



# OSBM Course Calendar 2016

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	<b>COURSE TITLE</b>	<b>COURSE CODE</b>	<b>DURATION (Days)</b>	<b>COURSE DATES</b>	<b>COURSE DATES</b>	<b>COURSE DATES</b>	<b>COURSE FEE =N=</b>
1	Achieving Excellence in Customer Care*	GMBS03	2	02/03-04/03	01/06-03/06	07/08-09/08	35,000
2	Advanced Management Diploma for the Middle Manager*	EELM07	5	25/04-29/04	25/07-29/07	N/A	85,000
3	Agile Project Management (with Scrum) **	APMG-AP	4	14/03-17/03	13/06-17/06	N/A	150,000
4	Basic Business Management for Business Owners*	SMBS03	3	27/04-29/04	22/06-24/06	26/10-28/10	55,000
5	Business Analysis Commercial Awareness **	BCS-BACA	2	23/04-24/04	23/06-24/06	29/09-30/09	130,000
6	Business Analysis Foundation **	BCS-BAFC	3	22/03-24/03	29/06-01/07	28/09-30/09	160,000
7	Business Analysis Modelling Business Processes **	BCS-MBP	2	07/04-08/04	07/07-08/07	06/10-08/10	160,000
8	Business Analysis Practice**	BCS-BAP	3	02/03-04/03	01/06-03/06	07/09-08/09	130,000
9	Business Analysis Requirements Engineering**	BCS-RE	3	06/04-08/03	06/06-08/07	05/10-07/10	160,000
10	Business Etiquette *	GMBSBE	2	31/03-01/04	30/06-01/07	29/09-30/09	35,000
11	Business Writing Skills for the Professional *	GMBS01	2	24/05-25/05	25/08-26/08	24/11-25/11	35,000
12	CAPM Certification Preparation**	CAPM	4	05/04-08/04	05/07-08/07	04/10-08/10	60,000
13	Effective Communication Skills for Business *	GMBSO4	2	23/04-24/03	23/06-24/06	29/09-30/09	35,000
14	Effective Decision Making & Problem-Solving *	GMMS05	2	19/05-20/05	18/08-19/08	17/11-18/11	35,000
15	Emotional Intelligence *	GMBSEQ	2	21/04-22/04	21/07-22/07	N/A	35,000
16	Event Management*	GMMS07	2	12/05-13/05	11/08-12/08	10/11-11/11	45,000
17	Finance for the Non-Financial Manager**	FN01	3	13/04-15/04	13/07-15/07	08/09-09/09	60,000
18	Health and Safety at Work *	GMBSHS	2	31/03-01/04	30/06-01/07	29/09-30/09	35,000
19	Influential Presentation Skills*	GMBS02P	2	10/03-11/03	09/06-10/06	08/09-09/09	35,000
20	Introduction to Project Management**	IPM01	3	20/04-22/04	20/07-22/07	19/10-21/10	55,000
21	ISTQB Agile Tester Foundation Level **	ISTQB-FLA	2	14/04-15/04	14/07-15/07	12/10-14/10	100,000
22	ISTQB Certified Tester Advanced Level Test Manager**	ISTQB-ATM	5	14/03-18/03	13/06-17/06	12/09-16/09	295,000
23	ISTQB Foundation Level**	ISTQB-FL	3	02/03-04/03	01/06-03/06	07/09-09/09	100,000
24	ITIL Fast Track Service Strategy & Service Design**	ITIL-SSSD	5	14/03-18/03	13/06-17/06	12/09-16/09	295,000
25	ITIL Fast Track Services Transition & Service Operation**	ITIL-STSO	5	16/05-20/05	15/08-19/08	21/11-25/11	295,000
26	ITIL Foundation **	ITIL-F	3	11/05-13/05	10/08-12/08	09/11-11/11	100,000
27	Management Diploma for the New Manager **	GMMS01	3	09/03-11/03	08/06-10/06	14/09-16/09	75,000
28	Managing Change in the 21 <sup>st</sup> Century*	GMMS06	2	28/04-29/04	28/07-29/07	27/10-28/10	45,000





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29	Managing Customer Relationships*	SAMS02	2	11/05-12/05	18/08-19/08	17/09-18/09	45,000
30	Managing Customer Service **	GMMS16	3	18/05-20/05	17/08-19/08	16/09-18/09	65,000
31	Negotiation Skills*	GMBSNS	2	17/03-18/03	16/06-17/06	15/09-16/09	35,000
32	Office Administrator Diploma**	GMBSOA	5	23/05-27/05	13/06-17/06	12/09-17/09	75,000
33	PRINCE2 Foundation **	P2PF	3	30/03-01/04	22/08-24/08	28/09-30/09	100,000
34	PRINCE2 Practitioner**	P2PP	2	26/05-27/05	25/08-26/08	N/A	120,000
35	Project Management for the Non-Project Manager**	PDNPM	5	07/03-11/03	06/06-10/06	05/09-09/09	85,000
36	Quality Management **	GMBSQA	4	05/04-08/04	05/07-08/07	04/10-08/10	75,000
37	Report Writing*	GMBS02	2	12/05-13-05	11/08-12/08	10/11-11/11	35,000
38	Root Cause Analysis *	GMMS15	2	10/03-11/03	09/06-10/06	08/09-09/09	40,000
39	Scrum Overview **	BCS-SO	1		03/06-03/06	N/A	45,000
40	Strategic Thinking and Action **	EESC01	3	20/04-22/04	20/07-22/07	19/10-21/10	85,000

### Booking Closing Date Guide:

- \* 10 working days before course start date.
- \*\* 15 working days before course start date.

### Customisation/In-House Training:

OSBM courses are also available as in-company courses where there are 10 or more delegates, and can be tailored to your organisation's specification. Please contact us to discuss your particular requirements and explore how we can help you.

### Bookings and Payments - Terms and Conditions:

- Fees are per participant and all bookings are to be fully paid at the time of booking to secure a space on the preferred course.
- Bookings are taken up until the set closing date i.e 10 or 15 working days before course start date as indicated by the \* or \*\*.
- Bookings may be made online, or directly through the OSBM Office in an email or over the phone.
- Bookings received after the closing date may be accepted should there be spaces on the required course; otherwise the applicant will be contacted over the phone or in an email on the email address provided in the application. Joining instructions will be issued approximately 5 working days prior to the event.
- External Examinations: (where applicable) are not included in the fee and will be quoted upon request. Please note that exam prices are subject to change due to fluctuations in the forex rate.
- All confirmed bookings will be sent in writing (by post or email). Invoice (proof of booking) will be issued approximately 5 working days prior to the event.
- Cancellations within 1 week of the event will be invoiced at full cost.

