

NO.	COURSE	COURSE OBJECTIVES	COURSE CONTENT	TARGET GROUP
1.	Receptionist and Front Desk Officers Course	On completion of the course participants will be: a) More familiar with customer reception techniques. b) Able to establish a good report with customers. c) More familiar and organized in general office duties.	a) The role of the Receptionist/Front Desk Officers in the organization. b) Maintaining and projecting the organizations image. c) Receiving calls and visitors. d) Emotional intelligence. e) Human relation f) Effective communication g) Stress management h) The Receptionist and the information technology.	Workers engaged as Front Desk/Receptionist, Secretaries, Typist, Clerical Officers.
2.	Secretarial Proficiency Course	On completion of the course participants will have the ability to: a) Critically re-evaluate their personal and interpersonal effectiveness. b) Expand their personal effectiveness through the acquisition of assertiveness. c) Manage their time effectively.	a) The interpersonal skills for the effective Secretary. b) Assertiveness in communication. c) Secretaries as co-ordinators and team support. d) Dealing with different customers. e) Telephone techniques. f) Filing and records management. g) Report writing. h) Successfully handling a meeting i) Stress management j) Use of office materials and equipment k) Time management	Workers engaged as Private Secretaries, Stenographer Secretaries, Administrative Assistants.
3.	Defensive Driving Course	On completion of the programme, participants will: a) Have consolidated and extended their knowledge and skills in the driving profession. b) Be able to safely handle motor vehicles and will be more familiar with defensive driving techniques aimed at	a) <u>General Layout</u> Chassis, Axle, Gearbox differential, Spring, Shock absorbers, Battery, Steering, Vehicle components, Braking systems, Starter motor, Generator, Alternator, etc.  b) <u>Engine Types</u> Diesel engine, Petrol engine, In-line engine, Rotary engine,	Professional drivers within the public and private sector.

		<p>accident prevention.</p> <p>c) Be able to apply their knowledge to specific emergency situations on the road.</p>	<p>V-engine, Horizontal/Flat gas engine, Air-cooled, Water-cooled engine.</p> <p>c) <u>Types of Tyres</u> Tyre construction, Inner tubes, Types of ply, Tubeless tyres and Tyre rotation.</p> <p>d) <u>Types of Roads</u> Highways, Motorways, Trunk roads, Dual carriage ways, Streets, Round-about, Cross roads, Road junctions etc.</p> <p>e) <u>Road Signs</u> Warning signs, Regulatory signs, Informatory signs, (Post, boards, marking mileage charts, etc.)</p> <p>f) <u>Traffic Regulation</u> Accident reporting, Duties of Testing Officers, Vehicle road worthiness, Insurance (Types and claims, Driving license, Log book, Fuel returns, First aid)</p> <p>g) <u>Driving Techniques (Practical Driving)</u> Pre-ignition activities, Clutching, Engine gears (acceleration and deceleration, use of driving mirrors, driving responsibilities).</p> <p>h) <u>Routine Maintenance</u> Water level in radiator, oil level in sump, brake fluid level in the ports, fuel levels in the tank, tyre pressure and wheel nuts, fan belt tension, lighting system, wipers, instrument</p>	
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4.	Strategic Driving Course	<p>On completion of the course, participants will:</p> <p>a) Have consolidated and extended their knowledge in defensive driving,</p> <p>b) Be familiar with the principles involved in strategic driving.</p> <p>c) Be familiar with the skills involved in Protocol Driving.</p> <p>d) Be able to safely handle motor vehicle.</p>	<p>Transport management, transport policies and programming, report writing, role and responsibilities of a supervisor, effective communication, mechanical principles and procedure, time management, vehicle maintenance etc.</p>	<p>Holders of Defensive Driving Certificate.</p>
5.	Instructional Techniques Course	<p>At the end of the training programme, participants will have acquired the appropriate knowledge and techniques, in the delivery of vocational skills in their various trade areas. Have acquired and can impart their knowledge in instructional techniques. Be able to safely manage situations in applying the appropriate instructional techniques.</p>	<p>Application of effective instructional techniques, Preparation of content of instructional materials, effective methods of instructional materials , use of learning resources, principles of teaching.</p>	<p>Instructors in vocational training, Master Craft Persons.</p>
6.	Instructional Techniques for Driver Instructors	<p>On completion of the course, participants will:</p>	<p>Role of an Instructor, Lesson Planning Scheme of work,</p>	<p>Instructors employed to</p>

	Course	<p>a) Be familiar with teaching methodology.</p> <p>b) Be familiar with the elements of imparting skills in driving.</p> <p>c) Be familiar with the principles of planning and organizing a driving school.</p> <p>d) have consolidated and extended their knowledge in defensive driving.</p>	<p>Lesson Presentation, Motivation, Legal Obligation, Traffic Regulation, Management of Driving School, Vehicle Components, Mechanical Principles, Driving Theory, Skill and Procedures, Defensive driving, Road Management, First Aid, Fire Prevention/Fighting, Highway Code etc.</p>	<p>instruct at Driving schools but without any pedagogical skills.</p>
7.	In-plant Training Course	<p>On completion of the programme, participants will have consolidated and extended their knowledge and skills in in-plant operation and routine maintenance of industrial machines.</p>	<p>To be determined according to needs.</p>	<p>Skilled industrial machine operators, within the public and private sector and interested individuals.</p>
8.	Upgrading for Printing and Allied Trades	<p>The overall objective of the training programme is to upgrade the knowledge in printing technology and to enhance the capabilities of staff in the establishment to increase productivity and profit.</p> <p>Also participants should be able to:</p> <p>a) Produce graphics to a prescribed project brief.</p> <p>b) Prepare layout with technical specifications.</p> <p>c) Estimate and cost jobs at short period.</p> <p>d) Appreciate team work in printing and allied trade areas.</p> <p>e) Calculate papers in simple methods to avoid waste, etc.</p>	<p>a) Workshop safety practices and classification of fires.</p> <p>b) Printing paper sizes (150 and 351) and their sub-divisions.</p> <p>c) Introduction to printing processes – (1) Prepress (II) Press (III) Print Finish.</p> <p>d) Printing systems of measurement.</p> <p>e) Paper calculation – outs and quantity – scientific method.</p> <p>f) Finding page/matte areas and margins for jobs (5<sup>th</sup> and 3<sup>rd</sup> methods).</p> <p>g) Preparing the layout – steps to take.</p> <p>h) Ruling up of sheets and parts of a book – prelims, text and additional.</p> <p>i) Imposition schemes – 4 pages, 8 pages, 12 pages, 16 pages and upwards.</p> <p>j) Signature in printing</p>	<p>Workshop Managers, Supervisors, Typesetters, Binder, Machine Minders, Darkroom staff, Estimators and others involved in the production of printing jobs (Both private and public organisations).</p>

			<p>technology and printing correction symbols.</p> <p>k) Colour mixing and printing basic and care of inks..</p> <p>l) Basic costing and estimating, etc.</p>	
9.	Safety and Security Course	<p>On completion of the programme, participants will have consolidated and extended their knowledge and skills in safety observations and security duties.</p> <p>b) Be able to handle safety equipment and situations in time of disaster and efficiency perform security duties.</p> <p>c) be able to apply their knowledge to specific emergency situations at workplace.</p>	<p>a) <u>Security Duties</u> Preparation of duty roster, Allocation of duties, Execution and supervision of duties, Human Relations.</p> <p>b) <u>Safety</u> Disaster approach, Disaster control and use of safety bodies.</p>	Security Officers of organizations and private individuals.
10.	Book-Keeping Course	<p>On completing the programme, participants will have consolidated and extended their knowledge and skill in the Book-keeping career.</p> <p>a) Be able to efficiently conduct transactions in all the basic books relating to the book-keeping career.</p> <p>b) Be able to apply and use the rules and regulations governing the career effectively.</p>	The use of Ledgers, Vouchers, Receipt books, Tally-cards, Preparation of basic Accounts, eg. Profit and loss Account, Basic knowledge in management, skills and ICT.	