pumps in the petroleum industry and their significance.
- Basic pump principles: flow, pressure, head, and efficiency.
- Classification of pumps: positive displacement and dynamic pumps.

2. Types of Pumps and Their Applications:

- **Positive Displacement Pumps:**
 - Reciprocating pumps (piston, plunger) and rotary pumps (gear, screw).
 - Applications in well stimulation, hydraulic fracturing, and chemical injection.
- **Dynamic Pumps:**
 - Centrifugal pumps: single-stage, multi-stage, and submersible pumps.
 - Applications in drilling mud circulation, produced water management, and oil transport.

3. Pump Selection Criteria:

- Factors influencing pump selection: fluid properties, flow rate, pressure, and system requirements.
- Evaluating pump performance curves: efficiency, net positive suction head (NPSH), and power requirements.
- Compatibility of pumps with fluid types, including corrosive and abrasive fluids.



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Course Language: English

Course Duration: 5 Days
Course Code: PTS01

Course Title

Pumps, Types, Selection, and Applications

4. Pump Installation and Operation:

- Proper installation procedures for different pump types.
- Start-up, operation, and shutdown protocols for pumps.
- Monitoring and control systems for efficient pump operation.

5. Pump Maintenance and Troubleshooting:

- a. Routine maintenance practices to ensure pump reliability.
- b. Common pump issues (e.g., cavitation, leakage, vibration) and troubleshooting techniques.
- c. Condition monitoring and predictive maintenance for pumps.

6. Safety and Environmental Considerations:

- a. Safety protocols during pump installation, operation, and maintenance.
- b. Environmental impact management in pumping operations (e.g., spill prevention, emissions control).
- c. Compliance with industry regulations for pump use in the oil and gas sector.

Who Should Attend:

- Mechanical engineers, production engineers, and maintenance personnel.
- Field operators and technicians responsible for pump operations.
- Safety engineers and asset integrity managers involved in pump systems.



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Course Language: English

Course Duration: 5 Days
Course Code: EMR01

Course Title

How to Manage and Rationalize Energy in Factories and Institutions

Course Objectives:

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

- Understand the principles of energy management and the importance of energy rationalization in industrial settings.
- Identify energy consumption patterns and assess areas of high energy usage in factories and institutions.
- Implement strategies for energy efficiency, cost reduction, and improved environmental performance.
- Apply advanced technologies and best practices for energy conservation in various industrial processes.
- Develop energy management systems that align with sustainability goals and regulatory requirements.

Course Contents:

1. Introduction to Energy Management:

- Overview of energy management concepts and its relevance in factories and institutions.
- Key energy sources and their utilization in industrial processes.
- Economic and environmental benefits of energy rationalization.

2. Identifying and Analyzing Energy Consumption:

- Energy auditing: principles, methods, and tools.
- Analyzing energy consumption patterns and identifying inefficiencies.
- Energy performance indicators (EPIs) and their application in monitoring energy use.

3. Energy Conservation Techniques:

- Energy-efficient equipment and systems: pumps, compressors, and HVAC systems.
- Use of advanced technologies like variable speed drives (VSDs), automation, and energy-efficient lighting.
- Best practices for heat recovery, insulation, and process optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: EMR01

Course Title

How to Manage and Rationalize Energy in Factories and Institutions

4. Developing an Energy Management System (EMS):

- Key components of an effective EMS based on ISO 50001 standards.
- Implementing energy policies, objectives, and action plans.
- Roles and responsibilities of energy management teams in factories and institutions.

5. Strategies for Rationalizing Energy Use:

- a. Load management techniques to reduce peak demand.
- b. Renewable energy integration (e.g., solar, wind) in industrial processes.
- c. Demand-side management (DSM) strategies and their impact on energy bills and sustainability.

6. Safety, Compliance, and Environmental Impact:

- a. Ensuring safety while implementing energy-saving measures.
- b. Regulatory compliance for energy management in industrial settings.
- c. Environmental benefits of energy rationalization, including reduced emissions and waste.

Who Should Attend:

- Energy managers, plant managers, and facility managers.
- Maintenance engineers and technical staff in factories and institutions.
- Environmental and sustainability officers, as well as energy auditors.



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Course Language: English

Course Duration: 5 Days
Course Code: OC01

Course Title

Oil Contracts

Course Objectives:

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

- Understand the types of contracts used in the oil and gas industry, including their structure and key terms.
- Analyze the legal and commercial aspects of oil contracts, focusing on risk allocation, cost recovery, and profit-sharing mechanisms.
- Assess negotiation strategies and techniques to secure favorable contract terms.
- Apply best practices in drafting, managing, and interpreting oil and gas agreements.
- Comprehend the regulatory framework governing oil contracts and their compliance requirements.

Course Contents:

1. Introduction to Oil Contracts:

- Overview of oil contracts and their importance in the industry.
- Types of oil contracts: exploration and production sharing agreements (EPSAs), joint venture agreements (JVAs), service contracts, and concession agreements.
- Key contractual elements: duration, rights and obligations, financial terms, and dispute resolution.

2. Types of Oil Contracts:

- **Production Sharing Agreements (PSAs):**
 - Structure, cost recovery, and profit-sharing mechanisms.
 - Advantages and disadvantages of PSAs.
- **Joint Venture Agreements (JVAs):**
 - Governance structure, roles of partners, and risk-sharing.
 - Key clauses: decision-making, liability, and exit strategies.
- **Service Contracts and Concessions:**
 - Types and characteristics of service contracts (risk service contracts, technical service agreements).
 - Concession terms and government involvement.

3. Contract Negotiation and Drafting:

- Principles of contract negotiation in the oil sector.
- Strategies to achieve favorable terms in negotiations.
- Drafting techniques: ensuring clarity, enforceability, and protection of interests.



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Course Language: English

Course Duration: 5 Days
Course Code: OC01

Course Title

Oil Contracts

1. Legal and Regulatory Framework:

- Overview of international laws and regulations governing oil contracts.
- Compliance with host country laws and international standards.
- Managing disputes and arbitration in oil contracts.

2. Managing and Monitoring Oil Contracts:

- Contract lifecycle management: from drafting to execution and renewal.
- Monitoring performance, compliance, and financial outcomes.
- Case studies of successful oil contract management in different regions.

3. Economic and Risk Considerations:

- Evaluating financial clauses (e.g., royalties, bonuses, taxes).
- Risk management in oil contracts, including political, operational, and environmental risks.
- Ensuring sustainable development and corporate social responsibility (CSR) in contract execution.

Who Should Attend:

- Contract managers, legal advisors, and negotiators in the oil and gas sector.
- Oil and gas executives involved in project planning and development.
- Compliance officers, regulatory specialists, and financial analysts.



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Course Language: English

Course Duration: 5 Days
Course Code: FMF01

Course Title

Fundamentals of Multiphase Flow

Course Objectives:

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

- Understand the basic principles of multiphase flow and its significance in oil and gas operations.
- Identify different types of multiphase flow regimes and their impact on production systems.
- Analyze the behavior of gas, liquid, and solid phases within a pipeline or wellbore.
- Apply multiphase flow models and calculations to optimize production and minimize operational challenges.
- Implement best practices for the design, monitoring, and control of multiphase flow systems in various oilfield applications.

Course Contents:

1. Introduction to Multiphase Flow:

- Overview of multiphase flow in the oil and gas industry.
- Significance of multiphase flow in production, transportation, and processing.
- Phases involved: gas, liquid (oil and water), and solids (sand, scale).

2. Flow Regimes and Patterns:

- Understanding different flow regimes: bubbly flow, slug flow, annular flow, and stratified flow.
- Factors influencing flow regimes: velocity, fluid properties, and pipeline orientation.
- Visualizing flow patterns and their impact on production efficiency.



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Course Language: English

Course Duration: 5 Days
Course Code: FMF01

Course Title

Fundamentals of Multiphase Flow

3. Multiphase Flow Models and Calculations:

- Introduction to multiphase flow modeling: empirical models, mechanistic models, and transient models.
- Key calculations: pressure drop, phase holdup, and flow rate prediction.
- Application of simulation tools for multiphase flow analysis in wellbores and pipelines.

4. Design and Optimization of Multiphase Flow Systems:

- a. Designing pipelines and flowlines to handle multiphase flow.
- b. Techniques for flow assurance: slug catchers, separators, and gas-lift optimization.
- c. Use of chemical treatments for hydrate, wax, and asphaltene management.

5. Operational Challenges in Multiphase Flow:

- a. Common issues: slugging, sand production, and erosion in pipelines.
- b. Strategies for managing water coning, gas breakout, and emulsions in multiphase flow.
- c. Best practices for monitoring and controlling multiphase flow operations.

6. Safety and Environmental Considerations:

- a. Safety measures in managing high-pressure multiphase systems.
- b. Environmental impact management and compliance in multiphase flow operations.
- c. Case studies of multiphase flow handling in complex oil and gas fields.

Who Should Attend:

- Production engineers, reservoir engineers, and flow assurance specialists.
- Field operators, pipeline engineers, and facilities engineers.
- Researchers and technical personnel involved in fluid dynamics and multiphase flow modeling.



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Course Language: English

Course Duration: 5 Days
Course Code: PRM01

Course Title

Petrel - Reservoir Modeling

Course Objectives:

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

- Understand the fundamentals of reservoir modeling using Petrel software.
- Build 3D geological models for reservoirs using seismic, well, and core data.
- Apply Petrel's tools for facies modeling, property distribution, and reservoir characterization.
- Integrate dynamic data to develop reservoir simulation models for production forecasting.
- Use Petrel's advanced features for uncertainty analysis and decision-making in reservoir management.

Course Contents:

1. Introduction to Petrel Reservoir Modeling:

- Overview of Petrel software and its role in reservoir modeling.
- Basic principles of geological and reservoir modeling.
- Introduction to the Petrel interface, data management, and workflow structure.

2. Building 3D Geological Models:

- Data loading and quality control: seismic, well logs, core data, and production data.
- Creating stratigraphic frameworks: horizons, faults, and grids.
- Structural modeling: fault interpretation, fault modeling, and grid creation.

3. Facies and Petrophysical Property Modeling:

- Facies modeling techniques: deterministic and stochastic methods.
- Distribution of petrophysical properties: porosity, permeability, and water saturation.
- Integration of well logs and core data for property upscaling and mapping.



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Course Language: English

Course Duration: 5 Days
Course Code: PRM01

Course Title

Petrel - Reservoir Modeling

4. Dynamic Reservoir Simulation:

- Creating simulation grids and linking static models to dynamic simulation.
- History matching and production forecasting using Petrel simulators.
- Analyzing simulation results: pressure maps, saturation distribution, and production profiles.

5. Uncertainty Analysis and Decision-Making:

- a. Tools for sensitivity analysis and uncertainty quantification in reservoir models.
- b. Scenario modeling for decision support and risk assessment.
- c. Best practices for improving reservoir management and production optimization using Petrel.

6. Practical Exercises and Case Studies:

- a. Hands-on sessions for building reservoir models using sample datasets.
- b. Case studies demonstrating the successful application of Petrel in different reservoir types.
- c. Interactive sessions to troubleshoot common challenges in reservoir modeling.

Who Should Attend:

- Reservoir engineers, geologists, and geophysicists involved in reservoir modeling.
- Petrophysicists, data scientists, and simulation specialists.
- Technical personnel responsible for reservoir evaluation and development planning.



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Course Language: English

Course Duration: 5 Days
Course Code: EMS01

Course Title

Energy Management Systems (EMS)

Course Objectives:

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

- Understand the core principles of Energy Management Systems (EMS) and their role in achieving energy efficiency.
- Design, implement, and maintain an effective EMS in compliance with ISO 50001 standards.
- Analyze energy consumption patterns and identify opportunities for energy savings.
- Develop strategies for continuous improvement in energy performance within industrial and commercial settings.
- Integrate EMS with sustainability initiatives, regulatory compliance, and cost reduction goals.

Course Contents:

1. Introduction to Energy Management Systems (EMS):

- Overview of EMS and its significance in energy efficiency and cost management.
- Key elements of an EMS and alignment with ISO 50001 standards.
- Economic and environmental benefits of implementing an EMS.

2. Developing an Energy Management System:

- Key steps for designing and implementing an EMS.
- Establishing energy policies, objectives, and targets.
- Roles and responsibilities in energy management teams.

3. Energy Auditing and Analysis:

- Conducting energy audits: methods, tools, and data analysis.
- Identifying energy performance indicators (EPs) and key energy-consuming equipment.
- Techniques for monitoring and analyzing energy usage data.



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Course Language: English

Course Duration: 5 Days
Course Code: EMS01

Course Title

Energy Management Systems (EMS)

4. Implementing Energy Efficiency Measures:

- Best practices for energy conservation in industrial processes, HVAC systems, and lighting.
- Use of advanced technologies: variable speed drives (VSDs), energy-efficient motors, and smart metering.
- Heat recovery, insulation improvement, and renewable energy integration.

5. Continuous Improvement in Energy Performance:

- a. Monitoring, measurement, and verification of energy performance improvements.
- b. Using data analytics and software tools for real-time energy management.
- c. Conducting management reviews and audits to sustain EMS performance.

6. Compliance, Safety, and Sustainability:

- a. Regulatory requirements and compliance for energy management.
- b. Integrating EMS with sustainability initiatives and corporate social responsibility (CSR) goals.
- c. Safety protocols for energy management practices.

Who Should Attend:

- Energy managers, facility managers, and maintenance engineers.
- Plant managers, production supervisors, and sustainability officers.
- Auditors, compliance officers, and technical personnel involved in energy management.



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Course Language: English

Course Duration: 5 Days
Course Code: CBD01

Course Title

Conceptual & Basic Design of Oil & Gas Field Development

Course Objectives:

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

- Understand the fundamentals of conceptual and basic design in oil and gas field development.
- Identify the steps involved in designing an efficient field development plan (FDP) from discovery to production.
- Analyze reservoir data and evaluate development options, including drilling, facilities, and infrastructure requirements.
- Apply basic design principles for surface facilities, pipelines, and processing units.
- Integrate economic, safety, and environmental considerations into field development planning.

Course Contents:

1. Introduction to Oil & Gas Field Development:

- Overview of the field development process from exploration to production.
- Phases of field development: conceptual, basic, and detailed design.
- Key elements of a Field Development Plan (FDP) and their significance.

2. Conceptual Design of Oil & Gas Fields:

- Gathering and analyzing reservoir data: geology, petrophysics, and production potential.
- Selection of development concepts: platform-based, subsea, or onshore.
- Early-stage evaluations: drilling options, well placements, and artificial lift requirements.

3. Basic Design of Surface Facilities:

- Designing oil and gas processing facilities: separators, dehydrators, and gas treatment units.
- Infrastructure planning: pipelines, flowlines, and export facilities.
- Basic design principles for utilities (e.g., power generation, water treatment) and storage tanks.

4. Field Development Planning and Evaluation:

- Techniques for production forecasting and field development economics.
- Analysis of different development scenarios: cost, risk, and return on investment (ROI).
- Use of simulation tools and software for conceptual and basic design evaluation.

5. Safety and Environmental Considerations in Field Design:

- Integration of safety measures into the field development design.
- Environmental impact assessment (EIA) and compliance with regulatory standards.
- Sustainable development approaches and best practices in oil and gas fields.

6. Case Studies and Practical Applications:

- Real-world examples of successful field development projects.
- Workshop on creating a conceptual and basic design for a hypothetical oil and gas field.
- Troubleshooting common challenges in field development planning.



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Course Language: English

**Course Duration: 5 Days
Course Code: CBD01**

Course Title

Conceptual & Basic Design of Oil & Gas Field Development

Who Should Attend:

- Reservoir engineers, production engineers, and development planners.
- Facilities engineers, project managers, and infrastructure planners.
- Geoscientists and technical personnel involved in field development.



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Course Language: English

Course Duration: 5 Days
Course Code: UPA01

Course Title

Urea Process from Ammonia

Course Objectives:

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

- Understand the fundamental principles and chemistry of urea production from ammonia and carbon dioxide.
- Analyze the process flow of urea production, including synthesis, decomposition, and granulation.
- Evaluate the design and operation of key equipment used in urea plants.
- Implement safety, efficiency, and environmental control measures in the urea production process.
- Apply troubleshooting techniques for optimizing urea production performance and managing process challenges.

Course Contents:

1. Introduction to Urea Production:

- Overview of urea production in the fertilizer industry.
- Chemical reactions: synthesis of urea from ammonia and carbon dioxide.
- Key characteristics and uses of urea in agriculture and industry.

2. Urea Production Process Flow:

- Process stages: urea synthesis, purification, concentration, and granulation.
- High-pressure synthesis: carbamate formation, decomposition, and urea conversion.
- Recirculation of unreacted ammonia and carbon dioxide in the process.

3. Design and Operation of Urea Production Equipment:

- High-pressure reactors, absorbers, and strippers: design and operational principles.
- Urea granulation and prilling systems: equipment, methods, and control measures.
- Auxiliary systems: heat exchangers, pumps, and scrubbers.

4. Process Optimization and Efficiency:

- Process control strategies for maintaining reaction conditions and improving conversion rates.
- Energy-saving measures in urea synthesis and recovery.
- Use of catalysts and inhibitors to enhance process efficiency and reduce by-products.

5. Safety and Environmental Considerations:

- Safety protocols in high-pressure urea production units.
- Environmental impact: managing effluents, emissions, and waste in urea production.
- Compliance with safety and environmental regulations for urea manufacturing.

6. Troubleshooting and Case Studies:

- Common operational challenges: corrosion, scaling, and equipment fouling.
- Techniques for detecting and resolving process issues in urea production.
- Case studies of successful urea plant operations and improvements.

Who Should Attend:

- Process engineers, chemical engineers, and plant operators in the fertilizer industry.
- Production managers, safety engineers, and quality control personnel.
- Technical staff involved in ammonia and urea production processes.



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Course Language: English

**Course Duration: 5 Days
Course Code: WEMNF01**

Course Title

Wellhead Equipment and Mechanical Natural Flow

Course Objectives:

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

- Understand the functions and components of wellhead equipment in oil and gas operations.
- Identify different types of wellhead systems and their applications in natural flow wells.
- Analyze mechanical natural flow principles and optimize well performance.
- Apply best practices in the installation, maintenance, and safety of wellhead equipment.
- Troubleshoot common operational issues associated with wellhead equipment and natural flow wells.

Course Contents:

1. Introduction to Wellhead Equipment:

- Overview of wellhead equipment in oil and gas production.
- Main components: casing head, tubing head, and Christmas tree.
- Functions of wellhead systems: pressure containment, flow control, and access for intervention.

2. Types of Wellhead Systems:

- **Conventional Wellheads:**
 - Surface wellheads for onshore operations.
 - Subsea wellheads for offshore production.
- **Compact and Integrated Wellheads:**
 - Features and benefits for different production environments.
 - Applications in shallow and deepwater operations.

3. Mechanical Natural Flow:

- Fundamentals of natural flow in oil and gas wells.
- Factors influencing natural flow: reservoir pressure, fluid characteristics, and wellbore design.
- Techniques to enhance natural flow, including wellbore cleaning, well stimulation, and optimizing choke settings.

4. Installation and Maintenance of Wellhead Equipment:

- Wellhead equipment installation: procedures, tools, and safety measures.
- Routine maintenance and inspections for wellhead integrity.
- Ensuring compatibility between wellhead components and downhole equipment.

5. Safety and Operational Best Practices:

- Safety protocols for handling wellhead pressure and controlling natural flow.
- Environmental considerations in wellhead operations and flow management.
- Emergency shutdown systems (ESDs) and blowout prevention measures.

6. Troubleshooting and Case Studies:

- Common issues: leaks, pressure anomalies, and equipment malfunction.
- Diagnostic techniques and problem-solving in wellhead systems and natural flow wells.
- Case studies demonstrating best practices and lessons learned in wellhead management.

Who Should Attend:

- Production engineers, wellsite engineers, and field operators.
- Maintenance personnel, safety engineers, and well intervention teams.
- Technical staff involved in wellhead installation, monitoring, and optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: WP01

Course Title

Well Planning

Course Objectives:

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

- Understand the principles of well planning and its importance in the successful execution of drilling operations.
- Analyze geological, geophysical, and reservoir data to develop an effective well plan.
- Design well trajectories, casing programs, and drilling fluids based on reservoir characteristics.
- Apply risk management strategies to optimize well safety, performance, and cost-efficiency.
- Integrate environmental, regulatory, and safety considerations into well planning processes.

Course Contents:

1. Introduction to Well Planning:

- Overview of well planning in the oil and gas industry.
- Key objectives of well planning: safety, efficiency, and cost-effectiveness.
- Phases of well planning: conceptual, detailed design, and operational planning.

2. Geological and Geophysical Data Analysis:

- Gathering and interpreting seismic, petrophysical, and reservoir data.
- Identifying drilling targets and determining optimal well locations.
- Understanding subsurface uncertainties and their impact on well planning.

3. Well Trajectory and Design:

- Designing well trajectories: vertical, directional, and horizontal wells.
- Tools and software used for trajectory planning and modeling.
- Techniques for achieving precise well placement in various reservoir conditions.

4. Casing and Drilling Fluid Programs:

- Casing design: types, setting depths, and selection criteria based on wellbore stability.
- Planning drilling fluids: mud types, properties, and functions for different formations.
- Well integrity management: blowout prevention, cementing strategies, and pressure control.

5. Risk Management and Well Planning Optimization:

- Identifying and mitigating drilling risks: wellbore instability, lost circulation, and pressure anomalies.
- Techniques for optimizing well design and reducing non-productive time (NPT).
- Cost estimation and economic analysis for well planning and drilling operations.

6. Safety, Environmental, and Regulatory Compliance:

- Ensuring safety in well planning: hazard identification and safety protocols.
- Environmental considerations in well design, including waste management and emissions control.
- Compliance with regulatory requirements and industry standards in well planning.

Who Should Attend:

- Drilling engineers, wellsite engineers, and reservoir engineers.
- Geoscientists, well planners, and project managers.
- HSE professionals and regulatory compliance officers involved in well operations.



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Course Language: English

Course Duration: 5 Days
Course Code: WS01

Course Title

Well Simulation

Course Objectives:

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

- Understand the fundamentals of well simulation and its role in optimizing well performance.
- Analyze well simulation models to predict fluid flow, pressure behavior, and production rates.
- Apply simulation tools to evaluate different well designs, completion strategies, and stimulation treatments.
- Use well simulation to identify potential production challenges and optimize reservoir recovery.
- Integrate well simulation results into field development planning and decision-making processes.

Course Contents:

1. Introduction to Well Simulation:

- Overview of well simulation and its significance in the oil and gas industry.
- Basic principles of fluid flow and pressure dynamics in wellbores.
- Types of well simulations: single-well, multi-well, and well-reservoir coupling.

2. Building Well Simulation Models:

- Data collection and preparation: geological, petrophysical, and production data.
- Input parameters for well simulation models: fluid properties, well geometry, and completion data.
- Introduction to well simulation software and its interface.

3. Simulation of Well Performance:

- Modeling fluid flow in vertical, horizontal, and deviated wells.
- Analyzing pressure drop, flow rates, and productivity index using simulation.
- Evaluating the impact of well design (e.g., tubing size, completion type) on well performance.

4. Well Stimulation and Enhancement:

- Simulating hydraulic fracturing, acid stimulation, and other enhanced oil recovery (EOR) techniques.
- Evaluating the effectiveness of stimulation treatments through simulation results.
- Case studies of successful well stimulation simulations and production improvements.

5. Optimizing Production Using Simulation:

- Techniques for diagnosing and mitigating issues such as wellbore damage, gas/water coning, and scaling.
- Integrating well simulation with reservoir models to predict long-term production behavior.
- Using simulation results for field development planning and production forecasting.

6. Advanced Simulation Applications:

- Coupling well simulation with reservoir simulation for comprehensive analysis.
- Real-time well performance monitoring and optimization using simulation models.
- Handling uncertainties in simulation models and conducting sensitivity analysis.

Who Should Attend:

- Reservoir engineers, production engineers, and well engineers.
- Simulation specialists, geoscientists, and field development planners.
- Technical staff involved in well design, completion, and production optimization.



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Course Language: English

**Course Duration: 5 Days
Course Code: DOT01**

Course Title

Drilling Operations Trainer (DOT) Course

Course Objectives:

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

- Acquire comprehensive knowledge of drilling operations and best practices for training personnel.
- Develop training skills to effectively deliver knowledge on drilling processes, equipment, and safety.
- Understand the key components of rig operations, drilling procedures, and well control measures.
- Apply instructional techniques for on-site training, simulator-based sessions, and classroom teaching.
- Implement safety protocols and promote a safety culture during training sessions in drilling operations.

Course Contents:

1. Introduction to Drilling Operations Training:

- Overview of drilling operations and the role of trainers in the oil and gas industry.
- Key skills required for effective training: communication, technical knowledge, and instructional techniques.
- Structure and objectives of the Drilling Operations Trainer course.

2. Fundamentals of Drilling Operations:

- Drilling rig types and components: onshore, offshore, and subsea rigs.
- Drilling equipment and tools: drill bits, drill string, blowout preventers (BOPs), and mud systems.
- Drilling procedures: spudding, drilling to target, casing, and cementing operations.

3. Well Control and Safety Training:

- Basic principles of well control: kick detection, shut-in procedures, and kick handling.
- Use of simulators for well control training: real-time scenarios and hands-on exercises.
- Promoting safety culture: implementing safety protocols and conducting safety drills.

4. Training Techniques and Methodologies:

- Classroom training: designing effective presentations, interactive sessions, and workshops.
- On-the-rig training: conducting practical drills and hands-on sessions.
- Simulator-based training: using drilling simulators to teach drilling operations, equipment handling, and emergency responses.

5. Course Design and Evaluation:

- Developing training materials: manuals, guides, and visual aids.
- Evaluating trainee performance: assessments, feedback, and improvement plans.
- Adapting training methods to different learning styles and experience levels.

6. Trainer Competency and Continuous Improvement:

- Building technical knowledge in drilling operations through continuous learning.
- Staying updated with industry standards, regulations, and technological advancements.
- Implementing feedback mechanisms for continuous improvement of training programs.

Who Should Attend:

- Experienced drilling engineers, wellsite supervisors, and rig managers interested in training roles.
- Safety officers, drilling instructors, and technical support personnel responsible for workforce training.
- HR professionals and training coordinators focused on competency development in drilling operations.



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Course Language: English

Course Duration: 5 Days
Course Code: EMR01

Course Title

How to Manage and Rationalize Energy in Factories and Companies

Course Objectives:

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

- Understand the principles of energy management and the importance of energy rationalization in industrial settings.
- Identify energy consumption patterns and assess areas of high energy usage in factories and companies.
- Implement strategies for energy efficiency, cost reduction, and improved environmental performance.
- Apply advanced technologies and best practices for energy conservation in various industrial processes.
- Develop energy management systems that align with sustainability goals and regulatory requirements.

Course Contents:

1. Introduction to Energy Management:

- Overview of energy management concepts and its relevance in factories and companies.
- Key energy sources and their utilization in industrial processes.
- Economic and environmental benefits of energy rationalization.

2. Identifying and Analyzing Energy Consumption:

- Energy auditing: principles, methods, and tools.
- Analyzing energy consumption patterns and identifying inefficiencies.
- Energy performance indicators (EPIs) and their application in monitoring energy use.

3. Energy Conservation Techniques:

- Energy-efficient equipment and systems: pumps, compressors, and HVAC systems.
- Use of advanced technologies: variable speed drives (VSDs), automation, and energy-efficient lighting.
- Best practices for heat recovery, insulation, and process optimization.

4. Developing an Energy Management System (EMS):

- Key components of an effective EMS based on ISO 50001 standards.
- Implementing energy policies, objectives, and action plans.
- Roles and responsibilities of energy management teams in factories and companies.

5. Strategies for Rationalizing Energy Use:

- Load management techniques to reduce peak demand.
- Renewable energy integration (e.g., solar, wind) in industrial processes.
- Demand-side management (DSM) strategies and their impact on energy bills and sustainability.

6. Safety, Compliance, and Environmental Impact:

- Ensuring safety while implementing energy-saving measures.
- Regulatory compliance for energy management in industrial settings.
- Environmental benefits of energy rationalization, including reduced emissions and waste.

Who Should Attend:

- Energy managers, plant managers, and facility managers.
- Maintenance engineers and technical staff in factories and companies.
- Environmental and sustainability officers, as well as energy auditors.



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Course Language: English

Course Duration: 5 Days
Course Code: GP01

Course Title

Gas Purification

Course Objectives:

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

- Understand the fundamental principles of gas purification in the oil and gas industry.
- Identify various impurities in natural gas and the techniques used for their removal.
- Analyze the design, operation, and optimization of gas purification units.
- Implement safety measures, environmental controls, and compliance requirements in gas purification processes.
- Apply troubleshooting techniques to optimize gas purification efficiency and performance.

Course Contents:

1. Introduction to Gas Purification:

- Overview of natural gas composition and the need for gas purification.
- Types of impurities in natural gas: H_2S , CO_2 , water vapor, nitrogen, and heavy hydrocarbons.
- The importance of gas quality improvement for transportation, processing, and end-use.

2. Gas Purification Processes:

- **Absorption:**
 - Chemical absorption using amine treatment for H_2S and CO_2 removal.
 - Physical absorption processes and solvents used for gas purification.
- **Adsorption:**
 - Adsorption technologies: molecular sieves, activated carbon, and silica gel.
 - Applications in dehydration, mercaptan removal, and gas sweetening.
- **Cryogenic Processes:**
 - Low-temperature processes for nitrogen rejection and heavy hydrocarbon removal.
 - Liquefied Natural Gas (LNG) production as part of gas purification.

3. Design and Operation of Gas Purification Units:

- Design criteria for gas purification units: contactors, absorbers, and separators.
- Process control strategies for optimizing gas purification efficiency.
- Integration of purification units in gas processing facilities.

4. Environmental and Safety Considerations:

- Handling and disposal of waste streams from gas purification processes.
- Compliance with safety standards, emissions regulations, and environmental protocols.
- Best practices for managing toxic gases and ensuring safety during operations.

5. Troubleshooting and Optimization:

- Common issues in gas purification: foaming, corrosion, and solvent degradation.
- Techniques for improving gas purification efficiency and reducing energy consumption.
- Case studies of successful gas purification projects and lessons learned.

6. Emerging Technologies in Gas Purification:

- Advances in membrane technology for selective gas separation.
- Hybrid systems combining traditional and new purification techniques.
- Research trends in improving gas purification processes for enhanced performance.



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Course Duration: 5 Days

Course Code: GP01

Course Title

Gas Purification

Who Should Attend:

- Process engineers, chemical engineers, and plant operators in the gas processing industry.
- Facility managers, maintenance personnel, and safety engineers involved in gas purification.
- Technical staff responsible for designing, operating, or optimizing gas processing units.



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Course Language: English

**Course Duration: 5 Days
Course Code: SFPO01**

Course Title

Surface Facility Production Operations

Course Objectives:

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

- Understand the basic principles of surface facilities and their role in oil and gas production operations.
- Identify the key components of surface facilities and analyze their functions in processing oil and gas.
- Optimize the operation of separators, treatment units, and storage facilities to enhance production efficiency.
- Implement safety protocols, environmental controls, and regulatory compliance in surface facility operations.
- Apply troubleshooting techniques to maintain the integrity and performance of surface production facilities.

Course Contents:

1. **Introduction to Surface Facility Production Operations:**
 - Overview of surface production facilities in oil and gas fields.
 - Role of surface facilities in processing, separating, and treating hydrocarbons.
 - Types of production facilities: onshore, offshore, and subsea.
2. **Components of Surface Production Facilities:**
 - **Separation Systems:**
 - Types of separators: two-phase, three-phase, and high-pressure separators.
 - Principles of operation: gas-liquid separation, water-oil separation.
 - Design criteria and performance optimization for separation systems.
 - **Gas Treatment and Compression:**
 - Gas dehydration units (glycol, silica gel, molecular sieves).
 - Gas compression systems: types, design, and applications.
 - **Oil Treatment and Stabilization:**
 - Desalting, degassing, and stabilization processes.
 - Heater treaters and crude oil dehydration units.
 - **Produced Water Treatment:**
 - Oil-water separation techniques: skimming tanks, flotation units, and filtration.
 - Water disposal methods and re-injection strategies.



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Course Language: English

Course Duration: 5 Days
Course Code: SFPO01

Course Title

Surface Facility Production Operations

1. **Storage and Export Facilities:**

- Design and operation of oil storage tanks, vapor recovery units (VRUs), and loading systems.
- Pipeline systems: flowlines, trunk lines, and export lines.
- Metering and measurement of oil, gas, and water production.

2. **Optimization of Surface Facility Operations:**

- Techniques for maximizing production efficiency and reducing energy consumption.
- Monitoring and control systems: SCADA, PLCs, and automated systems.
- Maintenance strategies for surface equipment to prevent downtime.

3. **Safety, Environmental, and Regulatory Compliance:**

- Safety protocols in surface facility operations, including HAZOPs and emergency response plans.
- Environmental considerations: emissions control, spill prevention, and waste management.
- Compliance with industry standards and regulatory requirements for surface production facilities.

4. **Troubleshooting and Case Studies:**

- Common operational issues: equipment fouling, corrosion, and pressure anomalies.
- Troubleshooting techniques to maintain facility performance.
- Case studies demonstrating best practices and successful surface facility management.

Who Should Attend:

- Production engineers, facilities engineers, and operations managers.
- Field operators, maintenance personnel, and safety engineers involved in surface production.
- Project managers and technical staff responsible for surface facility design and operation.



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Course Language: English

Course Duration: 5 Days
Course Code: DSBD01

Course Title

Drill String & BHA Design

Course Objectives:

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

- Understand the fundamental principles of drill string and Bottom Hole Assembly (BHA) design.
- Identify different components of the drill string and BHA, and their roles in drilling operations.
- Design drill strings and BHAs for various drilling environments, including vertical, directional, and horizontal wells.
- Optimize BHA configurations to enhance wellbore stability, ROP (Rate of Penetration), and drilling efficiency.
- Apply troubleshooting techniques to manage common issues related to drill string and BHA performance.

Course Contents:

1. Introduction to Drill String & BHA Design:

- Overview of drill string components: drill pipe, heavy weight drill pipe (HWDP), drill collars, and BHA.
- Functions of drill string and BHA in the drilling process.
- Key design considerations: well trajectory, formation characteristics, and drilling objectives.

2. Drill String Components and Specifications:

- Types of drill pipes, materials, and connection types.
- Heavy weight drill pipe (HWDP): design, usage, and placement in the drill string.
- Drill collars: specifications, purpose, and optimal placement in the BHA.

3. Bottom Hole Assembly (BHA) Design:

- BHA components: stabilizers, drill bits, downhole motors, MWD/LWD tools.
- Types of BHAs: pendulum, packed hole, steerable, and rotary steerable BHAs.
- BHA configuration for different well types: vertical, directional, and horizontal drilling.

4. Optimization of Drill String & BHA Performance:

- Design criteria for BHA length, weight distribution, and stabilizer spacing.
- Techniques to optimize ROP, reduce vibration, and manage torque and drag.
- Use of torque and drag models to improve BHA performance in extended reach wells.

5. Safety and Risk Management in Drill String & BHA Design:

- Safety considerations during drill string assembly, handling, and tripping.
- Managing drill string fatigue, wear, and failure risks.
- Best practices for preventing BHA sticking, twist-offs, and fishing operations.

6. Troubleshooting and Case Studies:

- Common issues: washouts, keyseating, bit balling, and BHA failures.
- Diagnostic techniques for identifying and resolving drill string and BHA problems.
- Case studies of successful drill string and BHA designs in different drilling conditions.

Who Should Attend:

- Drilling engineers, wellsite engineers, and drilling supervisors.
- Toolpushers, directional drillers, and field technicians involved in drilling operations.
- Technical staff responsible for well design, drilling optimization, and BHA configuration.



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Course Language: English

**Course Duration: 5 Days
Course Code: CAWLI01**

Course Title

Core Analysis & Well Logging Interpretation

Course Objectives:

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

- Understand the principles and methods of core analysis and well logging in the oil and gas industry.
- Identify the types of core samples and well logs, and their applications in reservoir evaluation.
- Analyze core data to determine reservoir properties such as porosity, permeability, and fluid saturation.
- Interpret well logs to evaluate formation characteristics, hydrocarbon presence, and reservoir quality.
- Integrate core analysis results with well log data for comprehensive reservoir characterization.

Course Contents:

1. Introduction to Core Analysis & Well Logging:

- Overview of core analysis and well logging in reservoir evaluation.
- Importance of integrating core and log data for accurate reservoir characterization.
- Types of core samples (conventional, sidewall) and well logs (resistivity, porosity, and gamma ray).

2. Core Analysis Techniques:

- **Routine Core Analysis (RCA):**
 - Measuring porosity, permeability, and bulk density.
 - Determining fluid saturations through RCA methods.
- **Special Core Analysis (SCAL):**
 - Capillary pressure, relative permeability, and wettability tests.
 - Evaluating electrical properties and rock-fluid interaction.

3. Well Logging Principles and Tools:

- Types of well logs: resistivity, gamma ray, density, neutron, and sonic logs.
- Principles of log response: measuring formation resistivity, porosity, and lithology.
- Advanced logging tools: Nuclear Magnetic Resonance (NMR) and Formation Micro-Imager (FMI).

4. Well Log Interpretation:

- Techniques for interpreting basic logs: qualitative and quantitative methods.
- Calculating porosity, water saturation, and lithology from well logs.
- Identifying hydrocarbon-bearing zones and evaluating formation productivity.

5. Integrating Core Analysis and Well Log Data:

- Cross-calibrating core data with well log responses.
- Building reservoir models using integrated core and log data.
- Using core and log interpretation results for petrophysical evaluation and reservoir simulation.

6. Applications and Case Studies:

- Case studies demonstrating core analysis and well log interpretation in various reservoir types.
- Troubleshooting common challenges in core data interpretation and log analysis.
- Best practices for integrating core and well log data to improve reservoir understanding.

Who Should Attend:

- Reservoir engineers, petrophysicists, and geologists involved in reservoir characterization.
- Wellsite geologists, petrophysical analysts, and core analysis specialists.
- Technical staff responsible for core evaluation, well logging, and reservoir modeling



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Course Language: English

Course Duration: 5 Days
Course Code: WI01

Course Title

Well Intervention

Course Objectives:

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

- Understand the fundamental principles and techniques of well intervention in oil and gas operations.
- Identify different types of well intervention methods, tools, and equipment used to enhance or restore well productivity.
- Analyze intervention strategies, including wireline, coiled tubing, and snubbing operations, based on well conditions.
- Implement safety measures, risk management, and best practices in well intervention activities.
- Troubleshoot common issues during well interventions to ensure operational success and well integrity.

Course Contents:

1. **Introduction to Well Intervention:**
 - Overview of well intervention and its significance in well lifecycle management.
 - Types of well interventions: routine, corrective, and emergency interventions.
 - Objectives of well intervention: production enhancement, maintenance, and repair.
2. **Types of Well Intervention Techniques:**
 - **Wireline Operations:**
 - Types of wireline: slickline and electric line.
 - Applications: setting plugs, perforating, logging, and fishing.
 - **Coiled Tubing Operations:**
 - Coiled tubing components, design, and applications.
 - Techniques: acidizing, fracturing, cleanouts, and drilling.
 - **Snubbing Operations:**
 - Principles of snubbing and its applications in high-pressure wells.
 - Techniques for performing live well interventions.
3. **Well Intervention Equipment and Tools:**
 - Overview of tools used in wireline, coiled tubing, and snubbing operations.
 - Special tools: packers, plugs, perforation guns, and cleanout tools.
 - Equipment maintenance, testing, and safety considerations.
4. **Well Control and Safety During Interventions:**
 - Well control principles during interventions, including pressure control equipment.
 - Safety protocols for wireline, coiled tubing, and snubbing operations.
 - Emergency response planning for well intervention operations.
5. **Optimizing Well Intervention Operations:**
 - Strategies for selecting appropriate intervention methods based on well conditions.
 - Real-time monitoring and decision-making during well interventions.
 - Best practices for minimizing non-productive time (NPT) and maximizing operational efficiency.
6. **Troubleshooting and Case Studies:**
 - Common issues encountered during well interventions: stuck tools, pressure anomalies, and equipment failure.
 - Diagnostic techniques and solutions to resolve intervention challenges.
 - Case studies of successful well interventions in different types of wells.

Who Should Attend:

- Well intervention engineers, field engineers, and wellsite supervisors.
- Drilling engineers, production engineers, and completions engineers.
- Technical staff involved in well integrity, maintenance, and production optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: PRS01

Course Title

Petrel - Reservoir Simulation

Course Objectives:

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

- Understand the fundamental principles of reservoir simulation using Petrel software.
- Build dynamic reservoir models using Petrel to simulate fluid flow and production behavior.
- Integrate static geological models with dynamic simulation models for comprehensive reservoir analysis.
- Analyze simulation results to predict production performance and optimize reservoir management.
- Apply advanced simulation techniques in Petrel to manage uncertainties and improve decision-making.

Course Contents:

1. Introduction to Reservoir Simulation in Petrel:

- Overview of Petrel software and its role in dynamic reservoir simulation.
- Principles of reservoir simulation and its importance in field development planning.
- Key components of reservoir simulation: fluid flow, pressure, and production forecasting.

2. Building Simulation Models in Petrel:

- Importing geological models from Petrel static modeling workflows.
- Defining reservoir properties: porosity, permeability, fluid saturations, and PVT data.
- Setting up grid models for simulation: upscaling, refinement, and property distribution.

3. Dynamic Simulation Processes:

- Configuring fluid flow models: black oil, compositional, and thermal models.
- History matching: calibrating the model with actual production data.
- Well management: modeling production wells, injectors, and well controls.

4. Production Forecasting and Optimization:

- Analyzing simulation results to predict production rates, pressure behavior, and recovery.
- Techniques for optimizing well placement, injection strategies, and field development plans.
- Scenario analysis: evaluating different development options and EOR strategies.

5. Advanced Simulation Techniques in Petrel:

- Managing uncertainties: sensitivity analysis, probabilistic modeling, and risk assessment.
- Integration with other software tools (e.g., Eclipse) for complex simulations.
- Using Petrel's workflow automation features to enhance simulation efficiency.

6. Practical Sessions and Case Studies:

- Hands-on exercises for building and running simulation models in Petrel.
- Case studies demonstrating successful reservoir simulation and production optimization.
- Troubleshooting common challenges in reservoir simulation models.

Who Should Attend:

- Reservoir engineers, simulation engineers, and geoscientists.
- Field development planners, production engineers, and technical staff involved in reservoir management.
- Personnel responsible for using Petrel in dynamic reservoir modeling and simulation.



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Course Language: English

Course Duration: 5 Days
Course Code: NTM01

Course Title

New Technologies for Mud Losses Treatment in Drilling

Course Objectives:

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

- Understand the causes and impacts of mud losses during drilling operations.
- Identify advanced technologies and techniques for managing and mitigating mud losses.
- Analyze the application of new materials, tools, and strategies for effective mud loss treatment.
- Implement best practices for preventing and controlling lost circulation in various formations.
- Evaluate the economic, safety, and environmental considerations of mud loss treatments.

Course Contents:

1. Introduction to Mud Losses in Drilling:

- Overview of mud losses and their significance in drilling operations.
- Types of mud losses: seepage, partial, severe, and total losses.
- Impact of mud losses on wellbore stability, drilling costs, and safety.

2. Causes and Diagnosis of Mud Losses:

- Geological factors contributing to mud losses: fractures, high-permeability zones, and cavernous formations.
- Techniques for diagnosing the location and severity of mud losses.
- Real-time monitoring systems for early detection of mud losses during drilling.

3. New Technologies for Mud Loss Treatment:

○ Advanced Materials for Mud Loss Control:

- High-performance loss circulation materials (LCMs): fibers, cross-linked polymers, and nano-based additives.
- Application of deformable materials and thixotropic gels for sealing fractures and voids.

○ Innovative Tools and Equipment:

- New tools for lost circulation management: inflatable packers, expandable casing liners, and specialized sealants.
- Use of pressure pulse tools and smart mud pulse telemetry for efficient mud loss handling.

○ Innovative Drilling Fluids:

- Development of adaptive drilling fluids that enhance wellbore strengthening and reduce mud losses.
- Use of engineered mud formulations for high-pressure, high-temperature (HPHT) wells.

4. Preventive Measures and Wellbore Strengthening:

- Techniques for proactive wellbore strengthening: preemptive placement of LCMs and managed pressure drilling (MPD).
- Casing while drilling (CWD) and liner drilling as strategies to prevent severe mud losses.
- Best practices for designing drilling fluids to minimize mud losses in challenging formations.

5. Economic, Safety, and Environmental Considerations:

- Cost-benefit analysis of new mud loss treatment technologies.
- Safety protocols for handling materials and tools used in lost circulation management.
- Environmental compliance and minimizing the impact of drilling fluids in loss zones.

6. Case Studies and Practical Applications:

- Real-world applications of new technologies in mud loss management.
- Case studies demonstrating successful mitigation of severe mud losses in different well types.
- Troubleshooting common challenges encountered during mud loss treatment in drilling.



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Course Language: English

Course Duration: 5 Days

Course Code: NTM01

Course Title

New Technologies for Mud Losses Treatment in Drilling

Who Should Attend:

- Drilling engineers, wellsite engineers, and mud engineers.
- Drilling supervisors, field operators, and personnel involved in well integrity management.
- Technical staff responsible for mud program design, drilling fluid optimization, and lost circulation control.



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Course Language: English

**Course Duration: 5 Days
Course Code: EOR01**

Course Title

Enhanced Oil Recovery (EOR)

Course Objectives:

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

- Understand the fundamental principles and methods of Enhanced Oil Recovery (EOR).
- Identify different EOR techniques, including thermal, chemical, and gas injection, and their applicability to various reservoirs.
- Analyze reservoir characteristics to select appropriate EOR methods and optimize oil recovery.
- Implement EOR strategies to increase production, extend reservoir life, and improve overall recovery factors.
- Evaluate the economic, safety, and environmental considerations of EOR projects.

Course Contents:

1. Introduction to Enhanced Oil Recovery (EOR):

- Overview of EOR and its significance in maximizing hydrocarbon recovery.
- Stages of oil recovery: primary, secondary, and tertiary (EOR).
- Reservoir characteristics and conditions suitable for EOR implementation.

2. Thermal EOR Methods:

- **Steam Injection:**
 - Cyclic steam stimulation (CSS), steam flooding, and steam-assisted gravity drainage (SAGD).
 - Applications in heavy oil and tar sands reservoirs.
- **In-Situ Combustion:**
 - Principles of combustion processes in the reservoir.
 - Techniques for controlling and sustaining in-situ combustion.

3. Chemical EOR Methods:

- **Polymer Flooding:**
 - Mechanism, design, and application in improving sweep efficiency.
- **Surfactant-Polymer Flooding:**
 - Mechanism of lowering interfacial tension to enhance oil mobility.
 - Key considerations for surfactant-polymer injection and mixing.
- **Alkaline-Surfactant-Polymer (ASP) Flooding:**
 - Chemistry, design, and field application for improving oil displacement.

4. Gas Injection EOR Methods:

- **Miscible Gas Injection:**
 - Types of gases used: CO₂, nitrogen, and hydrocarbon gases.
 - Mechanism of miscibility and displacement in oil reservoirs.
- **Immiscible Gas Injection:**
 - Application in pressure maintenance and improved displacement efficiency.
 - Case studies of CO₂ flooding for light and medium oil reservoirs.

5. Selection and Optimization of EOR Techniques:

- Reservoir screening criteria for different EOR methods.
- Evaluation of pilot EOR projects: monitoring, performance assessment, and scaling up.
- Simulation models and tools for predicting EOR outcomes and optimizing operations.



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Course Language: English

**Course Duration: 5 Days
Course Code: EOR01**

Course Title

Enhanced Oil Recovery (EOR)

6. Economic, Safety, and Environmental Considerations:

- Cost-benefit analysis of EOR methods.
- Safety protocols during EOR operations, including chemical handling and gas injection.
- Environmental management: minimizing emissions, waste management, and regulatory compliance.

7. Case Studies and Practical Applications:

- a. Real-world applications of thermal, chemical, and gas injection EOR.
- b. Successful EOR projects and lessons learned from different reservoir conditions.
- c. Workshop on designing EOR strategies based on sample reservoir data.

Who Should Attend:

- Reservoir engineers, production engineers, and petroleum engineers.
- EOR specialists, project managers, and field development planners.
- Technical staff involved in reservoir evaluation, simulation, and production optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: DSD01

Course Title

Drilling String Design

Course Objectives:

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

- Understand the fundamental principles of designing a drilling string for various well conditions.
- Identify different components of a drilling string and analyze their roles in optimizing drilling performance.
- Apply design criteria for selecting drill pipes, heavy-weight drill pipes (HWDP), and drill collars to suit wellbore conditions.
- Optimize drilling string configuration to improve wellbore stability, Rate of Penetration (ROP), and operational safety.
- Implement troubleshooting techniques to address common issues related to drilling string performance and integrity.

Course Contents:

1. Introduction to Drilling String Design:

- Overview of drilling string components: drill pipes, HWDP, drill collars, and subs.
- Importance of drilling string design in achieving drilling objectives.
- Basic principles of drilling string mechanics: axial load, torsion, and bending stress.

2. Components of a Drilling String:

- **Drill Pipes:**
 - Types, grades, and specifications of drill pipes.
 - Selection criteria based on well depth, fluid properties, and formation conditions.
- **Heavy-Weight Drill Pipe (HWDP):**
 - Role of HWDP in maintaining weight transfer and drill string stability.
 - Proper placement and sizing of HWDP for vertical and deviated wells.
- **Drill Collars:**
 - Functions of drill collars in providing weight on bit (WOB) and stabilizing the BHA.
 - Design considerations for drill collar length, size, and placement in the string.

3. Drilling String Design Principles:

- Calculating total string weight, buoyancy factors, and hook loads.
- Evaluating drill string strength: tensile, torsional, and burst pressures.
- Factors influencing drill string design: well depth, trajectory, mud weight, and expected formation pressures.

4. Optimization of Drilling String Configuration:

- Techniques for improving weight distribution, torque and drag management.
- Strategies for minimizing vibration, fatigue, and wellbore instability.
- Use of simulators and software tools for modeling and optimizing drilling string performance.

5. Safety and Risk Management in Drilling String Design:

- Identifying and mitigating risks such as stuck pipe, twist-offs, and washouts.
- Safety protocols for drill string handling, inspection, and maintenance.
- Best practices for preventing drill string failures and ensuring operational integrity.

6. Troubleshooting and Case Studies:

- Common issues in drilling string operations: buckling, keyseating, and drill pipe wear.
- Diagnostic techniques and solutions for drilling string problems.
- Case studies demonstrating successful drilling string designs and performance optimization.

Who Should Attend:

- Drilling engineers, wellsite engineers, and drilling supervisors.
- Toolpushers, directional drillers, and field operators involved in drilling operations.
- Technical staff responsible for well design, drilling optimization, and drill string maintenance.



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Course Language: English

Course Duration: 5 Days
Course Code: SCS01

Course Title

Solids Control Systems - SCS

Course Objectives:

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

- Understand the fundamental principles of solids control systems in drilling operations.
- Identify different equipment and techniques used in solids control and their roles in maintaining drilling fluid quality.
- Analyze the design, configuration, and operation of solids control systems for various well conditions.
- Optimize solids control systems to enhance drilling efficiency, reduce costs, and minimize environmental impact.
- Implement best practices for maintaining, troubleshooting, and ensuring the safety of solids control operations.

Course Contents:

1. Introduction to Solids Control Systems:

- Overview of solids control systems and their importance in drilling operations.
- Objectives of solids control: maintaining drilling fluid properties, protecting equipment, and enhancing drilling performance.
- Types of drilling fluids and the impact of solids on their properties.

2. Components of Solids Control Systems:

- **Shale Shakers:**
 - Types, working principles, and selection criteria.
 - Screens, vibration mechanisms, and optimization of shaker performance.
- **Hydrocyclones (Desanders & Desilters):**
 - Role in separating fine solids from drilling fluid.
 - Design, operation, and troubleshooting of hydrocyclone units.
- **Centrifuges:**
 - Principles of operation for separating ultrafine solids.
 - Applications of decanting centrifuges in reducing mud weight and improving fluid clarity.
- **Mud Cleaners and Degassers:**
 - Functions, design, and integration with other solids control equipment.

3. Design and Optimization of Solids Control Systems:

- Configuring solids control systems for different well conditions (e.g., onshore, offshore, HPHT).
- Techniques for optimizing solids removal efficiency and managing fluid properties.
- Impact of solids control on wellbore stability, Rate of Penetration (ROP), and equipment wear.



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Course Language: English

Course Duration: 5 Days
Course Code: SCS01

Course Title

Solids Control Systems - SCS

4. Environmental and Safety Considerations:

- Managing waste generated by solids control systems: cuttings disposal, fluid recycling, and compliance with environmental regulations.
- Safety protocols in handling and maintaining solids control equipment.
- Best practices for minimizing spills, emissions, and health risks in solids control operations.

5. Troubleshooting and Maintenance:

- a. Common issues in solids control operations: equipment blockage, vibration problems, and poor separation efficiency.
- b. Preventive maintenance practices for shale shakers, centrifuges, and hydrocyclones.
- c. Real-time monitoring systems for improving solids control performance.

6. Case Studies and Practical Applications:

- a. Case studies demonstrating successful solids control in challenging drilling environments.
- b. Workshop on configuring and optimizing solids control systems for sample well scenarios.
- c. Best practices and lessons learned from field applications.

Who Should Attend:

- Drilling engineers, mud engineers, and solids control technicians.
- Wellsite engineers, drilling supervisors, and field operators involved in mud management.
- Technical staff responsible for fluid management, equipment maintenance, and environmental compliance



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Course Language: English

**Course Duration: 5 Days
Course Code: HEDOM01**

Course Title

Heat Exchangers Design, Operation, and Maintenance

Course Objectives:

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

- Understand the principles and applications of heat exchangers in the oil and gas industry.
- Identify different types of heat exchangers and their design criteria based on process requirements.
- Analyze the operation of heat exchangers, optimizing performance for efficient heat transfer.
- Implement best practices for the maintenance, troubleshooting, and safety of heat exchangers.
- Evaluate the economic and environmental considerations of heat exchanger operations.

Course Contents:

1. Introduction to Heat Exchangers:

- Overview of heat exchangers and their roles in oil and gas processing.
- Basic principles of heat transfer: conduction, convection, and radiation.
- Types of heat exchangers: shell-and-tube, plate, air-cooled, and finned-tube exchangers.

2. Design of Heat Exchangers:

- Key design parameters: flow rates, temperature profiles, pressure drops, and heat transfer coefficients.
- Thermal and mechanical design: selection of materials, sizing, and configuration.
- Design considerations for different fluids: oil, gas, water, and corrosive media.
- Use of software tools for heat exchanger design and performance modeling.

3. Operation of Heat Exchangers:

- Start-up, normal operation, and shutdown procedures.
- Control systems for monitoring temperature, pressure, and flow to maintain efficiency.
- Techniques for optimizing heat exchanger performance in varying operational conditions.

4. Maintenance of Heat Exchangers:

- Routine and preventive maintenance practices to ensure heat exchanger integrity.
- Cleaning methods: chemical cleaning, mechanical cleaning, and pigging.
- Inspection techniques: non-destructive testing (NDT), pressure testing, and thermal imaging.

5. Troubleshooting and Performance Optimization:

- Common issues: fouling, corrosion, scaling, and leaks.
- Diagnosing and resolving performance problems to ensure effective heat transfer.
- Techniques for enhancing heat exchanger performance and reducing downtime.

6. Safety and Environmental Considerations:

- Safety protocols for handling and maintaining heat exchangers.
- Environmental compliance: managing emissions, waste heat recovery, and energy efficiency.
- Case studies of successful heat exchanger applications and lessons learned.

Who Should Attend:

- Process engineers, mechanical engineers, and maintenance personnel.
- Operators, plant managers, and technical staff responsible for heat exchanger operations.
- Safety engineers and compliance officers involved in heat management and process safety.



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Course Language: English

Course Duration: 5 Days
Course Code: TEGD01

Course Title

Hydrocarbon Gases Dehydration Using Triethylene Glycol (TEG)

Course Objectives:

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

- Understand the principles of hydrocarbon gas dehydration using Triethylene Glycol (TEG).
- Identify the components and design criteria of TEG dehydration units for effective water removal from natural gas.
- Analyze the operation and optimization of TEG dehydration systems to improve gas quality and process efficiency.
- Implement best practices for maintaining, troubleshooting, and ensuring the safety of TEG dehydration units.
- Evaluate the economic, safety, and environmental considerations in TEG-based gas dehydration.

Course Contents:

1. Introduction to Hydrocarbon Gas Dehydration:

- Overview of gas dehydration and its importance in natural gas processing.
- Effects of water content in natural gas: corrosion, hydrate formation, and quality issues.
- Basic principles of gas dehydration using TEG as a desiccant.

2. TEG Dehydration Process:

- Process flow of TEG dehydration: contactor tower, regeneration unit, and glycol circulation.
- Understanding TEG properties, absorption mechanisms, and water vapor removal efficiency.
- Design of TEG contactors: packing, trays, and vapor-liquid contact optimization.

3. Design and Operation of TEG Dehydration Units:

- Key design parameters: gas flow rate, water content, operating pressure, and temperature.
- Sizing and configuration of TEG regeneration systems: reboilers, stripping columns, and heat exchangers.
- Best practices for start-up, operation, and shutdown of TEG dehydration units.

4. Maintenance and Troubleshooting of TEG Units:

- Routine maintenance procedures: glycol filtration, pump operation, and reboiler maintenance.
- Common issues: glycol foaming, degradation, carryover, and system upsets.
- Diagnostic techniques and solutions for maintaining optimal TEG performance.

5. Safety and Environmental Considerations:

- Safety protocols for handling TEG and managing dehydration units.
- Environmental impact management: emissions control, waste handling, and water disposal.
- Compliance with industry standards and regulations for gas dehydration systems.

6. Performance Optimization and Case Studies:

- Techniques for optimizing TEG circulation rates, regeneration efficiency, and energy consumption.
- Case studies of successful TEG dehydration in various gas fields.
- Best practices for improving gas quality and process efficiency using TEG dehydration.

Who Should Attend:

- Process engineers, gas processing engineers, and plant operators.
- Maintenance personnel, safety engineers, and technical staff involved in gas processing.
- Compliance officers and environmental engineers responsible for gas treatment operations.



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Course Language: English

Course Duration: 5 Days
Course Code: PON01

Course Title

Production Optimization by Using Nodal Analysis

Course Objectives:

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

- Understand the fundamentals of nodal analysis and its application in optimizing oil and gas production.
- Identify the components of the production system, including reservoir, wellbore, and surface facilities, for nodal analysis.
- Analyze well performance using nodal analysis to determine the best operating conditions and maximize production rates.
- Apply nodal analysis to diagnose and resolve production bottlenecks, optimize well completion, and enhance field productivity.
- Implement advanced techniques in nodal analysis for integrating well performance with reservoir and facility management.

Course Contents:

1. Introduction to Nodal Analysis:

- Overview of nodal analysis and its significance in production optimization.
- Components of the production system: inflow performance relationship (IPR) and vertical lift performance (VLP).
- Basics of nodal analysis: node selection, system integration, and pressure distribution.

2. Production System Components:

- **Reservoir Inflow Performance:**
 - Determining inflow performance relationship (IPR) curves for different reservoir types.
 - Factors affecting reservoir inflow: permeability, pressure, well completion, and drawdown.
- **Wellbore and Tubing Performance:**
 - Vertical lift performance (VLP) curves for various wellbore configurations.
 - Analyzing tubing size, friction losses, and multiphase flow effects on production.

3. Applying Nodal Analysis for Optimization:

- Selecting the optimal operating point: matching IPR and VLP curves.
- Identifying and eliminating production bottlenecks: near-wellbore damage, artificial lift challenges, and flow restrictions.
- Techniques for enhancing well productivity: stimulation, artificial lift, and flow assurance.

4. Advanced Nodal Analysis Techniques:

- Integrating nodal analysis with reservoir simulation for comprehensive field optimization.
- Using nodal analysis in field development planning: well placement, completion strategies, and facility design.
- Real-time nodal analysis: dynamic modeling for decision-making in production management.

5. Troubleshooting and Performance Monitoring:

- Common issues in production systems: scale, paraffin deposition, and gas/water coning.
- Using nodal analysis to diagnose well performance problems and recommend corrective actions.
- Implementing continuous monitoring and optimization using nodal analysis software.

6. Case Studies and Practical Applications:

- Case studies demonstrating successful application of nodal analysis in production optimization.
- Practical workshop: building and analyzing nodal models for different well types and production scenarios.
- Best practices for integrating nodal analysis results into production operations.

Who Should Attend:

- Production engineers, reservoir engineers, and well performance specialists.
- Field development planners, operations managers, and technical staff involved in production optimization.
- Engineers responsible for well performance analysis, artificial lift design, and field productivity enhancement.



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Course Language: English

Course Duration: 5 Days
Course Code: PSH01

Course Title

Process Simulation Using HYSYS Software

Course Objectives:

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

- Understand the fundamental principles of process simulation and its role in the oil and gas industry.
- Use Aspen HYSYS software to build, simulate, and optimize process models for refining, gas processing, and chemical plants.
- Analyze key process parameters and equipment performance through dynamic and steady-state simulation.
- Implement process optimization techniques using HYSYS to improve efficiency, safety, and economic outcomes.
- Apply troubleshooting techniques to resolve common simulation challenges and enhance process design.

Course Contents:

1. Introduction to Process Simulation:

- Overview of process simulation and its importance in process design and optimization.
- Introduction to Aspen HYSYS software: interface, tools, and workflow.
- Basic concepts of thermodynamics, fluid properties, and unit operations in HYSYS.

2. Building Process Models in HYSYS:

- Setting up process flowsheets: adding streams, selecting components, and defining feed conditions.
- Configuring thermodynamic models for accurate process simulation.
- Adding and connecting unit operations: separators, compressors, heat exchangers, and reactors.

3. Steady-State Simulation and Analysis:

- Running steady-state simulations and analyzing process parameters.
- Equipment performance analysis: pressure drop, heat duty, efficiency, and capacity.
- Case studies of steady-state simulation for refining, gas processing, and chemical plants.

4. Dynamic Simulation in HYSYS:

- Converting steady-state models to dynamic simulation.
- Dynamic modeling of startup, shutdown, and process control scenarios.
- Evaluating process dynamics: surge analysis, control loops, and safety systems.

5. Process Optimization and Economics:

- Techniques for optimizing process performance using HYSYS.
- Sensitivity analysis to determine the impact of variables on production outcomes.
- Economic analysis: evaluating operating costs, energy consumption, and profit maximization.

6. Troubleshooting and Advanced Applications:

- Common issues in process simulation: convergence problems, data inconsistencies, and unrealistic results.
- Advanced applications: integrating HYSYS with other tools (e.g., PVT analysis, reservoir simulation).
- Best practices for maintaining simulation accuracy and reliability.

7. Hands-On Sessions and Case Studies:

- Building and simulating process models for different scenarios (e.g., gas sweetening, crude distillation).
- Workshop on optimizing process units using HYSYS tools and functions.
- Case studies of successful process optimization using HYSYS in the oil and gas industry.

Who Should Attend:

- Process engineers, chemical engineers, and design engineers.
- Plant operators, technical staff, and project managers involved in process design and optimization.
- Engineers responsible for process modeling, control, and economic evaluation in the oil and gas sector.



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Course Language: English

**Course Duration: 5 Days
Course Code: CWO01**

Course Title

Completion & Workover Course

Course Objectives:

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

- Understand the fundamental principles of well completion and workover operations in oil and gas fields.
- Identify different types of completions and select the most suitable method based on reservoir characteristics.
- Analyze workover techniques to maintain, enhance, or restore well productivity and integrity.
- Implement best practices for planning, executing, and optimizing completion and workover operations.
- Apply safety protocols, risk management, and environmental considerations during completion and workover activities.

Course Contents:

1. Introduction to Well Completion:

- Overview of well completion and its role in the lifecycle of a well.
- Types of completions: open hole, cased hole, single-zone, and multi-zone completions.
- Key components of a completion system: tubing, packers, safety valves, and perforations.

2. Completion Design and Techniques:

- Factors influencing completion design: reservoir characteristics, production strategy, and fluid properties.
- Sand control methods: gravel packing, frac packing, and screen installation.
- Advanced completions: intelligent completions, horizontal well completions, and multilateral completions.

3. Introduction to Workover Operations:

- Overview of workover operations and their significance in maintaining well performance.
- Types of workover: routine, remedial, and major workover operations.
- Tools and equipment used in workover operations: coiled tubing, snubbing units, and wireline tools.

4. Workover Techniques and Applications:

- Well stimulation methods: acidizing, hydraulic fracturing, and matrix stimulation.
- Repairing well integrity issues: casing leaks, tubing damage, and packer failures.
- Techniques for water shut-off, paraffin/asphaltene removal, and artificial lift upgrades during workovers.

5. Planning and Executing Completion & Workover:

- Preparing well intervention plans, selecting equipment, and mobilizing resources.
- Real-time monitoring and decision-making during completion and workover operations.
- Managing risks, ensuring safety, and optimizing costs during operations.

6. Safety and Environmental Considerations:

- Safety protocols for handling equipment and fluids during completion and workover.
- Environmental management: managing waste, minimizing emissions, and compliance with regulations.
- Best practices for managing well control risks during completion and workover activities.

7. Case Studies and Practical Applications:

- Case studies demonstrating successful completion and workover projects in different well types.
- Practical exercises in designing completion and planning workover for specific well scenarios.
- Troubleshooting common issues in completion and workover operations.

Who Should Attend:

- Completion engineers, workover engineers, and wellsite engineers.
- Drilling engineers, production engineers, and field operators involved in well operations.
- Technical staff responsible for well integrity, production optimization, and intervention planning.



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Course Language: English

**Course Duration: 5 Days
Course Code: WCPE01**

Course Title

Water Control and Production Enhancement

Course Objectives:

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

- Understand the fundamentals of water control methods and their importance in enhancing oil and gas production.
- Analyze the causes of excess water production and identify strategies for effective water management.
- Apply different techniques for controlling water influx in reservoirs and optimizing production rates.
- Implement chemical, mechanical, and reservoir-based water control measures.
- Evaluate the impact of water management on field economics, safety, and environmental sustainability.

Course Contents:

1. **Introduction to Water Control in Petroleum Production:**
 - Overview of water production issues in oil and gas operations.
 - Understanding the causes and effects of water production on well performance.
 - Economic impact of excess water production on oilfield operations.
2. **Diagnostic Techniques for Water Source Identification:**
 - Production logging tools (PLT) and their application in identifying water sources.
 - Tracer surveys, temperature logs, and other diagnostic tools.
 - Interpretation of reservoir data to distinguish between coning, channeling, and fracture-related water production.
3. **Water Control Methods:**
 - **Chemical Water Control:**
 - Application of polymers, gels, and relative permeability modifiers.
 - Case studies on successful chemical treatments for water shut-off.
 - **Mechanical Water Control:**
 - Zonal isolation techniques: cement squeeze, packers, and bridge plugs.
 - Installation of inflow control devices (ICDs) and other mechanical solutions.
 - **Reservoir-Based Water Control:**
 - Water conformance improvement through selective completions.
 - Strategic use of injection control for waterflood management.
4. **Production Enhancement Strategies:**
 - Balancing water control with enhanced oil recovery (EOR) techniques.
 - Integration of water management with artificial lift optimization.
 - Production stimulation and wellbore cleanup to improve well deliverability.
5. **Safety and Environmental Considerations:**
 - Regulatory compliance for chemical and mechanical water control methods.
 - Managing produced water disposal and minimizing environmental impact.
 - Safety protocols for handling chemicals and equipment during water control operations.

Who Should Attend:

- Production engineers, reservoir engineers, and field operations personnel.
- EOR specialists and well intervention teams.
- Oilfield managers and decision-makers involved in production optimization.



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Course Language: English

Course Duration: 5 Days
Course Code: BWE01

Course Title

BHA and Wellhead Equipment

Course Objectives:

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

- Understand the principles and components of Bottom Hole Assembly (BHA) and wellhead equipment in oil and gas operations.
- Identify different BHA configurations and wellhead systems based on drilling, completion, and production requirements.
- Analyze BHA design to optimize drilling performance, stability, and safety.
- Implement best practices in the installation, operation, and maintenance of wellhead equipment.
- Apply troubleshooting techniques to manage common issues related to BHA performance and wellhead integrity.

Course Contents:

1. Introduction to Bottom Hole Assembly (BHA):

- Overview of BHA and its role in drilling operations.
- Components of BHA: drill collars, stabilizers, downhole motors, MWD/LWD tools, and drill bits.
- Types of BHA configurations: pendulum, packed-hole, and steerable assemblies.

2. BHA Design and Optimization:

- Factors influencing BHA design: well trajectory, formation characteristics, and drilling objectives.
- Techniques to optimize weight-on-bit (WOB), torque, and vibration control.
- BHA design for different well types: vertical, directional, and horizontal wells.

3. Introduction to Wellhead Equipment:

- Overview of wellhead systems and their significance in well integrity and control.
- Components of wellhead equipment: casing head, tubing head, Christmas tree, and valves.
- Types of wellheads: surface, subsea, compact, and integrated wellheads.

4. Installation and Operation of Wellhead Equipment:

- Installation procedures for different wellhead components.
- Wellhead maintenance: inspection, pressure testing, and integrity checks.
- Real-time monitoring of wellhead parameters for safety and performance.

5. Safety and Risk Management:

- Safety protocols for handling BHA and wellhead equipment.
- Managing risks: well control, pressure containment, and emergency shutdown systems (ESDs).
- Compliance with safety regulations and industry standards for wellhead and BHA operations.

6. Troubleshooting and Case Studies:

- Common BHA issues: stuck pipe, washouts, tool failure, and borehole instability.
- Diagnostic techniques and problem-solving strategies for wellhead equipment failures.
- Case studies demonstrating best practices in BHA optimization and wellhead management.

Who Should Attend:

- Drilling engineers, wellsite engineers, and drilling supervisors.
- Toolpushers, directional drillers, and field operators involved in well operations.
- Maintenance personnel, safety engineers, and technical staff responsible for wellhead integrity.



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Course Language: English

Course Duration: 5 Days
Course Code: HEX01

Course Title

Heat Exchangers

Course Objectives:

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

- Understand the fundamental principles of heat exchangers and their applications in the oil, gas, and petrochemical industries.
- Identify different types of heat exchangers and analyze their design criteria based on process requirements.
- Operate, optimize, and maintain heat exchangers to ensure efficient heat transfer and process performance.
- Implement best practices for the troubleshooting and safety of heat exchangers.
- Evaluate the economic, safety, and environmental considerations of heat exchanger operations.

Course Contents:

1. Introduction to Heat Exchangers:

- Overview of heat exchangers and their roles in industrial processes.
- Basic principles of heat transfer: conduction, convection, and overall heat transfer coefficient.
- Types of heat exchangers: shell-and-tube, plate, finned-tube, and air-cooled exchangers.

2. Design of Heat Exchangers:

- Key design parameters: flow rates, temperature profiles, pressure drops, and heat transfer coefficients.
- Thermal and mechanical design: material selection, sizing, and configurations.
- Design considerations for handling different fluids: oil, gas, water, and corrosive media.

3. Operation of Heat Exchangers:

- Start-up, normal operation, and shutdown procedures.
- Control systems for temperature, pressure, and flow optimization.
- Monitoring techniques to maintain heat exchanger performance and efficiency.

4. Maintenance of Heat Exchangers:

- Routine and preventive maintenance strategies for ensuring equipment integrity.
- Cleaning methods: chemical cleaning, mechanical cleaning, and pigging.
- Inspection techniques: non-destructive testing (NDT), thermal imaging, and pressure testing.

5. Troubleshooting and Performance Optimization:

- Common issues: fouling, scaling, corrosion, and leaks.
- Diagnostic techniques for identifying and resolving heat exchanger performance problems.
- Methods for enhancing heat transfer efficiency and minimizing downtime.

6. Safety and Environmental Considerations:

- Safety protocols for heat exchanger operations and maintenance.
- Environmental compliance: managing emissions, waste heat recovery, and energy conservation.
- Case studies of effective heat exchanger management and lessons learned.

Who Should Attend:

- Process engineers, mechanical engineers, and plant operators.
- Maintenance personnel, safety engineers, and technical staff involved in heat management.
- Plant managers and compliance officers responsible for equipment safety and efficiency.



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Course Language: English

Course Duration: 5 Days
Course Code: IWCF01

Course Title

IWCF (International Well Control Forum) – Certified

Course Objectives:

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

- Understand the core principles of well control and the importance of safety in drilling operations.
- Acquire the knowledge and skills necessary to manage well control incidents effectively, including kick detection and well shut-in procedures.
- Demonstrate competence in well control techniques, pressure control calculations, and risk management.
- Apply best practices in handling equipment, monitoring well parameters, and responding to well control emergencies.
- Achieve certification in IWCF Well Control at the appropriate level (Level 2, Level 3, or Level 4).

Course Contents:

1. **Introduction to IWCF Certification:**
 - Overview of the IWCF and its role in global well control standards.
 - Levels of certification: Level 2 (Introductory), Level 3 (Driller), and Level 4 (Supervisor).
 - Certification requirements, examination format, and assessment criteria.
2. **Fundamentals of Well Control:**
 - Well control principles and the importance of maintaining hydrostatic pressure.
 - Understanding kicks: causes, warning signs, and prevention techniques.
 - Types of well control: primary and secondary well control.
3. **Well Control Equipment:**
 - Overview of well control equipment: blowout preventers (BOPs), choke manifolds, kill lines, and diverter systems.
 - BOP operation and testing procedures.
 - Function and use of choke and kill systems during well control operations.
4. **Kick Detection and Shut-In Procedures:**
 - Early kick detection methods and the use of real-time monitoring tools.
 - Well shut-in procedures: hard shut-in, soft shut-in, and special considerations for different well types.
 - Steps for verifying shut-in pressures and recording key well parameters.
5. **Well Control Methods and Calculations:**
 - Driller's method and wait-and-weight method for kick circulation.
 - Pressure control calculations: kill mud weight, casing pressure, and pump rates.
 - Use of kill sheets and software for well control calculations.
6. **Well Control Simulation Exercises:**
 - Practical exercises on well control simulators to reinforce theoretical concepts.
 - Simulating different well control scenarios: surface, subsea, and HPHT wells.
 - Application of well control techniques in various simulated drilling conditions.
7. **Safety, Risk Management, and IWCF Exam Preparation:**
 - Implementing safety protocols and risk management during well control incidents.
 - Reviewing IWCF exam content, sample questions, and test-taking strategies.
 - Mock exams and final preparations for achieving IWCF certification.

Who Should Attend:

- Drillers, assistant drillers, and wellsite supervisors seeking IWCF certification.
- Drilling engineers, well engineers, and other personnel involved in well control operations.
- Safety officers and HSE professionals responsible for well control management.



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Course Language: English

**Course Duration: 5 Days
Course Code: COT01**

Course Title

Crude Oil Treatment

Course Objectives:

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

- Understand the fundamental principles and processes involved in crude oil treatment.
- Identify the different stages of crude oil treatment, including separation, dehydration, and desalting.
- Analyze the design and operation of crude oil treatment facilities to ensure optimal performance.
- Implement best practices for handling, treating, and transporting crude oil to meet quality specifications.
- Apply safety measures, risk management, and environmental considerations in crude oil treatment operations.

Course Contents:

1. **Introduction to Crude Oil Treatment:**
 - Overview of crude oil treatment and its importance in the oil and gas industry.
 - Basic composition of crude oil: hydrocarbons, water, salts, and impurities.
 - Objectives of crude oil treatment: water removal, salt reduction, and improving oil quality.
2. **Oil-Water Separation:**
 - Principles of primary and secondary separation.
 - Types of separators: two-phase and three-phase separators.
 - Design and operation of separators for optimal water removal and oil recovery.
3. **Dehydration of Crude Oil:**
 - Techniques for crude oil dehydration: free-water knockouts, heater treaters, and electrostatic coalescers.
 - Working principles of electrostatic dehydration for fine water droplet removal.
 - Factors affecting dehydration efficiency: temperature, chemical additives, and flow rate.
4. **Desalting of Crude Oil:**
 - Importance of desalting in preventing corrosion and fouling in downstream equipment.
 - Types of desalting processes: single-stage and two-stage desalting.
 - Design and operation of desalters: mixing, settling, and wash water control.
5. **Optimization of Crude Oil Treatment:**
 - Techniques for optimizing separation, dehydration, and desalting processes.
 - Real-time monitoring and process control for maintaining product quality.
 - Best practices for chemical treatment and managing emulsion challenges.
6. **Safety, Environmental, and Regulatory Considerations:**
 - Safety protocols for handling crude oil, chemicals, and high-pressure systems.
 - Managing waste streams: produced water, solids, and emissions.
 - Compliance with environmental regulations and quality standards for treated crude oil.
7. **Case Studies and Practical Applications:**
 - Case studies demonstrating successful crude oil treatment in different field conditions.
 - Troubleshooting common issues in crude oil treatment, such as emulsions, scale, and equipment fouling.
 - Workshop on designing an efficient crude oil treatment system for specific field conditions.

Who Should Attend:

- Process engineers, production engineers, and facility engineers.
- Plant operators, maintenance personnel, and safety engineers involved in crude oil processing.
- Technical staff responsible for oil treatment, storage, and transportation.



Oil & Gas

Oil & Gas

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Course Language: English

Course Duration: 5 Days
Course Code: SMPP01

Course Title

Safety Measures in Process Plants

Course Objectives:

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

- Understand the fundamental principles of safety management in process plants.
- Identify safety hazards, risk factors, and preventive measures in oil, gas, and petrochemical processing facilities.
- Analyze safety systems, equipment, and procedures to ensure safe operations and compliance.
- Implement best practices for emergency response, incident management, and safety culture enhancement.
- Evaluate the economic, safety, and environmental considerations of maintaining safety in process plants.

Course Contents:

1. Introduction to Safety in Process Plants:

- Overview of safety principles and their importance in process operations.
- Key safety concepts: hazard identification, risk assessment, and control measures.
- Regulatory frameworks and standards for safety in the oil, gas, and chemical industries.

2. Process Hazard Analysis (PHA):

- Techniques for identifying potential hazards: HAZOP, HAZID, What-If analysis, and FMEA.
- Analyzing process hazards: flammable materials, toxic chemicals, and high-pressure systems.
- Implementing risk mitigation strategies to manage identified hazards.

3. Safety Systems and Equipment:

- Overview of safety systems: safety instrumented systems (SIS), fire and gas detection systems, and emergency shutdown systems (ESD).
- Personal Protective Equipment (PPE) and its role in protecting workers from chemical and physical hazards.
- Proper use, maintenance, and inspection of safety equipment in process plants.

4. Operational Safety Measures:

- Safe work practices: work permits, lockout-tagout (LOTO), and confined space entry procedures.
- Handling hazardous materials: storage, transportation, and disposal of chemicals.
- Process control and alarm management for preventing unsafe conditions.

5. Emergency Response and Incident Management:

- Emergency planning: evacuation procedures, muster points, and emergency communication systems.
- Responding to incidents: fire, gas leaks, explosions, and chemical spills.
- Incident investigation: identifying root causes and implementing corrective actions.

6. Building a Safety Culture:

- Promoting safety awareness and behavior among plant personnel.
- Training programs, safety drills, and continuous improvement in safety practices.
- Safety performance indicators: tracking, analyzing, and improving safety metrics.

7. Case Studies and Best Practices:

- Case studies of successful safety implementations in process plants.
- Lessons learned from major incidents and how they shaped safety regulations.
- Workshop on conducting a safety audit and developing safety measures for a process plant.

Who Should Attend:

- HSE professionals, safety engineers, and safety officers.
- Process engineers, plant operators, and maintenance personnel.
- Facility managers and compliance officers responsible for safety management in process plants.



Oil & Gas

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Course Language: English

Course Duration: 5 Days
Course Code: WQSP01

Course Title

Water Quality for Steam Production

Course Objectives:

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

- Understand the fundamental principles of water quality management for steam generation in industrial processes.
- Identify key water impurities and their impact on steam production efficiency and boiler performance.
- Analyze water treatment processes to ensure optimal water quality for steam production.
- Implement best practices for maintaining boiler water chemistry to prevent corrosion, scaling, and fouling.
- Apply safety, environmental, and regulatory considerations in managing water quality for steam systems.

Course Contents:

1. Introduction to Water Quality for Steam Production:

- Overview of steam production and the role of water quality in efficient boiler operation.
- Importance of maintaining water quality for safe and efficient steam generation.
- Key parameters affecting water quality: pH, conductivity, hardness, and dissolved solids.

2. Water Impurities and Their Effects on Steam Systems:

- Types of water impurities: dissolved gases, minerals, suspended solids, and organic matter.
- Effects of impurities: scaling, corrosion, foaming, and carryover.
- Identifying the sources of impurities and their impact on boiler and steam system performance.

3. Water Treatment Processes for Steam Production:

- **Pretreatment Methods:**
 - Filtration, sedimentation, and softening for removing suspended and dissolved solids.
- **Deaeration:**
 - Techniques for removing dissolved gases (oxygen and carbon dioxide) to prevent corrosion.
- **Chemical Treatment:**
 - Use of chemicals (e.g., oxygen scavengers, pH adjusters, and anti-scalants) to maintain water chemistry.

4. Maintaining Boiler Water Chemistry:

- Monitoring and controlling boiler water parameters: pH, alkalinity, conductivity, and silica levels.
- Boiler blowdown procedures for controlling concentration cycles and removing impurities.
- Best practices for preventing scale formation, corrosion, and other water-related issues.

5. Safety and Environmental Considerations:

- Safety protocols for handling chemicals and maintaining water treatment systems.
- Environmental impact of water treatment: managing effluents, waste disposal, and regulatory compliance.
- Ensuring safety in steam production through proper water quality management.

6. Optimization of Water Quality for Steam Production:

- Techniques for optimizing water usage, energy efficiency, and cost-effectiveness in steam systems.
- Real-time monitoring and automation for maintaining optimal water quality.
- Case studies demonstrating successful water quality management in steam production.

7. Troubleshooting and Practical Applications:

- Common issues in maintaining water quality: scaling, foaming, and corrosion.
- Diagnostic techniques and solutions for addressing water quality problems.
- Workshop on designing a water treatment program for a steam production facility.

Who Should Attend:

- Process engineers, boiler operators, and water treatment specialists.
- Plant managers, maintenance personnel, and technical staff involved in steam production.
- HSE professionals and compliance officers responsible for water quality and boiler safety.

