



Consultants 

**QUALITY ASSURANCE AND MANAGEMENT
CONSULTANTS**

TRAINING BROCHURE

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TRAINING

Quality Assurance and Management Consultants has been at the fore front of delivering training that imparts skills that can immediately be applied in the work place. Our local and international facilitators bring to the class room real life scenarios that participants are able to identify with and quickly apply the information to devise appropriate solutions. These lasting lessons are carried to the work place and used to positively impact performance. The company offers the option of the programmes being delivered in the local languages to ensure appreciation of the subject matter. Programmes other than those mentioned can also be designed to meet specific company needs. **Certificates are provided to all participants on completion of the program.**

Our programme offering is as follows:

A) SOFT SKILLS PROGRAMMES

A1. Management and Supervisory Skills

Often times staff rise up to management and supervisory levels by virtue of their good performance which sometimes does not require managing others. They are frequently challenged when they suddenly realize that their performance is no longer solely dependent on themselves but on the ones they supervise. They soon discover that they may not be up to the task and yet they know their supervisor is counting on them and does not want to hear that they are the wrong person for the job.

This programme is designed to put the participant's fears at rest and go on to inspire and win through others. By the end of the training the participant will be able to:

- ✓ Focus individual and team efforts on excellence;
- ✓ Provide effective leadership to a team;
- ✓ Deploy appropriate supervisory strategies for various staff & projects;

- ✓ Keep the team together;
- ✓ Solve work place related problems amicably;
- ✓ Manage time;
- ✓ Make fast and holistic decisions;
- ✓ Coach supervisees;
- ✓ Manage Crises;
- ✓ Handle difficult people and effectively conduct performance appraisals.

Target Group: *Senior and middle managers.*

Methods: *Lectures, role plays, group and individual exercises*

Duration: 3 days of unlearning unproductive skills and replacing them with skills that work.

Offered: *In-house AND as an open workshop.*

A2. Leadership Skills

This programme accentuated with lessons derived from studying the great leaders of all time is designed to equip participants with the skills and strategies a leader can use to:

- *Set the team agenda;*
- *Build a team that continually succeeds;*
- *Manage the politics in an organization;*
- *Manage and use diversity to achieve organizational goals.*

Target Group: *Senior and middle managers*

Methods to be Used: *Lectures, scenarios that bring real work situations to life; class discussions, role plays, individual and group exercises*

Duration: 2 days of life changing lessons

Offered: *In-house*

A3. Sales and Marketing



This programme outlines powerful strategies that successful sales people deploy in the sales process starting from prospecting through to following payments. This programme is only for those determined to be winners and are not afraid to use unconventional methods to get the business.

By the end of the training the participant will be able to:

- ✓ Know where and how to find the prospects most likely to buy;
- ✓ Tailor offers to meet the prospect's needs;
- ✓ Anticipate and effectively respond to objections;
- ✓ Maintain an edge in negotiating;
- ✓ Make the sale;

Target Group: *Sales personnel and their managers.*

Methods: *Lectures, scenarios, role plays, class discussions, group and individual exercises.*

Duration: 3 days of skills enhancement leading to higher revenue generation.

Offered: *In-house and as an open workshop.*

A4. Train the Trainer

Organisations invest resources in developing their staff and would love to see the skills learnt passed on so that more staff can benefit from the exposure of the few. However sometimes this does not happen because the people trained don't have the skills to pass on the information. This programme equips participants with the skills required to pass on the information to others without feeling that their own competitive advantage is compromised.

The programme will guide participants in:

- *Defining learning objectives;*
- *Designing an appropriate training programme;*
- *Delivering the training;*
- *Getting feedback and;*
- *Evaluating the effectiveness of training.*

Target Group: *Human resources personnel, training managers, senior and middle managers tasked with developing others.*

Methods: *Lectures, individual practice and assessment*

Duration: *3 days of hands on training of becoming a trainer.*

Offered: *In-house*

B) SOCIAL RESPONSIBILITY PROGRAMMES

B1. Social Responsibility: Principles, the Practice and Integration in Overall Company Strategy

Corporate social responsibility has evolved from its philanthropic focus to incorporate social, economic, environmental, governance and societal factors leading to sustainability.

Shareholders require sustainability reports to provide assurance that their management team considers societal issues and their impact on their operations in their decision making processes.

This programme will enable participants:

- ✓ *Understand the principles of social responsibility and their application in the organizational context;*
- ✓ *Understand global social responsibility best practices;*
- ✓ *Analyse and decide what the organisation's strategic response to social responsibility should be;*
- ✓ *Integrate social responsibility in the overall strategy of the organization.*

Target Group: *Senior managers who can influence the decision making processes of the organization.*

Methods: *Lectures, case studies, videos and role plays*

Duration: *4 days of learning how private and public organizations can play a big role in solving societal problems without digressing from their organizational agenda.*

Offered: *In house AND as an open programme.*

B2. Stakeholder Engagement

Most organizations public or private have a direct or indirect impact on the communities they operate in. These can be negative or positive however in order for the organization to be sustainable it needs to invest in building mutually beneficial relationships with their stakeholders.

This programme will enable participants to:

- ✓ Map out their stakeholders;
- ✓ Understand the issues of importance to each of the stakeholders;
- ✓ Define appropriate stakeholder engagement strategies;
- ✓ Integrate stakeholder concerns in the decision making processes of the company.

Target Group: Senior and middle managers who work with different stakeholders.

Method: Lectures, case studies and dvds / videos

Duration: 2 days of learning appropriate engagement strategies for the different stakeholders.

Offered: In house

B3. Social Reporting

Sustainability reporting has become the norm for the discerning organizations who understand that financial factors alone are insufficient to guarantee sustainable performance and woo confidence of the investors.

This programme will enable participants to:

- ✓ Understand the different social, economic, environmental and governance indicators and their use;
- ✓ Set up mechanisms for collecting data on these indicators;
- ✓ Understand how to write a social / sustainability report
- ✓ Understand GRI reporting mechanism;
- ✓ Enhance credibility for their reports.

Target Group: Senior management and corporate social responsibility practitioners

Methods: Lectures, case studies and exercises

Duration: 2 days of understanding the relevance of social reporting / sustainability reporting in the current business environment

Offered: In house

C) QUALITY ASSURANCE PROGRAMMES

C1: ISO 9001 Awareness for Senior Managers

As a precursor to implementing a quality management system compliant to ISO 9001, it is important that senior management clearly understands what is involved and how much of their time they would have to devote to the process. This programme will enable participants understand:

- ✓ The Quality Management Principles and their application in an organisation;
- ✓ The Requirements of ISO 9001;
- ✓ How Organisations meet the requirements;
- ✓ Benefits of having a quality management system;
- ✓ Reasons why quality management systems fail.

TARGET GROUP: Senior managers who would be involved in the decision making process

METHODS: Lectures, case studies, exercises and videos.

DURATION: 2 days

OFFERED: In – house

C2: Internal Auditing of Quality Management Systems

Organisations that have quality management systems are required to carry out regular internal audits to ensure the continued efficiency and effectiveness of their systems. In order for this exercise to be useful, the staff charged with this responsibility need to be equipped with the skills to ensure that audit process keeps moving the organisation to greater heights. The participants will be able to understand:

- ✓ ISO 9001 and its use in quality management auditing;

- ✓ *Audit guidelines and principles;*
- ✓ *How to plan an audit;*
- ✓ *How to execute an audit and report audit findings;*
- ✓ *How to conduct follow up after the audit.*

TARGET GROUP: *Quality practitioners*

METHODS: *Lectures, individual and group exercises*

DURATION: *4 ½ days + 1 day mock audit*

OFFERED: *In – house*

D) ENVIRONMENTAL MANAGEMENT PROGRAMMES

D1. Environment Impact Assessment

Often times environmental practitioners are required to identify the environmental hazards arising from the operations of the organisations. This is a pre-cursor to designing the necessary environmental management programmes and controls. This training enables participants to understand:

- ✓ *Ugandan Environmental Legislation;*
- ✓ *Environmental hazard identification in air, land and water;*
- ✓ *Evaluate the hazard risks;*
- ✓ *Develop suitable environment management programmes;*
- ✓ *Monitor and report effectiveness of the programmes.*

TARGET GROUP: *Environment managers and field officers*

METHODS: *Case studies and videos*

DURATION: *5 days*

OFFERED: *In – house*

D2. Handling of Hazardous Chemicals

Organisations use a number of chemicals in their operations which if not managed properly can end up becoming an environmental and occupational health and safety hazard and a liability to the company. This programme introduces the major categories of chemicals, their use and application in different industries and their management. The participants will be able to understand:

- ✓ Ugandan Legislation on Hazardous Chemicals;*
- ✓ The broad action of different categories of chemicals;*
- ✓ Their use / application in different industries;*
- ✓ Their management and control mechanisms within organizations;*
- ✓ Occupational health and safety risks of chemical use;*
- ✓ Risk assessment of chemicals;*
- ✓ Controlled use of chemicals within the organisation.*

TARGET GROUP: *Staff working with chemicals*

METHODS: *Case studies and videos*

DURATION: *3 days*

OFFERED: *In – house*

D3. Management of Solid Waste

Organisations and domestic homes alike generate a lot of waste which poses a disposal challenge. This programme introduces new approaches used in solid waste management. The participants will be able to understand:

- ✓ Ugandan Legislation on Solid Waste Management;
- ✓ Environmental principles applied to Solid Waste Management
- ✓ Integrated approaches to Solid Waste Management;
- ✓ Options for Prevention and Recycling;
- ✓ Disposal options;
- ✓ Integrated Waste Management Strategies.

TARGET GROUP: Staff charged with supervising solid waste management service providers

METHODS: Case studies, videos and field visit to a land fill.

DURATION: 3 days

OFFERED: In – house

D4. Environmental Auditing

Organisations are required to carry out environmental audits on an annual basis and submit the results to NEMA. Although this is usually an outsourced activity it is important that the people supervising the service providers have a deep understanding of the audit process and what is involved in order to manage the process. This programme show cases the best practices in conducting environmental audits. The participants will be able to understand:

- ✓ Ugandan Environmental Legislation;
- ✓ Ugandan guidelines on environmental auditing;
- ✓ Planning the audit process;
- ✓ Managing the audit process;
- ✓ Environmental data collection;

- ✓ *Reviewing and Critiquing audit reports*

TARGET GROUP: *Staff working with chemicals*

METHODS: *Case studies and videos*

DURATION: *5 days*

OFFERED: *In – house*

E)HEALTH AND SAFETY PROGRAMMES

E1. The NEBOSH International Technical Certificate in Oil and Gas Operational Safety [Delivered in conjunction with our International Partners: British Standards Institution (BSI)]

The world wide oil and gas industry is a high risk, high reliability industry extracting hydrocarbons at high temperatures and pressure, often under adverse weather conditions in remote and inaccessible locations. Research has indicated a positive relationship between good health management practices and safety performance (Merns, Whitaker & Flin).

The International Technical Oil and Gas Certificate (OGC) is a specialist qualification for people in the Oil and Gas Industry who are responsible for ensuring good health and safety practices as part of their day to day duties and is designed to provide a sound breadth of underpinning knowledge that enables them to manage operational oil and gas risks effectively. This qualification builds upon the underpinning knowledge already gained by studying either the National or International General Certificate. This course specifically targets participants who have successfully completed the NEBOSH National or International General Certificate. This course is delivered in association with British Safety Services.

This programme will enable participants to:

- ✓ *Understand the hazards inherent in oil and gas;*
- ✓ *Understand risk management techniques deployed in oil and gas;*



- ✓ *Design process safety systems (hydrocarbon process safety I);*
- ✓ *Understand safety critical equipment controls (hydrocarbon process safety II);*
- ✓ *Build key skills in fire protection and emergency response.*

ASSESSMENT: *The course consists of one unit, (IOG1) and candidates are assessed by a two hour written examination. On successful completion of IOG 1 examination a Certificate will be issued. Results will be advised with 10 weeks of examination date by NEBOSH.*

TARGET GROUP: *Participants who have completed the NEBOSH National or International General Certificate.*

METHODS: *Lectures, case studies, group and individual exercises.*

DURATION: *5 days of studying the health and safety risks in the oil and gas industry and how to manage them + 1 day exam*

OFFERED: *In house AND an open course in Dubai*

E2. Industry Customized Health and Safety Programmes

The company is able to design and deliver health and safety training programmes customized to specific industries.