

# BASIC

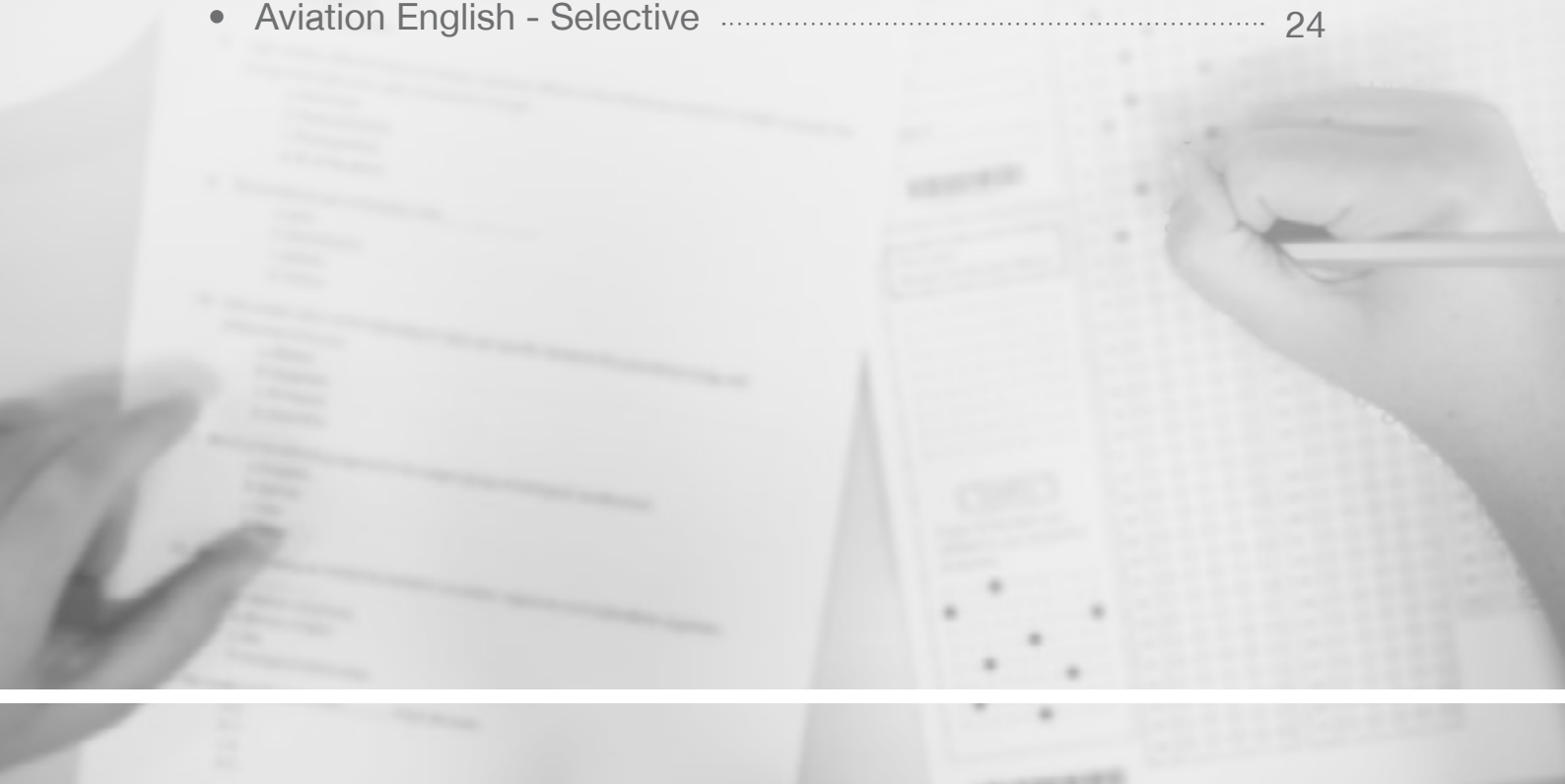
## TRAINING CENTER

# CONTENT

## BASIC TRAINING CENTER PROGRAMMES

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## BASIC TRAINING CENTER PROGRAMMES

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## Saudi Academy of Civil Aviation

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It is a leading educational entity in the Kingdom of Saudi Arabia, established in 1962 as a technical training institute (aeronautical Training Institute) in 2007 for a specialized academy offering a set of specialized diploma programs and training courses that suit the needs of the Aviation Sector and contribute to qualification and training of human resources working to support 28 airports in the Kingdom.

The programs and courses offered by the academy include the following

### **Specializations:**

Air Traffic Control - Maintenance of Aviation Systems - Fire and Rescue - Airport Operation and Safety - Aviation Security.

## Basic Training Center

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The basic training center delivers the foundation year for the diploma students. Also provides short courses which includes English language training, administrative courses, and English Language Placement test. The center accredited by GACA to conducts English Language Proficiency Test (ELPT) for all aviation personnel.

## Equipment and Facilities

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Three classrooms Equipped with computer, projector, and white board.

For SAELPTC Saudi Aviation English Language Proficiency Testing Center:

- One Waiting area.
- One Business office (Admin Office).
- Two Testing Rooms (Could be used for rating).
- One Rating Room.
- Two Archiving rooms.

## Courses

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- Aviation English - Intensive.
- Aviation English - Selective.
- SAELPT Recurrent Training for Examiners & Raters.
- SAELPT Initial Training for Examiners & Raters.
- General English Level 1.
- General English Level 2.
- General English Level 3.
- General English Level 4.
- General English Level 5.
- Business writing.
- Communication Skills.
- Time Management.
- Root Cause Analysis.
- Customer Service.
- MS PowerPoint – Basic.
- MS Excel – Basic.
- MS Word- Basic.

## Center Accreditations

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Authorized by General Authority of Civil Aviation (GACA)





# General English Level 1

# General English Level 1

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Talk to someone for the first time.
- Talk about people they know.
- Arrange to meet people.
- Say how you spend their time.
- Choose and buy things.
- Talk about things they do every day.
- Talk about things they did or saw.
- Talk about a place they visited.
- Invite someone to go out.
- Talk about their life.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- High school graduate.



### Course Language

- English.



### Duration

- 4 Weeks.



## Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES





## General English Level 2

# General English Level 2

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Introduce themselves.
- Talk about someone they know well.
- Take care of a guest.
- Invite someone out.
- Talk about an important event.
- Describe someone they admire.
- Rent a room.
- Buy a ticket.
- Describe a journey.
- Give an advice.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- High school graduate.



### Course Language

- English.



### Duration

- 4 Weeks.



### Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



## **General English Level 2**

# General English Level 2

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Introduce themselves.
- Talk about someone they know well.
- Take care of a guest.
- Invite someone out.
- Talk about an important event.
- Describe someone they admire.
- Rent a room.
- Buy a ticket.
- Describe a journey.
- Give an advice.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- Successful Completion of level 1 or scoring pre intermediate level in SACA Placement test.



### Course Language

- English.



### Duration

- 4 Weeks.



### Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



# General English Level 3

# General English Level 3

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Describe an interest.
- Have an interview.
- Plan a meal.
- Tell stories about memorable meetings.
- Do a survey.
- Get tourist information.
- Catch up with friends.
- Arrange to meet up.
- Talk about a problem.
- Have a debate.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- Successful Completion of level 2 or scoring intermediate level in SACA Placement test.



### Course Language

- English.



### Duration

- 4 Weeks.



### Assessment and Certification

QUIZZES	one progress test per four units
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



# General English Level 4

# General English Level 4

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Describe a book or a TV show.
- Discuss an issue.
- Sell an idea.
- Describe a dramatic experience.
- Attend a reunion.
- Give expert advice.
- Talk about people who have influenced you.
- Find something at lost property.
- Reach a compromise.
- Resolve a dispute.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Simulation Exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- Successful Completion of level 3 or scoring upper intermediate level in SACA Placement test.



### Course Language

- English.



### Duration

- 4 Weeks.



### Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES





# General English Level 5

# General English Level 5

## What will you learn?

Upon successful completion of this course, trainees will be able to:

- Give advice about an interest or occupation.
- Make a complaint.
- Decide who to nominate for an award.
- Describe well-known sites to a visitor.
- Choose a logo.
- Design a site map.
- Come up with solutions.
- Work out what happened.
- Give a factual talk.

## Who should attend?

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



### Prerequisites

- Successful Completion of level 4 or scoring advanced level in SACA Placement test.



### Course Language

- English.



### Duration

- 4 Weeks.



### Assessment and Certification

QUIZZES	one progress test per four units
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



# Business writing



# Business writing

## What will you learn?

Upon successful completion of this course, trainees will be able to:

Gain better awareness of common spelling and grammar issues in business writing.

Review basic concepts in sentence and paragraph construction.

Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.

Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.

Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.

Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.

Define proofreading and understand techniques in improving proofreading skills.

Define peer review and list ways peer review can help improve business writing skills.

List guidelines in printing and publishing business writing.

## Learning Activities



Lectures



Group exercises



Presentation

## Who should attend?

- Line managers.
- Supervisors and directors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Government officials.



### Prerequisites

- Upper Intermediate level of SACA placement test or equivalent.



### Course Language

- English.



### Duration

- 5 days.



### Assessment and Certification

QUIZZES	none
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES

## What is covered?

- **Module Two:** Working with Words
  - Spelling.
  - Grammar.
  - Creating a Cheat Sheet.
- **Module Three:** Constructing Sentences
  - Parts of a Sentence.
  - Punctuation.
  - Types of Sentences.
- **Module Four:** Creating Paragraphs
  - The Basic Parts.
  - Organization Methods.
- **Module Five:** Writing Meeting Agendas
  - The Basic Structure.
  - Choosing a Format.
  - Writing the Agenda.
- **Module Six:** Writing E-mails
  - Addressing Your Message.
  - Grammar and Acronyms.
- **Module Seven:** Writing Business Letters
  - The Basic Structure.
  - Choosing a Format.
  - Writing the Letter.
- **Module Eight:** Writing Proposals
  - The Basic Structure.
  - Choosing a Format.
  - Writing the Proposal.
- **Module Nine:** Writing Reports
  - The Basic Structure.
  - Choosing a Format.
  - Writing the Report.
- **Module Ten:** Other Types of Documents
  - Requests for Proposals.
  - Projections.
  - Executive Summaries.
- Business Cases.
- **Module Eleven:** Proofreading and Finishing
  - A Proofreading Primer
  - How Peer Review Can Help
  - Printing and Publishing
- **Module Twelve:** Wrapping Up
  - Words from the Wise



# Aviation English – Intensive

# Aviation English – Intensive

## What will you learn?

- Acquire insights of English Language for aviation personnel.
- Develop language awareness in the terms of the critical skills of aviation operations-related language proficiency.
- Become familiar with the principles and practice of effective English for Aviation language.
- Develop communication skills in the aviation context.
- Express themselves using adequate aviation terms.

## What is covered?

- Runway Incursion.
- Lost.
- Technology.
- Animals.
- Gravity.
- Health.
- Fire.
- Meteorology.
- Landings.
- Fuel.
- Pressure.
- Security.

## Learning Activities



Lectures



Group exercises



Presentation

## Who should attend?

- Managers, supervisors and Personnel from civil aviation authorities, airlines, airports, and aviation-related government and private organizations.



### Prerequisites

- Upper Intermediate level of SACA placement test or equivalent.



### Course Language

- English



### Duration

- 4 Weeks



### Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



# Aviation English - Selective



# Aviation English - Selective

## What will you learn?

- Acquire insights of English Language for aviation personnel.
- Develop language awareness in the terms of the critical skills of aviation operations-related language proficiency.
- Become familiar with the principles and practice of effective English for Aviation language.
- Develop communication skills in the aviation context.
- Express themselves using adequate aviation terms.

## What is covered?

- The selective units based on the trainees needs.

## Who should attend?

- Managers, supervisors and Personnel from civil aviation authorities, airlines, airports, and aviation-related government and private organizations.

## Learning Activities



Lectures



Group exercises



Presentation



### Prerequisites

Upper Intermediate level of SACA placement test or equivalent.



### Course Language

English.



### Duration

2 Weeks.



### Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



# **SAELPT Initial Training for Examiners & Raters**

# SAELPT Initial Training for Examiners & Raters

## What will you learn?

To be a qualified examiner who can elicit responses from candidates so as to allow a fair and effective judgment in relation to the Saudi Aviation English Language Proficiency Test (SAELPT).

To ensure candidates receive professional, fair and consistent testing.

To make sure examiner can successfully set-up the sound recording equipment and save the candidates' sound files.

## What is covered?

- Knowledge of ICAO Doc. 9835.
- ICAO phraseology.
- Different interview question.
- Role-play scenarios.
- Sound file saving protocols.

## Who should attend?

- English language instructors.
- ATC instructors.
- Aviation English instructors.

## Learning Activities



Lectures



Group exercises



Presentation



## Prerequisites

- Successful Completion of bachelor degree in English Language / TESOL / Literature / Applied linguistic.
- Level 5 in the ICAO English language proficiency test (for ATCOs).



## Course Language

- English.



## Duration

- 5 days.



## Assessment and Certification

- Assessment is done at the end of the course using SAELPT Examiner Assessment form.
- Certificate is issued by GACA upon successful completion of the course.



# **SAELPT Recurrent Training for Examiners & Raters**

# SAELPT Recurrent Training for Examiners & Raters

## What will you learn?

- Rate candidates using the ICAO Language Proficiency Rating Scale.
- Interpret the competency descriptors contained in the rating scale.
- Apply the criteria contained in.

## What is covered?

- Being updated and knowledgeable of ICAO Doc 9835.
- Conducting the test according to the SAELPT procedure and testing guideline.
- Following high standards of customer service & communication skills.
- Rate the sound files according to the ICAO descriptor.

## Who should attend?

- Certified Examiners and Certified Raters.

## Learning Activities



Lectures



Group exercises



Presentation



### Prerequisites

- Successful Completion of SAELPT Initial Training for Examiners & Raters.



### Course Language

- English.



### Duration

- 2 days.



### Assessment and Certification

- Executing a mock test and being evaluated using the Examiner Evaluation Criteria form.
- Rating 5 SACA sound files, at least 4 sound files match SACA rating.



# Communication Skills



# Communication Skills

## What will you learn?

The trainees will be able to understand the basic processes of human communication as a means of development and interaction between individuals and groups in a way that enables him to express himself properly and master the art of listening to others to bring about change and development in society in all cultural, social and economic aspects.

The trainees will be able to acquire various communication skills, which have become one of the most important pillars of individual and institutional growth, and in a way that enables him to implement practical behavioral application in life.

That the trainees knows the skill of writing a CV and the skill of presentation and presentation.

The trainees should be able to use electronic means and mechanisms that enable him to apply communication skills with ease and ease.

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Government officials.

## Learning Activities



Lectures



Group exercises



Presentation



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- 3 days.



### Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES

## What is covered?

This program is divided into several main units:

- Unit one: Introduction to the study of communication
- The nature and types of communication.
- Effective Communication.
- Contact forms.
- Communication barriers.
- Unit Two: Oral Communication
- The concept of oral communication and its elements.
- Speaking skills.
- Listening skills.
- Unit Three: Nonverbal Communication
- The concept of non-verbal communication.
- Types of non-verbal communication.
- The importance of nonverbal communication.
- Calibration (staging).
- Building familiarity and compatibility with others.
- Unit Four: Written Communication
- The concept of written communication.
- Elements and principles of written communication.
- Good writer skills.
- The concept of reading and its importance.
- Strategies to improve reader skills.
- Unit Five: Group and Mass Communication
- Group communication and mass communication.
- Methods and strategies for resolving conflicts.
- Mediation between the parties.
- Constructive criticism.
- The skill of asking questions.
- How and when to say “no”.
- Conducting personal interviews.
- Presentation and speaking skills.
- Skills of dealing with the media.
- Skills of drafting media reports.
- Unit Six: Dialogue and Persuasion Skills.
- Dialogue skills.
- Negotiation and persuasion.
- Dimensions of the negotiation process.
- Methods of persuasion.
- Behavioral models for patterns of delegates.
- Huff rank’s strategy of persuasion.
- Negotiation methods and strategies.





# Time Management



# Time Management

## What will you learn?

- Brief about art Management the time.
- Aware of concept of time and its importance and its goals.
- Knowing Successful time management.

## What is covered?

- The concept of time and its importance and objectives of time management.
- Successful time management.
- Time wasters and overcoming them.
- Time management and its relationship to the nature and behavior of the individual.
- Types of time and ways to develop your own time management.
- Types of time and ways to organize it.
- Steps to Develop Your Self-Management of Time.
- Making critical decisions and their impact on time.
- Individual time management strategies And the institution and recognition On time in our religion and Arab civilization.
- Time management strategies.
- Enterprise time management.
- Time in our religion and Arab civilization, and how to control time and overcome attempts to waste it.

## Learning Activities



Lectures



Group exercises



Presentation

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- 3 days.



### Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



# Root Cause Analysis



# Root Cause Analysis

## What will you learn?

Upon successful completion of this course, participants will be able to:

- Manage hazards.
- Describe the principles of Root Cause Analysis.
- Explain the objectives of Root Cause Analysis, as a procedure to find and evaluate the causes of problems.
- Provide a methodology to effectively solve operational issues.
- Summarize the Root Cause requirements and guidance under ICAO, FAA, EASA and IATA.
- Identify the problem definition process and the tool used.
- Explain the basics of Root Cause Identification.
- Summarize methods to identify Root Cause.
- Identify key steps for a good root cause analysis.

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.

## Learning Activities



Lectures



Group exercises



Presentation

## What is covered?

- Introduction.
- Principles of Root Cause Analysis.
- Regulations and Standards h.
- Root Cause Analysis Process h.
- Root Cause Identification Tools.



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- 3 days.



### Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



# Customer Service



# Customer Service

## What will you learn?

- Knowing the concept of customer service.
- Apply the principles of excellence in customer service delivery.
- Use effective communication to achieve customer satisfaction.
- The application of the mechanism of dealing with Customer complaints.

## What is covered?

- Customer service concept.
- Excellence in customer service.
- The role of communication in providing the service.
- Customer complaints and how to deal with them.
- Patterns and customer behaviors.

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.

## Learning Activities



Lectures



Group exercises



Presentation



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- 3 days.



### Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



# MS Excel - Basic

# MS Excel - Basic

## What will you learn?

At the end of this course, the trainee will have a good working knowledge of Excel basics:

- Trainee will feel more confident using Excel and be able to create a spreadsheet from scratch.

- Trainee to be more productive in your work and home Excel environments.

- Spreadsheets that you create will be easier to use and look more presentable.

- Quickly summarize multiple sheets of data into one.

- Turn long lists and reports into easy to read tables.

- Formulas to check whether cells pass or fail your rules.

- Create links between cells so that they all update automatically.

- Highlight targets, trends, duplicates and errors with Conditional Formatting.

- Formatting and layout consistency by saving as a Template Learning Activities.

## Learning Activities



Lectures



Group exercises



Computer lab



Presentation

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- Two weeks.



### Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



## What is covered?

- The MS Excel 2013 interface.
- Working with the tabs.
- Ribbon Tabs.
- Cell Basics.
- Modifying Columns, Rows, and Cells.
- Tasks in Excel 2013.
- AutoSum to sum numbers.
- Formatting Cells.
- Number format.
- Sorting data.
- Filtering data.
- Formulas.
- Complex Formulas.
- Progress Test.
- Relative Cell references.
- Absolute Cell References.
- Functions.
- IF Function.
- Chart , Conditional Formatting, Saving work and Printing.



# MS PowerPoint

# MS PowerPoint

## What will you learn?

At the end of this course trainee will have a good working knowledge of PowerPoint basics.

- Trainee will feel more confident using PowerPoint and be able to create a presentation from scratch.

- Trainee will learn how to improve the format of your text as well as getting to grips with importing and manipulating graphics, using the PowerPoint drawing tools and the chart and table design tools to make your presentation much more visually stimulating.

- Trainee will also learn how to make modifications to your presentation before you learn how PowerPoint is used in a live presentation.

- Trainee will be able to use templates to build custom presentations and introduce much more stimulating graphical and animated content.

- We will show trainee how to use the advanced delivery options, customize your workspace and interrelate your presentation with both Excel and Word files.

## Learning Activities



Lectures



Group exercises



Computer lab



Presentation

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- Two weeks.



## Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES

## What is covered?

- Building New Presentations
- Formatting and Proofing
- Using the spelling checker
- Working with text in objects
- Using Tables and Charts
- Enhancing Presentations
- Delivering Presentations
- Using Multimedia in Presentations
- Using Organization Charts and Tables
- Advanced Presentation Techniques
- Advanced Presentation Delivery Options
- Customizing the Environment
- Microsoft Office Integration



# MS Word

# MS Word

## What will you learn?

At the end of this course you will have a good working knowledge of PowerPoint basics.

Trainee will have a complete understanding of the higher functions of Word.

Trainee will be able to perform the most advanced functions, including merging your documents with databases for mail-shots and producing well-defined forms.

Trainee will learn how to work with extremely large documents and how to use macros to speed through any repetitive functions.

## What is covered?

- The MS Word 2013 interface.
- Working with the tabs.
- Ribbon Tabs.
- Key Tips.
- Keyboard shortcut.
- Formatting Text.
- Find and Replace.
- Spelling and Grammar check.
- Page Layout.
- Lists.
- Breaks.
- Header and Footer.
- Numbering the pages.
- Inserting Pictures and Text Wrapping.
- Modifying Picture.
- Inserting Shapes, Text Boxes and WordArt.
- Insert a symbol.
- Working with Tables.
- Saving Document.
- Printing.

## Learning Activities



Lectures



Group exercises



Computer lab



Presentation

## Who should attend?

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



### Prerequisites

- none.



### Course Language

- Arabic.



### Duration

- Two weeks.



### Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



**BASIC**

TRAINING CENTER

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