

**CPE**  
التعليم المستمر والمهني  
Continuing & Professional  
Education

جامعة الدوحة  
للعلوم والتكنولوجيا  
**UNIVERSITY OF DOHA**  
FOR SCIENCE & TECHNOLOGY



**CPE PROGRAM  
CATALOG**

**2025**

**Continuing and Professional  
Education Directorate (CPE)**

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## PRESIDENT'S MESSAGE

Ever since its establishment as a College and currently as a University, UDST has worked relentlessly on developing connections with its participants, alumni and the greater community at-large. This is mainly due to our strong belief in partnerships and our dedication to delivering continuous educational support.

Our commitment does not end at graduation, we are keen on offering courses, training and programs that provide opportunities for individuals and businesses to improve. Learning keeps us all relevant in our constantly changing world; it is a process that never ends, and for this purpose, we have created our Continuing and Professional Education Directorate.

CPE, as we call it, answers the continuous need for learning, by offering courses led by internationally recognized instructors, and value-added programs that support the State of Qatar's National Vision 2030.

I hope that this booklet will help you navigate faster around what CPE has to offer; I am confident that individuals and organizations who choose to join our programs will become more engaged, will succeed faster, and achieve more.

Dr. Salem Al-Naemi  
President, University of Doha for Science and Technology



# ABOUT THE CONTINUING AND PROFESSIONAL EDUCATION DIRECTORATE (CPE)

The Continuing and Professional Education Directorate (CPE) at UDST offers accessible and affordable training and certifications, aiming to be Qatar's premier center for professional education.

Our objectives include training excellence, strategic growth, and community engagement while our core values focus on client-centricity, professionalism, and adaptability.

CPE delivers top-notch training to local clients through its network of international educational providers. Our wide range of internationally recognized or accredited courses and programs include:

- AMA Certified Professional in Management (AMA-CPMTM)
- Chartered Institute of Personnel Development (CIPD) Qualifications in collaboration with our international partners
- CISCO Networking Academy Programs

- CPR and First Aid certifications including: Advanced Cardiovascular Life Support (ACLS), Basic Life support (BLS), Heartsaver First Aid CPR AED and Pediatric Advanced Life Support (PALS)
- Microsoft Learn for Educators (MSLE) Programs
- NEBOSH Certifications
- Petroskills Oil & Gas Training

Our in-house training programs are led by UDST's experienced faculty members. This booklet provides a snapshot of our diversified technical and professional training solutions.

Moreover, CPE takes pride in its strong relationship with the industry and we persistently aim to respond to their various corporate requirements. This led us to the launch of our consultancy services in various fields including strategic management; feasibility analysis; quality management; technological innovation; operations management; instructional design; business development and expansion and financial analysis.

We look forward to welcoming you to our state-of-the-art facilities to enhance your capabilities and achieve professional growth for yourself, your team and your organization.

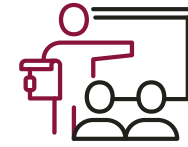


## CPE IN NUMBERS



NUMBER OF  
TRAINEES IN 2024

**2600+**



NUMBER OF  
INSTRUCTORS

**260+**



NUMBER OF COURSES  
OFFERED IN 2024

**350+**



TRAINING COURSE  
SCHEDULE 2025



JANUARY					
	Course Dates*		Time*	Course	Schedule*
Engineering	19-Jan	23-Jan	08:00 - 14:00	Quality Assurance in Mechanical Engineering	Sun-Thur
	19-Jan	30-Jan	15:00 - 20:00	International General Certificate in Occupational Health and Safety	Sun-Thur
Business Management	27-Jan	29-Jan	08:00 - 14:00	Key Performance Indicators	Mon-Wed
Health Sciences	14-Jan	14-Jan	08:00 - 16:00	Basic Life Support (BLS)	Tue
Information Technology	20-Jan	20-Jan	08:00 - 14:00	MS Word Basic	Mon
	21-Jan	22-Jan	08:00 - 14:00	MS Word Advanced	Tue-Wed
General Studies	19-Jan	6-Mar	08:00 - 10:30 or 11:00 - 13:30	General English (4 levels)	Sun-Thur
	19-Jan	6-Mar	08:00 - 10:30 or 11:00 - 13:30	Business English (3 levels)	Sun-Thur
	18-Jan	8-Feb	08:30 - 14:30	Math Prep	Sat
Professional Skills	28-Jan	28-Jan	08:00 - 14:00	Emotional Intelligence	Tue

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.





FEBRUARY					
	Course Dates*		Time*	Course	Schedule*
Engineering	3-Feb	5-Feb	08:00 - 14:00	Defect Assessment for Pipelines	Mon-Wed
Business Management	24-Feb	26-Feb	08:00 - 14:00	Supply Chain Management	Mon-Wed
Health Sciences	16-Feb	16-Feb	08:00 - 16:00	Heartsaver First Aid CPR AED	Sun
Information Technology	17-Feb	17-Feb	08:00 - 14:00	MS Excel Basic	Mon
	18-Feb	19-Feb	08:00 - 14:00	MS Excel Advanced	Tue-Wed
General Studies	3-Feb	6-Feb	08:00 - 14:00	Report Writing	Mon-Thur
Professional Skills	17-Feb	19-Feb	08:00 - 14:00	Root Cause Analysis and Decision Making	Mon-Wed

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



## MARCH

	Course Dates*		Time*	Course	Schedule*
Engineering	10-Mar	11-Mar	08:00 - 14:00	Process Troubleshooting for Operators and Technicians	Mon-Tue
Business Management	10-Mar	10-Mar	08:00 - 14:00	Anti-Money Laundering and Combating Financial Terrorism	Mon
Health Sciences	9-Mar	10-Mar	08:00 - 16:00	Advanced Cardiac Life Support (ACLS)	Sun-Mon
Information Technology	17-Mar	17-Mar	08:00 - 14:00	MS Outlook	Mon
General Studies	1-Mar	22-Mar	08:00 - 14:00	Academic IELTS Prep	Sat
Professional Skills	4-Mar	4-Mar	08:00 - 14:00	Effective Time Management	Tue

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



APRIL					
	Course Dates*		Time*	Course	Schedule*
Engineering	21-Apr	23-Apr	08:00 - 14:00	Advanced Pneumatics and Hydraulics	Mon-Wed
Business Management	20-Apr	23-Apr	08:00 - 14:00	HR Functions	Sun-Wed
Health Sciences	13-Apr	14-Apr	08:00 - 16:00	Pediatric Advanced Life Support (PALS)	Sun-Mon
Information Technology	21-Apr	21-Apr	08:00 - 14:00	MS Powerpoint Basic	Mon
	22-Apr	22-Apr	08:00 - 14:00	MS Powerpoint Advanced	Tue-Wed
	27-Apr	29-Apr	08:00 - 14:00	MS Power BI	Sun-Tue
	28-Apr	29-Apr	08:00 - 14:00	Robotic Process Automation	Mon-Tue
	28-Apr	29-Apr	08:00 - 14:00	Internet of Things	Mon-Tue
General Studies	28-Apr	29-Apr	08:00 - 14:00	Emerging Technologies and Applications	Mon-Tue
	15-Apr	3-June	08:00 - 10:30 or 11:00 - 13:30	General English (4 levels)	Sun- Thu
	15-Apr	3-June	08:00 - 10:30 or 11:00 - 13:30	Business English (3 levels)	Sun-Thu
Professional Skills	14-Apr	16-Apr	08:00 - 14:00	Presentation Skills	Mon-Wed

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



MAY					
	Course Dates*		Time*	Course	Schedule*
Engineering	4-May	8-May	08:00 - 14:00	Maintenance Systems	Sun-Thu
Business Management	19-May	20-May	08:00 - 14:00	Finance for Non-finance	Mon-Tue
Health Sciences	4-May	4-May	08:00 - 16:00	Heartsaver First Aid CPR AED	Sun
Information Technology	12-May	12-May	08:00 - 14:00	MS Word Basic	Mon
	13-May	14-May	08:00 - 14:00	MS Word Advanced	Tue-Wed
General Studies	3-May	24-May	08:30 - 14:30	Academic IELTS Prep	Sat
	4-May	7-May	08:00 - 14:00	Basic Report Writing	Sun-Wed
Professional Skills	11-May	14-May	08:00 - 14:00	Supervisory Skills	Sun-Thu

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



JUNE					
	Course Dates*		Time*	Course	Schedule*
Engineering	2-Jun	2-Jun	08:00 - 14:00	NEBOSH HSE Introduction to Incident Investigation	Mon
Business Management	23-Jun	26-Jun	08:00 - 14:00	HR Planning	Mon-Thu
Health Sciences	1-Jun	1-Jun	08:00 - 16:00	Basic Life Support (BLS)	Sun
Information Technology	23-Jun	23-Jun	08:00 - 14:00	MS Excel Basic	Mon
	24-Jun	25-Jun	08:00 - 14:00	MS Excel Advanced	Tue-Wed
	29-Jun	30-Jun	08:00 - 14:00	Digital Innovation and Transformation	Sun-Mon
	29-Jun	2-Jul	08:00 - 14:00	Data Mining and Business Intelligence	Sun-Wed
General Studies	2-Jun	4-Jun	08:00 - 14:00	Public Speaking Essentials for Executives	Mon-Wed
Professional Skills	23-Jun	24-Jun	08:00 - 14:00	Customer Service Excellence	Mon-Tue

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



JULY					
	Course Dates*		Time*	Course	Schedule*
Engineering	6-Jul	10-Jul	08:00 - 14:00	Engineering Leadership	Sun-Thur
Business Management	1-Jul	1-Jul	08:00 - 14:00	Business Plan Development	Tue
Health Sciences	6-Jul	7-Jul	08:00 - 16:00	Advanced Cardiac Life Support (ACLS)	Sun-Mon
Information Technology	1-Jul	3-Jul	08:00 - 14:00	Digital Leadership	Tue-Thu
	7-Jul	7-Jul	08:00 - 14:00	MS Outlook	Mon-Tue
General Studies	7-Jul	8-Jul	08:00 - 14:00	Business Communication	Mon-Tue
Professional Skills	14-Jul	15-Jul	08:00 - 14:00	Teamwork and Team Building	Mon-Tue

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



AUGUST					
	Course Dates*		Time*	Course	Schedule*
Engineering	24-Aug	28-Aug	08:00 - 14:00	Steel Metallurgy, Microstructure Process and Properties	Sun-Thur
Business Management	25-Aug	26-Aug	08:00 - 14:00	Project Management for Non-Project Managers	Mon-Tue
Health Sciences	4-Aug	5-Aug	08:00 - 16:00	Pediatric Advanced Life Support (PALS)	Sun-Mon
Information Technology	4-Aug	4-Aug	08:00 - 14:00	MS Powerpoint Basic	Mon
	5-Aug	5-Aug	08:00 - 14:00	MS Powerpoint Advanced	Tue-Wed
General Studies	25-Aug	28-Aug	08:00 - 14:00	Electronic Correspondence	Mon-Thu
Professional Skills	25-Aug	26-Aug	08:00 - 14:00	Advanced Negotiation Skills	Mon-Tue

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



SEPTEMBER					
	Course Dates*		Time*	Course	Schedule*
Engineering	1-Sep	3-Sep	08:00 - 14:00	AI for Industrial Applications	Mon-Wed
Business Management	22-Sep	25-Sep	08:00 - 14:00	Recruitment and Selection	Mon-Thu
Health Sciences	7-Sep	7-Sep	08:00 - 16:00	Heartsaver First Aid CPR AED	Sun
Information Technology	1-Sep	1-Sep	08:00 - 14:00	MS Word Basic	Mon
	2-Sep	3-Sep	08:00 - 14:00	MS Word Advanced	Tue-Wed
General Studies	14-Sep	2-Nov	08:00 - 10:30 or 11:00 - 13:30	General English (4 levels)	Sun-Thu
	14-Sep	2-Nov	08:00 - 10:30 or 11:00 - 13:30	Business English (3 levels)	Sun-Thu
Professional Skills	8-Sep	10-Sep	08:00 - 14:00	Strategic Management	Mon-Wed
	29-Sep	30-Sep	08:00 - 14:00	Conflict Management in Workplace	Mon-Tue

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OCTOBER					
	Course Dates*		Time*	Course	Schedule*
Engineering	1-Oct	1-Oct	08:00 - 14:00	NEBOSH HSE Certificate in Manual Handling Risk Assessment	Wed
Business Management	13-Oct	13-Oct	08:00 - 14:00	Analytical Thinking and Decision-Making for Managers	Mon
Health Sciences	5-Oct	5-Oct	08:00 - 16:00	Basic Life Support (BLS)	Sun
Information Technology	6-Oct	6-Oct	08:00 - 14:00	MS Excel Basic	Mon
	7-Oct	8-Oct	08:00 - 14:00	MS Excel Advanced	Tue-Wed
General Studies	4-Oct	25-Oct	08:00 - 14:00	Academic IELTS Prep	Sat
	13-Oct	16-Oct	08:00 - 14:00	Report Writing	Mon-Thu
Professional Skills	6-Oct	7-Oct	08:00 - 14:00	Leaders' Cultural Intelligence	Mon-Tue
	8-Oct	9-Oct	08:00 - 14:00	Meeting Agendas and Minutes	Wed-Thur
	13-Oct	14-Oct	08:00 - 14:00	Stakeholder Management	Mon-Tue

Training Course Schedule 2025

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.



NOVEMBER					
	Course Dates*		Time*	Course	Schedule*
Engineering	3-Nov	3-Nov	08:00 - 14:00	Process Safety Awareness	Mon
Business Management	10-Nov	12-Nov	08:00 - 14:00	Executive Assistant Professional Training	Mon-Tue
Health Sciences	2-Nov	3-Nov	08:00 - 16:00	Advanced Cardiac Life Support (ACLS)	Sun-Mon
Information Technology	3-Nov	3-Nov	08:00 - 14:00	MS Powerpoint Basic	Mon
	4-Nov	5-Nov	08:00 - 14:00	MS Powerpoint Advanced	Tue-Wed
General Studies	24-Nov	25-Nov	08:00 - 14:00	Copywriting	Mon-Tue
Professional Skills	3-Nov	4-Nov	08:00 - 14:00	Meeting Agendas and Minutes	Mon-Tue
	17-Nov	18-Nov	08:00 - 14:00	Business Transformation & Digital Strategies for Managers	Mon-Tue

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DECEMBER					
	Course Dates*		Time*	Course	Schedule*
Engineering	14-Dec	17-Dec	08:00 - 14:00	Electrical Safety for Non-Electrical Personnel	Sun-Wed
	14-Dec	17-Dec	08:00 - 14:00	Instrumentation Skills	Sun-Wed
Business Management	8-Dec	10-Dec	08:00 - 14:00	Budgeting and Cost Control	Mon-Wed
Health Sciences	7-Dec	8-Dec	08:00 - 16:00	Pediatric Advanced Life Support (PALS)	Sun-Mon
Information Technology	1-Dec	1-Dec	08:00 - 14:00	MS Outlook	Mon
	10-Dec	14-Dec	08:00 - 14:00	Introduction to Deep Learning	Wed-Sun
	15-Dec	17-Dec	08:00 - 14:00	Quantum Computing	Mon-Wed
	15-Dec	17-Dec	08:00 - 14:00	Machine Learning & Predictive Analysis	Mon-Wed
General Studies	8-Dec	9-Dec	08:00 - 14:00	Technical Report Writing	Mon-Tue
Professional Skills	7-Dec	11-Dec	08:00 - 14:00	Train the Trainer (ToT)	Sun-Thu

Training Course Schedule 2025

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## COURSE DESCRIPTIONS



# BUSINESS

*Our business training courses are designed to enhance your professional skills and drive organizational success. Whether you're a seasoned executive, a mid-level manager, or an aspiring entrepreneur, our courses offer comprehensive insights into various aspects of business management, leadership, strategic planning, and financial acumen. Led by industry experts, our programs blend practical knowledge with the latest industry trends to equip you with the tools needed to excel in today's competitive business environment. Explore our offerings and embark on a path to professional excellence.*

## **Analytical Thinking and Decision-Making for Managers**

This course introduces participants to different techniques that can be used to make decisions. Participants are introduced to common methods used to solve problems using economic, accounting, and mathematical techniques. Students use case studies to solve problems in this course.

## **Anti Money Laundering and Combatting Financial Terrorism**

This course is designed to provide students with current information regarding strategies for anti-money laundering (AML) and combating financing of terrorism (CFT). Students will gain knowledge of AML and CFT regulations in the State of Qatar and international best practices. There will also be a focus on the preventive measures financial institutions can use to prevent and detect money laundering and the financing of terrorism. This course will provide participants with an awareness of the organizations setting the best practice standards for AML and CFT on a global basis. Participants will become familiar with recent money laundering techniques, through the use of case study examples. Students will apply their knowledge regarding anti-money laundering and through prevention of financial terrorism to case study analysis.

## **Budget and Cost Control**

This course introduces participants to key theoretical concepts and applied practices in budgeting and cost control. Participants

will become familiar with managing budgets using traditional and innovative tools, obtaining reliable and accurate accounting data, developing skills to forecast future budgets and event costs, using multiple cost analysis tools for different purposes based on established industry parameters, and identifying key performance indicators (KPIs) and the requirements of a balanced scorecard.

## **Business Plan Development**

This course introduces participants to the purpose of business planning, the major types of business plans, as well as the key components of a business plan such as: planning and scheduling, resource management, collaboration, project timelines, and reporting. Participants will complete course work using Microsoft Project software.

## **Executive Assistant Professional Training**

The Executive Assistant Professional Training course will provide learning opportunities for participants to enhance the technical, interpersonal, and professional skills required to be an efficient



administrative professional in today's modern office. The applied knowledge learned in this course will enhance office administrators' skills to ensure relevancy and currency. Participants will enhance their technical skills using current computer software, enhance interpersonal skills applying customer service and problem-solving approaches, and improve professional skills using time management tools, stress management techniques, and organizing tips.

### **Finance for Non-Finance**

This course offers a summary of financial and accounting principles, terms, and calculations that are relevant for non-financial managers who handle financial data. Participants will learn to analyze and interpret commonly used financial information in making business decisions and working more effectively with their financial managers. An emphasis on the application of financial information will enable the participant to communicate financial matters more effectively, read and use company reports, and better grasp the performance metrics of the organization and other managerial accounting aspects.

### **HR Functions**

This course introduces the learner to major functions within the area of professional human resources. The primary focus will be an introduction to the following human resource functions: Recruitment and Selection, Training and Development, Compensation and Employee Benefits, Health and Safety in the Workplace and Employee Relations.

### **HR Planning**

This course is designed to give learners practice in the practical applications related to human resource planning including: forecasting the demand for staff; analysing the supply of human resources; assessing the options to fill HR needs and building a model for succession planning

### **Key Performance Indicators**

This course is designed to equip professionals with the knowledge and skills to develop, implement, and manage effective KPIs. Participants will learn how to align KPIs with strategic objectives, measure performance accurately, and use data-driven insights to enhance decision-making, achieve business goals and drive their organizations towards success.

### **Performance Management**

This course regards performance management as a powerful tool to increase both employee and organizational performance. It is designed to provide learners with a general view of performance management, emphasise performance appraisal, including issues, uses and methods of appraising the performance of human resources.

### **Project Management for Non-Project Managers**

This course in Project Management introduces participants to explore, understand and analyze the different steps and processes used to ensure that a project is completed on time, within budget, and with high quality. Participants explore and comprehend the key elements of the Project Management Body of Knowledge (PMBOK) process within the Knowledge Management Areas and evaluate the project with the use of project management frameworks and methodologies. This course provides a foundation in the areas of the project, program, portfolio, and organizational approach to project management

### Recruitment and Selection

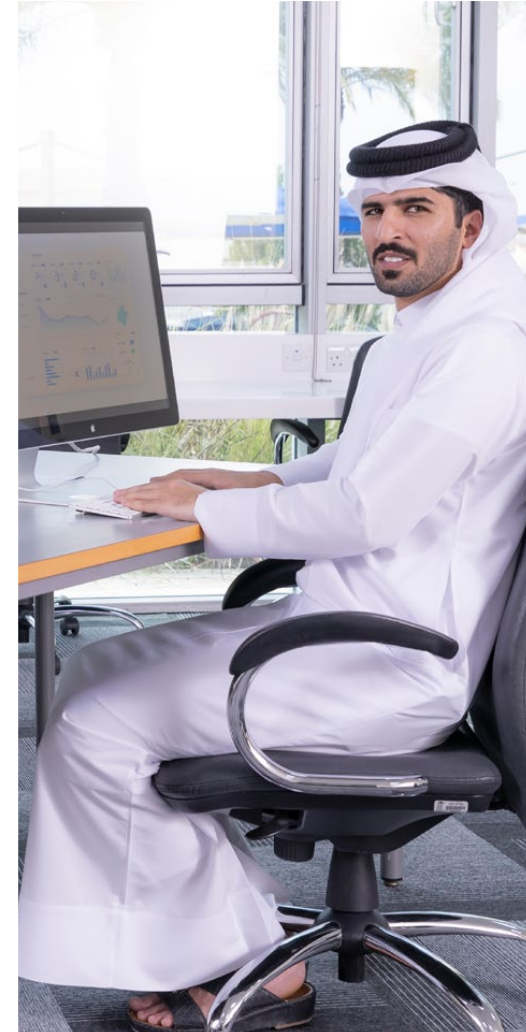
This course gives the learner a theoretical and practical understanding of employee recruitment and selection and critically assesses the recruitment and selection processes. The importance of these areas is examined within the human resource management field.

### Supply Chain Management

Our Supply Chain Management (SCM) training program offers a comprehensive overview of key concepts and strategies essential for effective SCM implementation. Covering fundamental principles such as procurement, production, distribution, and inventory management, participants gain insights into lean and agile practices, supplier relationship management, and demand forecasting.

Through modules dedicated to technology integration, performance measurement, and sustainability, attendees learn to leverage tools like ERP and WMS systems while embracing responsible SCM practices. Practical discussions and case studies, including those specific to postal services,

provide real-world context, ensuring participants are equipped to navigate current trends and future challenges in the field of SCM.









# ENGINEERING

*Our Engineering Technology courses are offered at the University's state-of-the-art laboratories and facilities that are equipped with the latest industrial machinery. Our instructors have decades of industry experience, bringing knowledge-filled and interactive learning to help participants gain an edge in the energy and industry sector.*

## **Advanced Pneumatics and Hydraulics**

This course covers the fundamental principles of Hydraulics and system design, along with an exploration of its components. It provides a brief introduction to Pneumatics, specifically focusing on compressors, and focuses on Hydraulics. During the laboratory component of this course, participants engage in various experiments centered around diverse components such as Valves, Motors, and Accumulators.

## **AI for Industrial Applications**

Embark on a transformative journey into the realm of AI for Industrial Applications, unlocking the potential to revolutionize the industrial landscape. Choose this module to gain invaluable insights and practical skills, ensuring a competitive edge in shaping the

future of industrial intelligence. Explore fundamental principles, engage in immersive learning experiences, and acquire hands-on skills to navigate the vast landscape of industrial AI applications. Join us in this dynamic learning adventure and discover the profound impact of AI on industrial operations.

## **Defect Assessments for Pipelines- Dents, Gouges & Cracks**

The training will cover essential notions in Defect Assessment for Oil and Gas Pipelines - including Dents, Gouges, and Cracks - in accordance with International Standards. This knowledge is vital for the company's Pipeline Integrity Subject Matter Experts (SMEs) to make valuable contributions in evaluating pipeline defects, which will enable the subsea pipeline integrity team to employ appropriate techniques for assessing defects on Oil and Gas Pipelines, specifically focusing on Dents, Gouges, and Cracks.

## **Electrical Safety for Non-Electrical Personnel**

This course is intended to provide information on general electrical safety principles and best practices for all

employees in the course of work, research and activities where electrical hazards exist. Although one can take several approaches to understanding the function of health and safety programs, for the purpose of this general Electrical Safety course, we will differentiate between safety hazards and health hazards. This course is suitable for all non-electrical plant personnel that interact with electrical equipment and systems in performing the routine tasks of their job (technicians, operators, safety officers, etc.).

## **Engineering Leadership**

Given globalization and technology realities, engineers must now navigate and negotiate their careers and profession within a variety of cultures and teams. It is now necessary that participants' proficiency in key non-technical skill sets complement their technical prowess. The goal of this course is to introduce participants to essentials of leadership concepts, experiences, and opportunities in an engineering context. Participants are to acquire hands-on experience, learning through lectures, workshops, roleplay, case studies, that are both individual and team-based activities. Participants are introduced



to engineering leadership concepts, theory, and practice of engineering leadership; effective written and oral communications and presentations; engineering leadership characteristics, individual differences and self-awareness; developing and building teams; managing change, conflicts and crises and understanding real-world leadership/team dynamics and core values.

### **Instrumentation Skills**

This course is intended for non-instrumentation personnel (technicians, process operators, etc.) who interact with instrumentation components, equipment and systems in performing the routine tasks of their job.

### **Maintenance Systems**

In this course, participants will learn the importance of following standard operating procedures in performing industrial maintenance. They will follow simple maintenance-related work management systems and procedures and demonstrate safe practices during all maintenance activities.

### **NEBOSH International General Certificate in Occupational Health and Safety**

This is a globally recognized qualification designed to provide participants with essential knowledge and skills to manage workplace health and safety effectively. The course covers key topics such as hazard identification, risk assessment and control, as well as the legal requirements for health and safety management. It is ideal for individuals seeking to enhance their competency in ensuring safe working environments, making it highly relevant across various industries. Successful completion of the course equips learners to apply best practices in occupational health and safety, contributing to reduced workplace risks and improved organizational safety standards.

### **NEBOSH HSE Introduction to Incident Investigation**

This course equips learners with the skills to conduct accident investigations, develop risk control plans and participate in team investigations for major incidents. It is tailored for managers, supervisors, HSE advocates, union representatives and those aspiring to become health and safety professionals.

### **Process Troubleshooting for Operators and Technicians**

Successful troubleshooting is a key success factor for chemical process operators. This 2-day course aims to empower field operators, senior field operators and panel operators with the skills and knowledge necessary to effectively identify, diagnose and resolve process issues. By blending theoretical concepts, practical exercises, and real-world examples, participants will gain the confidence and competence to troubleshoot a wide range of process problems, contributing to improved operational efficiency and safety.

### **NEBOSH HSE Certificate in Manual Handling Risk Assessment**

This course aims to provide learners with the knowledge to identify, evaluate and mitigate manual handling risks within their organization. It is ideal for employers and employee representatives looking to initiate manual handling risk assessment and control in their company. Additionally, it benefits those seeking more comprehensive and formal training on the topic.

### Quality Assurance in Mechanical Engineering

Quality assurance in Mechanical operation and production of units is essential, particularly for Good Manufacturing Practice and sustaining a competitive advantage over others. This course is designed to introduce the concepts, philosophy, and application of Total Quality Management (TQM) and other contemporary systems to participants. Emphasis is made on the integration of TQM philosophy into the working and production processes. Development of quality assurance procedures and documentation are discussed referring to existing industry quality assurance specifications at both national and international levels. Through lectures, group discussions, and student presentations, participants are to conceptualize quality assurance principles, analyze the existing industry standards and audit the current quality assurance principles.

### Steel Metallurgy, Microsoft Process and Properties

This course will introduce participants to steel and steel metallurgy. Participants will learn about classification of steel alloys, related international standards, and steel products. The trainees will gain practical knowledge about mechanical properties, microstructure, and heat treatment of steel alloys. The emphasis of the course is on processing, structure, properties, application relationship. Additionally, the participants will discuss real case studies related to failures, corrosion, and design consideration of steel structures.







## HEALTH SCIENCES

*Our training courses are carefully curated to meet the evolving needs of healthcare professionals. Whether you are a practicing clinician, a healthcare administrator, or an aspiring medical practitioner, our courses offer cutting-edge knowledge and practical skills in areas such as clinical practice, medical research, health administration, and patient care. Led by experienced healthcare experts, our programs emphasize hands-on learning and the latest advancements in health science, empowering you to excel in your career and contribute to improved patient outcomes.*

### **Advanced Cardiac Support (ACLS)**

The American Heart Association's (AHA) Advanced Cardiac Life Support (ACLS) course has been updated to reflect the 2015 American Heart Association Guidelines Update for CPR and Emergency Cardiovascular Care (2015 AHA Guidelines for CPR and ECC). The course builds on the foundation of lifesaving Basic Life Support (BLS) skills, emphasizing the importance of continuous, high-quality CPR. This advanced course highlights the importance of high-performance team dynamics and

communication. It focuses on systems of care, recognition and intervention of cardiopulmonary arrest, immediate post-cardiac arrest, acute dysrhythmia, stroke, and acute coronary syndromes.

The goal of Advanced Cardiac Life Support is to improve outcomes for adult patients of cardiac arrest and other cardiopulmonary emergencies through early recognition and interventions by high-performance teams

### **Basic Life Support (BLS)**

The American Heart Association's (AHA) Basic Life Support (BLS) course provides the foundational knowledge and applied skills for saving lives after a cardiac arrest. This course teaches basic life support skills for application in both in-facility and prehospital settings. There is a focus on the techniques of providing high-quality CPR, and developing high-performing team dynamics. Content is representative of the latest resuscitation science for improved patient outcomes. Students will learn basic life support techniques through realistic scenarios, simulations, and animations depicting rescuers, teams, and patients.

### **Heartsaver First Aid CPR AED**

The American Heart Association's (AHA) Heartsaver First Aid CPR AED course is a classroom-based, instructor-led course that prepares students to provide first aid, Cardiopulmonary Resuscitation (CPR), and use an automated external defibrillator (AED) in a safe, timely, and effective manner. The course includes video-based, group interaction, and hands-on coaching and feedback from AHA instructors. Students who complete the course receive a Heartsaver First Aid CPR AED card, valid for two years.

### **Pediatric Advanced Life Support (PALS)**

The goal of the Pediatric Advanced Life Support (PALS) course is to improve the quality of care provided to seriously ill or injured children, resulting in improved medical outcomes. This classroom-based, instructor-led course teaches the important concepts of a systematic approach related to pediatric advanced life support. The PALS course is conducted by an American Heart Association (AHA) PALS Instructor in a classroom setting, supported by video.



The course uses a series of simulated pediatric emergencies to reinforce the important concepts of a systematic approach to pediatric assessment, basic life support, PALS treatment algorithms, effective resuscitation, and team dynamics. The course offers life-like skills animations, team dynamics role play, and scenarios appropriate to different types of providers (pre-hospital and in-hospital).

During the course, skills are taught in a combination of large-group sessions with videos and through instructor direction, and in small-group learning and testing stations using case-based scenarios with a mannequin and instructor feedback. During skills practice and testing, students are required to function as both a team leader and a team member to learn team dynamics. The course is designed to include both the cognitive portion of training and the psychomotor component of thorough skills practice and testing.





# INFORMATION TECHNOLOGY

*Our comprehensive range of IT training courses are designed to equip you with the essential skills and knowledge needed in today's fast-paced tech environment. Whether you're an aspiring IT professional or looking to advance your career, our courses cover a wide spectrum of topics, from basic computer skills to advanced certifications in networking, cybersecurity, and software development. Our expert-led programs combine theoretical knowledge with practical application, ensuring you gain the expertise to excel in the ever-evolving IT industry.*

## Data Mining and Business Intelligence

In this course, participants will analyse and synthesize the core principles of data mining, such as predictive analysis, anomaly detection and pattern recognition. They will also evaluate and apply key Business Intelligence strategies including data warehousing, sophisticated reporting and effective dashboard creation. By critically examining case studies and engaging in hands-on projects, students will develop their ability to interpret complex data sets, formulate data-driven strategies for business planning and communicate their insights

persuasively. This course is meticulously designed to cultivate higher-order thinking skills, preparing students for challenging roles in data analysis, business strategy, and IT management and empowering them to transform data into actionable business intelligence.

## Digital Innovation and Transformation

Digital Innovation and Transformation is key to staying competitive in today's fast-paced business world. This course provides participants with a comprehensive understanding of how digital technologies drive innovation and transform industries. It explores emerging trends like artificial intelligence, blockchain and the Internet of Things (IoT) and their implications for business strategy and operations. Emphasizing a blend of theory and real-world insights, the course equips participants with the knowledge to navigate and lead digital change in their organizations. Engaging lectures, case studies and lab sessions foster skills in strategic thinking and effective decision-making in the digital landscape.

## Digital Leadership

This digital leadership programme is aimed at leaders committed to innovation in the rapidly changing technological context of modern business. By taking this course, students will develop an in-depth understanding of what a leader is, different leadership styles and strengths and weaknesses, agile leadership, and innovation. Students learn how to develop a successful strategic roadmap for their organisation and how to lead and seize opportunities in a digital age. Through a diverse combination of lectures, seminars led by leading experts in digital business, group discussions with colleagues from various industries, practical workshops and self-reflection exercises. Students will acquire the necessary knowledge, skills and attitudes tools to effectively lead and be adaptive in a digital context.

## Emerging Technologies and Applications

Emerging Technologies and Applications offers a deep dive into the latest technological advancements shaping the future. This course introduces participants to cutting-edge technologies such as





artificial intelligence, block-chain, quantum computing, augmented and virtual reality, and their practical applications in various sectors. Participants will explore the potential and challenges of these technologies, gaining insights into their impact on business, society, and ethics. The course combines theoretical knowledge with real-world examples, providing a comprehensive overview that empowers participants to understand and leverage emerging technologies in their professional endeavors.

### **Internet of Things**

This course provides the participant with the essential knowledge of understanding the Internet of Things (IoT) ecosystems and facilitates their engagement in IoT application design, development, and deployment. Techniques to connect IoT devices like sensors and control their functioning using microcontrollers that are programmed using appropriate programming languages will be covered. Additional concepts and techniques in the course include differences between microcontrollers, Wi-Fi, cellular, and gateway

types. Data collection, processing, and storage whether on-premise or off-premise (cloud) are demonstrated in the course. Through lectures and hands-on sessions, participants grasp both theoretical principles and practical techniques of IoT application development.

### **Introduction to Deep Learning**

Deep learning enables faster and easier interpretation of large amounts of data and helps get meaningful information and actionable insights in almost all industries and domains. This course provides participants with theoretical underpinnings and practical training in deep learning with a focus on neural network techniques. Participants build, train, and apply Fully Connected Deep Neural Networks (FCNNS) for classification and regression needs and analyze necessary datasets for their deep learning applications based on neural network's bias and variance analysis. Mechanisms to diagnose errors in these applications and prioritizing strategies to mitigate errors are also discussed in the course. To develop deep learning applications, students examine optimization

algorithms, and build a Convolution Neural Networks and Recurrent Neural Networks including recent variations such as Long Short-Term Memory (LSTM) and Gated Recurrent Unit (GRU).

### **Machine Learning and Predictive Analysis**

Mastering data analysis and predictive techniques is crucial in the evolving landscape of technology and analytics. This course is crafted to equip participants with the foundational skills required for analyzing data and predicting outcomes using machine learning techniques. It aims to clarify the complexities of algorithms and statistical methods that power informed decision-making and forecasting. The curriculum covers fundamental concepts such as types of machine learning, model validation strategies, and data preparation techniques. The course structure combines theoretical lectures with hands-on labs and team projects, enabling participants to not only grasp the principles of predictive analytics but also apply these machine learning techniques to real-world datasets.

### MS Excel Basic

The comprehensive course is designed to equip participants with the essential skills needed to efficiently utilize the basic tools available in Microsoft Excel. Through a structured curriculum covering fundamental concepts such as data entry, basic formulas, formatting, and simple data analysis techniques, participants will gain a solid understanding of Excel's core functionalities. The course content will be delivered through a blend of interactive lectures, hands-on exercises, and practical examples, allowing participants to actively engage with the material and apply their learning in real-world scenarios.

### MS Excel Advanced

The course aims in understanding advanced features in Microsoft Excel, which are crucial for maximizing productivity and efficiency in various professional and academic settings. The course equips participants with comprehensive knowledge and practical skills to leverage Excel's advanced tools effectively. Through a combination of hands-on exercises, interactive demonstrations, and expert-led sessions,

participants will explore advanced topics such as data analysis, complex functions and formulas, automation with macros, data visualization techniques, and more. This interactive learning approach ensures that participants not only grasp theoretical concepts but also gain practical experience in applying them to real-world scenarios. By the end of the course, participants will have the confidence and expertise to navigate Excel's advanced functionalities with ease, enabling them to tackle complex tasks and make informed decisions with confidence.

### MS Outlook

The course aims to empower participants with the proficiency to effectively utilize the advanced tools within Microsoft Outlook. Through comprehensive instruction and hands-on practice, participants will develop the skills needed to maximize productivity and efficiency in managing email communication, scheduling, task management, and collaboration. The course will cover advanced features such as email automation, rules and filters, advanced calendar management, delegation, sharing, and collaboration tools. Participants will

learn to leverage Outlook's advanced functionalities to streamline workflow, prioritize tasks, and enhance communication within professional and organizational contexts.

### MS Powerpoint Advanced

The course is designed to empower participants with the skills to efficiently utilize the advanced tools available in Microsoft PowerPoint. Through comprehensive instruction and practical exercises, participants will learn advanced techniques for creating engaging presentations, incorporating multimedia elements, enhancing visual appeal, and delivering impactful slideshows. The course content will cover a range of topics, including advanced slide formatting, animation and transition effects, slide master customization, collaboration features, and presenting with confidence. Participants will gain hands-on experience and valuable insights to elevate their presentation design and delivery skills using Microsoft PowerPoint's advanced functionalities.



### **MS Powerpoint Basic**

The course is designed to equip participants with the foundational skills needed to efficiently utilize the basic tools available in Microsoft PowerPoint. Through a structured curriculum covering essential concepts such as slide creation, formatting, slide transitions, and basic animation, participants will gain a solid understanding of PowerPoint's core functionalities. The course content will be delivered through a combination of interactive lectures, practical demonstrations, and hands-on exercises, allowing participants to actively engage with the material and apply their learning in real-world scenarios.

### **MS Power BI**

Microsoft Power BI course provides learners with the skills and knowledge necessary to effectively use Power BI for data analysis and visualization. The course focuses on navigating and interpreting dashboards and reports. It aims to equip participants with the ability to transform raw data into meaningful insights, enhancing decision-making processes in business and organizational contexts. It elaborates

essential features for effective business decision-making, including data exploration and reporting. Ideal for professionals across various fields.

### **MS Word Basic**

The comprehensive course is designed to equip participants with the foundational skills needed to efficiently utilize the basic tools available in Microsoft Word. Through a structured curriculum covering essential concepts such as document creation, formatting, editing, and collaboration, participants will gain a solid understanding of Word's core functionalities. The course content will be delivered through a combination of interactive lectures, practical demonstrations, and hands-on exercises, allowing participants to actively engage with the material and apply their learning in real-world scenarios.

### **MS Word Advanced**

The course aims to empower participants with proficiency in Microsoft Word, covering both fundamental and advanced features. Participants will delve into a wide range of topics, including document formatting,

template customization, collaboration tools, advanced editing techniques etc. Through a combination of hands-on exercises, interactive demonstrations, and engaging lectures, participants will gain practical experience and deepen their understanding of Word's capabilities.

### **Quantum Computing**

Embark on a transformative journey into quantum computing, gaining unparalleled insights and skills. This course is your gateway to cutting-edge knowledge, staying at the forefront of technological innovation, and offering a unique and valuable educational experience for personal and professional growth. Explore the purpose and significance of quantum principles, unraveling the fundamentals powering cutting-edge technologies. Delve into key topics such as quantum bits (qubits), superposition, and quantum algorithms through engaging activities like hands-on coding sessions, group discussions, and real-world applications. Beyond theory, this course provides practical insights into quantum computing's industrial applications. Elevate your understanding through



dynamic activities, empowering you to apply quantum concepts effectively. Join us to explore, learn, and shape the future of computing with quantum technology.

### Robotic Process Automation

Robotic Process Automation is reshaping business efficiency and revolutionizing the way businesses operate. This course introduces participants to the foundational concepts and strategic applications of RPA. It covers the basics of RPA technology, process mapping, and the essentials of bot creation, focusing on how these elements contribute to business automation. While incorporating an overview of practical skills, the course emphasizes the theoretical foundations and strategic planning necessary for RPA. Through a combination of lectures, case studies, and lab sessions, participants will develop an understanding of how to evaluate and integrate RPA solutions in various professional contexts.







## GENERAL STUDIES

*Our courses are designed to provide a broad foundation of knowledge and critical thinking skills across various disciplines. Whether you're looking to explore new subjects, enhance your academic background, or develop and enhance your communication skills, our courses will help you achieve a competitive edge in the local or global job market in a communicative and fun learning environment.*

### Academic IELTS Prep

This course is designed for students to develop and practice the key skills required in order to reach their academic IELTS test score goals. Students practice test taking strategies, learn effective time management, and focus on the relevant grammar and vocabulary required for specific IELTS topics.

### Business Communication

This course is designed for participants who want to improve their public speaking and presentation skills, and improve their business writing skills. Participants will gain the practical experience to effectively plan, organize, develop, and deliver presentations

using a variety of delivery tools. Participants will also develop the skills to convey written information in a positive and useful manner. Emphasis is on building confidence, learning key communication skills, creating written and verbal presentations, and receiving feedback. The knowledge and skills related to the fundamental pillars of business communication, and their implications for professional success as developed throughout this course can be applied to a broad range of business applications.

### Business English

A beginner course for students wishing to use English in a business setting. This course is designed to introduce students to basic tasks and functions in the English speaking business community. Emphasis is on speaking and listening. Students will also have the opportunity to further improve their ability to read and write English and to understand and use basic grammar patterns

### Copywriting

This course aims to improve both writing and editing skills. The first part of the course focuses on sentence structure and grammar.

It enhances participants' understanding of grammar, sentence structure, and style, and how these elements can be used to write more effective essays and paragraphs. The second part of the course provides participants with practical experience in editing paragraphs and essays, including identifying common writing mistakes and improving clarity and coherence. Ample time is allocated during the course to allow the attendees to practice and develop the skills they have been taught through both independent and collaborative learning

### Electronic Correspondence

This course emphasizes writing skills for electronic communications within the workplace. Within an electronic context, students will learn to plan, organize, write, and respond professionally to e-mails. Students will develop writing confidence and key language skills. The knowledge developed will be applied to electronic correspondence within the workplace to ensure that such correspondence is more direct, effective, efficient, and professional.



### Math Prep

Mathematics preparatory essential skills course that focuses on strengthening a student's foundation in algebra and trigonometry. In addition, students will learn key mathematical vocabulary needed to understand each topic. Topics include functions, factoring, solving equations, rational expressions and equations, polynomials, simplifying exponential expressions, and basic trigonometry using the Unit Circle or Special Triangles. This course focuses on developing essential technical mathematical skills in functions and analytical trigonometry to ensure success in a Pre-Calculus course.

### Report Writing

This is an introductory report writing course designed to introduce, develop, and apply report writing skills. Various workplace report formats will be examined, with a special emphasis on the use of appropriate report types, structures, and visuals. Participants will analyze sample reports and write various reports during the course.

### Technical Report Writing

Learners explore the various factors that are key to writing good technical reports and apply existing knowledge and experience to produce an effectual technical report that is easy to understand, as well as meet the scope and report objectives. Through hands on experience and case studies, learners gain an understanding of the process of gathering relevant technical information, research data and evidence for evaluation and preparing the technical report findings, conclusions and recommendations.





## PROFESSIONAL SKILLS

*Our learners will gain relevant knowledge and practical skills to transform existing businesses or start their own. Our experienced instructors will support them to think critically, develop their own ideas and relate them to real life business situations. Additionally, they will develop vital skills such as flexibility, teamwork and project management competences to learn to be effective in multicultural business environments.*

### **Advanced Negotiation Skills**

The art of negotiation has become an essential skill in today's business environment. Leaders who possess adept negotiation abilities can significantly enhance their capacity to guide teams, address conflicts constructively, and cultivate favorable relationships with stakeholders. This course will delve into the fundamentals of negotiations by examining the main concepts in this field and differentiating between the different types of negotiation. It will also address the different negotiation styles and essential professional skills in negotiation. Through group discussions and role play, participants will examine the different elements of the negotiation process and apply it to relevant case studies.

### **Business Transformation & Digital Strategies for Managers**

This course revolves around the importance of business transformation as a result of the digital revolution in order to maximize the opportunities of achieving a sustainable competitive advantage. Participants in this course learn the process of integrating new and emerging digital technologies such as internet of things (IOT), artificial intelligence (AI), 5G, robotics and metaverse all along the business value chain for a better customer experience and a more robust business model. Learning from best practices and real-life examples of companies that have succeeded to redesign their business processes and strategies in light of the digital era shall enhance participants' learning outcomes.

### **Conflict Management in the Workplace**

Conflict management is an important skill in the work environment. This course covers the conflict concept and conflict reasons. Participants will learn how to select and use appropriate conflict management strategies that lead to conflict resolution. Furthermore, participants learn how to deal with challenging personalities in the workplace to

avoid conflict. Through a variety of lectures, group discussions, and simulated role-play, students acquire the necessary knowledge, skills, and attitudes to effectively avoid and resolve conflict in the workplace.

### **Customer Service Excellence**

This engaging and interactive course enables participants to value and develop world class customer service skills. The focus is on motivating front line staff to take ownership for excellence and to enable and equip them to deliver exceptional customer service.

### **Effective Time Management**

Effective Time Management is a two-hour course that provides participants with the necessary time management skills that help them be more productive and thus increase their quality of work and life. A number of case studies may be presented and discussed during the course to assess participants' applied knowledge and skills in relation to time management and goal setting.





### **Emotional Intelligence**

This course introduces participants to the principles of emotional intelligence (EI). Participants will learn to distinguish the difference between EI and Intelligence Quotient (IQ) and explore the core domains and competences of EI. Participants will relate EI to the workplace and discover new strategies to improve their core competences to improve their EI.

### **Leaders' Cultural Intelligence**

This course aims to empower the leaders' cultural intelligence, which is a critical skill for achieving organization's efficiency and effectiveness. This course explores the dimensions of cultural intelligence, providing leaders with the tools to navigate diverse cultural landscapes. Participants will develop an understanding of cultural nuances and strategies to build inclusive and collaborative teams.

### **Meeting Agendas and Minutes**

This course will equip participants with the necessary knowledge and skills to hold and lead meetings. Participants will be introduced to essentials of meetings, gain

practical experience in creating agendas for use in a variety of meetings, and take meeting notes while listening to a meeting in progress, eventually developing detailed and accurate minutes following meetings.

### **Presentation Skills**

This course is designed to introduce participants to effective public speaking through audience engagement. Participants will learn to design, prepare, and deliver powerful presentations to communicate clearly to different audiences. Participants will assess their own personal strengths and analyze what makes a good presentation.

### **Root Cause Analysis and Decision Making**

It is critical to diagnose the circumstance in order to solve challenges that decision makers face. It is critical to concentrate on the problem rather than its symptoms. The course strives to ensure that beneficial problem-solving strategies such as using flowcharts to indicate the expected steps of a process and cause-and-effect diagrams to define and evaluate root causes are implemented. Students learn the essential problem-solving phases. These phases

encourage the participation of interested parties, the use of factual information, the comparison of expectations to reality, and a focus on the underlying causes of a problem.

The course includes examining and documenting how processes are currently implemented (i.e., who does what, with what information, using what tools, communicating with what organizations and individuals, in what time frame, using what format). Various models and theories of problem solving are utilized in the training process.

### **Stakeholder Management**

An ability to identify and manage stakeholders' expectations is critical to business success and continuity. This course provides participants with the knowledge and skills to identify and analyze stakeholders, manage stakeholder needs and expectations. Participants learn to establish stakeholders' level of commitment, align and prioritize stakeholder requirements, and determine the right level of involvement of stakeholders. Furthermore, the participants

learn to effectively communicate with stakeholders in conflict situations and in addressing competing priorities.

### Strategic Management

This course introduces participants to the concept of strategic management and the key elements of constructing and implementing a good business strategy. Participants will learn how to formulate and evaluate a business strategy which is informed by key management decisions that enable an organization to achieve its objectives. Participants will also learn how to link business objectives and functions with the process of strategy formulation and decision-making in order to improve organizational performance in various business areas.

### Supervisory Skills

This course provides entry level to mid-level supervisors and managers with the skills and competencies needed to supervise work, communicate effectively, motivate employees, resolve workplace conflicts, and implement change in a dynamic and diverse work environment.

### Teamwork and Team Building

This course is designed to enhance your team's effectiveness by fostering collaboration, communication, and trust. Participants will gain practical skills and strategies to build cohesive teams, overcome common challenges, and drive performance through shared goals and mutual support.

### Train the Trainer

This course is designed to provide participants with the tools, techniques, and confidence to deliver impactful and engaging training sessions. Through a blend of theory and practical application, attendees will learn how to design, deliver, and evaluate training programs that meet the diverse needs of their learners.





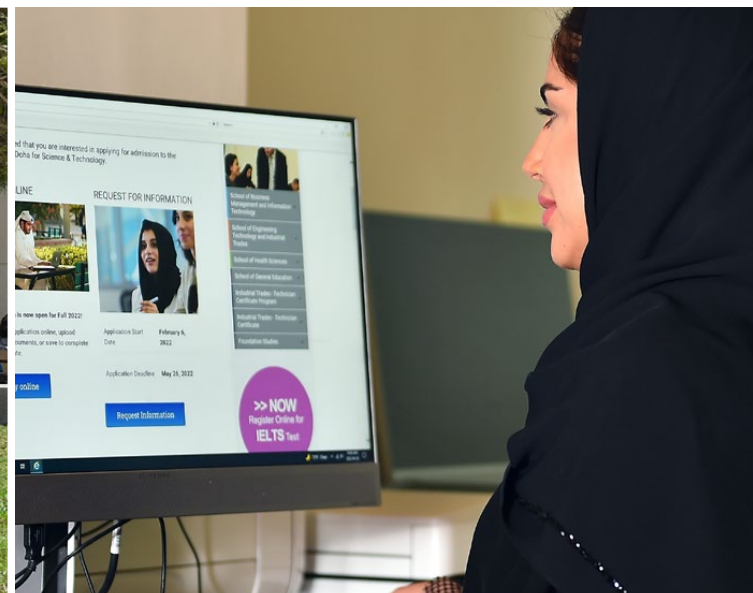
## ONLINE LEARNING



### WEBINARS WITH OUR EDUCATIONAL PARTNERS (FREE)

Course Dates*	Time*	Course	Educational Partner	Schedule*
14-Jan	12:00-13:00	Asset Integrity of Process Plant - The Risks And The Benefits	Petroskills	Tuesday
18-Feb	12:00-13:00	Climate Change and What It Means for The Energy Business	Petroskills	Tuesday
9-Sep	12:00-13:00	Best Practices in Assuring Competency	Petroskills	Tuesday
7-Jun	12:00-13:00	Applications of AI In Process Safety	Petroskills	Saturday

\*Course dates and times are subject to change. Please refer to our website for the most up-to-date schedule.





## WEBINARS IN ARABIC (FREE) ندوات عربية اونلاين (مجانياً)

Course Dates*	Time*	Course	Schedule*
6-Jan	09:00 - 11:00	الذكاء العاطفي	الايثنين
3-Feb	09:00 - 11:00	اساسيات الامن الالكتروني	الايثنين
3-Mar	09:00 - 11:00	ادارة الوقت	الايثنين
7-Apr	09:00 - 11:00	السلامة والصحة المهنية	الايثنين
5-May	09:00 - 11:00	صنع القرار الفعال	الايثنين
2-Jun	09:00 - 11:00	مقدمة في ادارة المشاريع	الايثنين
7-Jul	09:00 - 11:00	حل المشاكل والنزاعات في العمل	الايثنين
4-Aug	09:00 - 11:00	تقييم الاداء الوظيفي	الايثنين
1-Sep	09:00 - 11:00	ادارة الاجتماعات ومحاضرها	الايثنين
6-Oct	09:00 - 11:00	مهارات التفاوض	الايثنين
3-Nov	09:00 - 11:00	بناء الفريق والعمل الجماعي	الايثنين
1-Dec	09:00 - 11:00	الميزانية ومراقبة التكاليف	الايثنين



### الميزانية ومراقبة التكاليف

يتعرف المشاركون في هذه الدورة على مفاهيم نظرية رئيسية وممارسات تطبيقية في مجالات الميزانيات والرقابة على التكاليف. سيتعلم المشاركون أسس إدارة الميزانيات باستخدام أدوات تقليدية ومبتكرة، والقدرة على الحصول على بيانات محاسبية موثوقة ودقيقة. كما سيتعرفون على مهارات التنبؤ بالميزانيات المستقبلية وتكاليف الأحداث، واستخدام أدوات تحليل التكاليف المتعددة لأغراض مختلفة بناءً على معايير صناعية معتمدة. بالإضافة إلى ذلك، سيتعرفون على مؤشرات الأداء الرئيسية ومتطلبات البطاقة المتوازنة.

### إدارة الاجتماعات ومحاضرها

ستزود هذه الدورة المشاركين على مبادئ عقد الاجتماعات وقيادتها. سيتم تعريف المشاركين بأساسيات الاجتماعات، واكتساب الخبرة العملية في إنشاء جداول الأعمال لاستخدامها في مجموعة متنوعة من الاجتماعات، وتدوين ملاحظات الاجتماع أثناء الاستماع إلى الاجتماع الجاري، وفي نهاية المطاف تطوير محاضر مفصلة ودقيقة بعد الاجتماعات.

### مهارات التفاوض

تهدف الدورة إلى تطوير قدرات المشاركين ليصبحوا مفاوضين أكثر فعالية، حيث سيشارك المتعلمون على أنواع التفاوض بدءاً من المفاوضات ذات الطرفين والقضية الواحدة إلى المفاوضات مع أطراف متعددة وقضايا متعددة. تركز الدورة على مواضيع مثل تقييم مهارات المفاوضة الشخصية ومهارات الطرف الآخر، وإقامة الثقة وبناء العلاقات، واستخدام السلطة والإقناع بأساليب أخلاقية.

### بناء الفريق والعمل الجماعي

يمكن اعتبار الفرق العمل كمجموعات عمل فعالة تعتمد نجاحها على درجة التحفيز والتنسيق والأهداف المشتركة، مما يؤدي إلى توليد طاقة وإبداع يتجاوز إسهامات الأفراد الفردية. من خلال خبرة المدرب، سيتعلم المشاركون في هذا البرنامج التدريبي تعريف المفاهيم الرئيسية المتعلقة بالعمل الجماعي وبناء الفرق. سيكونون قادرين على تحديد العقبات الرئيسية أمام العمل الجماعي الفعال، وفهم عملية تكوين الفرق، واستيعاب المكونات الأساسية اللازمة لتشكيل فرق ذات أداء عالي. بالإضافة إلى ذلك، سيتعلمون كيفية استخدام هذه المكونات لبناء فرق تعمل بتناغم واضح، وسيكونون قادرين على شرح فوائد تعزيز والحفاظ على العمل الجماعي الفعال.



## نبذة عن الندوات العربية

### دورة الذكاء العاطفي

تقدم هذه الدورة للمشاركين مبادئ الذكاء العاطفي (EI). سيتعلم المشاركون كيفية التمييز بين الذكاء العاطفي (EI) ومعامل الذكاء (IQ) واستكشاف المجالات الأساسية والكفاءات للذكاء العاطفي. سيتمكن المشاركون من ربط الذكاء العاطفي بمكان العمل واكتشاف استراتيجيات جديدة لتحسين كفاءاتهم الأساسية لتعزيز ذكائهم العاطفي.

### أساسيات الأمن الإلكتروني

تم تصميم هذه الدورة خصيصًا للموظفين الإداريين بهدف تعريفهم بمفاهيم وممارسات الأمن السيبراني. تركز الدورة على شرح أهمية الأمن السيبراني في حياتنا اليومية، وخصوصًا في بيئة المكتب، حيث تقدم طرقًا عملية لحماية الأفراد والشركات عبر الإنترنت. من خلال هذه الدورة، سيكتسب الموظفون وعيًا بالتهديدات السيبرانية وآليات الدفاع الأساسية، بالإضافة إلى الحصول على نظرة عامة عالية المستوى على مجالات الأمن السيبراني.

### إدارة الوقت

تعرف هذه الدورة المشاركين على العناصر الأساسية لإدارة الوقت بفعالية من خلال تقديم أدوات وتقنيات لزيادة الفعالية، وتقليل إهدار الوقت، والتحكم في الإنتاجية. سيطور المشاركون مهارات لتحديد الأولويات وجدولة الوقت لتحقيق أكبر تأثير. كما سيقومون بفحص استراتيجيات لتحليل ممارساتهم الحالية في إدارة الوقت وتعلم تطوير أساليب جديدة للتحسين.

### دورة السلامة والصحة المهنية

ستكون هذه الدورة فرصة لتعزيز الوعي حول جوانب الصحة والسلامة المهمة في بيئة المكتب بالنسبة للموظفين والعملاء على حد سواء. سيتم التركيز على تطوير أفضل الممارسات الإدارية للصحة والسلامة داخل المكاتب، بالإضافة إلى استعراض السيناريوهات التفصيلية للمخاطر المحتملة داخل مساحات العمل والممرات وأماكن الاجتماعات. سيتم مناقشة أساليب قصيرة وطويلة الأجل لتحسين الصحة والسلامة في بيئة العمل، سواء من وجهة نظر المنظمة أو من الزاوية الفردية للمشاركين. كما ستتناول الدورة كيف تؤثر خياراتنا الشخصية خارج المكتب على سلامتنا داخله، وكيف يمكن للنظرة الاجتماعية للسلامة أن تعزز من السلامة في مكان العمل.

### دورة صنع القرار الفعال

تسعى الدورة إلى ضمان تنفيذ استراتيجيات مفيدة لحل المشكلات مثل استخدام المخططات الانسيابية للإشارة إلى الخطوات المتوقعة للعملية ومخططات السبب والنتيجة لتحديد الأسباب الجذرية وتقييمها. سيتعلم المشاركون المراحل الأساسية لحل المشكلات. تشجع هذه المراحل مشاركة الأطراف المعنية، واستخدام المعلومات الواقعية، ومقارنة التوقعات بالواقع، والتركيز على الأسباب الكامنة وراء المشكلة.

### مقدمة في إدارة المشاريع

ستقدم هذه الدورة للمشاركين المفاهيم الأساسية في إدارة المشاريع، حيث سيتعلمون كيفية تطبيق أفضل الممارسات في الصناعة لإدارة تنفيذ المشروع بشأن النطاق والوقت

والتكلفة والجودة. تتناول الدورة تقنيات التخطيط وتقدير التكاليف واحتياجات الموارد والجدول الزمني. كما سيتعرف المشاركون على أسس إدارة المشروع بفعالية لضمان تحقيق المخرجات المحددة والالتزام بالمواعيد النهائية والتحكم في التكاليف، مع التركيز أيضًا على التحكم في تغييرات المشروع وإدارة المخاطر.

### حل المشاكل والنزاعات في العمل

الصراع في مكان العمل مشكلة شائعة جدًا، إذ يُعتبر جزءًا لا مفر منه من العمل مع الآخرين وقد ينشأ نتيجة لأسباب متعددة. يمكن أن يكون الصراع فرصة للنمو والتغيير الإيجابي رغم تعقيد ومربكته. تنشأ الخلافات بين الموظفين نتيجة للاختلاف للاهتمامات والآراء والأفكار، مما يمكن أن يؤثر سلبيًا على روح الموظفين ويؤدي إلى زيادة الغياب وتراجع إنتاجية الفريق. لذا، يجب حل النزاعات بحكمة لفتح الباب أمام الإبداع، وتعزيز التعاون في المؤسسة. تهدف هذه الدورة إلى تمكين المشاركين من فهم مصادر الصراع في مكان العمل وتأثيرها على الفرد والمؤسسة، وتزويدهم بالمهارات اللازمة لحل النزاعات والتعامل مع التحديات الناشئة عن اختلاف الأفكار والشخصيات والتنافس على الموارد داخل البيئة العملية

### تقييم الأداء الوظيفي

يعتبر إدارة الأداء أداة قوية لزيادة أداء الموظفين والأداء التنظيمي. وستقوم الدورة بتزويد المتعلمين بنظرة عامة عن إدارة الأداء، والتأكيد على تقييم الأداء، بما في ذلك القضايا والاستخدامات وطرق تقييم أداء الموارد البشرية.



“ One of the very informative and well-organized classes that I have attended so far. ”

IFRS Prep course, June 2024



من اروع المدربات الذين قابلتهم اضافت لي الكثير مهتمة جداً أن يكون كل شيء متنوع وجديد محاضرتها خفيفة لكن بحاجة الى تطبيق عم جماعي وفردى أكثر.

دورة المهارات الإحترافية، مايو 2022



كان المدرب ممتاز ويعلم بشكل جيد ومحب وسهل التعامل معه ويفهم ما نريد ويعلم بكفاءة.

دورة اللغة الإنجليزية، مارس 2024



“ Excellent class, highly recommended. ”

Public Speaking course, November 2023



“ Very professional. Their experience is beyond the expectations. ”

Public Speaking course, October 2023



“ The trainer was active and clear speaking, the training was very useful and I believe the inter active discussions and practices were very different and useful for our professional and private life. ”

Root Cause Analysis course, August 2023



المدرّب ملم بالموضوع، أسلوب العرض و التنوع في الأنشطة أثروا العملية التعليمية و لديه القدرة على إدارة الوقت وإيصال المعلومة.

برنامج إدارة سلاسل التوريد، مايو 2024

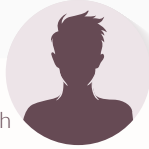






“The class is unexpectedly enjoyable. I have attended many trainings which was boring but this class was the opposite. 🍷🍷

Anti Money Laundering course, February 2023



“The instructor is well prepared about the course details and willing to guide us as much as we need. 🍷🍷

Report Writing course, October 2023



كل شيء متوفر من حيث جميع  
المستلزمات وهذا كان مريح اهتمام الادارة  
براحتنا كان جداً ودي ولطيف. 🍷🍷  
برنامج التطوير الإداري، مايو 2022



المدرّب ممتاز ومتعاون ويشرح المعلومات  
المفيدة بطريقة جيدة. 🍷🍷  
برنامج إدارة سلاسل التوريد، يونيو 2024



“It was full of new knowledge and information, every single minute was able to make me get more into SMP. 🍷🍷

Strategic Management, October 2023



“Genuinely enjoyed this course, it was very insightful but also very entertaining, never a dull moment. 🍷🍷

Public Speaking course, October 2023







EDUCATIONAL  
PARTNERS

CPE delivers top-notch training to local clients through its network of international educational providers. Our wide range of internationally recognized or accredited courses and programs include:



### NEBOSH

This certificate stands for National Examination Board in Occupational Safety and Health. As a gold learning partner institution, UDST provides certification in health, safety and environmental management.



### Microsoft Learn for Educators (MSLE) Program

The Microsoft Learn for Educators (MSLE) – Educational Institution program offers educational institutions with quality training resources and certifications on Microsoft technologies to help institutions' educators as well as its students obtain the skills needed to reach their academic and career potential.

The MSLE program enables educators to establish a relationship with Microsoft at different levels. By becoming certified in Microsoft technologies, educators stay current with the technologies they teach. Learners who earn Microsoft Certifications enhance their credentials to further develop their careers or academic qualifications.



### Chartered Institute of Personnel Development (CIPD) Qualifications

Experts in the world of work and career partner to over 160,000 members around the world. In partnership with Bradfield Learning and Development, a CIPD approved centre since 1992 and a top brand across the Gulf region, CPE is now able to offer the

following accredited CIPD courses of study to its Corporate Clients:

1. Level 3-Certificate in People Practice (CPP)
2. Level 5-Diploma in People Management (DPM)
3. Level 5-Diploma in Organisational Learning & Development (DOL)
4. Level 7-Advanced Diploma in Strategic People Management (DSPM)
5. Level 7-Advanced Diploma in Strategic Learning & Development (OSLO)

CIPD qualifications can transform your organisation. The world of work is changing fast. Investing in your HR and L & D teams today will help drive value in your organisation and build a workforce fit for the future.



### CISCO

As a worldwide leader in IT and networking and the certifications that participants obtain will prepare them for today's job roles in IT technologies. Skills that are obtained from the different programs include networking, programmable infrastructure, cybersecurity, programming, best practice and operating systems and IT.



## AMA Certified Professional in Management (AMA-CPM®)

AMA-CPM® is a third-party attestation of an individual's level of knowledge or proficiency in a certain industry or profession. Managers must not only have skills, capabilities, and competence to lead, but the character to positively impact and influence people. AMA-CPM is a standard for determining who is qualified to meet these criteria. The target audience are both current managers and potential managers

### Essential Competency Areas

Essential Competency Areas of Management that AMA-CPM Certification assures your proficiency in are:

- Professional Effectiveness
- Relationship Management
- Business Acumen
- Analytical Intelligence

### AMA-CPM® assesses

- Your individual reaction when faced with a specific situation
- Your acquired skills versus the defined standard

### AMA-CPM® proves

- Your legitimacy of your skills and experience

### Facts

- 10,000,000 Participants on AMA & MCE programs in the last 10 years
- 92% of Fortune 1,000 companies are our business partners
- 96% of participants report they are using what they have learnt at AMA & MCE
- 1000+ expert facilitators globally

- 100+ Open Training Programs running throughout EMEA
- 98 year's experience working with our clients around the globe
- Different pathways for students with different academic backgrounds

### AMA-CPM® Benefits

- It enables you to stand out from the crowd
- It shows that you have proven recognized skills
- It can assure you better employment and growth opportunities
- It can earn you higher wages

### Course Delivery Strategy

- Blended learning approach with a combination of virtual ILT session
- On-the-job application
- On Demand content for reinforcement and sustainment.
- Formal and informal learning each week.



## PetroSkills

PetroSkills courses are built on extensive real-world experience in every corner of the oil and gas value chain. It combines the insights from its Alliance member companies with the knowledge of seasoned industry experts to help with your most complex challenges.

From talent development and organizational performance to engineering and operational needs, PetroSkills is driven by one goal: improve your performance.

### Benefits

- Best-in class training courses, reviewed and approved by the PetroSkills Alliance
- Delivered by technical experts, trained to ensure effective, engaging course delivery
- Courses based on industry-standard competency maps
- Rigorous quality assurance to ensure delivery excellence



## Major Courses

PetroSkills offers a range of courses to develop an extensive real-world experience in every corner of the oil and gas value chain. Courses that are high demand in the region are :

- CO2 Surface Facilities – PF81
- Reservoir Management – RM
- Coring and Core Analysis – CCA
- Oil Production and Processing Facilities – PF4
- Gas Conditioning and Processing – LNG Emphasis- G4LNG
- Relief and Flare Systems – PF44
- Well Test Design and Analysis – WTA
- Instrumentation, Controls and Electrical Systems Overview for Non-Electrical Engineers-ICE-21
- CO2 Surface Facilities – PF81
- Gas Conditioning and Processing – G4
- Piping Systems – Mechanical Design and Specification – ME41
- Fundamentals of Pump and Compressor Systems – ME44
- Process Safety Engineering – PS4
- Risk Based Process Safety Management – HS45



CONSULTANCY  
SERVICES

***UDST provides a variety of consulting services catered to businesses, industries, government bodies, and non-profit organizations that are interested in independent expertise.***

Our consultants, drawn from UDST's five Colleges, are renowned for their research that directly applies to various real-world contexts. Working closely with clients, our consultants offer academic insights that assist organizations in problem-solving and improving their operational capacities. Additionally, our newly inaugurated Central Analysis Lab, provides an array of testing solutions, including chromatography, elemental and molecular spectroscopy, and materials testing for construction. Tailored analysis requests are accommodated, adhering to rigorous protocols and international standards like ASTM, ISO, and EPA.

Our academic professionals specialize in both conventional and specialized domains, including (but not limited to) :

- Cybersecurity
- Data Science & Artificial Intelligence
- Engineering Technology
- Environment and Climate Change
- Financial Advisory
- FinTech
- Food Security
- Health Services and Management
- Human Resources
- Information Technology
- Oil & Gas
- Operations Management
- Process Improvement
- Strategic Management

### **What are the advantages of utilizing our consulting services?**

Engaging with us offers access to cutting-edge research, impartial and unbiased analysis, and opportunities for cross-disciplinary collaboration. Our adept team of project managers can link your organization with the appropriate expertise and services from all UDST faculties and academic departments.

As the First National Applied University offering applied Bachelor's degrees and Master's degrees in addition to certificates and diplomas in various fields, our consultants combine academic credentials and intellectual rigor with hands-on experience and real-world insights. Each consultant is a leader in their respective fields, actively involved in ongoing research and at the forefront of professional practice.





## QUALITY ASSURANCE



CPE puts quality assurance practices at the heart of its efforts. This is underlined by the adoption and implementation of an organization-wide quality assurance framework that includes policies, procedures, operational guidelines etc. CPE Courses undergo a wide range of continuous quality improvement mechanisms.

Mandatory and approved Course Outlines for all courses, deployment of highly qualified and experienced subject matter experts as instructors and curriculum developers, periodical review of the course materials, customization of the course curriculum to suit the requirements of the clients, client feedback system and instructor evaluation process to name a few. CPE also offers a range of internationally accredited programs to ensure quality and integrity in education.





## APPLICATION PROCESS (ONLINE)



Registration can be performed online by visiting our Online Registration and Payment Application.

**STEP 1**

Visit [UDST.EDU.QA/corpa](http://UDST.EDU.QA/corpa)

**Register**



Selection

## Continuing and Professional Education

### UDST'S CPE Online Registration Portal

UDST is pleased to introduce its new Continuing and Professional Education Online Registration and Payment portal. You can now search, register courses that are offered by Continuing and Professional Education online from anywhere in the world.

Whether you want to enhance your life or your work, these short courses and programs will provide inspiration and valuable knowledge to get you your learning journey.

Search below for Healthcare Practitioners' CPD activities, or if you're looking for Corporate Training courses, please look through our wide array of Calendar courses designed to respond to the needs of Qatar's work force.

Add to Shopping Cart

Course Option All

**STEP 2** Sign-up

New User? [Sign Up](#)

### Sign In

Login
Clear

Forgot Password? [Click here](#)

**STEP 3** Complete the required fields **Register**

Already a Student? [SIGN IN HERE](#)

### Sign Up

Your first and last names must match the name on your Qatar National ID card (QID)

The Password must be at least 8 and maximum 15 characters long

Register
Clear

**STEP 4**

Sign-in

Select the required course

Add to Shopping Cart

Course Option All

Search here

Date	Time	Title	Credit Hours / Category	Deadline to Apply	Price (QAR)	Availability
<input type="checkbox"/> 24 Oct	4:00PM - 6:00PM	Flexible Thinking <b>CLASSROOM LEARNING</b>		17 Oct 2022	125	Available
<input type="checkbox"/> 24 Oct	6:00PM - 8:00PM	Effective Time Management <b>CLASSROOM LEARNING</b>		17 Oct 2022	125	Available
<input checked="" type="checkbox"/> 23 Oct - 01 Nov	5:00PM - 8:00PM Sun-Wed	Introduction to Marketing <b>ONLINE LEARNING</b>		16 Oct 2022	900	Available
<input type="checkbox"/> 23 Oct	6:00PM - 8:00PM	Effective Time Management <b>ONLINE LEARNING</b>		16 Oct 2022	100	Available
<input type="checkbox"/> 23 Oct	4:00PM - 6:00PM	Flexible Thinking <b>ONLINE LEARNING</b>		16 Oct 2022	100	Available
<input type="checkbox"/> 23 Oct - 26 Oct	8:00AM - 2:00PM Sun-Wed	Supervisory Skills <b>ONLINE LEARNING</b>		16 Oct 2022	1035	Available
<input type="checkbox"/> 22 Oct - 05 Nov	8:00AM - 3:00PM Saturdays	Budgeting and Cost Control <b>ONLINE LEARNING</b>		15 Oct 2022	900	Available

STEP 5

Shopping Cart

Select the course for payment

Continue to Apply



# Continuing and Professional Education

## Course Selection

[My Account](#) [View Applications](#) [Change Password](#)

Welcome yasir ellathody



[SIGN OUT](#)

Date	Time	Title	Credit Hours / Category	Deadline to Apply	Price (QAR)	Availability
<input checked="" type="checkbox"/> 28 Aug - 31 Aug	9:30AM - 1:00PM Sun-Wed	<b>Customer Service Excellence</b> This engaging and interactive course enables participants to value and develop world class customer service skills. The focus is on motivating front line staff to take ownership for excellence and to enable and equip them to deliver exceptional customer service.  Target Audience : General Public  <b>ONLINE LEARNING</b>		21 Aug 2022	690	Available

[Add to Shopping Cart](#)



# Continuing and Professional Education

## Course Cart

[My Account](#) [View Applications](#) [Change Password](#)

Welcome yasir ellathody



[SIGN OUT](#)

### Shopping Cart

	Price	Remove
<input checked="" type="checkbox"/> <b>Customer Service Excellence</b> This engaging and Interactive course enables participants to value and develop world class customer service skills. The focus is on motivating front line staff to take ownership for excellence and to enable and equip them to deliver exceptional customer service.  Date: 28 Aug 2022      Time Slot: 9:30AM - 1:00PM	QR 690.00	

Application Process (Online)

## Course Application Form

## PERSONAL INFORMATION

First Name YASIR	Middle Name (Optional)	Last Name FIIATHODY
Date of Birth (DD/MM/YYYY) 01/01/1980	Gender Male <input checked="" type="radio"/> Female <input type="radio"/>	Nationality India

## NATIONAL IDENTIFICATION CARD INFORMATION

QID Number 27535649166	Name on QID Card YASIRELLATHODY
Place of Employment	Occupation teacher

## CONTACT INFORMATION

P.O Box 24333	City Doha	Country Qatar
Mobile Number (Eight digit number) 50092925	Landline Number (Eight digit number - Optional) 99999999	
Emergency Contact Name ammarr	Emergency Contact Number (Eight digit number) 50092925	

## ATTACHMENTS

(Qatar ID copy, pre-requisites, etc.)

Only pdf, jpeg and png files are allowed. File attachment should not exceed the maximum of / MB

## STEP 7 Proceed to Payment

### REFUND POLICIES

Category	Eligibility for Refund
A	Participant must notify Continuing & Professional Education of their intent to withdraw or cancel at least 6 business days prior to the start date of a course, program or CPD activity to be entitled to a full refund. In the case of American Heart Association (AHA) courses which require that participants purchase a key (online access) to access online learning resources two weeks in advance of the start date of their course, the participant must notify CPE of their intention to <b>withdraw or cancel at least 15 business days prior to the start of a course.</b>
B	If the participant notifies the office with the intent to withdraw or cancel <b>less than 6 days for all courses, programs or CPD activities except AHA which is 15 days</b> prior to the course, program or CPD activity start date, respectively, the participant will forfeit their tuition fees.
C	A participant who registers for a course, program or CPD activity, who does not notify the university of their intent to withdraw, and <b>who does not attend any classes, will be deemed a "no show" and will forfeit their tuition fees.</b>
D	UDST reserves the right to cancel any training course in advance of the scheduled course date. In this case, you will have the option to reschedule for a future course or to receive a full refund. To receive your refund, <b>you must submit a completed refund form within 90 days of the cancelled course date.</b>

Any student who withdraws from a course is responsible for initiating his/her own refund and is required to complete the Student Revenue Refund form. Forms are available from the Registrar's Office, Building 3.

**IN THE EVENT THAT THE UNIVERSITY OF DOHA FOR SCIENCE AND TECHNOLOGY CANCELS A CLASS, A FULL REFUND WILL BE ISSUED WITH NO ADMIN FEE CHARGED. STUDENTS ARE NOT REQUIRED TO COMPLETE A STUDENT REFUND FORM.**

Students will be notified by the Finance Department when the refund is processed and the cheque is ready to be picked up. Otherwise, the student may provide banking details on the Student Refund Form to receive a bank transfer

Payment does not guarantee enrolment.

Do you meet the pre-requisite(s) of current course, program and/or CPD activity, if any? Choose one:

- Yes, I certify that I have met the pre-requisites of this activity/course.
- No, I do not have the prerequisites for this activity/course.

By clicking PROCEED TO PAYMENT below, I agree with the Refund Policy

Save for Later

Proceed to Payment

## STEP 8 Select the payment method Submit and Pay



### Continuing and Professional Education Payment

[My Account](#) [View Applications](#) [Change Password](#)

Welcome yasir ellathody



[SIGN OUT](#)

Application Fee:

690 QR

Select Payment Method:



Submit and Pay



By visiting the Admissions and Registration Directorate (ARD) at UDST **Building 3** and submitting a completed CPE application along with a copy of your QID.

**ARD is open on weekdays from  
7:30 am – 3:00 pm.**





## REFUND POLICY

CATEGORY	ELIGIBILITY FOR REFUND
A	Participant must notify Continuing & Professional Education of their intent to withdraw or cancel at least 6 business days prior to the start date of a course, program or CPD activity to be entitled to a full refund. In the case of American Heart Association (AHA) courses which require that participants purchase a key (online access) to access online learning resources two weeks in advance of the start date of their course, the participant must notify CPE of their intention to <i>withdraw or cancel at least 15 business days prior to the start of a course.</i>
B	If the participant notifies the office with the intent to withdraw or cancel <i>less than 6 days for all courses, programs or CPD activities except AHA which is 15 days</i> prior to the course, program or CPD activity start date, respectively, the participant will forfeit their tuition fees.
C	A participant who registers for a course, program or CPD activity, <i>who does not notify the university of their intent to withdraw, and who does not attend any classes, will be deemed a "no show" and will forfeit their tuition fees.</i>
D	UDST reserves the right to cancel any training course in advance of the scheduled course date. In this case, you will have the option to reschedule for a future course or to receive a full refund. To receive your refund, <i>you must submit a completed refund form within 90 days of the cancelled course date.</i>

Any participant who withdraws from a course is responsible for initiating his/her own refund and is required to complete the Revenue Refund form. Forms are available from the Admissions and Registration Directorate (ARD), Building 3.

**IN THE EVENT THAT THE UNIVERSITY OF DOHA FOR SCIENCE AND TECHNOLOGY CANCELS A CLASS, A FULL REFUND WILL BE ISSUED WITH NO ADMINISTRATIVE CHARGE. IN THIS CASE, PARTICIPANTS ARE NOT REQUIRED TO COMPLETE A REFUND FORM.**

For a refund to be processed, it must include the participant's name as it appears on his/her Qatar National ID Card. Failure to provide this name could result in an inability to cash the refund cheque.

The participant will be notified by the Finance Directorate when the refund is processed and the cheque is ready to be picked up. Alternatively, the participant may provide banking details on the participant Refund Form to receive a bank transfer.