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150 YEARS APAVE 1867-2017 A MATTER OF CONFIDENCE
OPEN TRAININGS

SAFETY

1. Health & Safety on Site: Hazards, Controls and Accident Investigation
2. Lightning Protection Systems
4. Confined Spaces
5. Authorization Certificate for Electrical Safety of Personnel
6. Scaffoldings: Fitting, Inspection and Basis of Design
7. Electrical Installations: Low Voltage
8. Event Safety & Crowd Management
9. Health & Safety Risk Assessment
10. First Aid and Rescue Plan
12. Fire Safety and Personnel Assistance Officer

CONSTRUCTION

1. Fire Safety in Buildings – Decree # 7964
2. Vertical Transportation System (Elevators)
3. Accessibility in Buildings
4. Managing Quality in Construction Projects
5. Gaz Combustibles – Installation dans les Bâtiments
6. Facility Maintenance and Management

SUSTAINABILITY

1. Green Buildings
3. Renewable Energies
5. Energy Efficiency in Buildings

MANAGEMENT

1. Accreditation Standards for Hospitals
2. Human Resources Management: Workforce Planning
4. Customer Relationship Management
5. Human Resources Management: Recruitment Process
6. Human Resources Management: Training & Development
7. Human Resources Management: Performance Appraisal
8. Introduction to Project Management
OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT
An issue for Developers & Stakeholders

OUR EXPERTISE

Inspection
Training
Consultancy

Technical Assistance
Testing & Measurements
HEALTH & SAFETY ON SITE: HAZARDS, CONTROLS AND ACCIDENT INVESTIGATION

Objective:
The aim of this training is to let the participants identify hazards and their controls as well as discover the direct and root causes so that corrective actions can be taken to prevent similar incidents from occurring again.

Who should attend:
Any person who is allocated the responsibility of investigating accidents such as accident investigators, technical supervisors, project engineers, safety officers/managers.

Outline:

Control Of Temporary Works Hazards
- Introduction and overview on the temporary works (demolition, excavation, renovation, maintenance).
- Characteristics of temporary works.
- Hazards arising from temporary works.
- Good practices and controls of temporary work hazards.
- Use of equipment and material.
- Inspection requirements of temporary works.
- Case Scenario – Identifying and controlling the hazards of a temporary work.

Work Equipment Hazards & Risk Controls
- Types of work equipment & suitability.
- Prevention of access to dangerous parts of machinery.
- Hazards of hand-held tools and requirements for safe use.
- Controls for portable power tools.
- Mechanical and non-mechanical hazards of machinery.
- Machinery safeguarding methods.
- Requirements for guards and safety devices.
- Application of machinery and equipment guarding for specific examples.

Musculoskeletal Hazards & Risk Controls
- Work-Related Upper Limb Disorders high risk activities.
- Matching the workplace to individual needs.
- Assessing manual handling risks and common types of manual handling injuries.
- Efficient movement principles.
- Manually operated and powered load handling equipment types.
- Hazards and controls for manually-operated load-handling equipment.
- Hazards and controls for powered load-handling equipment.
- Requirements for periodic examination of lifting equipment.
- Case Scenario – Identifying hazards and controls for the Musculoskeletal.

Accident Investigation
- Role and function of investigations.
- Types of incidents.
- Direct and root causes.
- Basic investigation procedures.
- Recording and reporting requirements.
- Data collection, analysis and communication.
- Lessons learnt and return of experience.
- Case scenario – investigating an incident.
Objectives:

- Be able to analyze the phenomena generating overvoltage (atmospheric, switching, operating, etc.) the overvoltage propagation modes, and the behavior of earthing protection network.
- Be able to assess the efficiency of the lightning installation and determine protection means.

Who should attend:

Personnel in charge of maintenance, Architects, Design Engineers, Electrical Engineers (high and low currents).

Outline:

- Brief outline of the subject.
- Lightning formation.
- Study of the atmospheric discharge current.
- Lightning effects.
- Overvoltage protection devices.
- Earthing networks and protection.
- Standards.
- Surge arrester applications.
Objective:

Identification of the Occupational Health and Safety Management System requirements and how to implement them.

Who should attend:

Safety managers, auditors, any person responsible to work according to or to implement a safety management system.

Outline:

- Importance of safety.
- Overview of the requirements.
- Discover the ISO 45001 Standard.
- Difference between OHSAS 18001 and ISO 45001.
- Implementation methodology.
- Work accidents: definition & statistics.
- Risk assessment.
- Preventive measures.
- Accident reporting & improvement actions.
**Objective:**

This training session aims at identifying and analyzing the risks during an intervention in confined spaces, as well as implementing adequate preventive measures.

**Who should attend:**

Safety personnel, maintenance team, any person involved in working in confined spaces.

**Outline:**

This training program will tackle the following:

- Definition of a confined space.
- Categories of a confined space.
- The procedures and their traceability (work permit, authorization for entry, consignment register).
- Common hazards in a confined space.
- Control of the common hazards.
- Entry of the confined space: controls of the atmosphere.
- Roles and Responsibilities of the permanent superintendent.
- PPE used.
- Practical exercises.
- Test.
AUTHORIZATION CERTIFICATE FOR ELECTRICAL SAFETY OF PERSONNEL

Objective:

This training aims at helping personnel work safely on and near electrical equipment under voltage by explaining safety tips and fundamentals.

Who should attend:

All personnel working in high or low voltage – Personnel responsible for the maintenance of electrical equipment, etc.

Outline:

- Changes in regulations in the electrical field.
- Electricity, general concepts & electrical installations.
- Electricity related risks.
- Voltage ranges, risk areas near electrical structures.
- Electrical operations.
- Electrical authorizations.
- Means of protections.
- Electrical safety locking.
- Applicable documents.
- Risk associated with the use of equipment and tools.
- Procedures to be followed in the event of fire.
- Practical exercises.
- Evaluation quiz.
Objectives:
- Acquire the skills to mount a scaffold, taking into consideration the site particularities.
- Acquire the knowledge of a safe use of a scaffold.
- Know how to verify the elements of scaffolding and inspect its structure.

Who should attend:
Safety officers, safety managers, project managers and all personnel involved in scaffolding.

Outline:

Introduction to scaffolding:
- Types of scaffolding.
- Elements of scaffolding.

How to verify scaffolding materials:
- Verification of scaffolding elements (standards, ledgers, floors…).
- Scaffolding supports.

How to interpret simple drawings of scaffolding:
- Scaffolding drawings, plans and sections.
- Quantity surveying of scaffolding elements.

Basis of design of a scaffolding structure:
- Scaffolding stability (preliminary design for vertical stability).
- Lateral loads (preliminary design for wind load effect).

Risk management on scaffolding:
- Safe practice usage of the scaffolding.
- Fall protection (ladder access, guardrails…).

Assembly of a scaffolding:
- Steps for scaffolding assembly.
- Site preparation requirements: Adaptation to surrounding environment (industrial and public areas).
- Scaffolding signs and instructions (scafftags).

Inspection of a scaffolding:
- Points to be checked after scaffolding erection.

Case studies via pictures and videos:
- In-class exercises on real field cases.
- Written theoretical test.
Objective:
The aim of this training is to be more familiar with NFC15-100 standard related to low voltage installations, including protection, sizing and earthing.

Who should attend:
Any person responsible for designing, executing, supervising or maintaining low voltage electrical installations: design engineer, contractor, electrical supervisor, maintenance team.

Outline:
- Regulatory environment for electrical installations.
- Protection degree of low voltage electrical equipment.
- Installation of low voltage electrical cables.
- Characteristics of low voltage electrical equipment.
- Low voltage electrical cable sizing (final branch circuits).
- Breaking capacity of low voltage protection devices.
- Low voltage earthing system (TT / TN / IT).
- Grounding and protection circuits in low voltage installation.
- Special installations and locations (bathrooms / pools / fountain, etc.).
Objective:

The main objective of this training is to learn how to plan, manage and monitor an event to make sure that the public as well as employee are not exposed to health and safety risks.

Who should attend:

Event organizer, security & safety manager, security and safety officer.

Outline:

- Module 1: Define stakeholders and organizers.
- Module 2: Access control management.
- Module 3: Safety obligations & preventive measures.
- Module 4: Technical precautions.
- Module 5: Emergency control organization.
Objective:
The aim of risk assessment is to ensure that hazards are eliminated, or risks minimized by the correct application of relevant control measures. The objectives are to prevent death, personal injury, other types of loss incident, breaches of statute law and economic costs (direct and indirect) that follow on from accidents.

Who should attend:
Any manager or supervisor who needs to assess hazards and risks associated with a particular risk.

Outline:
- Changes in regulations in the electrical field
  - Overview & Introduction
  - Reasons to carry out risk assessment
- Applicable Legislation.
- Defining a risk assessment.
- Outlining the 5 steps of a risk assessment.
- Identifying the health & safety hazards.
- Identifying the different parties who might be harmed
- Identifying the risks and score matrixes.
- Identifying the hierarchy of controls to control the hazards.
- Recording of the risk assessment.
- Practical Exercises.
- Test.
Objective:

The main objective of this training is to teach all aspects of the profession and basic skills to perform access control, surveillance, patrol, to prevent thefts and offenses, to analyze suspicious situation, to manage conflicts and emergencies, while providing the legal knowledge necessary to work.

Who should attend:

Security manager, security officer, security guard, store inspector keeper / concierge.

Outline:

- Module 1: The principles of the security officer occupation.
- Module 2: Legal framework.
- Module 3: Reception and General supervision.
- Module 4: In-store monitoring management.
- Module 5: Use information and communication techniques.
- Module 6: Initiation to management of conflict situations.
- Module 7: Additional training information.
Objectives:
The main objectives of this training are:
- To be able to know the basic principles of prevention.
- To identify and remove hazards.
- To protect and examine the victim.
- To provide emergency medical help.
- To call the emergency services.

Who should attend:
Security officer, fire safety officer, safety manager, workplace employees, citizens.

Outline:
- Module 2: Examine the victim.
- Module 3: Alert the emergency services.
- Module 4: Rescue from burns, choking, cuts, bleeding, electrical shocks, discomfort, fractures, poisoning, unconscious, heart attack, etc.
MANAGING LIFTING OPERATIONS: AUTHORIZATION FOR RIGGERS - LEVEL 1

Objectives:
- Execute safely the common slinging operations.
- Select the appropriate slings and accessories for the load to be displaced. Taking into consideration the environment and the available slinging and rigging accessories,
- Ensure the good status of provided slings and lifting accessories,
- Assist the load step by step during the lifting operation (Lift, transport and drop the load)

Who should attend:
All persons who use slings and lifting accessories for slinging operations.

Outline:

Theoretical session
- Duties of the Slinger.
- Load Characteristics.
- Slinging Method.
- Slings & Lifting Accessories.
- Selection Criteria.
- Transportation of the load / Process Monitoring.

Practical session using available on site lifting accessories
- Describe slings and lifting accessories.
- Simple Lifting and handling exercises with load of different shapes.
- Application of the lifting signals.
- Perform particular slinging exercises.
- Checking slings and lifting accessories.

Evaluation
Objectives:

The main objectives of this training are:

- To acquire the necessary knowledge to ensure the safety of people and the property.
- To be able to sound the alarm when a fire occurs, act in case of a beginning of fire, evacuate the people calmly, receive and guide the external rescue service.
- To know how to maintain periodically the safety means of the establishment.

Who should attend:

Safety manager, safety and security officer in public and high-rise buildings, safety and security officer in the industries, service and maintenance technician.

Outline:

- Module 1: The principles of the fire and its consequences.
- Module 2: Evacuation procedure.
- Module 3: Fire protection system in the establishment.
- Module 4: Fire extinguishing system in the establishment.
- Module 5: The Fire safety system (technical installation).
- Module 6: The duties and missions of the fire safety officer.
MANAGING LIFTING OPERATIONS: AUTHORIZATION FOR RIGGERS - LEVEL 2

Objective:
Deliver the necessary skills and knowledge needed for a foreman to select the appropriate tools described in a lifting plan, supervise the lifting operation with all its associated hazards, risks and controls.

Who should attend:
Delegates willing to act as lifting operation supervisor, foremen working within the engineering construction industry.

Outline:

Knowledge test, regulatory framework, roles and responsibilities and risk analysis.

- Knowledge Awareness Test.
- Regulatory framework* (European, French & British).
- Bodies and prevention organizations.
- Pre-Planning a safe lifting operation – Adequacy plan.
- Defining lifting plans.
- Team Roles and Responsibilities - Permit of work.
- Definition of hazards, risks and risk assessment.
- Identification of a lifting operation hazards and controls.
- Determining the forces, tension, sling angles, reeving of crane.
- Different hitch styles of rigging.
- Storage of the appropriate hardware for rigging and lifting.
- Definition of an impact load and means of communication with the lifting team to prevent it.
- Reporting of any hazard missing from the risk assessment.
- Reporting of accidents.
- Understanding the hardware of rigging on relative drawings.
- Adaptation on offshore constraints.

Different parts of a lifting plan preparation.

- Load characteristics and lifting points.
- Lifting operations categories.
- Lifting equipment – Calculation of the ground resistance - Stability of mobile cranes.
- Lifting accessories.
- Inspection of lifting equipment and accessories before each use.
- Delivery of toolbox talks for the lifting operation team.
- Theoretical exercises - workshops.
- Theory assessment.
APA VE SAFETY WEEK

Scaffolding  Electrical Safety  Safety on Site

Work at Height  Food Safety

Register to APAVE SAFETY E-RALLY on April 23-24-25

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CONSTRUCTION
Leader in Technical Control
Accredited “First Category” by the ministry of Public Work
Enhancing Safety in Lebanon’s construction field

Public Safety Law

DECREE #7964
مرسوم #7964
FIRE SAFETY IN BUILDINGS
DECREE # 7964

Objective:

Provide the general principles for fire safety design under American or French Codes to be applied for buildings under Decree # 7964.

Who should attend:

Architects, engineers and consultants involved in the construction field, as well as developers and property owners.

Outline:

- Introduction to fire safety.
- Requirements for Residential/ Office Buildings NFPA.
- Requirements for IGH.
- MEP general requirements.
- Practical Examples.
Objectives:

- Introduction to Elevators: Hydraulic and Electric lifts (Passenger, Service, dumbwaiter, persons with disability, Firefighter…).
- Main Health & Safety rules in order to work safely during lifts’ installation.
- Have the necessary knowledge about safety components functionality & Tests before putting into service & back to service of elevators.

Who should attend:

Maintenance team, safety manager, project managers, concerned engineers as well as all involved persons in Elevators.

Outline:

Introduction to Elevators
- Governing Codes,
- Definitions,
- Type of Elevators,
- Type of Buildings,
- Type of inspections,
- Lift Components and Technology,

Examination & Tests
- Safety Rules for intervention on Elevators,
- Required documentation prior to the inspection (Certificates of approval & type),
- Intervention condition,
- Required PPE for the inspection,
- Associated risk for the inspection,

Inspection
- Machine Room (if applicable),
- Landing spaces & Elevator Car, Top of car,
- Shaft condition and safety volume,
- Traction pulleys, suspension organs and counterweight,
- Pit condition and safety volume,
- Functional tests: Electric contacts, safety switches, limit switches,
- Tests (Load tests & Measurements).

Evaluation
Objectives:
- Learn about accessibility concept in buildings.
- Learn about the international new concepts and visions.
- Learn about the code requirements as per the French standard.
- Learn about the applicable standards in Lebanon.

Who should attend:
Architects, interior architects, human resources specialist, owners of private companies receiving public (shops, restaurants etc.), any person that would like to have any idea about accessibility requirements.

Outline:
- Introduction about accessibility.
- The world “handicapped” replaced by “mobility impaired person”.
- Definition of “mobility impaired person” in international codes and standards.
- International codes and standards: different visions, same goal.
- Applicable codes in Lebanon.
- Lebanese standard V/S International codes.
- Codes requirements (French standard):
  - Exterior path
  - Access to building
  - Interior path
  - Maneuver space
  - Safety of usage
  - Equipment, furniture
  - Control devices
  - Specific spaces such as supermarket, shops, banks etc.
Objective:

This training aims to provide the necessary knowledge in managing construction projects with a focus on the different quality issues throughout the construction life cycle. It will also familiarize the participants to the roles and responsibilities of the various involved parties with an emphasis on customer satisfaction.

Who should attend:

Engineers and people involved in the implementation of construction projects.

Outline:

- Quality Definition & Useful Terminology.
- Some of the Pioneers in Quality.
- Quality Control Essentials.
- A Historical Perspective on the Evolution of the Construction.
- Construction of Today.
- The Project Life Cycle and Related Non-Quality.
- Implementing a Project Management Plan.
- Managing Defects in Buildings.
Objectifs :
- Réaliser des installations de gaz combustibles en tenant compte des prescriptions réglementaires.
- Conseiller les utilisateurs sur les critères techniques des installations.

Personnes concernées:
Ingénieurs mécaniques, les distributeurs de gaz, les installateurs de réseaux de gaz, les entrepreneurs, l’équipe de maintenance dans les hôtels, restaurants, centres commerciaux, etc.

Sommaire:
- Les bases de la réglementation sur les installations de gaz combustibles:
- Les installations gaz dans les locaux d’habitation.
- Les installations gaz dans les E.R.P.
Objective:
Introducing the major aspects of Facilities Management with a quality oriented approach.

Who should attend:
Facility management professionals and engineers.

Outline:
- Facilities Management by definition.
- What does FM do?
- Understanding the clients’ expectations.
- Hard Services - Soft Services.
- CMMS.
- Outsourcing activities; how to manage contract agreements.
- Budget structure.
- Health and Safety.
- Human Resources.
- Customer Satisfaction.
GAS SAFETY INSPECTION

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We support you in managing your technical & environmental risks
APAVE YOUR PARTNER IN SUSTAINABLE DEVELOPMENT

Technical Assistance
* Energy audits for existing buildings and establishments
* Commissioning for new constructions
* Commissioning for LEED
* Energy conservation code compliance for new construction

Consultancy
* Implementation of ISO 14001
* Implementation of ISO 50001
* Implementation of ISO 26000
* Apave green label

Trainings

Visit our website
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Objective:
Learning general principles of sustainable construction and green building evaluation methodologies

Who should attend:
Architects, engineers, entrepreneurs, contractors, designers, developers and any person interested in green building.

Outline:
- Move towards Sustainable Development & Sustainable Construction.
- Introduction to Green Building Certifications.
- Sustainable sites, Transport, Ecology & Land-use.
- Indoor Environmental Quality.
- Choice of Materials & Waste Management.
- Water Conservation.
- Energy Efficiency - Lighting & HVAC.
- Renewable energies.
- Overview of LEED, the USGBC and GBCI.
- LEED Green Associate Exam Preparation.
Objectives:

- Identification of the ISO 50001 requirements and how to implement them.
- Management of the critical points in the ISO 50001 standard.

Who should attend:

Energy managers, QSE managers, any person responsible to work according to an energy management systems.

Outline:

- Introduction to Energy Management System.
- Benefits of EnMs.
- Aspects of EnMs.
- Core elements of EnMs.
- Implementation of EnMs.
- Monitoring of EnMs.
- ISO 50001 requirements.
Objective:

Present the different "Renewable Energy" technologies, their characteristics and fields of applications; with a look to the Lebanese case.

Who should attend:

Owners, technicians, craftsmen, engineering technicians, etc.

Outline:

- The international energy context:
  - Evolving needs and energy supply challenge.
- Renewable energy: historical context.
- Solar Energy: Thermal and photovoltaic.
- Wind energy.
- Hydro-electric energy.
  - Biomass
  - Geothermal
  - Various investment incentives
  - The Lebanese case: potential, incentives and the current situation
Objectives:
- Identification of the ISO 14001 requirements and how to implement them.
- Management of the critical points in the ISO 14001 standard.

Who should attend:
Environmental managers, quality managers responsible to implement an EMS, auditors, any person responsible to work according to an environmental management system.

Outline:
- Current Concerns about the environment.
- Overview of the ISO 14001 requirements.
- Detailed explanation of all the ISO 14001:2015 standard requirements with special highlight on changes from the 2004 version.
- Understand the requirements.
- Identification of the mandatory documentation.
- Identification of the critical points of an EMS.
- Significant environmental impacts and aspects.
- EMS policy and objectives.
Objective:

Introduce energy saving measures in industrial, public & residential buildings.

Who should attend:

Operation and maintenance team leaders, architects, engineers, consultants and all persons involved in energy conservation, sustainability and environment protection in general.

Outline:

- Audit methodology and survey.
- Reporting and energy performance contracts types.
- Monitoring and verification.
- Energy efficiency technologies.
- Measurement equipment.
- Risk evaluation.
GO BEYOND A SIMPLE CERTIFICATION
Choose Apave’s re-engineering services

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* Create Vision, Values & Objectives
* Redesign Business Process & Tools
* Plan for Continual Improvement
* Save Money
Objective:
Provide knowledge for healthcare professionals about the new requirements of accreditation standards for hospitals.

Who should attend:
Professionals in the healthcare field: executives and senior managers.

Outline:
- The hospital accreditation system seven core values.
- Overview of the different requirements.
- Overview of COR (Critical Organization Requirements).
- Tips for transition & upgrade from the old to the new standard.
Objective:
Introducing the Human Resources Management concept in the workforce planning.

Who should attend:
Any person in charge of the HR management functions.

Outline:
- Understanding the planning process and the role of HR management.
- Factors that affect the workforce.
- Mapping current resources; job analysis.
- Creating the Human Resources Management System.
IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEMS
ISO 9001:2015

Objective:
Introducing the quality management systems and understanding all the requirements of this international standard and its implementation.

Who should attend:
QMS coordinators, persons involved in implementing management systems or any person interested to learn more about the ISO generic standards.

Outline:
- What is a quality management system?
- What are ISO, and ISO 9000 family?
- Statistics and Certification process.
- The 7 quality management principles: customer focus, process approach, continual improvement, leadership...
- Detailed explanation of all the ISO 9001:2015 standard.
- Examples on how to implement such a system.
Objectives:

- Understand the meaning of “Effective customer service” and its benefits.
- Recognize Customer Service barriers.
- Acquire basic communication skills in your customer service approach.
- Learn how to deal with challenging customers.

Who should attend:

Sales people and sales managers, PR and communication professionals, entry to mid-level professionals in private organizations as well as NGOs.

Outline:

What is customer service?

- Defining customer service in your field.
- Understanding the secret of an effective customer satisfaction.

Challenges in customer service

- Barriers to excellent customer service in different departments.
- Keys to credibility.
- The cost of losing a customer.
- Ethics in customer service relationships.

The art of listening in customer service

- Understand the importance of listening.
- Acquiring essential listening methods to create a trustful environment.

The power of words in customer service

- Selecting the right words and formulating appealing phrases to show empathy.

Face to face communication

- Applying effective skills through real life examples to succeed face-to-face customer service.

Dealing with challenging customers

- Recognize different types of difficult customers and techniques to deal with them.
- Understand the role of emotional intelligence in dealing with those people.

Guidelines for creating an outstanding customer experience in your institution
HUMAN RESOURCES MANAGEMENT: RECRUITMENT PROCESS

Objective:
Introducing the Human Resources Management concept in the recruitment process.

Who should attend:
Any person in charge of the HR management functions.

Outline:
- Recruitment and selection steps
- Recruiting from inside or externally
- Advertising the vacancy
- Use of the Application Form
- Interviewing candidates
HUMAN RESOURCES MANAGEMENT: TRAINING & DEVELOPMENT

Objective:
Introducing the Human Resources Management concept in training and development field.

Who should attend:
Any person in charge of the HR management functions.

Outline:
- The training process.
- Benefit of training employees.
- Identifying your training needs.
- Designing, developing and implementing trainings.
- Training Evaluation.

TP19/31 2 Half Days / 250$ May 9-10
HUMAN RESOURCES MANAGEMENT: PERFORMANCE APPRAISAL

Objective:
Introducing the Human Resources Management concept in performance appraisal.

Who should attend:
Any person in charge of the HR management functions.

Outline:
- Difference between performance management and performance appraisal.
- Steps in appraising performance.
- Factors that could affect appraisal objectivity.
- The 360 approach.
INTRODUCTION TO PROJECT MANAGEMENT

Objective:
Introducing best project management practices based on Project Management Institute PMI methodology with a focus on the quality aspect.

Who should attend:
Project administrators, junior project managers or those who are new to project management.

Outline:
- What is project management.
- Introduction to the five process groups.
- Introduction to the ten project management knowledge areas.
- Best practice to plan, schedule, control and close a project.
- How to be a quality oriented project manager.

2 Half Days / 250$
July 4-5
INTRODUCTION TO ISO/IEC 17025:2017

Objectives:

At the end of this training session, participants will be able to:

- Gain an understanding of ISO/IEC 17025:2017 requirements
- Understand basics for implementing a sound laboratory system from quality, calibration, and test perspectives.
- Examine the origin of the standard, the benefits of accreditation, and the role of accreditation bodies.

Who should attend:

Professionals in the healthcare field: executives and senior managers.

Outline:

This training program will tackle the following:

- The origin of ISO/IEC 17025.
- Overview of the standard.
- Quality system.
- Subcontractor quality.
- Equipment control.
- Maintenance.
- Training.
- Calibration.
- Traceability and uncertainty.
- Test procedures.
- Sample preparation.
- Nonstandard samples.
- Environmental conditions.
- Reports.
- Document control, maintenance, storage, and disposal.
- The auditing and accrediting process.
- Internal audit.
- Documentation requirements.
- Effective documentation control.
FOOD SAFETY
An essential asset for all

OUR EXPERTISE

Inspection
Training
Consultancy

Technical Assistance
Testing & Measurements
Objective:

Provide an understanding of the principles of food safety, and how to apply this knowledge to control hazards and prevent food poisoning.

Who should attend:

Caterers, food suppliers, food product manufacturers, or any person interested to learn more about food safety issues.

Outline:

- Basic microbiology.
- Food poisoning and foodborne disease.
- Contamination and prevention.
- Purchase to service.
- Personal hygiene.
- Design and construction.
- Food pests and controls.
- Cleaning and disinfection.
- Food Safety legislation.
FOOD SAFETY MANAGEMENT SYSTEMS ISO 22000:2018

Objectives:

- Identification of the ISO 22000 requirements and how to implement them.
- Identify the opportunities for improvement in your HACCP plan.

Who should attend:

Food safety managers, quality managers, auditors, any person responsible to work according to a food safety management system.

Outline:

- Overview of the agro food industry.
- The 7 quality management principles: customer focus, process approach, continual improvement, leadership…
- Detailed explanation of all the ISO 22000:2018 standard requirements with special highlight on changes from the 2005 version.
- The 12 HACCP steps, PRP, CCP & OPRP.
FOOD SAFETY SYSTEMS CERTIFICATE
FSSC 22000

Objectives:

- Introduction to international food safety and quality management system certification scheme.
- Identification of the FSSC requirements and how to implement them.

Who should attend:

Food safety managers, quality managers, auditors, any person responsible to work according to the FSSC 22000 requirements.

Outline:

Overview of The Scheme requirements that consist of separate components that shall be audited as a single system:

- ISO 22000 food safety management system requirements.
- ISO 9001 quality management systems requirements – when selected (FSSC Quality).
- Sector specific pre-requisite programs (PRPs) requirements.
- Additional Scheme requirements.
HACCP METHODOLOGY

Objectives:
- Understand the HACCP requirements and how to implement them within the facility.
- Identify key areas with regard to the HACCP methodology.

Who should attend:
This course is designed for anyone working in the food chain with no prior knowledge of Codex Alimentarius or HACCP standard wishing to understand HACCP methodology.

Outline:
- Codex Alimentarius and PRP.
- Preliminary steps to enable hazard analysis:
  - HACCP Origin, Principles and Steps
  - Food Safety team and team leader
- Product description and intended use.
- Flow diagram and verification.
- Hazard identification & determination of acceptable level.
- Hazard Analysis.
- Decision tree for CCP.
- Determination of CL for every CCP.
- Establish a monitoring system for every CCP.
- Establish the corrective actions.
- Establish the verification procedure.
- Establish the documentation and records.
ASSESS YOUR ENVIRONMENTAL PERFORMANCE WITH APAVE GREEN LABEL
SKILLS DEVELOPMENT
Objectives:

- Appreciate the importance of time management.
- Acknowledge and get acquainted with the key concepts of time management, analyze and assess our time use.
- Learn how to get better work quality through the same amount of working hours and organize more effective and productive meetings.

Who should attend:

It is a standard session that can target any employee or self-employed active people.

Outline:

- An introduction to Time Management
- Working on the key concepts of Time Management
- Attitude, goals, priorities, time analysis, planning and scheduling
- Recognize time wasters’ elements and their effect on overall individual performance
- Analyze and assess your time use (Interruptions, Delegation, Procrastination, Paper work)
- Organizing and attending effective and efficient meetings
Objectives:
- Acquire the necessary managerial skills that considerably increase efficiency and productivity while enhancing organizational and networking capabilities.
- Use interpersonal skills for improved business communications.
- Adopt the ACCEL Model in managing team inside the organization.
- Employ functional skills for greater efficiency with tasks and processes.
- Establish a plan for continued development of management skills.

Who should attend:
Management and administrative staffs who are interested to learn more about soft skills that help them excel at work.

Outline:
- How to adopt an efficient organizational behavior at the workplace.
- Understand and implement the ACCEL model in your daily operations.
- Organizational skills: planning and smart goals setting.
- How to manage time in order to produce better results.
- Managing teams through effective supervisory skills.
- The components of powerful communication with team members.
- Negotiation skills: the win-win formula.
- How to enhance motivation at work.
- Persistence in daily activities to achieve excellence.
- How to boost creativity and innovation inside the working environment.
LEADERSHIP

Objectives:

- Understand the basic concept of leadership as well as leader’s characteristics, roles and responsibilities.
- Learn basic skills of leadership in teams, the decision-making process and conflict resolutions.
- Identify different leadership styles and their application.
- Develop a leadership skills development plan.

Who should attend:

Executive managers from across all sectors, CEOs, directors, head of departments, etc.

Outline:

- The Art of Leadership: Definition and significance.
- Managerial Traits and Characteristics of a Leader.
- Leader’s roles and responsibilities.
- The secrets of leading a team effectively.
- The different leadership styles and their application.
- The Leaders’ decision-making process.
- The leaders ’role in conflict resolution.
- Understanding procedures for leading successful meetings.
Objectives:
- Understand the basic elements of communication skills.
- Acquire essential listening skills.
- Discover how to use the appropriate words to increase communication efficiency.
- Realize the importance of silent words i.e. the nonverbal communication.
- Learn essential oral and written presentation techniques.

Who should attend:
Mid to senior level professionals in private organizations as well as NGOs.

Outline:

**The communication process in typical working activities**
- The main components of professional communication.
- The barriers of an effective communication.
- The use of appropriate communication channels in the workplace.

**The art of listening in the communication process**
- Understand the importance of listening.
- Learn how to improve listening skills through practical exercise in order to enhance production and efficiency in the workplace.

**The power of words in communication**
- Selecting the right words and formulating appealing sentences to convince others and get better results.

**The importance of Body Language in communication**
- The effect of non-verbal communication in conversations.
- How to use silent words to make the message more appealing.
- Analysis of Body Language of successful public speakers.

**The essential techniques in a written presentation:**
- How to prepare an attractive business presentation.

**The secrets of powerful public speech:**
- How to prepare for delivering efficient oral presentations.
- What are the tips to succeed in public speaking.
BUSINESS ETIQUETTE

TP19/43
3 Half Days / 420$
July 17-18-19

Objectives:

- Acquire full knowledge of ethics, protocol and etiquette followed in the workplace.
- Acquire skills needed to organize meetings, receive guests and officials in various occasions.
- Learn how to deal with supervisors and colleagues in the best way.
- Learn the principles of Phone and Internet Etiquette (Netiquette) and how to apply it effectively in the business world.

Who should attend:

It is a standard session that can target any professional in any position.

Outline:

- Why are we different in our actions?
- Definition of etiquette and protocol.
- Types of etiquette.
- Essentials of work ethics.
- How to be an ambassador for the institution?
- Dealing with colleagues at work.
- How to deal with rumors and gossips.
- Etiquette of open working space.
- Relationship with superiors.
- How to deal with personal matters in the workplace.
- Conversations with colleagues.
- The art of handshake.
- Business cards etiquette.
- How to receive guests.
- Phone calls etiquette including smartphone.
- Business meetings essentials.
- The dress code.
- The art of netiquette: email and social media channels.
Objectives:
- Examine mission, goals, objectives and culture.
- Examine internal and external environment through a detailed SWOT analysis.
- Build a comprehensive and operational strategy.
- Build the institution’s brand image with a value proposition.
- Create an effective communication program.

Who should attend:
Mid to senior level managers and professionals.

Outline:

Analyzing Organizational Mission, Goals and Culture.

SWOT Analysis
- Analyzing internal organizational strengths and weaknesses.
- Analyzing External Threats and Opportunities.

Building a sound strategy: planning the portfolio, assigning roles and responsibilities, implementing the organizational chart.

Developing the institution’s brand image
- Distinguishing characteristics and Value Proposition.
- Brand logo, slogan, look, promise.
- Living the brand: An appealing campaign.

Developing effective communication programs
- Setting communication objectives.
- Generating possible messages.
- Choosing a medium.
- Message evaluation and selection.

Monitoring and Control of programs
- Types of monitoring tools.
- Tracking Target Audience Satisfaction.
- Develop a Comprehensive Monitoring System.
- Evaluation: Problems and Suggestions.
Objectives:
- Understand the nature and causes of conflicts.
- Learn how to use conflict resolution strategies appropriately.
- Acquire essential negotiation techniques to overcome conflict barriers.
- Discover the Traits of an effective conflict manager.

Who should attend:
Mid to senior level managers and professionals in NGOs as well as private organizations.

Outline:

What is conflict?
- Describe the general nature of conflict.
- Describe the costs of unresolved conflicts in organizations and among individuals.
- Recognize causes of conflict: resources, goals, values, and policies.

Effective conflict resolution strategies
- Preventing conflict: describe the ideal environment for reducing the presence of conflict in the workplace.
- Identify the five strategic approaches for handling conflict.
- Emotional intelligence to resolve conflict and build lasting relationships.
- Tips for a successful conflict resolution process.

The role of effective negotiation in conflict resolution
- Identify steps toward developing effective negotiation styles.
- Discover how perception affects attitude, goals, and decisions in negotiation.
- Recognize the four major negotiation styles.
- Detect the most common mistakes made in negotiation.
- Learn specific tactics used throughout the negotiation process.

The traits and characteristics of an effective conflict manager
- List criteria used to determine one’s readiness to resolve a conflict.
- Use ego maturity to develop a conflict resolution strategy.
- Describe specific traits and characteristics of an effective conflict manager.
- Describe the purpose and role of the manager in mediating disputes between parties.
HAVE IT YOUR WAY
In-House trainings
Tailor to Suit Your Needs!
Optimized Efficiency
ISO 50001 is more than a number, it's the standard of excellence in Energy Management. It helps corporations to cut electricity bills, save resources and contribute to a greener planet. Apave has the expertise to give your Energy Efficiency Plan the green light. We'll assist you every step of the way to meet all ISO 50001 requirements. Our audits will collect valuable data to create an energy baseline. This will be the foundation to build energy efficiency management and sustainable development. For monitoring and follow-up, count on us, we're happy to share our positive energy.