



2022 TRAINING CATALOGUE

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ABOUT US

Global Edge Training Institute is one of the leading international providers of training courses, seminars, workshops, programs, conferences, and in-house training. We deliver a wide range of cutting edge training that include Administration & Workplace Etiquette, Public Sector Management & Public Affairs, Health, Safety & Environmental Management, Environment, Land, Agriculture & Food Security, Human Resources & Organizational Development, Project & Construction management, Leadership & Governance, Sales, Marketing & Public Relations, Information Technology Management, Accounting & Financial Management and Quality & productivity.

Our talented team of trainers has exceptional credentials complemented by practical, real-world experience. Our clients' changing needs drive the planning and development of each and every training course and seminar. We're continuously tracking the latest business trends and best practices to ensure our content is relevant, practical and useful.

OUR VISION & MISSION

Global Edge Training Institute (GETI) is a training institute offering a comprehensive portfolio of, Professional Courses, Customized Work-Based Training and Corporate Training. Our training programs are offered in line with the job market requirements and consist of theory and practical sessions to enhance learning. Training programmes

content is designed to continuously improve productivity in the Public Sector, Parastatals, Non-Governmental Organizations (NGOs), Private Sector and other organizations across the continent. In this ever-changing environment it is the ability of the individuals within the organizations to learn and develop their skills that will determine their on-going success.

NB: The list of courses below is not exhaustive. For customized courses and in-house training, do not hesitate to contact our offices. In order to enhance the training experience, participants get an option to register for a training package including electronic gadgets such as laptop, iPad or smartphone.

Register and grab an iPad, Laptop or Tablet



TRAINING VENUES

As an International Training provider, Global Edge Training Institute provides training worldwide. The following are our popular training venues:

Namibia - Windhoek & Swakopmund, **South Africa** - Johannesburg, Pretoria & Capetown, **Zimbabwe** - Harare & Victoria Falls, **Zambia**-Lusaka, Livingstone, **Mozambique** - Maputo, **Swaziland** – Mbabane, **Lesotho** – Maseru, **Ghana** - Accra, **Kenya** - Nairobi, **Tanzania** - Zanzibar, **United Arab Emirates (UAE)** - Dubai

COURSE FEE STRUCTURE

Fee Option 1: includes bed & breakfast, round trip airport transfer, lunch, refreshments, conference documentation and excursions to leisure and historical sites

Fee Option 2: includes, presentation, conference documentation, lunch and refreshments

DURATION FEES	COURSE FEES (N\$) Fee Option 2	FEES INCLUDES
1 Day	2 000	<i>Presentations</i>
2 Days	3 000	<i>Field Visits</i>
3 Days	4 000	<i>Tea/coffee, snacks and lunch breaks</i>
4 Days	5 000	<i>IPADS/Tablet/Laptop(Optional)</i>
5 Days	6 500	<i>Promotional Items e.g T-shirts, coffee mugs, memory sticks</i>
		<i>Accommodation - bed & breakfast (optional)</i>
2 Weeks	12 800	<i>Excursions to places of interest(optional)</i>
3 Weeks	18 800	<i>Round trip airport transfers</i>
4 Weeks	24 800	<i>Conference documentation/ material,</i>
		<i>Certificate (laminated)</i>

NB:Please note that prices can be negotiated based on the number of participants. For in- house training please call our office for a quote

ACCREDITATIONS/PARTNERSHIPS



TRAINING CATEGORIES

Our training portfolio includes 11 subject categories and that covers a wide range of industry courses suitable for professionals at all levels.

QUALITY ASSURED TRAINING

Global Edge Training Institute is a leading provider of professional development and learning for professionals seeking to enhance their skills, advance in their careers and enrich their understanding of a rapidly changing business world by offering training solutions customized to meet the needs of business.

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TRAINING PROGRAMS

ADMINISTRATION & OFFICE ETTIQUETE: Training sessions

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	1-4 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	4-8 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
17-21 Jan	14-18 Feb	14-18 Mar	11-14 Apr	16-20 May	27-30 Jun	18-22 Jul	15-19 Aug	19-23 Sept	17-21 Oct	14-18 Nov	19-23 Dec

*Choose training venue of your choice for any of the training dates above. The list of courses below is not exhaustive.
You can request any course not listed below. We can tailor-make courses to suit your preferred dates and venue.*

COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Computer Skills for PA'S	AD001	Customer care & Communication Skills	AD007	Business Ethics & Compliance Essentials	AD013
Advanced Defensive Driving	AD002	Customer Care & Emotional Intelligence	AD008	Cleaning Practices & Procedures	AD014
Advanced Executive & Private Secretarial Skills	AD003	Effective Speech Writing and Speech Making for Leaders	AD009	Cleaning Practices, Procedures & Attitude Management	AD015
Advanced Office Management Skills	AD004	Effective Time & Priority Management	AD010	Communicating Across Cultures	AD016
Advanced Time & Stress Management	AD005	Effective Time Management	AD011	Crisis Management & Communication Skills	AD017
Assertiveness and self Confidence	AD006	Effective Speech Writing and Speech Making for Leaders	AD012	Electronic Records, Document, Archives and Information Management	AD018

PUBLIC SECTOR MANAGEMENT & PUBLIC AFFAIRS.

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	12-16 Sept	10-14 Oct	7-11 Nov	12-16 Dec
24 - 28 Jan	21-25 Feb	22-25 Mar	19-23 Apr	16-20 May	20-24 Jun	25-29 Jul	22-25 Aug	26 -30 Sept	24-28 Oct	21-25 Nov	27-30 Dec

*Choose training venue of your choice for any of the training dates above. The list of courses below is not exhaustive.
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Customer Service Excellence in the Public Sector	PM001	Negotiating & Managing PPP Contracts	PM007	Masterclass in Corporate Affairs and Governance	PM013
Effective Disciplinary Hearing and Misconduct in the Public Sector	PM002	Project Appraisal: Identification, Policy Analysis & Selection	PM008	Governance and Leadership in Public Sector Management	PM014
Enhancing Leadership and Policy Implementation in the Public Sector	PM003	Project Policy & Financial Appraisal	PM009	Implementing Ethics, Anti-Bribery & Anti-Corruption Compliance Training	PM015
Improving Public Sector Performance in the 21st Century	PM004	Project Risk Analysis & Appraisal	PM010	Business Ethics and Social Responsibility in the Public Services	PM016
Labor Relations in the Public Sector	PM005	Public Sector Governance and Budgetary Practices	PM011	Government and Organizational Transparency in Information, Communication and Business	PM017
Leadership, Good Governance and Financial Management in the Public Sector	PM006	Public Sector Management, Governance & Fiscal Sustainability Techniques	PM012	Digital Government Transformation Policy Development and Analysis	PM018

HEALTH, SAFETY & ENVIRONMENTAL MANAGEMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Emergency First Aid in Schools	HSE001	Health & Wellness	HSE007	Waste Management Disposal For Local Authorities	HSE013
Employee Wellness Program	HSE002	Health System Strengthening for Public Officials	HSE008	Workplace Health, Safety and Environmental Management	HSE014
Environmental Impact Assessment	HSE003	Managing Public Utilities: Waste Management	HSE009	Safety Audit & Safety Inspection Safety Risk Mgmt	HSE015
Fire Safety & Risk Management	HSE004	Occupational Health & Safety	HSE010	Incident Investigation & Root Cause Analysis Training	HSE016
First Aid and HIV/AIDS Counseling at Workplace	HSE005	Solid Waste Disposal & Management for local Authorities	HSE011	Process Safety Management	HSE017
Hazardous Waste Management	HSE006	Sustainable Rural Water Supply & sanitation	HSE012	Risk Assessment and Method Statement (RAMS)	HSE018

ENVIRONMENT, LAND, AGRICULTURE & FOOD SECURITY.

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	5-9 Sept	10-14 Oct	7-11 Nov	12-16 Dec
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Agribusiness and Post-Harvest Management	ELAF001	Agriculture Project Planning & Management	ELAF007	Effective Water Usage and Technology in Dry lands	ELAF013
Agricultural Environmental Management for Sustainable Food Production	ELAF002	Analysis & Planning of Investment Projects in the Agriculture Sector	ELAF008	Environmental Monitoring in the Agriculture Sector	ELAF014
Agricultural Policy Formulation and Analysis	ELAF003	Basics on Underground Environment Control	ELAF009	Environmental Sustainability, Planning and Policy	ELAF015
Agricultural Project Planning and Implementation Management	ELAF004	Community Food Security and Agriculture Development	ELAF010	Agriculture Entrepreneurship, Business Plan and Innovation	ELAF016
Agriculture Development and Food Security	ELAF005	Development of a Sustainable Aquaculture Industry	ELAF011	Sustainable Agriculture and Farm Management	ELAF017
Agriculture Production & Trade	ELAF006	Development of Indicators for Sustainable Agriculture	ELAF012	Food Security and Sustainability	ELAF018

HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
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Choose training venue of your choice for any of the training dates above. The list of courses below is not exhaustive.

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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Selection, Interviewing & Recruitment Skills	HR001	HR Policy & Implementation	HR007	Labor Relations in the Public Sector	HR013
Conflict Management	HR002	HR Processes, Culture & Change Management Programme	HR008	Linking Training to Organizational Goals	HR014
Delegation, Motivation & Decision Making in the Public Sector	HR003	HR Skills Training	HR009	Manpower Organisation, Succession Planning & Trend Analysis	HR015
Employee Relations: Motivation, Grievances & Discipline	HR004	Human Resources Development & Personnel Management	HR010	HR KPI and Metrics	HR016
The 10-Day MBA in HR	HR005	Industrial Relations Management	HR011	Knowledge Management	HR017
Strategic Talent Management	HR006	Job Evaluation, Analysis & Understanding Reward Management	HR012	Strategic Succession Planning	HR018

PROJECT & CONSTRUCTION MANAGEMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	5-9 Sept	10-14 Oct	7-11 Nov	12-16 Dec
24 - 28 Jan	21-25 Feb	22-25 Mar	19-23 Apr	16-20 May	20-24 Jun	25-29 Jul	22-25 Aug	19-23 Sept	24-28 Oct	21-25 Nov	27-30 Dec
Choose training venue of your choice for any of the training dates above. The list of courses below is not exhaustive. You can request any course not listed below. We can tailor-make courses to suit your preferred dates and venue.											

COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Project Management, Report & Proposal Writing	PM001	Effective Planning & Scheduling	PM008	Project Budgeting & Cost Management	PM014
Advanced Project Monitoring & Evaluation	PM002	Effective Project Coordination & Management	PM009	Project Management & Proposal Writing Skills	PM015
AutoCAD Fundamentals	PM003	Managing Tenders, Specifications & Contracts	PM010	Project Performance Measurement & Management	PM016
Building Maintenance & Facilities Management	PM004	Microsoft Project Training	PM011	Project Quality, Risk & Time Management	PM017
Construction & Bills of Quantity	PM005	Negotiating, Drafting and Managing Commercial Contracts	PM012	Property & Building Inspection	PM018
Construction Project management	PM007	Planning, Organizing & Controlling Projects	PM013	Project Assessment and Evaluation	PM019

LEADERSHIP & GOVERNANCE

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Leadership & Emotional Intelligence	LG001	Leading High performing Teams	LG009	Principles of Good Corporate Governance & Leadership	LG017
Assertiveness Skills for Women in Leadership	LG002	Managing Innovation	LG010	Public Speaking & Presentation Skills	LG018
Delegation, Leadership & Time Management	LG003	Maximizing Leadership Effectiveness	LG011	Strategic Management Skills for Senior Executives	LG019
Effective Supervisory Skills & Workload Management	LG004	Negotiation & Conflict Management in Organizations	LG012	Strategic Planning & Goal Setting: Goals, Targets & Deliverables	LG020
Event Coordination, Protocol and Travel management	LG005	Operational Excellence: Managing Performance	LG013	Strategic Thinking & Business Planning	LG021
Leadership & change management for senior executives	LG006	Organizational Image & Brand Risk Management	LG014	Corporate Governance, Business Ethics and Social Responsibility in the Public Services	LG022
Implementing Ethics, Anti-Bribery & Anti-Corruption Compliance	LG007	Performance Management System in Government and Accountability of Public Officers	LG015	Masterclass in Corporate Affairs and Governance	LG023
Government and Organizational Transparency in Information, Communication & Business	LG008	Masterclass in Public Policy and Administration	LG016	Policy Development and Analysis in Public Sector	LG024

SALES, MARKETING & PUBLIC RELATIONS

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	5-9 Sept	10-14 Oct	7-11 Nov	12-16 Dec
24 - 28 Jan	21-25 Feb	22-25 Mar	19-23 Apr	16-20 May	20-24 Jun	25-29 Jul	22-25 Aug	19-23 Sept	24-28 Oct	21-25 Nov	27-30 Dec

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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Achieving Marketing Excellence in Service Organizations	MK001	Closing Difficult sales deals	MK010	Market Leadership & Marketing Strategies	MK019
Advanced Relationship Management	MK002	Communication Skills in Marketing	MK011	Marketing Fundamentals in the Age of Social Media	MK020
Advanced Social Media Marketing	MK003	Customer service & Satisfaction	MK012	Key Account Management Training	MK021
Brand Management	MK004	Effective Sales & Marketing	MK013	Distribution Channel Marketing Management	MK022
Business Negotiation Skills	MK005	Essential Selling Skills	MK014	Market Research and Intelligence Training	MK023
Client Management Strategies for Retention & Growth	MK006	Management of Key Accounts	MK015	Business Development Management	MK024
Public Affairs and Media Relations	MK007	Public Relations Strategy & Tactics	MK016	Crisis Management in Public Relations	MK025
Event and Conference Management	MK008	International Protocol and Diplomacy	MK017	Crisis Management in Public Relations	MK026
Protocol and Etiquette Training	MK009	Public Relations (PR) Campaign: Plan, Strategies and Evaluation	MK018	Public Relations (PR) & Communication Course	MK027

PROCUREMENT, LOGISTICS & SUPPLY CHAIN MANAGEMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
24 - 28 Jan	21-25 Feb	14-18 Mar	11-14 Apr	16-20 May	27-30 Jun	18-22 Jul	15-19 Aug	19-23 Sept	17-21 Oct	14-18 Nov	19-23 Dec

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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Logistics & Material Management	LS001	Effective Supply Chain Management in the Public Sector	LS009	Purchasing & Contract Negotiation Strategies	LS017
Advanced Logistics & Supply Chain Management	LS002	Fleet Operations, Maintenance & Management Skills	LS010	Strategic Sourcing, The Optimum Approach to Buying	LS018
Competitor Analysis Techniques	LS003	International Procurement for Donor Funded Projects	LS011	Supply Chain Risk Management	LS019
Customer & Supplier Management Techniques	LS004	Managing Business Processes	LS012	Supply Market Analysis	LS020
Effective Fleet and Transport Management	LS005	Managing Tenders, Specifications & Contracts	LS013	Value Chain Development & Analysis	LS021
Effective Purchasing, Tendering Supplier Selection	LS006	Measuring & Monitoring Suppliers Performance	LS014	Supplier Relationship Management	LS022
Import Export Procedures and Documentation Training	LS007	Vendor Qualification, Performance and Contract Management	LS015	Third Party Logistics (3PL), Warehouse, Transportation and Supply Chain Management	LS023
International Freight Management	LS008	Masterclass in Demand Management	LS016	Port Management and Operations Course	LS024

ENTERPRENEURIAL & BUSINESS MANAGEMENT SKILLS

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	5-9 Sept	10-14 Oct	7-11 Nov	12-16 Dec
24 - 28 Jan	21-25 Feb	22-25 Mar	19-23 Apr	16-20 May	20-24 Jun	25-29 Jul	22-25 Aug	19-23 Sept	24-28 Oct	21-25 Nov	27-30 Dec

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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Bank Reconciliation Skills	EB001	Effective Marketing Strategies for SME's	EB010	Macroeconomic Forecasting & Projections	EB017
Banking Practice & Management	EB002	Effective Policy & Procedures Writing	EB011	Marketing planning for competitive advantage	EB018
Business Plan Compilation	EB004	Effective Time and Priority Management	EB012	Multiple Projects Management	EB019
Competitive Strategy in the business world	EB006	Entrepreneurship & Business Networking for Exceptional Success	EB013	Operational Risk Management for SME'S	EB020
Contract Management & Negotiation Skills	EB007	Financial Skills for SMEs	EB014	Strategic Planning for SME'S	EB021
Creative Thinking and Innovation	EB008	Income Generation Skills	EB015	Unleashing the Impact of your Social Enterprise	EB022
Innovation – From Creativity to Entrepreneurship	EB009	Innovation Management & Entrepreneurship	EB016	Entrepreneurship Essentials	EB023

INFORMATION TECHNOLOGY MANAGEMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
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Choose training venue of your choice for any of the training dates above. The list of courses below is not exhaustive.
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Adobe Acrobat 8 Professional Training	IT001	Advanced Spreadsheet Skills for Managers	IT007	Information Security Management	IT013
Advanced Adobe Photoshop CS3	IT002	Concise Dashboard Reporting In Excel	IT008	Introduction to Systems & Network Security	IT014
Advanced Computer Skills for PA's	IT003	Corporate Governance in IT	IT009	IT Disaster Recovery Planning	IT015
Advanced Microsoft Excel	IT004	Database Management Techniques	IT010	SPSS Statistical Analysis	IT016
Advanced Microsoft Outlook	IT005	Disaster Recovery & Business Continuity	IT011	Website Management and Graphic Design	IT017
Advanced Microsoft PowerPoint	IT006	Effective TIME Management Using Microsoft Outlook	IT012	Data Capture, Collection & Analysis	IT018

ACCOUNTING & FINANCIAL MANAGEMENT

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
17 - 21 Jan	7-11 Feb	7-11 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	8-12 Aug	5-9 Sept	10-14 Oct	7-11 Nov	12-16 Dec
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Advanced Data analysis Techniques	FM001	Economic Policy Formulation, Analysis & Management	FM010	Forensic Auditing & Investigation	FM019
Advanced Financial Statement Analysis	FM002	Effective Payroll Management	FM011	Internal Auditing	FM020
Asset Management & Procurement Procedures	FM003	Financial Analysis, Modeling & Forecasting	FM012	International Financial Reporting Standards (IFRS)	FM021
Auditing of Computerized Accounting Systems	FM004	Financial Management for NGO's	FM013	Budgeting and Forecasting Process, Tools and Techniques	FM022
Bookkeeping & Accounting	FM005	Financial Management for Non Finance Professionals	FM014	Effective Revenue Collection Strategies	FM023
Cash flow & Working Capital Management	FM006	Financial Planning & Budgeting using Microsoft Excel	FM015	Corporate Financial Planning and Analysis	FM024
Advanced Financial Statement Analysis	FM007	Fundamentals of Bookkeeping & Accounting	FM016	Financial Accounting & Taxation	FM025
Pastel Accounting	FM008	ACCPACC Training Programme	FM017	Accounts Payables Training	FM026
Fixed Asset Accounting & Management	FM009	Performance Based Budgeting for State and Local Government	FM018	Public Sector Accounting	FM027

QUALITY & PRODUCTIVITY

TS1	TS2	TS3	TS4	TS5	TS6	TS7	TS8	TS9	TS10	TS11	TS12
11 -14 Jan	14-18 Feb	1-4 Mar	4-8 Apr	9-13 May	6-10 Jun	11-15 Jul	1-5 Aug	5-9 Sept	3-7 Oct	1-4 Nov	5-9 Dec
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COURSE TITLE	CODE	COURSE TITLE	CODE	COURSE TITLE	CODE
Benchmarking: Comparing Your Performance with the Best	QP001	Improving Operational Performance & Productivity	QP007	Strategic Planning Using the Balanced Scorecard: Turning Strategy into Reality	QP013
Business Improvement & Quality Techniques	QP002	Information & Documentation Compliance	QP008	Enterprise Risk Management	QP014
Business Process Analysis & Modelling	QP003	Mastering Workflow: Collect, Process, Organize, Review & Perform	QP009	Continuous Improvement in TQM	QP015
Business System Analysis: Discovering, Analyzing, Modelling & Specifying User Requirements	QP004	Measuring & Managing Customer Satisfaction	QP010	Basic Food Hygiene Training	QP016
Essentials of Balanced Scorecard	QP005	Quality Assurance & Control	QP011	Food Safety Handlers Training	QP017
Essentials of Quality Assurance	QP006	Quality Assurance in Practice	QP012	Lean Manufacturing course	QP018