

List of Courses at INJAZ Training Center

Course Code	Course Name	Duration
ISO 9001:2000 / ISO 14001:2004		
1.	ISO 9001:2000 Awareness Course	1 Day
2.	ISO 14001:2004 Awareness Training	1 Day
3.	ISO 9001:2000 Internal Auditor Training Course	5 Days
4.	ISO 14001:2004 Auditor / Lead Auditor Training Course	5 Days
5.	Setting Objectives for Management and Supervisors	1 Day
Computer Courses		
6.	Basics - Microsoft Office: Windows, Internet, Power Point, Excel, Word, and Access	40 Hours
7.	Internet and Emailing	40 Hours
8.	Microsoft Publisher	40 Hours
9.	Microsoft FrontPage / Web Designing	40 Hours
10.	Photoshop	40 Hours
11.	ICDL Training Course (English & Arabic)	30 / 40 Hours
12.	Microsoft Certified Systems Engineer (MCSE)	6 Months/ 460 Hours
English Language Courses / Levels		
	Course Pricing is depend upon the level of the registrar after examining the placement test: (12 hours, 16 hours, 24 hours, 36 hours shall be provided). Standard is 16 hours	
13.	CEPA Preparation Course	16 hours
14.	Basic English I	16 hours
15.	Basic English II	16 hours
16.	Pre Intermediate	16 hours
17.	High Intermediate	16 hours
18.	Advanced Level	16 hours
19.	TOEFL Preparation Course	16 hours
20.	IELTS Preparation Course	16 hours
21.	Business English I	16 hours
22.	Business English II (Advanced)	16 hours
23.	PET Preparation Course	16 hours
24.	TOEFL iBT Exam (Internet-Based Test)	4.5 hours

Course Code	Course Name	Duration
Management Courses		
1.	Management Skills	1 Day
2.	Leadership Development	1 Day
3.	Stress Management	1 Day
4.	Time Management	1 Day
5.	Business Management	5 Days
6.	Team Building Skills	2 Days
7.	Effective Performance Management	3 Days
8.	Essential Skills for Management & Executives	1 Day
9.	Coaching Skills for Managers & Supervisors	1 Day
10.	Problem Solving & Decision Making / Crisis Management	1 Day
11.	Strategic Planning & Goal Setting	5 Days
12.	Human Resources Management Fundamentals	1 Day
13.	Advanced Human Resources & Personnel Management	5 Days
14.	Project Management	5 Days
15.	Budget Management	5 Days
16.	Brand Management	1 Day
17.	Supervisory Management Skills	2 Days
Business Communication Courses		
18.	Business Communication: Email, Memo, and Report Writing course	1 Day
19.	Professional Writing Skills	1 Day
Business Courses		
20.	Effective Interviewing and Hiring Skills	1 Day
21.	Performance Measurement & Appraisal	3 Days
22.	Employee Relations: Motivation, Grievances & Discipline	2 Days
23.	Career Development & Succession Planning	3 Days
24.	HR Practices: Job Analysis, Descriptions & Evaluation	2 Days
25.	HR Practices: Coordination Skills, Staff Complaints & Follow-up	3 Days
26.	Essentials of Marketing & Preparing a Marketing Plan	3 Days
27.	Business Plan Writing	2 Days
28.	Improve your Sales Techniques	2 Days

Course Code	Course Name	Duration
1.	Magical Selling (Appointment, Presentation, Needs Analysis, Offers, Selling)	3 Days
2.	Managing a Sales Team	5 Days
3.	Advanced Office Management & Secretarial Skills	2 Days
4.	Administrators & Secretaries Competencies	2 Days
5.	Work Ethics	1 Day
6.	Coordination and Follow Up Skills	1 Day
7.	Negotiation and Communication Skills	3 Days
8.	Train the Trainer Course and Workshop	3 Days
9.	Presentation Skills Course	2 Days
10.	Emotional Intelligence	2 Days
11.	Training Need Analysis (TNA)	2 Days
Customer Service Courses		
12.	Excellence in Customer Relationship Management and Customer Service Skills	2 Days
13.	Business Etiquette & Protocol (Skills for Dealing with VIPs)	1 Day
14.	Telephone Skills	1 Day
15.	Handling Complaints and Incidents Course	1 Day
Health, Safety and Environment Courses		
16.	Fire Fighting, Safety & Extinguisher Course	1 Day
17.	General Cleaning Duties, Health and Safety Skills	1 Day
18.	Security Responsibilities and Duties Training	1 Day
19.	Certified First Aid Training Course	3 Days
20.	Fire Drills and Spills Response	1 Day
21.	Health, Hazard, and Safety Course	1 Day
22.	Occupational Health and Safety Course	1 Day
23.	Industrial Safety –Operational Controls and Safety Precautions	1 Day
24.	Accident Investigation Procedures	1 Day

Note:

- English Placement Test required prior to the start of any English Course

A Strategic Training Unit of the RAK Free Trade Zone Authority

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