GHANA COMMUNICATION TECHNOLOGY UNIVERSITY

KNOWLEDGE COMES FROM LEARNING

GCTU

GHANA COMMUNICATION
TECHNOLOGY UNIVERSITY

PROFESSIONAL DEVELOPMENT UNIT (PDU)

2023 / 2024 TRAINING PROGRAMMES

FOREWORD

I am exceedingly pleased to introduce to you the Ghana Communication Technology University's (GCTU's) Professional Development Unit. As the Vice-Chancellor of the University, I can wholeheartedly attest that our uniquely developed training programmes will serve to enhance your professional capacity and sharpen your existing skillset to help you distinguish yourself in the Telecommunications, ICT and Business industries.

At GCTU we place an emphatic focus on delivering a multifaceted, interdisciplinary approach to teaching and learning, providing an exclusive platform for you to excel beyond your expectations. Our Faculty of Engineering, Faculty of Computing and Information Systems and the GCTU Business School work together seamlessly to create an enabling learning environment which dynamically combines theory and practice to equip you with the skills, knowledge, and insight to succeed in your chosen career. One of our core competencies at GCTU centres on our dedication to keeping pace with the most contemporary trends and practices in both industry and the business world. Bearing this in mind, we go to great lengths to ensure that our seminars and workshops are specifically tailored to meet the needs of professionals such as you, while simultaneously providing an invaluable platform for the discussion of modern, relevant topics, the sharing of thought-provoking ideas and experiences, and the wonderful opportunity to learn from some of the most capable experts in your respective fields.

Without doubt, our training programme represents a massively transformative investment in both your personal and professional development, and as such, we are wholeheartedly committed to providing you with the tools and the capacity you need to succeed. By bringing together a host of attendees from various industries, business entities and organizations, these training programmes create a distinct environment which fosters unique networking opportunities, and critically, a chance to engage in productive discourse with colleagues from diverse backgrounds and with a wide range of experiences and expertise. You can be rest assured that by choosing GCTU, you will receive a customer-centric education that incorporates a hybrid, well-balanced mix of practical and theoretical concepts, ultimately creating a more holistic understanding of our world and indeed ourselves. We are fully confident in the belief that our training programmes offer a completely novel value proposition that furnishes our customers with an unmissable opportunity to take their careers to the next level.

As a participant in our training and workshops, you are placing yourself in a prime position to not only discover new, more effective ways of performing tasks but also to significantly increase your value as an employee.

I warmly encourage you to take full advantage of our excellent training programmes and join us in the fulfilling pursuit of knowledge without boundaries. I can fully guarantee you that our dedication to excellence in teaching and service sets us apart, and by joining us you will invariably benefit from our relentless commitment to the provision of an undeniable world-class education and training experience!

We look forward to having you join us.

Prof. Emmanuel Ohene Afoakwa,
Vice-Chancellor

In today's fast-paced world, the need for continuous learning has never been more critical. As professionals, it is our responsibility to keep up with the latest industry trends, technological advancements and best practices. That is why we have designed our training courses to provide you with the necessary tools and knowledge to excel in your chosen field.

Our tailor-made courses meet the needs of both individuals and organizations. We understand that time is a valuable commodity, and that is why we offer flexible learning options that allow you to learn at your own pace. Our courses are delivered through various mediums, including online, onsite, and blended learning.

We are confident that our training courses will enable you to achieve your professional goals and aspirations. Whether you are looking to enhance your skills, advance your career, or gain a competitive edge, we have a course that will meet your needs.

We look forward to partnering with you on your professional journey.

You're warmly welcome.

**Mrs. Araba Hackman Akanji,
Director, CSBPD**

PROFILE OF THE TRAINING UNIT

Established in January, 2010, the Professional Development Unit -PDU (formerly Centre for Professional Development - PDU), is a central service unit under the Centre for Strategic Business and Professional Development (CSBPD) a Directorate in the University with the mandate to promote professional development and quality teaching and learning within and outside the University.

The Unit focuses its attention on the design, administration, teaching and management of all non-degree/diploma programmes run by the University. These consist of short duration certificate programmes, training workshops and seminars organized within and outside the University campus. The unit also provides tailored made programmes for Institutions upon request.

The principal function of the Centre is to promote and support individual and organizational learning by providing them with opportunities to acquire new and employable skills and capabilities, thus allowing them to stay relevant in the current knowledge-based global economy.

PDU provides tutoring for numerous courses. It also sponsors seminars, workshops, and discussions for faculty and graduate teaching fellows on strategies for successful teaching and learning. Through these and other activities, the PDU plays an increasingly important role in enhancing the quality of academic life at the University.

With a mandate to engage in short-term professional development programmes, the PDU also aspires to be in high standing in regards to reputation at local, national and international levels, and also be the leader in the innovative use of technology in its programme deliveries.

VISION

The vision of the unit is to be the destination of choice for continuous education and professional development by providing customer driven, cost-effective, innovative and best practice service delivery.

MISSION

Our mission is to provide cutting-edge training in Telecommunication, Information Technology, Business and Management to individuals and organizations using the most up to date technology and the best professionals in the field.

STRATEGY

Our strategy is to provide convenient and effective learning experiences to our clients in a professional manner. To this end, courses and programmes are arranged to suit the professional and corporate lifestyle of our staff, faculty, and external clients. Our course participants are given the opportunity to choose between daytime, evening and weekend schedules. We also take our programmes to individuals and organization's preferred venues. The availability of online resources ensures that learners have access to information whenever and wherever they may be. The Unit can also arrange for programmes in Ghana that involve overseas counterparts via video conferencing.

STRENGTHS

Our strength lies in our position as the leading Telecommunications and Information Technology University in the sub-region as well as our partnerships and relationships with high profile Universities and training bodies internally and externally. This ensures that we are able to assemble the best and most advanced faculty and infrastructure for our programmes and courses. Our history with the telecommunication industry gives us an edge in the delivery of courses and programmes in the telecommunication and IT sector. The university had a contract from the Ministry of Communication to train over 500 agents for BPO operations in six niche areas, Customer Interaction, Data Entry, Data Conversion, Finance and Accounting, Medical Transcriptions and IT Technical Support.

PARTNERSHIPS

PDU partners with local and international organizations and individuals to run training programmes. Within the University, the PDU partners with the Research and Consultancy Unit, the IT Unit, the Telecom Engineering and Informatics Departments as well as the Business School. Our external partners include the African Advanced Level Telecommunication Institute (AFRALTI), The Canadian Institute of Learning (CIL), the Learning Nuggets, The Cape Peninsular University of Science and Technology, Abbey Management and Development Institute and the Ghana Multimedia Incubator Centre, AdminTelecom Academy, etc.

CLIENTS

Since its inception, the Unit has worked with a host of institutions and has trained over 3000 participants from both the public and private sectors in Ghana and abroad on a wide range of subject areas. Our clients include International Organizations, ICT policy makers, Government Ministries, Departments and Agencies, Regulators, Telecom Operators, Utility Companies, Private businesses, Banks and Financial Institutions and Media Organizations among others.

FACILITIES

The Unit provides the following facilities for the use of course participants:
• Smart Classrooms
• Video Conferencing facilities
• A Wireless enabled campus
• Electronic Library
• Computer Labs
• Telecom Labs
• Reprographic Centre
• Canteen Services

OUR TRAINING RECORD

The Unit has in the past provided general and specific training needs for our clients in the areas of Telecommunication, IT, Customer service and Call Centre Management. The following are some of the training programmes the unit has facilitated over the years. These range from one-time tailor made training solutions, for corporate clients to general admission programmes that are still in rotation. Our record includes but is not limited to the following:

• *Next Generation Networks Dimensioning*
• *Web Design with Drupal*
• *Ethical Hacking and Network Defence*
• *Network Packet Forensics Analysis Training*
• *Business Transformation Workshop*
• *IP and Cyber Security Oil and Gas Management*
• *Management Information Systems*
• *Revenue Assurance*
• *Fundamental Accounting*
• *Advanced Negotiation and Contraction for Procurement*
• *Practical Accountancy and Taxation*
• *Project Training the Trainer Effective Telephone Communication*
• *Exceptional Customer Care Training*
• *Business Development Training*
• *Financial Modelling*
• *Accounting for performance and Control*
• *Strategic Business Management*
• *Customer Service Training*

- *Procurement and Supply Chain*
- *Microsoft Office Suite*
- *Project Management*
- *Oracle Database 11g/12c*
- *Power Excel*
- *Geographical Information Systems/Global Positioning Systems (GIS/GPS)*

PROGRAMMES RUN BY THE TRAINING UNIT

INFORMATION TECHNOLOGY
• POST GRADUATE CERTIFICATE IN MANAGEMENT INFORMATION SYSTEMS
• ADVANCED/POWER EXCEL
• EXCEL VISUAL BASIC FOR APPLICATIONS
• SPSS AND APPLIED TECHNIQUES
• MANAGING PROJECTS WITH MICROSOFT OFFICE PROJECT 2019

OPERATIONS MANAGEMENT
• ADVANCED CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
• WAREHOSUING AND INVENTORY MANAGEMENT
• FACILITY MANAGEMENT
• PROJECT MANAGEMENT PROFESSIONAL (PMP)
• REAL ESTATE DEVELOPMENT, INVESTION AND MANAGEMENT
• EVENT MANAGEMENT AND PROTOCOL

LEADERSHIP AND MANAGEMENT
• STRATEGIC BUSINESS MANAGEMENT
• BUSINESS DEVELOPMENT EXECUTIVE
• SUSTAINABILITY, LEADERSHIP AND CORPORARE SOCIAL RESPONSIBILITY
• EFFECTIVE RECORDS MANAGEMENT

ACCOUNTING AND AUDITING
• STRATEGIC TREASURY AND OPERATIONS MANAGEMENT
• INVESTIGATIVE ACCOUNTING AND FORENSIC AUDITING
• PRACTICAL BUDGETING SKILLS

CYBER SECURITY
• CERTIFICATE IN CYBER SECURITY AND INFORMATION SYSTEMS AUDITING
• DIGITAL MARKETING AND CYBER SECURITY
• HANDS ON INFORMATION SECURITY
• CERTIFIED SECURITY SPECIALIST

PROFESSIONAL CERTIFICATE
• CHARTERED INSTITUTE OF LOGISTICS AND TRANSPORT (CILT)
• OCCUPATIONAL HEALTH AND SAFETY ASSOCIATION (OSHA)
• DIPLOMA IN ELECTRICAL AND ELECTRONIC ENGINEERING (City &Guilds, UK)
• CERTIFIED FIBER OPTICS SPECIALIST

ACCELERATED CERTIFICATE PROGRAMMES
• CERTIFICATE IN MOBILE PHONE ASSEMBLY AND REPAIR
• CERTIFICATE IN CISCO NETWORKING ASSOCIATE (CCNA)
• CERTIFICATE IN COMPUTER NETWORKING
• CERTIFICATE IN CCTV INSTALLATION
• MULTIMEDIA TRAINING MODULES

● INFORMATION TECHNOLOGY TRAINING PROGRAMMES

● OPERATIONS MANAGEMENT
TRAINING PROGRAMMES

● LEADERSHIP AND MANAGEMENT
TRAINING PROGRAMMES

● ACCOUNTING AND AUDITING
TRAINING PROGRAMMES

● CYBER SECURITY
TRAINING PROGRAMMES

● PROFESSIONAL CERTIFICATION
PROGRAMMES

● ACCELERATED CERTIFICATE
PROGRAMMES

CERTIFICATE IN
MANAGEMENT INFORMATION SYSTEMS (MIS)
(DURATION: 4 MONTHS - SATURDAYS)

Management Information System (MIS) is designed to equip participants with the knowledge and skills needed to manage and change business processes through information and communications technology (ICT) and information systems. The course focuses on the concepts, methods and practical applications of information systems in the work place.

Learning Outcomes
Participants will be able to:
• Define and explain the concepts, theories and practices in the development and use of information systems in the organization.
• Demonstrate an understanding of computing system architectures, operating systems software and interconnection of information resources through networking.
• Analyse problems and determine systems requirement for developing a logical design of an information system.
• Implement an information system in database management system or emerging development environment.
• Develop product that demonstrate a working understanding of the management of information systems functions, integration and project management to ensure project quality.

Module Content
• Business Information Systems
• How Businesses Use Information Systems
• Achieving Competitive Advantage with IS
• IT Infrastructure Career
• Databases and Information Management
• Telecommunications Securing IS
• Enterprise Applications
• Electronic Commerce
• Knowledge Management
• Building IS

Who Should Attend
• Business Owners
• Corporate Executives
• IT Managers
• Middle Level Managers

Excel

ADVANCED/POWER EXCEL
DURATION: 5 DAYS

This training programme helps participants build sophisticated spreadsheets, perform "what-if" analyses, apply functions, manipulate Pivot Tables, present and interpret results in Microsoft Excel.

Learning Outcomes
Participants will be able to:
• Leverage features of Microsoft Excel to facilitate business decisions
• Develop intelligent worksheets to quickly identify Key Performance Indicators (KPIs)
• Perform "what-if" analyses for developing budget and project plans
• Summarize and analyse large amounts of data using PivotTables and Excel features
• Automate Excel Processes

Course Outline
• Analysing Data with Functions
• Controlling calculations and nested formulas
• Quantifying variables in a workbook model
• Organizing workbooks and links and consolidating ranges
• Enhancing Excel Usage with Macros
• Recognizing the code behind a Macro
• Troubleshooting and Enhancing Professional Workbooks

Who Should Attend
• Business and Technical Professionals,
• Business Decision Makers, • Data Analysts, or any individual who wants to increase their knowledge in intermediate to advanced features in Power Excel

EXCEL VISUAL BASIC FOR APPLICATIONS (VBA)
DURATION: 10 DAYS

Visual Basic for Applications (VBA) is an event-driven programming language implemented by Microsoft to develop Office applications. VBA helps to develop automation processes, Windows API, and user-defined functions. It also enables you to manipulate the user interface features of the host applications. It's a programming language that enables you to control just about everything in Excel. It enables you to automate complex tasks with Microsoft and achieve more by saving time.

Learning Outcomes
Participants will be able to:
• Understand How to Use the Right Syntax in VBA
• Useful Excel VBA Codes You Can Directly Use for Your Work
• Working with The Visual Basic Editor
• Debugging Tools and Error Handling Methods
• Different Ways to Reference Ranges and Cells
• Different Methods to Loop
• How to Control Program Execution
• How to Work with Arrays
• Pivot Tables in Excel Using VBA
• Importing Data from Other Files and Exporting Data to Text Files
• ActiveX and Userforms to Enhance the Excel Interface
• How to Modify an Existing VBA Code to Work for Your Purpose.
• Basically, All The Knowledge You Need to Automate Tasks in Excel

Course Content
• Creating and editing recorded macros in Excel
• Using the macro recorder to create a variety of macros
• Understanding the Excel object model and VBA concepts
• Introduction to Object-Oriented Programming (OOP)
• Working with the three main components of the VBA Editor window
• Controlling Program Execution

Who Should Attend
This program is designed for busy professionals who need to advance their Excel skills to the next level. The course is highly recommended for Business and Technical Professionals, Business Decision Makers and Data Analysts

• Create command procedures
• Using Expressions, Variables, and Intrinsic Functions
• Use a range of common programming techniques etc.

SPSS®

SPSS is a Windows based program that is used to perform data entry and analysis and to create tables and graphs. It is a tool for data management, analysis and decision making. SPSS has string data processing capabilities and is used in many fields including Business, Medicine, Information Technology, Education, Manufacturing etc. Students in Tertiary Institutions and Researchers use it for making analysis according to expected research goals and obtain the gained results.

The training aims at equipping participants with knowledge on how to manage data, make analysis and conclusions more accurately when working with complex relationships in data. The use of SPSS offers powerful and sophisticated univariate and multivariate analysis techniques.

Learning Outcomes
Participants will be able to:
• Distinguish between qualitative and quantitative data analysis and procedures
• Conceptualize, state, test hypotheses and explain the conclusions
• Distinguish between parametric and non-parametric analysis
• Select appropriate statistical techniques for data analysis
• Produce professional quality reports

Broad Topical Areas
• Data Analysis in the Research Process
• Quantitative Data management
• SPSS- Data processing and analysis
• SPSS -Inferential statistics
• SPSS – Coding and recording, Transformation – computation, merging files
• Excel MegaStats tools

Who Should Attend
Participants expected on this programme include Researchers in various fields of Engineering, Business, Education, Medicine, Science, Information Technology, among others. It will also be beneficial to Social Researchers, Policy Analyst, Data Managers, and Statisticians

Project

MANAGING PROJECTS WITH MICROSOFT OFFICE PROJECT 2019
DURATION: 5 DAYS

In this hands-on course with intensive skills training, you will learn the key techniques to effectively manage projects using Microsoft Project 2016. Acquire the knowledge and skills to build, maintain, and control well-formed project plans using Microsoft Office Project 2016.

Learning Outcomes
Participants will be able to:
• Get started with Microsoft Office Project 2019
• Create and define projects
• Work with estimates and dependencies, deadlines, constraints, and task calendars and with resources
• Predict behaviour by using task types and the scheduling formula
• Customize and format Microsoft Project views
• Analyse resource utilization
• Track progress
• Create project reports that analyse project, resource, and task data
• Manage multiple projects Labs
• Creating and Defining Projects
• Working with Estimates and Dependencies
• Working with Deadlines, Constraints and Task Calendars
• Working with Resources
• Understanding Task Types and the Scheduling Formula
• Customizing and Formatting
• Analysing Resource Utilization
• Creating Reports

Who Should Attend
Associate project managers, project managers, IT project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, program managers, project team members, stakeholders, and senior managers who want to use Microsoft Project 2019 to create and monitor excellent project plans.

● INFORMATION TECHNOLOGY
TRAINING PROGRAMMES

● OPERATIONS MANAGEMENT
TRAINING PROGRAMMES

● LEADERSHIP AND MANAGEMENT
TRAINING PROGRAMMES

● ACCOUNTING AND AUDITING
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PROGRAMMES

ADVANCED CERTIFICATE IN SUPPLY CHAIN OPERATIONS
DURATION: 4 MONTHS (SATURDAYS)

The efficient and effective role of supply chain in ensuring the competitiveness of organizations is paramount for the survival of businesses the world over. Supply chain deals how organizations manage their upstream and downstream activities by adding value in order to satisfy customer requirement for quality goods and services.

The training aims at equipping participants with the requisite knowledge to work effectively and efficiently in the supply chain functions both within the private and public sectors. The training will cover the supply chain concept, procurement, logistics management and managing risk within the supply chain to ensure the survival of businesses.

Learning Outcomes
The programme would equip participants:
• With valued knowledge in Supply Chain and Procurement management within both the public and private sectors.
• To know how to manage risk within the supply chain environment
• To understand supplier relationship, development and management
• To examine supplier evaluation processes
• To determine how, where and when to order and store goods to meet operational requirements.
• To examine the role of ethical sourcing and sustainability within the procurement process.
• To understand the important role of transportation and distribution within the supply chain.
• To examine the role ICT within the supply chain
• To appreciate the concept of reverse logistics.
• To understand the importance of waste elimination in manufacturing and service industries
• To start a managerial role within an industrial or commercial supply organization.

Broad Topical Areas (Modules)
• Supply Chain Management in Practice
• Logistics Operations
• Procurement in Practice
• Managing Risk within the Supply Chain

Who Should Attend
Participants expected on this programme include Supply Chain and Procurement practitioners, Procurement Professional, Stores and Inventory Management Practitioners, Logistics Managers and Officers within both the public and Private sector.

WAREHOUSING AND INVENTORY MANAGEMENT
DURATION: 4 MONTHS (SATURDAYS)

This course will enable participants acquire skills to review & understand Policy framework and principles regarding service delivery whiles attaining operational efficiency and enhancing value added services of warehousing & inventory management activities. In addition, an appreciation of Monitoring and control systems, effective resource requirements and the financial objectives of warehousing will be achieved.

Learning Outcomes
Participants will be able to:
• Review Policy framework & Principles of Warehousing & Inventory Management.
• Understand effective warehousing & Inventory Management Techniques.
• Assess Risk, Moral, Ethical & Other Factors in Service Delivery.
• Attain Operational Efficiency.

Broad Topics
• Overview of Warehousing and Inventory Management
• Fundamentals of Inventory Management
• Replenishment Policies and Inventory Planning
• Stock Identification and Recording Procedures
• Stock Control, Stock Coding, Stock Taking
• Inventory Control Strategic Management of Inventory and all Types of Stock
• Management Strategies Involved in Creating an Efficient Warehouse
• Managing People, Resources, Performance, Health and Safety
• Inventory Improvements and the Supply Chain
• Functions and Responsibilities of Inventory Management

Who Should Attend
Managers, Supervisors & Senior Officers, Staff of Warehousing & Inventory Management.
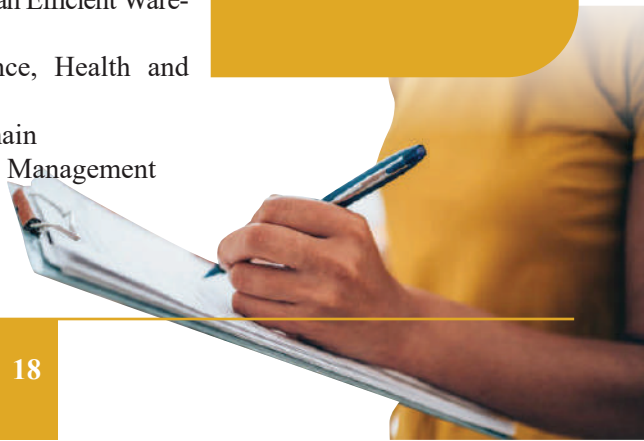
FACILITY MANAGEMENT
DURATION: 4 DAYS

This training program discusses essential elements like how to continually improve your facility department to get the best out of the facilities within the given limitations of costs, performance, and other important factors. It also identifies the practical problems encountered on the ground and offers real solutions. Overall, this course has been designed in a holistic manner to manage facility staff and corporate assets while minimizing risk exposure in the workplace.

Learning Outcomes
• Understand service delivery and performance management
• Expand your skills and knowledge of all topics relating to facilities management
• Get an update on current best practice in facilities management
• Gain a deeper awareness of the various contexts in which the facilities management function operates
• Appreciate the role of project management in the context of Facility Management
• Appreciate the importance and benefits of good project management
• Understand sustainability in the context of Facility Management
• Evaluate outsourcing key Facility Management operations to third party organisations
• Increase your awareness of health and safety compliance issues, risk management and business continuity plans

Target
• Those who wish to be a part of the facilities management profession
• Professionals who are employed in the design or management of facilities
• Building operations teams
• Maintenance operations teams

Topics
FM Technology
Sustainability and Energy Management
Quality Management
Space Planning and Move Management
FM Contracts and Procurement
Leadership, Customer Service and Stakeholder Management
Facilities Maintenance Management
Financial Management
Strategic Facility Planning etc.

PROJECT MANAGEMENT PROFESSIONAL - PMP
DURATION: 7 WEEKS (SATURDAYS)

The Project Management Professional (PMP®) Certificate is the most recognized and respected credential in the field of project management. This Training Course objective is to impart the required knowledge to project team members, leaders and managers aspiring to get PMP certification from PMI. All will benefit from learning globally accepted best practices in managing projects.

Learning Outcomes

Upon successful completion of this course, participants will be able to apply the generally recognized practices of project management acknowledged by the PMI to successfully manage projects.

They will:
• Get started with project management fundamentals.
• Identify organizational influences and project life cycle.
• Work with project management processes.
• Understand the project management process groups.
• Plan for project scope, schedule, cost, quality, and resource management.
• Plan for communications, stakeholder, risks and procurement management.
• Execute and manage project work, scope, schedules, and cost.
• Monitor, control and close a project

Target

Associate project managers, project managers, project coordinators, project analysts, project leaders, team leaders, product managers, program managers, project team members, and senior managers.

Course Contents

• Introduction to Project Management
• The Environment in Which Projects Operate
• The Role of The Project Manager
• Project Integration Management
• Project Scope Management
• Project Schedule Management
• Project Cost Management
• Project Quality Management
• Project Resource Management
• Project Communication Management
• Project Stakeholder Management
• Project Risk Management
• Project Procurement Management
• Professional Responsibility

REAL ESTATE DEVELOPMENT, INVESTMENT AND MANAGEMENT (DURATION: 5 DAYS)

This course aims at imparting participants with knowledge and skills on elements of real estate development, from the planning phase to the development and marketing. The course will involve various exercises emphasizing on key components of real estate.

Learning Outcomes
By the end of this course the participants will be able to:
- Explain real estate development and the process of investment
- Determine strategies for marketing and sales for development of real estate and investment
- Identify challenges and opportunities in the property industry
- Establish the important elements of contracts of real estate
- Evaluate the risks faced in real estate

Course Outline
Real Estate Development and Investment
- Development and Investment
- Process of Development and Investment
- Investment in Real Estate
- Developers
- Consultations On Real Estate
- The Land Bank

Who Should Attend
The course will of benefit to architects, urban planners, lawyers, accountants, valuers, mortgage lenders and bankers, financial analysts, real estate managers, investors and developers, regulators and officials of government.

Feasibility Studies
- Analysis of A Site
- Selection of A Site
- Feasibility of A Project
- Development Simulations

Construction and Legal Issues
- Conveyance and Property Law
- Process of Contract and Negotiation
- Design, Architecture, And Building
- Regulations
- Management of Construction

Marketing and Management of Real Estate
- Business Management
- Issues of Tenants
- Management of Property and Facilities
- Advanced Operations
- Strategies of Marketing
- Risk Identification and Management

EVENTS MANAGEMENT AND PROTOCOL
(DURATION: 10 DAYS)

Smooth and well-run events reflect well on any institution, organization or business, building its reputation and standing. Training course on events management and protocol provides a comprehensive grounding in all the basics of event management and protocols allowing attendees to effectively organize their own events or more closely manage contractors organizing events for them. The training aims at ensuring staff in organizations/institutions are capable of ensuring tight budgetary and scheduling control over events while ensuring greater value for money and impact from events.

Learning Outcomes
At the end of the course, the participants will be able to:
• Schedule and plan for an event effectively
• Troubleshoot event plans to identify potential problem areas before they emerge
• Adopt the appropriate protocols
• Understand events budgeting and costs management
• Identify appropriate event marketing media for planned events
• Understand event safety practices and regulations
• Ensure adoption of effective communication channels and techniques in events.
• Understand post-event management requirements

Who Should Attend
Training is relevant to event managers or any individuals who have responsibility for the delivery of events for their organization, staff tasked with the direct delivery or oversight of events and staff responsible for the strategic use of events as part of the organization's PR strategy

Course Content
• Events Management Foundation
• Planning Process
• Events Costs Management
• Events Logistics Management
• Marketing of an Event
• Event Safety and Regulations
• Human Resource Planning for the Event
• Effective Communication in an Event
• Public Relations
• Introduction and Fundamentals of Protocol
• Protocol in Practice
• Practical Sitting Arrangements
• International Cultural Etiquette
• Post-Event Management

- INFORMATION TECHNOLOGY TRAINING PROGRAMMES

- OPERATIONS MANAGEMENT TRAINING PROGRAMMES

- **LEADERSHIP AND MANAGEMENT TRAINING PROGRAMMES**

- ACCOUNTING AND AUDITING TRAINING PROGRAMMES

- CYBER SECURITY TRAINING PROGRAMMES

- PROFESSIONAL CERTIFICATION PROGRAMMES

- ACCELERATED CERTIFICATE PROGRAMMES

STRATEGIC BUSINESS MANAGEMENT
(DURATION: 4 DAYS)

Strategic Business Management involves the formulation, implementation and evaluation of cross-functional decisions that will enable an organization to achieve its long-term objectives. It entails specifying the organization's mission, vision and objectives, developing policies and plans, often in terms of projects and programs, which are designed to achieve these objectives. It includes allocating resources to implement a company's policies.

The Strategic Business Management workshop aims at equipping participants with the knowledge to analyse and understand initiatives, policies, plans and objectives of their companies. Participants will also learn to apply the requisite concepts and fundamental economic processes in business and finance.

Who Should Attend
Those who can attend the workshop includes Managers, Business Executives, Graduates and anyone who wants to acquire knowledge in Strategic Business Management

Learning Outcomes
Participants will be able to:
• Develop vital skills that will enable them Improve productivity in their various organizations.
• Acquire knowledge that will increase the business competitive edge of their organizations
• Understand change management and reduce their resistance to change.
• Identify the necessary tools to manage human capital in their organizations and create a healthy and positive culture that creates a happy customer.
• Build stronger professional reputation through consistent, timely and accurate analysis.
• Improve their understanding of competitor's strategies
• Develop strategies to empower their employees, recognize their accomplishments and provide them with competitive salaries.

BUSINESS DEVELOPMENT EXECUTIVE
(DURATION: 4 DAYS)

Business development gives the broader perspective on how to make the firm grow. It is about creating sustainable value for an organisation from customers, markets, and relationships (Forbes). The skills business development executives employ to achieve such value, both face-to-face and over the telephone are vitally important to the success of any business.

Learning Outcomes
Participants will be able to:
• Developing skills to win new customers and retain existing ones;
• Refining client and prospect handling skills to meet
the demands of the current economic climate;
• Leveraging your customer relationships for
even greater success (e.g. customer intimacy)
• Improving cross-selling abilities of Business Development Executives;
• Providing skills on relationship management that will enable executives to maintain the value they create in their organizations over the long-term.

Course Content
Business Development Executive module includes
the following:
• Strategic Management and Leadership
(Getting Started!)
• Introduction to Business &
Enterprise Development
• What is strategic
planning and
management
• Why is strategic planning necessary (to cope with business risks, to make decisions etc.)
• How to develop and implement a business plan (measure and plan based on realities, simulating the decision options, etc.)
• Case Study for discussion

Monitoring and Improving Business Performance
• Defining business targets
• Performance planning and monitoring
• Tools for business performance appraisal
• Linkages between performance measurement systems and strategies
• Key performance indicators (KPI's)
• SWOT and competitive forces analysis.

Developing your Sales & Marketing Strategy
• Prospecting & New Business Development;
• Relationship Building;
• Business Development Canvas model;
• Strategic Sales
• Quality Relationship/ Making lasting Impressions

Managing your Customers for Business Value
• Essential Customer Service;
• Customer Intimacy (understanding customers);
• Social Media (New Media) based Customer Service
• Winning the Business
• Organizational Culture

Who Should Attend
All persons involved in business development or sales at all levels.

SUSTAINABILITY, LEADERSHIP AND CORPORATE SOCIAL RESPONSIBILTY (DURATION: 5 DAYS)

Corporate organisations use CSR and Sustainability programmes to make a difference in society by giving back to the community and the environment. However, major social and climatic changes have gained attention in recent years and have resulted in the demand for proactive corporate sustainable leadership, one that is long-term, has the future in mind and social responsibility at its core.

Increasingly, society and governments have an expectation that companies should produce social value. By this, CSR and Sustainability Programmes have become the vehicle to make such a difference thereby building positive company brand and reputation.

Learning Outcomes

This course aims to aid participants to acquire in-depth insights and hands-on knowledge on best practices on Sustainability and CSR to create shared value for communities.

By the end of the programme, participants will:
• Gain solid understanding of Sustainability and CSR trends
• Learn effective strategies that not only focus on profit but co-create.
• Lear ideas and techniques that help companies to become more ethical oriented
• Equip you with requisite knowledge required to create corporate social investments.
• Equip you with the right tools to balance head-heart-hand to all sustainable and CSR programmes and projects.

Course Modules
• Sustainable Business Leadership
• Competitive Advantage through Sustainability
• Strategic Community Relations
• Measuring Social Value
• CSR and Eco-Innovations

Who Should Attend
This course is designed for CSR Directors and Managers, CSR Officers, Sustainability Managers/Officers, CEOs, Directors, Board Members, Communication & Public Relation Officers, NGOs, Donor Partners, Development Practitioners, Decision Makers and Personnel who are responsible for rural projects and programs development.

EFFECTIVE RECORDS MANAGEMENT
(DURATION: 5 DAYS)

A record is simply evidence of transaction between people and has legal authority. A key factor in taking accurate decisions are the presence of records in a format legible and presentable enough. The importance of records is realized when they are complete, authentic, and accessed within the shortest possible time when needed. These and many others are the important qualities records needs to serve its purpose. These can be assured when the necessary, important and basic skills in managing records are acquired and applied accordingly. The course is designed to equip participants with knowledge and practical skills to effectively manage paper and electronic records in an organisation.

Learning Outcomes
Upon successful completion of this training, participants will:
• Be able to create and manage an efficient records system usable in an organization.
• Be able to create, protect, and disseminate securely electronic records in their custody.
• Identify ways of ensuring the security, privacy and confidentiality of vital and all other records or information.
• Be informed on legalities pertaining to records management.
• Be able to generate file transfer list (during records transfer to Archives), file list/diary, descriptive list, trace movement of files, and undertake file or document surveys in an organization.
• Be able to create an incoming and outgoing mail correspondence register.
• Be able to create a functional records classification scheme for an organization

Who Should Attend
This course is designed for Records/Information Officers, Registry Staff in Public and Private Organizations, Senior/Junior Administrative Staff/Secretaries, Information and Communication Technology Officers, Biostatisticians, Finance/Accounts Officers, Archivists/Librarians, Office Clerks, Staff of Metropolitan, Municipal, and District Assemblies, Staff of NGOs, CSOs, etc., Office Managers and Support Staff, Students interested in acquiring invaluable knowledge in Records Management.

Course Outline
• Introduction to Records Management
• Information & Records Management
• Characteristics & Importance of Information
• Records - Records Management
• Filing & File Management
• Basic Computer Skills for Effective Records Management
• Introduction to Electronic Records Management
• Legalities in Records Management
• Records Management Disaster Preparedness
• Functional Records & Information Classification

● INFORMATION TECHNOLOGY
TRAINING PROGRAMMES

● OPERATIONS MANAGEMENT
TRAINING PROGRAMMES

● LEADERSHIP AND MANAGEMENT
TRAINING PROGRAMMES

● ACCOUNTING AND AUDITING
TRAINING PROGRAMMES

● CYBER SECURITY
TRAINING PROGRAMMES

● PROFESSIONAL CERTIFICATION
PROGRAMMES

● ACCELERATED CERTIFICATE
PROGRAMMES

STRATEGIC TREASURY AND OPERATIONS MANAGEMENT (DURATION: 7 WEEKS - SATURDAYS)

Strategically managing treasury functions is central to the financial and operational activities of every Organization. The safeguarding and creation of value through competent management of cash flows, borrowing, investments and financial risks are very significant for the survival of every business. As a consequence, treasury and operations management has become an essential skill set or tool for finance professionals in dealing with the many cash flows challenges. The diversity and multiplicity of financing options coupled with the increased volatility on the money markets and its associated financial risks which have intensified considerably are sources of concern. Therefore, Strategic Treasury and Operations Management have emerged as a specialized qualification to deal with the more complex treasury issues. It is important to provide the opportunity for treasury professionals to necessarily have competences to effectively and efficiently manage all forms of treasury operations. This course aims at addressing the challenges treasury practitioners face in today's dynamic treasury environment. It will also provide insights and a better understanding of the major facets of treasury

Learning Outcomes

Participants will be able to:
• Advance their knowledge of corporate treasury management and the treasury functions;
• Develop a practical understanding of financial markets and their various products;
• Understand the role and impacts of effective Treasury Management;
• Develop strategic balanced treasury portfolios for their Organization;
• Effectively manage risk both in treasury and within the fraud arena;
• Gain the tactical skills and competence to confidently handle treasury operations;
• Examine several strategic options available for improving treasury functions;

• Understand the components and options available within Capital Markets
• Integrate Capital Market options within Treasury Strategy;
• Appreciate the risk factors within Capital Markets and to develop effective risk management strategies.

Course Contents
• Overview of Strategic Treasury and Operations Management
• Capital Markets and Funding Options
• Corporate Finance and Treasury
• Strategic Management of Cash and Liquidity
• Ethics, Regulatory and Legal Environment in Treasury
• Strategic Risk Management within Treasury
• Strategic Treasury Operations Management and Controls

Who Should Attend
This program is designed for Treasury Professionals, Finance Professionals, Finance /Accounts managers, Financial Controllers, Chief Accountants, Banking Professionals and Corporate Business Professionals.

INVESTIGATIVE ACCOUNTING AND FORENSIC AUDITING
(DURATION: 9 WEEKS - SATURDAYS)

The accounting scandals involving Enron, WorldCom, Global Crossing, and other Organizations have put the Accountancy and the Auditing Profession in the public spotlight. After these scandals, public confidence in the Accounting & Auditing Profession has seriously been dented. Even though, there are several Laws and Regulations, Accounting Standards as well as Internal Control Systems that are aimed at reducing the potential for falsification of financial documents, fictitious financial transactions and fraudulent financial reporting. Nonetheless, it has always been established that ingenious individuals can and have manipulated even the best Internal Control Systems for their personal gain. There have also been series of fraud and corrupt practices that have been committed under the watchful eyes of the Internal and External Auditors. The extent of scandalous, outrageous and shocking revelations of fraud and misappropriations in most Organizations points to the need to enhance the overall capacity of today's Accountants, Auditors, Finance Professionals and those charged with the responsibility to safeguard resources to effectively tackle the problem of fraud and misappropriation or embezzlement in Organizations.

Course Objectives
This course has been carefully designed to provide the participants with specialize skills and expertise required to prevent, detect and investigate these commercial crimes, and to ensure that effective corrective measures are implemented. It also provides specific skills set that integrates accounting, auditing and investigative skills to identify the warning signals or indicators of fraud, corruption and embezzlement. The course uses high profile and exciting blend of legal and numerical problem solving approach where the secrets are provided to beat the bad guys.

Course Contents
• Overview of Forensic Accounting and Fraud Auditing
• Psychology of Fraudsters
• Corporate Governance and the Role of Professional Ethics
• Fictitious Financial Transactions and Fraudulent Reporting
• Fraud Prevention and Detection Strategies
• The Investigative Fraud Processes
• Techniques for Investigating and Reporting of Fraud

Course Outcome
At the end of this course, participants will be able:
• To integrate accounting, auditing and investigative skills in the performance of their tasks
• To demonstrate the skill sets required to identify, detect and investigating fraud risks
• To gain the expertise to conduct investigations and ensure recovery of lost resources
• To identify fraud schemes and fictitious financial transactions as well as fraudulent reporting
• To compare and contrast various fraud schemes to devise the appropriate internal control strategy
• To apply evidence-gathering techniques used to detect all forms of fraud& embezzlement
• To develop strategic & workable internal controls that will limit or prevent these fraud schemes
• To analyze data to identify high-risk transactions for further review and investigations
• To evaluate financial and project risks for potential fraud and misappropriation

PRACTICAL BUDGETING SKILLS
(DURATION: 3 DAYS)

Practical budgeting skills are key to running a successful business. It helps to allocate resources where they are needed the most so that a business / organization can remain profitable and successful. This course will enable participant to draw up a business budget, manage money effectively, allocate resources appropriately to projects and identify problems before they occur.

Learning Outcomes
The Practical Budgeting skills training is designed to equip Accountants, Budget Officers, and other Managers with the needed knowledge, skills and abilities for preparation and presentation of budgets. This course is also designed to highlight key concepts and principles that underlie the preparation of budgets in order to enable people who are new to budget preparation and presentation to grasp the concept without much difficulty.

Course Outline
This includes but not limited to:
• The purpose and administration of budgets
• The problems in constructing budgets
• Flexible budgets
• Budgetary control
• Behavioral aspects of budgeting
• Other budgeting systems

Who Should Attend
This course is designed for Budget Officers, Finance Officers, Project Managers, Chief Executive Officers, Bank Officers, and Management Accountants

- INFORMATION TECHNOLOGY TRAINING PROGRAMMES

- OPERATIONS MANAGEMENT TRAINING PROGRAMMES

- LEADERSHIP AND MANAGEMENT TRAINING PROGRAMMES

- ACCOUNTING AND AUDITING TRAINING PROGRAMMES

- **CYBER SECURITY TRAINING PROGRAMMES**

- PROFESSIONAL CERTIFICATION PROGRAMMES

- ACCELERATED CERTIFICATE PROGRAMMES

CERTIFICATE IN CYBER SECURITY AND INFORMATION SYSTEM AUDITING - CISA (DURATION: 7 WEEKS - SATURDAYS)

In the last decade, business models have changed dramatically as a result of the rapidly evolving Information Technology. The use of internet has resulted in new and exciting ways for people to engage in business. However, notwithstanding the conveniences offered by computerization and e-commerce, they have also made business processes more complex and susceptible. Regrettably, this technology equally offers the criminals the same usage opportunity to commit criminal acts. As a consequence, organizations must consider their vulnerabilities and assess the benefits of having a cyber-security and information systems auditing skill sets capable of proactively managing and detecting fraud risks, trespasses, availability aspects and putting in place a responsible measure to deal with cyber fraud and corruption.

At the end of this programme, participants will be equipped with evolving trends of Information Systems (IS), and the impact of Information System on the various structures and levels within Organizations. The sessions are designed to cover all the areas of the Certified Information Systems Auditor Examination and gain the knowledge and practical concepts prerequisite to obtaining CISA Certification.

Learning Outcomes
Participants will be able to:
• State the basic concepts in information systems security, including security technology and principles, software security and trusted systems, and IT security management.
• Indicate the requirements and mechanisms for identification and authentication.
• List the database security issues and solutions, including models, architectures, and mechanisms for database security;
• State the issues related to administration security, physical security, and program security;
• Determine appropriate mechanisms for protecting information systems ranging from operating systems, to database management systems, and to applications.
• Explore cyber-crime, cyber terrorism and organized crime.

Course Content
• Systems and Application Security
• Technology and Principles
• Software Security and Trusted Systems
• Risks Management, Security Standards and Controls
• Intrusion Detection and Prevention
• Security Plans, Policies and Contingency Planning
• Cybersecurity Management and Strategic Planning

Who Should Attend
This course is intended for information systems security professionals, internal review auditors, and other individuals who have an interest in aspects of information systems audit, controls, and security. These include but not limited to Investigators and law enforcers, Systems Investigators, Corporate Security Managers, Auditors, IS Security and ICT Managers, Legal practitioners, Forensic Managers, Risk Managers.

DIGITAL MARKETING AND CYBER SECURITY
(DURATION: 5 DAYS)

Digital Marketing

Technology is now widely being used by marketing professionals, to develop the abilities required to plan and implement digital marketing strategies and to integrate these with traditional marketing strategies.

Cyber Security Management

An organization may be under attack by sophisticated criminals and/or nation-states, who are focused on robbing the organization's data and intellectual property with advanced malware and attack techniques that are purpose-built to breach defences, networks, and devices.

This training is designed to equip participants with the skill to use the web as a sales and promotion channel, access online consumer behaviour and measure and evaluate issues that need to be addressed within digital marketing programs. It also covers the most important technical concepts of security—such as encryption, intrusion detection, penetration testing, access control, digital forensics/investigation, risk management, security governance and network security/computer security

Learning Outcomes

Upon successful completion of the programme, participants will:
• Be able to investigate the possibilities and value of digital marketing in relation to strategic marketing planning processes;
• Be able to justify and critically evaluate the key concepts, issues, parameters and concerns when using e-technologies like the Internet as a marketing tool;
• Be able to plan, implement and evaluate digital marketing strategies;
• Be able to integrate digital marketing strategies with more

traditional marketing strategies; and
• Be able to critically review digital marketing concepts in a broader social context.
• Manage digital security risks strategies.

Who Should Attend

Small business owners, online business owners, retail shops, government agencies, nongovernmental organizations, religious groups, marketing professionals

HANDS-ON INFORMATION SECURITY
(DURATION: 5 DAYS)

This is a practical workshop designed to aid participants to learn about Network Reconnaissance using Windows or Linux; Vulnerability Identification; Investigation and Research and, Penetration Testing with Metasploit. Participants will also be taken through System Remediation and Hardening, Web Browser Security and Configuration, Data Management, Data Backup, Access Controls, Host Intrusion Detection, Log Security Issues, Network Intrusion Systems, Privacy and Anti-Forensics, and Network Traffic Analysis.

Learning Outcomes

At the end of the training participants will be able to:
• Secure their corporate networks from network attacks thereby reducing the prevalence of cyber crime.
• Integrate and manage all aspects of cyber crimes in their organisations as a result of the knowledge acquired.
• Ensure customers' confidence in their various organisations.

Content

• Building a secure organization
• A cryptography primer
• Verifying user and host identity
• Preventing systems intrusions
• Guarding against network intrusions
• Ensuring network confidentiality

Who Should Attend
This course is designed for Network Administrators, IT Security, Corporate and Financial IT Audit Personnel, IT Managers and Directors who are aspiring to be CISSP or CISA Certified.

CERTIFIED SECURITY SPECIALIST
(DURATION: 5 DAYS)

The Security Specialist Programme presents an excellent training opportunity for Information Technology Professionals who are entering into the world of computer security. This training programme is designed to provide the foundation needed by Electronic Commerce and Security Professionals. The curriculum provides a broad range of skills and knowledge needed to build and manage an organization's networking and security operations to effectively utilize various resources to achieve operational excellence.

Learning Outcomes
After the training, participants will be able to
• Understand Corporate Security Requirements
• Identify Security Vulnerabilities

Content
• Building a secure organization
• A cryptography primer
• Verifying user and host identity
• Preventing systems intrusions
• Guarding against network intrusions
• Ensuring network confidentiality

Mode
Presentation and hands-on Lab work

Who Should Attend
Professionals within the Information Technology, Telecommunication, Mining, Banking, Health, Insurance etc who wish to acquire the requisite skills and information computer security and forensics.

Topics

INFORMATION SECURITY	NETWORK SECURITY	COMPUTER FORENSICS
Information Sec. Fundamentals	Network Revisited	Forensic Fundamentals
Addressing Threats	Secure Network Protocols	Trademarks, Copyright etc
Backdoors, Viruses and Worms	Authentication	Network and Router Forensics
Intro to Linux OS	Network Attacks	Incident Response and Forensics

● INFORMATION TECHNOLOGY
TRAINING PROGRAMMES

● OPERATIONS MANAGEMENT
TRAINING PROGRAMMES

● LEADERSHIP AND MANAGEMENT
TRAINING PROGRAMMES

● ACCOUNTING AND AUDITING
TRAINING PROGRAMMES

● CYBER SECURITY
TRAINING PROGRAMMES

● **PROFESSIONAL CERTIFICATION
PROGRAMMES**

● ACCELERATED CERTIFICATE
PROGRAMMES

The Chartered Institute of Logistics and Transport

CHARTERED INSTITUTE OF LOGISTICS & TRANSPORT (CILT) – PROFESSIONAL QUALIFICATIONS

INTERNATIONAL CERTIFICATE IN LOGISTICS & TRANSPORT (CILT)

Modules:
• Business Applications
• Business Theory
• Supply Chain Operations
• Warehousing

Duration: 6 Months
Lecture Period: Weekday Evenings (6:00pm -8.30 pm)

INTERNATIONAL DIPLOMA IN LOGISTICS & TRANSPORT (DILT)

Modules:
• Transport Planning
• Transport Operations
• Management in Logistics & Transport
• Supply Chain Management
• International Business/Global Logistics

Duration: 12 Months
Lecture Period: Weekday Evenings (6:00pm -9:00 pm)

INTERNATIONAL ADVANCED DIPLOMA IN LOGISTICS & TRANSPORT (ADILT)

Modules:
• Strategic Contexts
• Leadership and Strategic Management
• Strategic Network Planning
• Delivery Strategic Performance
• Research Methods and Professional Projects

Duration: 18 Months
Lecture Period: Saturdays (9:00 am-4 :00pm)

Learning Outcomes
The course aims at equipping participants with the knowledge and skills to manage logistics, transport and general supply chain operations in their respective organisations.
Among other outcomes, the participants will be able to:

• Professionally manage inventories and warehouse operations
• Evaluate financing options for transport acquisition and operations
• Effectively handle goods and services distribution
• Appreciate the strategic role of Logistics and Transport in the organization's operations

The Chartered Institute of Logistics and Transport

CHARTERED INSTITUTE OF LOGISTICS & TRANSPORT (CILT) – PROFESSIONAL QUALIFICATIONS

Benefits of the Course Include:

• An opportunity to join and qualify for membership of the world's most established professional body for Logistics, Transport and Supply Chain with post nominal such as MILT, CMILT

• Opportunity to participate in Continuous Professional Developments (CPDs) offered by CILT to its members.

CERTIFIED OSH OFFICER CERTIFICATE (OCCUPATIONAL HEALTH AND SAFETY) (DURATION 8 WEEKS - SATURDAYS)

Officer certification course is an essential course that provide employees with an awareness of health and safety as required by the management of health and safety at work regulations.
Designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public.

Topics
• Foundation in occupational safety & health
• Workplace Health and Safety
• The Safety Law
• Health and Hygiene
• Recognizing Safety Hazards, etc.

Certification
Successful Candidates will receive original OSH Association UK Certificate, Embossed Transcript and Online Verification Card

Target Audience
Participants expected on this training are Human Resource Persons, Health and Safety Officers, Construction Companies, Oil and Gas Companies, Law enforcement agencies such as the Police, Military, Customs, Immigration, Metropolitan guards and individuals who want to acquire knowledge in Health and Safety, etc.
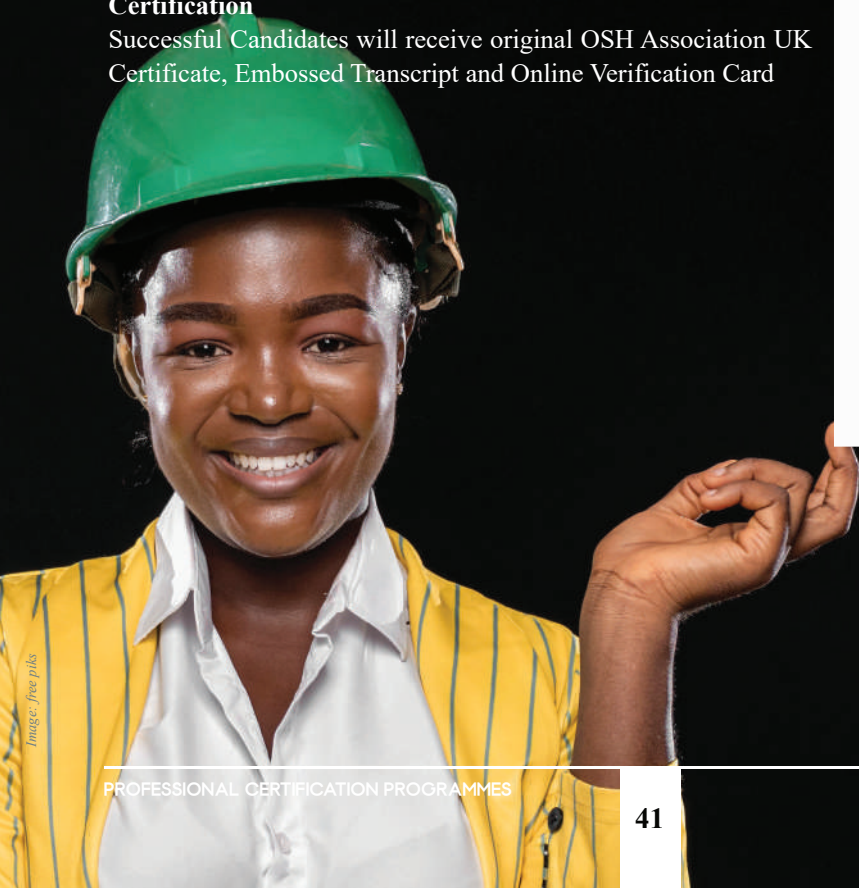
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DIPLOMA IN ELECRICAL AND ELECTRONIC ENGINEERING – LEVEL 3 (CITY AND GUILDS 2850-90) (DURATION: 1 YEAR)

Aim

The faculty of Engineering in collaboration with GCTU-Professional Development Unit has introduced a professional development strategy that will infuse a higher vocational education in electrical and electronics engineering which is technologically innovative and has international recognition into its academic curriculum to fuel the Ghanaian economy.

Course Objective

This cohesive learning paradigm coupled with practical assignments will easily prepare our learners with the requisite knowledge and skills for high professional positions after their degree program and let them acquire creative attitude necessary to instigate future developments in the field of engineering technology when they have the desire to become entrepreneurs.

Why City & Guilds?

City & Guilds is the UK's leading provider of professional qualifications with over 8500 centres in 100 countries, and recognized by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.
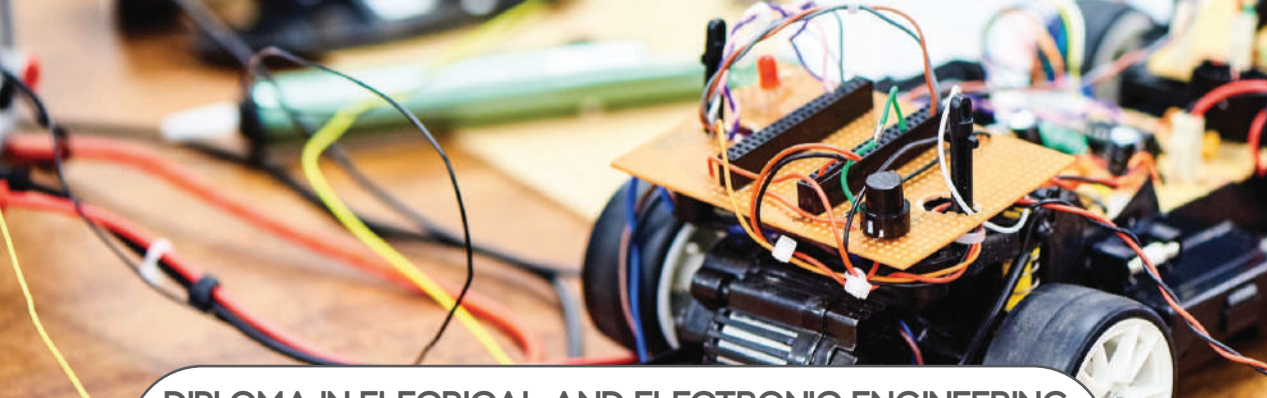
Level 3 Diplomas

The Level 3 Diplomas in Electrical and Electronics Engineering is aimed at learners who intend to pursue Advanced Modern Engineering and wish for career progression within Engineering.

Level 4 Diplomas

The Level 4 Diplomas in Electrical and Electronics Engineering focus on Professional Higher engineering. The learners will have the potential to fulfill a role within Engineering that requires a high level of responsibility.

Holders of these qualifications can advance into the second year of a selected university engineering degree programme.

DIPLOMA IN ELECRICAL AND ELECTRONIC ENGINEERING – LEVEL 3 (CITY AND GUILDS 2850-90) (DURATION: 1 YEAR)

To take the Level 4 qualification, a candidate must first achieve the Level 3 Diploma 2850-90 in Electrical and Electronics Engineering or its equivalent.

In both programs learners will however have access to real work environments in which to further develop the breadth of their skills and their experience.

Minimum Entry Requirement:
• WASSCE/SSSCE candidates must have science background whose electives are at least Physics, Elective Mathematics, including one of the following Chemistry, Biology, or any Technical Subject, plus passes in three relevant core subjects excluding social science. Applicants from other countries may also apply with WASSCE equivalent certificates.

OR

• Technical Qualifications: Passes in all modules of Certificate (Part 1 or Part 2) programs preferably in Electrical, Electronics, Telecommunication, Microcomputer Technology or any Engineering discipline from City and Guilds or any recognized examining bodies plus passes in three core subjects in WASSCE/SSSCE.

Minimum Entry Requirement:
• Candidates must hold the level 3 Diploma in Electrical and Electronic Engineering (2850-90) certificate from City and Guilds International, OR passes in all units of:
• City and Guilds Levels 2 and 3 in Electrical and Electronic Engineering (8030-21, 8030-22)
• City and Guilds Levels 2 and 3 in Telecommunication Systems (2730-01, 2730-02)

Progression:
Successful candidates will advance into the second year of the following selective GCTU
engineering degree programs:
• BSc. in Telecommunications Engineering
• BSc. in Computer Engineering
• BSc. in Solar Engineering

CERTIFIED FIBRE OPTICS SPECIALIST
(DURATION: 10 DAYS)

The accredited and Certified Fibre Optics Technician Course is designed to equip technicians with the needed knowledge, skills and abilities needed for a proper physical installation in telecommunication.

Learning Outcomes

This hands-on course is designed to highlight the key concepts, design principles, and deployment considerations that underlie all RF systems in order to enable people who are new to the field of Fibre Optics to grasp the concept without much difficulty. Participants will also take the FOA Certification exam as part of the training. This exam will enable participants acquire an internationally recognized Fibre Optics Technician (FOT) certificate and a membership ID card from FOA.

Domain Areas
- Introduction to Fibre Optics
- Premise Cabling
- Cable Selection Standards
- Methods of Termination
- Optical Networks
- Outside plants
- NEC ratings
- Connectors
- Attenuation
- Loss Budget Analysis

Who Should Attend
Engineers and Technicians in ICT and Telecom, Electrical Engineers, Technicians in the Oil and Gas industry and Graduates who desire a career path in Fibre Optics.

- INFORMATION TECHNOLOGY TRAINING PROGRAMMES

- OPERATIONS MANAGEMENT TRAINING PROGRAMMES

- LEADERSHIP AND MANAGEMENT TRAINING PROGRAMMES

- ACCOUNTING AND AUDITING TRAINING PROGRAMMES

- CYBER SECURITY TRAINING PROGRAMMES

- PROFESSIONAL CERTIFICATION PROGRAMMES

- **ACCELERATED CERTIFICATE PROGRAMMES**

CERTIFICATE IN MOBILE PHONE ASSEMBLING AND REPAIRS (DURATION: 3 MONTHS - SATURDAYS)

The cellular phone industry is one of the fastest growing industries in the entire world. The mobile repairing course is one of the most in-demand courses among technical courses. We aim to provide qualified and expert cell phone repair engineers to the repair industry. On completion of this course a student will be able to diagnose & repair any kind of mobile phone software & hardware faults and easily Read mobile phone block & layout Diagrams, diagnose problems and repair it by using proper tips and techniques.

Learning Outcomes
The primary aim of the course is to provide expert technical and vocational hands on training in tablet computer repair. On completion of the course, students will be able to:
• Disassemble and Assemble Different Types of Tablet Computers;
• Identify Different Parts of the Tablet;
• Use Various Tools in Repairing Different Kinds of Tablet Computers;
• Understand All Kinds of Software That You Need to Unblock and Repair Tablet Pc; And
• Be Able to Set Up Their Own Repair Service Centre.

Course Content
• Module 1 - Mobile Phone Basics
• Module 2 - Basic Mobile Phone Technology & Coding
• Module 3 - Overview of Basic Electronics
• Module 4 - Chip Level Practical Training
• Module 5 - Tracing Faults
• Module 6 - Hardware Basics
• Module 7 – Hardware Basics
• Module 8 - Mobile Phone and Network Types
• Module 9 - Smartphone Repair Training
• Module 10 - Practice Session
• Module 11 - Business Operations & Marketing

Who Should Attend
Junior and Senior High School Leavers, Computer Enthusiasts or anyone with Knowledge of Use of basic peripherals and personal computers
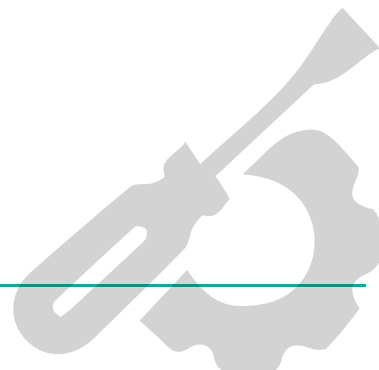
CERTIFICATE IN CISCO NETWORK ASSOCIATE (CCNA) (DURATION: 3 MONTHS - SATURDAYS)

Certified Network Associate (Cisco CCNA) certification demonstrates your knowledge to deploy, maintain, secure and operate a medium-sized network using Cisco technolo¬gies. Cisco CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not lim¬ited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.

Learning Outcomes
• Perform simple PC (hardware, software and network settings), and NIC troubleshooting.
• Perform simple binary math conversions.
• Identify various units of information and bandwidth.
• Name and describe the OSI reference model layers from memory.
• Describe and graph the TCP/IP model.
• Identify and describe the devices required to build a LAN.
• Describe networking signals and what happens to them on various media.
• Use a multimeter to measure resistance, voltage and continuity.
• Describe the basic networking media.
• Determine the correct cable to use in a given situation and properly terminate the cable IAW the applicable TIE/EIA 568/9 standard.

Course Outline
Part 1:
CISCO INTERCONNECTING CISCO NETWORKING DEVICES (ICND1)

• Building a Simple Network
• Ethernet Local Area Networks
• Wireless Local Area Networks
• Local Area Network Connections
• Wide Area Networks Connections
• Network Environment Management
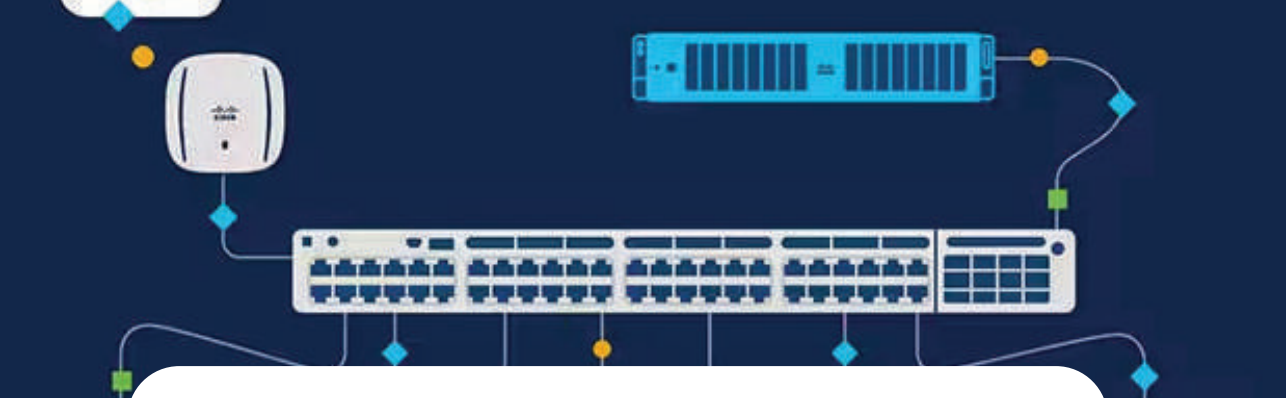
Part 2:
CISCO INTERCONNECTING CISCO NETWORKING DEVICES (ICND2)

• Small Network Implementation
• Medium-Sized Switched Network Construction
• Medium-Sized Routed Network Construction
• Single Area OSPF Implementation
• EIGRP Implementation
• Access Control Lists
• Address Space Management
• LAN Extensioning to a WAN

Who Should Attend
IT Professionals, ICT Students and interested individuals are encouraged to apply.

CERTIFICATE IN COMPUTER NETWORK SECURITY (DURATION: 3 MONTHS - SATURDAYS)

This course is structured to help the student to understand, practice and apply concepts used in computer networking and security. It is tailored to provide insights along CompTIA's Network + and Security + Certification and will guide students pass through and work in the real world of computer network security confidently.

Learning Outcomes

By the end of the training learners should be able to:
Describe different network topologies, Compare the layers of the OSI and TCP/IP models, Classify how applications, devices and protocols relate to the OSI Model, Identify common TCP and UDP default ports, Explain the functions of common network protocols, Summarize DNS concepts and its components, Identify virtual desktop components, Explain the purpose and properties of DHCP, Plan and implement a basic SOHO network, Explain different methods and rationales for network performance optimization, Use appropriate software tools to troubleshoot connectivity issues, Use appropriate hardware tools to troubleshoot connectivity issues, Use appropriate network resources to analyze traffic, Describe the purpose of configuration management documentation, etc.

Career Prospect

As a result of the growth of network and their vulnerability to external threats, organizations that use integrated network security solutions rely on properly trained professionals with network security certification to maintain and protect the integrity of their networks.

Who Should Attend
Security Analysts, Network Administrators, Systems Administrators, IT Professionals, Security Auditors, ICT Students etc.

CERTIFICATION TRAINING IN CCTV INSTALLATION (DURATION: 3 MONTHS - SATURDAYS)

CCTV cameras are used for security monitoring and surveillance in any type of facility. CCTV stands for Closed-Circuit Television, because CCTV systems transmit video footage over a single channel, essentially creating a closed circuit. This means CCTV footage is displayed on a limited number of personal monitors and screens, for private security monitoring.

Learning Outcomes

• Understand the fundamental elements that make up a CCTV System.
• Set up a Camera, set up a Monitor, set up Switches, set up Quads, set up Multiplexers, set up recording devices, Connect up and test system elements
• Be aware of the issues associated with lighting and scene illumination
• Adjust the Back Focus of a lens to prevent picture going out of focus from day to night.
• Be aware of the relevant standards and issues
• Use a lens calculator to choose correct lens for particular application
• Have an awareness of the changing technology and its impact on the industry

MULTIMEDIA TRAINING MODULES
(DURATION: 3 MONTHS - SATURDAYS)

MULTIMEDIA DEVELOPMENT

Course Overview
This course provides participants with skills that will enable them to explore the ever-changing resources available through the Internet such as Web technologies, Blogs, Wikis, and Podcasts which allow for creativity and collaboration amongst users. Various courses are offered under this programme.

Learner Outcomes
By the end of this course the student should be able to
i. Understand the processes involved in the development of a multimedia product from client brief through to delivery.

ii. Critically consider and discuss the areas where learners have most difficulty, including scoping and evaluation, and how these can be supported.

iii. To develop a simple project plan from a suitably detailed client brief.

iv. To work with learners to plan and create a multimedia product that includes animation, audio and video.

v. To support learners in the evaluation process, including user testing, collecting and analysing feedback, and planning for change.

Career Prospects
• Digital Photo editors can work as professional photographers, creative businesses, bloggers, publishers and photographic agencies and in the education or public sectors.

• Varied career opportunity arise for video editors and one can find job placement with film and TV production studios, web design companies, advertising and multimedia companies. They can work with independent production companies and motion picture studios.

Who Should Attend
Professional photographers, creative businesses, Video editors, Television Companies, digital Camera operators, Multimedia company workers, adverting firms, publishers, Computer system designers, School leavers and the general public.

MULTIMEDIA TRAINING MODULES (DURATION: 3 MONTHS - SATURDAYS)

DIGITAL VIDEO EDITING

Course Overview
This subject will first treat the basics of editing (Shots, movement and transitions, graphics and animation) and then move into Review the more complex and advanced techniques of digital video editing. Areas of editing such as masking, filtering, blue/green screening, track mattes, and image mattes will be examined. Students will produce a movie project in this class and discuss practical ways to distribute to various audiences.

Learner Outcomes
At the end of the training programme participants are expected to;

By the end of this course the student should be able to
i. Shoot, capture, edit, and output short video projects, organizing footage and modifying it into a coherent sequence.

ii. Apply techniques for establishing or breaking continuity in a video sequence.

iii. Apply a variety of techniques for expanding or compressing the perception of time in a video sequence.

iv. Apply basic techniques for mixing a soundtrack incorporating the human voice, ambient noise, sound effects, and music.

v. Develop a basic proficiency with the tools and techniques available in standard digital video editing programs.
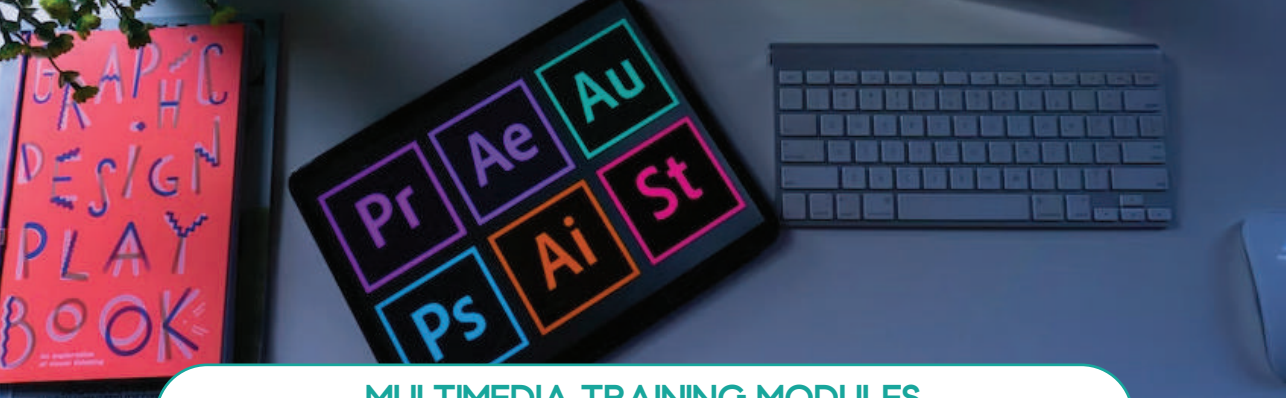
Career Prospects
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MULTIMEDIA TRAINING MODULES
(DURATION: 3 MONTHS - SATURDAYS)

GRAPHIC DESIGN

Course Overview

Provides an opportunity to combine several draw and paint applications into one design and layout class. Students will explore advanced techniques in creating and designing computer art.

This training is intended to provide an opportunity to combine several draw and paint applications into one design and layout class. Participants will explore advanced techniques in creating and designing computer art.

Learner Outcomes

By the end of this course the student should be able to

i. Apply a basic knowledge of the design process to problem solving.

ii. Execute designs according to instructions of senior designers, supervisors, and clients using standard industry procedures and technology.

iii. Produce comprehensives using an appropriate degree of detail and quality within time and budget constraints

iv. Work in a medium most appropriate to the goals of the project.

v. Effectively utilize the elements of visual language including composition, visual priorities, image and type.

vi. Create sophisticated, appropriate colour palettes and use colour contrast effectively in their work.

vii. Create drawings in traditional media that show a command of proportion, perspective, and value contrast.

viii. Prepare images for professional publication with Photoshop retouching, correction, compositing, or collage.

Career Prospects

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Who Should Attend

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WE ALSO OFFER TRAINING IN:

• MICROSOFT OFFICE SUITE

• ABMA ACCREDITED PROGRAMMES

• CERTIFICATE IN MEDIA, BRAND MANAGEMENT AND PUBLIC RELATIONS

• ADVANCED CUSTOMER CARE

• DEVELOPING CUSTOMER SERVICE AND CLIENT RELATIONSHIP MANAGEMENT SKILLS

• SERVICE QUALITY AND CUSTOMER SATISFACTION

• CUSTOMER RELATIONSHIP MANAGEMENT

• CUSTOMER SERVICE FOR FRONTLINE PROFESSIONAL ETC.

Career Prospects
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CUSTOMISED TRAINING SOLUTIONS

Over the years PDU has consolidated its relationships with numerous key clients by assisting them in delivering in-house and tailor-made training courses. Such customised training solutions not only serve a cost benefit to the respective client, but also provide the added advantage of adapting the course to address their specific requirements. The vast amount of expertise possessed by PDU's training consultants puts us in an ideal position to develop almost any course in the fields of business and management.

In order to ensure that the client derives maximum benefit from such training, our experts work closely with the organisation to design a comprehensive package. Such packages include the pre- and post-assessment of the capabilities, and more importantly the skills gaps of the attendees, to guarantee the appropriate training solutions are devised.

General Information
Course bookings in order to attend a training programme, a written registration request must be sent by email to cpd@gctu.edu.gh . Alternatively, a course registration form can be submitted on www.gctu.edu.gh/cpd If the registration is accepted, the course administration department will issue the delegate with an acceptance letter and an invoice.

Language
Fluency in English is an essential requirement for attending training at GCTU/PDU.

Course Certificates
Certificates are awarded to delegates who attend and successfully complete the course, showing commitment to their personal development and progression.

Accommodation
Please note, accommodation is not included in the course fees. However, PDU can provide the necessary assistance to ensure that delegates secure suitable accommodation for the duration of their course. Payment must be made directly to the hotels

Terms And Conditions
Course fees include:
• Cost of tuition
• Course material (in hard- and soft-copy formats)
• Breakfast, Lunches and light refreshments
• Internet access
• Programme certificates

Payment

Course fees MUST be paid at least two weeks prior to the course commencement. Failure to make payment on time will result in an automatic cancellation

Substitutions

Delegates registered on any course can be substituted at any time without risk of a penalty. Substitution requests must be made in writing.

Withdrawals

Withdrawals made up to two weeks prior to course commencement will qualify for a full refund of the course fees. Withdrawals made less than two weeks prior to course commencement will not qualify for any refund. All cancellation requests must be submitted in writing

Cancellation

A programme will be cancelled if less than ten (10) applicants sign up for the programme. The Centre reserves the right to make changes to the course curriculum, course fee or any other relevant content or information as necessary. The Centre will endeavour to provide early notice in the event of course cancellation with a full refund of the course fee.

Bank Details

Payments should be made in Ghana Cedis to:
• Account holder: Ghana Technology University College - Centre for Professional Development
• Bank: Ecobank
• Account No: 1441000416560
• Branch address: Tesano

CONTACTS:
Professional Development Unit
Ghana Communication Technology University
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Email:cpd@gctu.edu.gh
Website: www.gctu.edu.gh

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www.gctu.edu.gh