HRD

السعودية لتنمية الكفاءات البشرية
SAUDI HUMAN RESOURCES DEVELOPMENT

استشارات إدارية وحلول موارد بشرية متكاملة
Management Consulting & Total HR Solutions

Accredited programs
Public Training Calendar

HARPAR
PROFESSIONAL DEVELOPMENT TRAINING

Let Accredited programs,
support & motivate you…

www.saudi-hrd.com

Saudi-HRD plays an important role across diverse sectors of Saudi Arabia. We do this by providing the highest quality of education, training and development in the region and ensuring that we deliver internationally accredited courses and programmes.

Saudi-HRD was established in Riyadh, Saudi Arabia, since its inception in 1980, we have delivered training to over 300,000 participants across various sectors. Saudi-HRD has an international footprint, having delivered programmes in regions such as Europe, Africa and the Middle East.

Our trainers are highly qualified and of diverse nationalities, which not only brings diversity in thinking but passion in enriching the participant experience. Saudi-HRD delivers training and development solutions across all major business disciplines including Management and Leadership, Supply Chain, Six Sigma, Human Resource, Sales Management, Customer service Management, Call Centers, Project Management and Project Safety.

Course Details

APICS - Fundamentals of Inventory Control

Overview

Participants are introduced to essential vocabulary and skills in identifying and applying the basic principles of inventory management. Basic methods of planning and controlling inventory in manufacturing, institutional, distribution, and retail environments are covered. The questions of what to stock are addressed through an examination of current and evolving technologies of inventory management.

Objectives

• To impart a fundamental knowledge and understanding of inventory management principles and techniques

• To provide participants with a greater understanding of their roles and responsibilities in the control of inventory and the impact that inventory can have on a business

Contents

• Fundamentals of Inventory Management

• Inventory Functions

• Order Quantities

• Perpetual Inventory Systems

• Periodic Inventory Systems

• Forecasting

• Warehouse Management and Distribution Requirements Planning

• Inventory Record Accuracy, Supply Chain Management, Aggregate Inventory and Purchasing

• JIT and TQM – Trends in Inventory Management

Target Audience

• Business Process Designers and Implementers

• Consultant in Supply Chain Management

• Consultants in Logistics Management

• Consultants in Operations Management

• Customer Service Managers

• Demand Managers

• Distribution Managers

• ERP Developers

• ERP Functional Consultants

• Logistics Managers

• Maintenance Managers

• Master Planners and Schedulers

• Material Managers

• Material Planners

• Purchasing Managers

• Quality Managers

• Supply Chain Managers

• Warehouse Managers

Duration

3 days

Awards

A certification of participation is awarded by APICS after successful completion of this course.

APICS – CPIM, Basics of Supply Chain management

Overview

Covers concepts in managing the complete flow of materials in a supply chain. In Basics, you get a complete overview of material flow, from internal and external suppliers to and from your organization. Explain all activities of functions in the supply chain, from supplier to customer.

Objectives

- To give a general overview of internal supply chain management

- To transfer knowledge of internal supply chain management processes

- To build up common management language

- To help in preparing for APICS Basics of Supply Chain Management exam

- To set up foundation for study of other CPIM modules

Contents

- Introduction to Supply Chain Management

- Demand Management

- Master Planning

- Material Requirement Planning (MRP)

- Capacity Management and Production Activity Control

- Aggregate Inventory Management

- Item Inventory Management

- Purchasing and Physical Distribution

- Lean / JIT and Quality Systems

- Theory of Constraints

Target Audience

- Anyone and everyone in an organization, irrespective of the functional area

- Consultants in Operations Management

- Consultant in Supply Chain Management

- ERP Developers

- ERP Implementation Experts

- Individuals preparing for APICS CPIM Basics of Supply Chain Management exam

Prerequisites

None. However, for the best learning experience, it is recommended that participants completely go through the print and online contents of participant hand-out before coming to the class.

Participant Hand-outs

APICS CPIM Basics of Supply Chain Management Participant Workbook (2 volumes) with Basics of Supply Chain Management section of the APICS CPIM Exam Content Manual and APICS CPIM Study Tools—an online learning environment that contains presentation slides and assessments to complement APICS CPIM learning experience.

Duration

4 days

Awards

A certification of participation is awarded by APICS after successful completion of this course.

APICS - Certified Supply Chain Professional (CSCP)

Overview

From manufacturing to service, in business and consumer markets, the increasingly important role of effective supply chain management affects all organizations. By giving you a truly end-to-end view of supply chain, CSCP will ensure you effectively integrate supply chain activities, units and resources, bring value-maximization of entire supply chain.

Objectives

- To understand how successful supply chain management adds value to an organization

- To learn how to develop a supply chain strategy which aligns with corporate strategy

- To explore how to design, plan, execute, control, and monitor supply chain activities

- To evaluate the process constraints and choices within global logistics to establish a plan linked to overall strategy

- To understand natural dynamics within the supply chain and the strategic importance of purchasing and supplier relationship

- To learn the innovative information technologies enabling collaborative commerce and global visibility in supply chain management

Contents

- Supply Chain Management (SCM) Fundamentals

- Overview of Supply Chain Management (SCM)

- Aligning Supply Chain Management (SCM) with Corporate Strategy

- Managing the Supply Chain

- Continuous Improvement

- Building a Competitive Infrastructure

- Demand Planning

- Product Design Considerations

- Operations Planning and Control

- Logistics

- Managing Customer and Supplier Relationships

- Relationship Management in Supply Chain Management (SCM)

- Customer Relationship Management (CRM)

- Supplier Relationship Management (SRM)

- Integrated Customer/Supplier Relationship Management (SRM)

- Using Information Technology (IT) to Enable Effective Supply Chain Management (SCM)

- Role of Information Technology (IT) in the Supply Chain

- Enterprise Resources Planning (ERP) in Supply Chain Management (SCM)

- Innovative Technologies and Their Uses

- Using Information Technology (IT) to Enhance Supply Chain Performance

- eBusiness

Target Audience

- Business Heads
- Business Process Designers and Implementers
- Change Managers and Implementers
- Consultants in Operations Management
- Consultant in Supply Chain Management
- Customer Service Managers
- Demand Managers
- Distribution Managers
- ERP Implementation Experts
- I.T. Managers
- Logistics Managers
- Master Planners and Schedulers
- Material Managers
- Material Planners
- Operations Heads
- Operations Managers
- Operations Planners
- Supply Chain Managers

- Individuals preparing for APICS CSCP exam

Prerequisites

None, however, for the best learning experience, it is recommended that participants completely go through the print and online contents of participant hand-out before coming to the class.

Participant Hand-outs

APICS CSCP learning system that contains print modules (3 modules, 5 books),E-flash cards, practice test bank of more than 900 multiple choice questions, online access to pre-test, module & section specific quizzes, online progress report and post-test assessment questions required to complement APICS CSCP learning experience.

Duration

5 days

Awards

A certification of participation is awarded by APICS after successful completion of this course.

APICS Logistics Management

Overview

Understand the key strategies for improving customer service and increasing the efficiency of their logistics and supply chain operations. This course covers all aspects of logistics from a practitioner's point of view.

Objectives

- To enhance the individual's professional understanding of international value-creating networks

- To present issues, challenges, strategies, and practices to assist firms in succeeding in these value-creating networks

- To explore challenges and issues to include performance measurement, inventory positioning, lead time management, synchronization of activity between firms, managing international networks, and risk management

- To understand the implementation of the value chain vision among supply chain partners, and challenges to be faced in leveraging this vision into a competitive capability

Contents

- Logistics and Competitive Strategy

- Logistics and Customer Value

- Logistics Cost and Performance

- Creating the Responsive Supply Chain

- Strategic Lead-Time Management

- Supply Chain Synchronization

- Managing the Global "Pipeline"

- Managing Supply Chain Risk

- Supply Chain Integration

- The Era of Network Competition

- Logistics

Target Audience

- Business Heads

- Business Process Designers and Implementers

- Change Managers and Implementers

- Consultants in Logistics Management

- Consultant in Supply Chain Management

- Customer Service Managers

- Demand Managers

- Distribution Managers

- ERP Implementation Experts

- Logistics Managers

- Master Planners and Schedulers

- Supply Chain Managers

Duration

3 days

Awards

A certification of participation is awarded by APICS after successful completion of this course.

Certificate in Healthcare Quality (CHQ)

The CHQ course is designed to give an in-depth but more generalized understanding of healthcare quality and its implementation. This course provides an overview of the healthcare systems in the US and a comparative study of other systems around the world, the concept of and principles of healthcare quality, and a history of how Quality has become an integral part of evaluating our healthcare system. Participants will hone their skills in organizational development, healthcare quality management, team building, problem solving techniques, and process improvement. By the end of this course, attendees should have learned how to assess, measure, and plan for, and improve quality within your healthcare organization. Certification is contingent upon the attendee(s) achieving a passing score on the certification exam.

Topics Include:

• Overview of the healthcare systems around the world

• Current issues of healthcare quality

• The Concept of healthcare quality

• Historical evolution of quality in healthcare

• Planning and organizing for healthcare quality

• Quality improvement and quality assurance

• Dissemination of healthcare quality

• Data collection, analysis and management

• Measuring and monitoring quality

• Quality cost and cost containment

• Economics of healthcare quality

• Regulations, Accreditations, and Licensure

Course information:

Materials: All materials are covered in the course fee

Duration: 4 days

Certified Hospital Surveyor (CHS)

The CHS course is designed for individuals who take an interest in their hospital's accreditation process or who are involved in maintaining compliance for their healthcare facility. This course goes through the survey process for The Joint Commission, The Joint Commission International and several other survey processes such as state licensure surveys, state and federal complaint surveys, Federal Medicare certification surveys, post-survey revisit surveys, and Life safety code surveys. This course also aims to guide attendees through the preparation of their facility for an unannounced survey. By the end of the course, attendees should understand how to assess their facility's survey readiness, how to perform a hospital survey, as well as how to effectively respond to survey findings. Certification is contingent upon the attendee(s) achieving a passing score on the certification exam.

Topics include:

- Overview of Accreditation and Surveying

- Pre-survey and application process

- Preparing for Accreditation

- Identifying standards and domains

- Standards validity and reliability

- Scoring guidelines and tabulation

- Documentation and clinical records audit

- Tracer Methodology

- Credentialing and re-credentialing of clinical staff

- Mock surveys

- Recommendations and reporting

- Team building and conflict resolution

- Performance improvement projects and the FOCUS-PDCA cycle

- Practical days (Tracers and facility tours)

Course information:

Materials: All materials are covered in the course fee

Duration: 5 days

Certified Professional in Infection Control (CPIC)

The CPIC course is designed to provide healthcare professionals with or without a background in epidemiology or microbiology, with a solid foundation of infection control practices. This course goes over the basics of microbiology, epidemiology, patient and workplace safety, and infection control practices in a healthcare setting. By the end of the course, attendees should have learned local infection control standards, how to develop a team approach to infection control, and how to design a basic program for infection control in a healthcare facility.

Topics include:

- Introduction to microbiology

- Basic concepts of epidemiology

- Common healthcare-associated infections

- Infection control within specific settings

- Infection control precautions

- Infection control standards, policies and procedures

- Performance improvement and patient safety

- Applying the principles of infection control in a healthcare environment

- Organizing and Managing an infection control program in a HC facility

Course information:

Materials: All materials are covered in the course fee

Duration: 4 days

Certified in Healthcare Financial Management (CHFM)

The aim of this certificate Course program is to help develop professional skills that will manage financial programs and activities to protect the organization from financial loss. Participants will discuss prudent financial management practices and methods to identify gaps in managing accounts.

Topics include:

- Fundamentals of Leadership in Healthcare

- Financial Management in Healthcare 1

- Financial Management in Healthcare 2

- Glossary of Healthcare Finance

- Financial Indicators and Performance Ratios

- Healthcare Quality Principles

- Fundamentals of Budgeting

- Preparing a Budget for a Healthcare Organization

- Managerial Accounting in HCO's

- Micro-Economics Principles

- Health Economics

- Internal and External Auditing

- Managed Care and HMO's

- Basics of Health Insurance

- Healthcare Utilization Management

- Improving Revenue and Cost Containment Strategies

- Revenue Cycle Management in HCO's

- Expenses Control in HCO's

- Payment for Performance (P4P)

- Fund Raising and Program Development

Course information:

Materials: All materials are covered in the course fee

Duration: 4 days

Certified Professional in Human Resources Management (CPHRM)

The aim of this certificate Course program is to help develop professional skills that will manage human resources programs and activities to manage and protect the organization and its employees from labor and employment issues. Participants will discuss state of the art human resources management practices and methods to identify gaps in managing the human resources of an organization.

Topics include:

- Strategic management of human resources

- Workforce planning

- Organizing and administering HRM programs in organizations

- Managing professionals in organizations

- Ethical and legal issues in HRM

- Staffing plans and staffing management

- Recruitment and retention of employees

- Employee selection and hiring processes

- Job analysis and job design

- Employee appraisals and performance evaluations

- Diversity in organizations

- Organizational development and staff training

- Compensation schemes and management challenges

- Offering and managing employee benefits programs

- Employee health and safety in the workplace

- Managing labor disputes and organized labor

- Measuring and enhancing employee productivity

- Current and future trends in HRM

Course information:

Materials: All materials are covered in the course fee

Duration: 4 days

ISMM Level 2 Certificate in Sales and Marketing

Want to learn about Sales and Marketing? You can obtain a recognised qualification from the Institute of Sales and Marketing Management. Level 2 is a good place to start and is suitable for you if you meet any of these criteria:

- You are in full or part-time education

- You are on a government training scheme such as an Apprenticeship

- You are in your first job in Sales or are interested in working in Sales

- You have little or no work experience in Sales

- You want to start learning about Sales

- You want to supplement your Business Studies course

- You are taking part in Enterprise Week or a business project

- You want to be assessed on your ability to select and use relevant knowledge, ideas and skills to complete well-defined tasks and address straightforward problems, taking responsibility for completing tasks and exercising autonomy subject to overall guidance or direction.

Topics covered

- Understanding marketing

- Understanding buyer behaviour

- Selling to customers

- Understanding selling to customers

Delivery

- 5 days

- Full support to complete the assessments to the criteria set by ISMM.

Assessment

Assessments will take the form of Work Based Evidence, Model Assignment, case studies and skills assignments with written tasks.

ISMM Level 3 Certificate in Sales and Marketing

Want to get on in your Sales and Marketing career? You can obtain a recognised qualification from the Institute of Sales and Marketing Management. You can start at level 3 if you meet any of these criteria:

- You are employed in your first or second sales job

- You want to deepen and broaden your knowledge and skills in selling and marketing

- You want to build on knowledge and skills to progress up the sales career ladder

- You have responsibility for a sales account or a sales area

- You want to be assessed on your ability to identify and use relevant understanding,

  methods and skills to complete tasks and address well-defined problems which have some complexity, taking responsibility for initiating and completing tasks.

Topics covered

- Introduction to Successful Selling

- Negotiation Skills for Sales People

- Professional Presentation Skills

Duration

- 5 days

- Full support to complete the assessments to the criteria set by ISMM.

Assessment

Assessments will take the form of Work Based Evidence, Model Assignment, case studies and skills assignments with written tasks.

Lean Six Sigma Yellow Belt

Overview

The Lean Six Sigma Yellow Belt training is designed to provide delegates with a good high level understanding of Lean Six Sigma methods and prepare them to participate, as contributors, to Lean Six Sigma projects. Yellow Belts are not experts in the methodology, but understand the activities, deliverables and key concepts of Team problem solving.

Yellow Belts are also expected to help identify potential improvement opportunities in their organisation and provide Subject Matter Expertise to support Green and Black Belts.

Prerequisites

There are no prerequisites for this course

Delegates understand:

- The principles of quality improvement

- The DMAIC improvement model and the key activities required at each stage.

- The importance of determining and understanding customer requirements.

- Basics of measuring and analysing performance

- Identification and evaluation of potential solutions

- Establishing ongoing process control and improvement

Course Outline

- Introduction

- Understanding customer value

- Value add, value enabling and non-value adding activities

- Elements of a Value Stream Map

- Material flows and information flows

- Value stream metrics

- Current state value stream map

- Analysing current state to identify waste

- Developing an ideal future state:

- Customer demand

- Continuous flow

- Levelling

- Kaizan improvement plans

Duration

2 days

Lean Six Sigma Green Belt Managers

Overview

By achieving a Green Belt in Lean Six Sigma, you will understand and be able to implement many ways to improve your business processes, quality and profitability. After attending our Lean Six Sigma Green Belt training course, you will have the tools and knowledge to run individual Six Sigma projects. Once you have one under your belt, you can take our Black Belt Conversion training course.

Prerequisites

Managers, internal consultants, change agents, project managers, team leaders and team members who will be involved in leading Lean Six Sigma projects will benefit from this course.

Delegates understand:

- Apply the principles of the Lean Six Sigma DMAIC performance improvement model.

- Establish the 'Voice of the Customer' in defining the required performance standard.

- Use a number of measurement approaches and tools to establish current performance.

- Use a number of basic analysis tools and techniques to establish the root cause of a problem.

- Understand key lean concepts and tools, when and how to apply them to drive improvements

- Recognise the difference in approach and techniques for incremental and redesign improvement strategies and know how to decide on the correct approach.

- Establish ongoing process controls and process governance structures.

Course Outline

Define

- Project Charter

- Stakeholder Analysis

- Communication Plan

- Identify and segment Key Customers

- Critical to Quality (CTQ) Requirements

- Verifying CTQs

- Hi-level Process map

- Project Governance

Measure

- Measurement Basics process & plan

- Selecting Measures

- Measuring yields

- Measurement system quality

- Implementing measurement plan

- Baseline Performance

- Process Capability

- Data definition and sources

- Sampling

Analyse

- Data Analysis
- Pareto charts
- Frequency charts
- Run charts
- Variation
- Process Mapping and Analysis
- Value Analysis and MUDA
- Cause and Effect Analysis
- Verifying causes
- Scatter diagrams
- Process experiments

Improve

- Process Vision
- Brain storming
- Lean principles
- Evaluating solutions
- Selecting solutions
- Developing solution options
- Business scenarios
- Pilot testing
- FMEA risk analysis
- Mistake proofing
- Implementation planning
- Force field analysis

Control

- Simple/appropriate documentation
- Project Close and Handover
- Statistical Process Control
- Variation
- Attribute Charts
- I, X Bar and R Charts
- Response Charts
- Process Management

Duration

- 5 days

Lean Six Sigma Black Belt Training

Overview

Black Belt training develops students into expert-level problem solvers, giving them the hard skills they need to lead successful improvement teams and achieve strategic objectives in any function or department of any organization. Get to grips with the methodologies and tools to drive business improvements by working with our qualified Black Belt tutors. Gain thorough knowledge of all supporting systems and tools, become a confident team leader and be able to quickly identify and solve problems.

Prerequisites

It is also recommended, although not required, have some degree of real-world Lean Six Sigma work experience and project application experience.

Delegates understand:

- Apply the principles of the Six Sigma DMAIC performance improvement model

- Establish the "Voice of the Customer" in defining the required performance standard

- Identify the "cost of poor quality" COPQ

- Use a number of measurement approaches and tools to establish current performance

- Appropriately apply a number of advanced statistical analysis tools and techniques to establish the root cause of a problem

- Recognise the difference in approach and techniques for incremental and redesign improvement strategies and know how to decide on the correct approach

- Establish ongoing process controls and process governance structures

- Use Minitab to provide data analysis and process capability

Course Outline

Define

- Understanding Variability

- Project Charter

- Basic Statistics

- QFD/VOC

- COPQ

- Process Maps

Measure

- Measurement Basics

- Histograms

- Equipment R & R/MSA

- Scatter Plots

- Sigma Levels & DPMO

- Process Capability

- Yield Calculation

- Sampling Techniques

- Confidence Intervals

- Gauge R&R

- Implementing the measurement

- Data Collection

- Brainstorming

- FMEA

Analyse

- Data Analysis Pareto charts Frequency charts

- Run charts Variation

- Process Mapping and Analysis Value Stream

- Analysis Complexity

- Cause-Effect Diagram & 5 Why's

- Central Limit Theorem

- Confidence Intervals

- Capability Studies

- Correlation

- Regression

- Design of Experiments (DoE) Full Factorial 2k

- Fractional Fractional Multi-Vari

- Correlation/Regression ANOVA Stratification

- Box Plots

Improve

- Hypothesis Testing T-Tests F-Tests ANOVA

- Chi Square

- Selecting solutions

- Developing solution options

- FMEA risk analysis

- DoE in Optimisation

- Simulation

- Remedy Selection Matrix

Control

- Mistake Proofing

- Statistical Control

- Variation

- Control Charts

- I, X Bar and R Charts

- Response Charts

- Process Scorecards

Duration

- 10 days

APM Project Risk Management Level 1 Certificate

Overview

All projects contain risks and the effective management of risk can have a significant impact on the success of projects. This course covers the benefits of managing project risks, the principles including the process and its application, organisational and control aspects.

Prerequisites

Delegates should have a good understanding of project management and a basic understanding of the fundamental concepts of project risk management. Those Project and programme managers who are involved in project risk management at any level, hold the Association for Project Management APMP qualification are ideal candidates for this course.

Delegates will learn how to

- state the key principles of risk management

- write good risk descriptions

- plan effective risk reduction actions

- use a wide range of techniques to keep the process active

- apply risk management at both the project and portfolio (programme) level

- apply quantitative assessment techniques to project schedules

Course Outline

- Overview of project risk management

- Define and focus

- Risk identification

- Qualitative risk analysis

- Risk planning, assessment and reporting

- Programme and corporate risk management

- Quantitative risk analysis

- Advanced quantitative risk analysis

- Human and cultural dimension in risk management

- Risk management

Duration

- 2 days

APM Project Risk Management Level 2 Certificate

Overview

Professional Risk Management is a key competence for project-based organisations. This event gives project and risk managers the opportunity to gain recognition as an experienced risk practitioner.

Prerequisites

Ideally delegates should have experience of the application of risk management in projects and /or have achieved the APM Risk Certificate Level 1 qualification. This course is suitable for Project and Programme managers who are involved in project risk management and who have a good understanding of project management and a basic understanding of the fundamental concepts of project risk management.

Delegates will learn how to

- understand the application of the essential principles of project risk management
- apply the principles in a case study scenario
- Course Outline
- The risk management process
- The risk management process
- Define and focus
- Risk identification
- Qualitative risk analysis
- Risk planning, assessment and reporting
- Quantitative risk analysis
- Advanced risk modelling
- Human and cultural dimension in risk management
- Implementation issues

Duration

- 2 days

Learning Partners

Saudi-HRD is in partnership with a variety of organisations to ensure all programmes are up-to-date and organisations are in line to offer students great opportunities. Through our strategic partnership with Harpar ltd., HRD offers qualifications/certifications on the below stated accreditation bodies:

APICS - Supply Chain and Operations Management*

APICS is the leading professional association for supply chain and operations management and the premier provider of research, education and certification programs that elevate end-to-end supply chain excellence, innovation and resilience. HRD offers APICS Certified in Production and Inventory Management (CPIM) and APICS Certified Supply Chain Professional (CSCP) qualifications which set the industry standard.

APICS qualifications/certifications offered by Saudi-HRD,

- APICS - Fundamentals of Inventory Control, 3 days
- APICS – CPIM, Basics of Supply Chain management, 4 days
- APICS - Certified Supply Chain Professional (CSCP), 5 days
- APICS Logistics Management, 3 days
- APICS Certificate in Purchasing: Sourcing and Procurement, 2 days
- APICS Sales & Operations Planning, 2 days
- APICS Certificate in Lean Enterprise Management, 5 days
- APICS Theory of Constraints: Concepts and Principles Workshop Series, 3 days
- APICS Enterprise Resource Planning, 4 days

American Institute of Healthcare Quality (AIHQ)*

The American Institute for Healthcare Quality is an international leader in the effort to improve the quality of patient care and outcomes and make healthcare more responsive to consumer needs. They have developed assessment systems healthcare leaders use to gauge their performance and accreditation standards used by the World Health Organization (WHO) and selected countries.

AIHQ qualifications/certifications offered by Saudi-HRD,

- Certified Professional in Infection Control (CPIC), 4 days
- Certified in Health Performance Improvement (CHPI), 4 days
- Certificate of Healthcare Quality (CHQ), 4 days
- Certified in Healthcare Risk Management (CHRM), 4 days
- Certified Hospital Surveyor (CHS), 5 days
- Certified Patient Safety Officer (CPSO), 4 days
- Certified Professional in Human Resources Management (CPHRM), 4 days
- Certified Medication Safety Officer (CMSO), 4 days
- Certified in Health Insurance Administration (CHIA), 4 days
- Certified in Healthcare Financial Management (CHFM), 4 days

The Chartered Management Institute (CMI) is the chartered professional body specialising in management and leadership excellence Whether you are relatively new to supervision and management or are working at a senior management level, HRD has a range of management courses to suit you and also allows you progress through the stages as you develop your skills and career.

Leadership & Management qualification offered by Saudi-HRD,

- CMI Level 2 Certificate in Team Leading, 5 days
- CMI Level 2 Diploma in Team Leading, 10 days
- CMI Level 3 Certificate in First Line Management, 5 days
- CMI Level 3 Diploma in First Line Management, 10 days
- CMI Level 5 Certificate in Management and Leadership, 5 days
- CMI Level 5 Diploma in Management and Leadership, 10 days

The Institute of Sales & Marketing Management (ISMM) is the worldwide representative body for salespeople. Whether you are thinking about beginning a career in sales or you have been working in a sales or business development role for some time, HRD offers varying levels of the ISMM professional sales courses, allowing you to progress through the stages as you develop your skills and career.

Sales qualification offered by Saudi-HRD,

- ISMM Level 2 Certificate in Sales and Marketing, 5 days
- ISMM Level 3 Certificate in Sales and Marketing, 5 days
- ISMM Level 3 Diploma in Sales and Marketing, 10 days
- ISMM Level 5 Certificate in Sales and Marketing, 5 days
- ISMM Level 5 Diploma in Sales and Marketing, 10 days

The Chartered Institute of Personnel and Development (CIPD), is the professional body for HR and people development. With our accredited CIPD HR qualifications, courses & training, we can help you though your entire HR or L&D career. You can study CIPD courses to Foundation, Intermediate and Advanced qualifications.

HR qualification offered by Saudi-HRD,

- CIPD Level 3, Certificate in Human Resource Practice, 7 days
- CIPD Level 5 Intermediate Certificate in Human Resource Management, 7 days

The International Association for Six Sigma Certification (IASSC)*

IASSC is a Professional Association dedicated to growing and enhancing the standards within the Lean Six Sigma Community.

Saudi-HRD offers training and certification in Six Sigma.

- Lean Awareness, 1 day
- Lean Processes and Tools, 2 days
- Lean Six Sigma Yellow Belt, 2 days
- Lean Six Sigma Green Belt, 5 days
- Lean Six Sigma Practitioners Black Belt, 10 days

Association for Project Management (APM)*

APM is the largest independent professional body whose aim is to develop and promote project management across all sectors of industry and beyond.

Certifications offered by Saudi-HRD,

- Introductory Certificate – The APM Project Fundamentals Qualification, 2 days

- APMP – The APM Project Management Qualification, 5 days

- APMP Certificate for PRINCE2® Practitioners, 3 days

- APM Project Risk Management Level 1 Certificate, 2 days

- APM Project Risk Management Level 2 Certificate, 2 days

International Customer Management Institute (ICMI)*

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals, from frontline agents to executives, who wish to improve customer experiences and increase efficiencies at every level of the call/contact center. HRD delivers the program from Critical Agent Skills course. This course is designed to familiarise new workforces to the call/contact centre industry. The next level of courses which are aimed for Supervisors and Team Leaders are to facilitate them to lead and manage team/s of agents.

Few of the training programs offered by Saudi-HRD,

Agent Courses

- An Agent's Role in Contact Centers, 2 days

- Blending Sales and Service, 2 days

- Managing Customer Contacts with Quality, 2 days

- Managing Difficult Customers, 2 days

- Written Communication Skills, 2 days

- Supervisor/Team leaders Courses

- Monitoring and Coaching for Supervisors, 2 days

- People Management, 2 days

- Call/Contact Center Agent Coaching, 2 days

The Association for Project Safety (APS)*

APS is a multi-disciplinary membership body for professionals who operate in Health and Safety Risk Management in the Construction Industry. Saudi-HRD offers these qualifications to leading surveying professionals, health and safety professionals, architectural professionals, project management professionals and engineering professionals.

Qualifications offered by Saudi-HRD

- APS Management of CDM Co-ordination, 3 days

This course is aimed at those within the construction industry who wish to practice as CDM Co-ordinators and manage the requirements of CDM Co-ordination

- Design Risk Management and CDM 2007 for Designers, 3 days

This course is aimed at those Designers within the construction industry who wish to practice as Design Risk Managers and manage the requirements of Design Risk Management and CDM 2007 for Designers.

The Institute of Leadership & Management (ILM) is an awarding body for leadership and management qualifications.

Leadership & Management qualification offered by HRD,

- ILM Level 2 Certificate in Leadership & Team Skills, 5 days

- ILM Level 3 Certificate in Leadership and Management, 5 days

- ILM Level 3 Diploma in Leadership and Management, 10 days

- ILM Level 5 Certificate in Leadership and Management, 5 days

- ILM Level 5 Diploma in Leadership and Management, 10 days

The City and Guilds offers more than 500 qualifications over the whole range of industry sectors.

Saudi-HRD offers a wide range of qualifications,

- Engineering

- Health and Social Care

- Construction

- Logistics

- Learning

- Oil and Gas

- Travel, Tourism and Aviation

*Upcoming learning partners

ISMM
The Institute of Sales & Marketing Management

Institute of Sales and Marketing Management

CMI Chartered Management Institute

Chartered Management Institute

cipd

Chartered Institute of personnel and Development

AIHQ

American Institute of Healthcare Quality

apm

Association for Project Management.

APICS

Supply Chain and Operations Management

ilm

Institute of Leadership and Management

City&Guilds

City and Guilds

IASSC International Association for Six Sigma Certification
The Universal Certification

International Association for Six Sigma Certification

ICMI International Customer Management Institute

International Customer Management Institute

ASSOCIATION FOR PROJECT SAFETY APS

Association for Project Safety

IN ASSOCIATION WITH

HARPAR
PROFESSIONAL DEVELOPMENT TRAINING

+966 11 478 7440   +966 11 478 7473   info@saudi-hrd.com   www.saudi-hrd.com