HIGH SKILLS

TRAINING OFFER

ANGOLA I CAPE VERDE I MOZAMBIQUE I PORTUGAL I SÃO TOMÉ AND PRÍNCIPE



HIGH SKILLS

TOGETHER, WITH OUR CLIENTS AND PARTNERS, WE GROW AND MAKE THE DIFFERENCE!















PRESENTATION

High Skills is a Portuguese Company with presence in the PALOP markets, such as Angola, Cape Verde, Mozambique and São Tomé and Príncipe.

Trough time, High Skills has been creating new concepts,in areas like training and consultancy, distinguishing itself in the modern markets due to its commercial, pedagogical, trainers and Senior Trainers team, who support all of its activity, resulting in a high performance and a high notoriety in the markets which its inserted.

Having this team more than 20 years of experience in the training and consulting markets, allowing it to retain knowledge to develop specific solutions to companies and individuals.

The development that we conducted together with our customers, allowing the company's growth, as well as, the growth of the professionals in their careers, giving them access to more innovating skills in different areas of action.

VISION

The High Skills vision is to be a pioneer in the elaboration of credible, innovative and quality Training and Consultancy Projects, privileging our clients of excellence, always betting in the growth and adaptation of the business market's needs, in order to be a reference in the market for all generations that accompanies us.

VALUES

Honor
Innovation
Positive Performance
Excellence
Professional Ethics
Social and Environmental Responsability

Relationship with our customers and partners based on trust and quality of service

Your valorization is our MISSION!

OUR ADVANTAGES

- In the formation of groups, High Skills applies diagnostics of admeasurement of knowledge of the trainees and the constitution of the classes;
- High Quality High Performance
- High Skills being a rigorous business in the Quality of Projects of Training and Consultancy, always guarantees their clients the return of investment, practicing the best policy in the Quality/Price relation.
- Trainee Kit + Pedagogical material.
- Coffee-break service



CONSULTING

The High Skills Consulting team is composed by Senior Consultants who help companies to diagnose and solve organizational problems, acting accordingly with their specific area of knowledge, or developing multidisciplinary works, based on their specialties and set of skills.

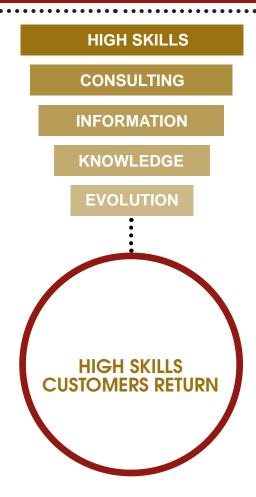
These teams own the following characteristics: professional ethics, courtesy, individual eficiency, integrity, independence, intellectual competence, and the ability to simplify the complexity of the problem, analytic capability, maturity and at least have 8 years of experience in the area of knowledge.

CONSULTING INTERVENTION AREAS

HUMAN RESOURCES FINANCE PROCUREMENT ISO STANDARDS

ENGINEERING INSPECTIONS AND AUDITS

MARKETING AND COMMUNICATION





PROCESS of High Skills Training

All Training in High Skills is designed accordingly with the areas of need.

METHODOLOGY of High Skills Training

High Skills always designs effective training solutions for its clients. The methodology used in the training process, enable the training to be shaped in a consulting process form, allowing its clients, promptly, have a return of the investment they've previously made.

When High Skills presents a proposal, it's based on a training referential and only after the adjudication, High Skills applies its training methodology process in order reduce its client cost giving the high impact on the classroom.

Types of evaluation available to the client without any additional cost:

- a) In default \cdots Handling the satisfaction assessments
- b) Course with workload equal to or greater than 24 hours = a) + Quantitative and Qualitative overall assessment of Training Action
- c) Course with workload equal to or greater than 24 hours = a) + b) + Quantitative and Qualitative overall assessment of Trainee

TRAINING







CERTIFICATIONS

DGERT CERTIFICATION

Through the "Direcão-Geral do Emprego e das Relações de Trabalho" (D.G.E.R.T), High Skills is recognized by high standards of quality and service ef ciency, presenting one of the most complete offers in Portugal, extending itself in the Catalogue courses, Specialization Mini-MBA, Specialization Courses, Information Technologies Academies, and also Training Plans specially adapted to the trainees needs, entity or company.

CERTIFICATION





High Skills reached another level of national recognition and we are proud to announce that during January 2017 High Skills has obtained its ISO 9001: 2015 Quality Certification.

The Quality Certification of our internal processes, comes from the effort that High Skills has always applied in its Training and Consulting services in the Innovation, Commitment with its Clients and Suppliers, and mainly the focus on the Valorization of all the elements of High Skills, as well as the Valorization of its Customers.

The entire structure of the company works through work processes and through its control indicators we measure our impact on customers, suppliers and employees. Through the award audit performed, High Skills once again demonstrated its expertise through its Quality Management System.

TRAINEE KIT







HIGH SKILLS - Formação e Consultoria, Lda | geral@highskills.pt | www.highskills.pt



TRAINING OFFER

Training Offer

- 1. Public Administration
- 2. Banking and Insurance
- 3. Purchases, Stocks and Logistics
- 4. Engineering and Construction
- 5. Finance, Accounting and Tax
- 6. Projects Management
- 7. Human Resources Management
- 8. Management and Organizational Culture
- 9. Marketing and Sales
- 10. Microcomputers
- 11. Oil and Gas
- 12. Standards
- 13. Secretarial and Administrative Assistance
- 14. IT Systems
- 15. Transportation, Driving and Safety
- 16. Tourism and Hospitality
- 17. Specialization Mini-MBA's















TRAINING COURSES





PUBLIC ADMINISTRATION

BEHAVIOURAL	HOURS
Strategic and Communications Politics of Public Administration	21
Quality Management and Public Services	35
Skills Management	21
Conflicts Management	18
Emotional Intelligence	18
Team Management and Leadership – Technical Coordinators	30
Team Management and Leadership - Top Leaders and Intermediates	30
Public Service Quality	35
Management Systems and Social Responsibility	21
Team Work Techniques – Advanced	24
Team Work Techniques – Basic	24

PUBLIC HIRING AND STANDARDS HOURS The Legitimacy in Access to Clinical Information - Data Protection - Clinical 7 The Legitimacy in Access to Clinical Information - Data Protection - Non-Clinical Advanced Analysis of Public Procurement Procedures 14 Acquisition of Goods, Services and Works in Public Administration 7 **Public Auditing** 60 Public Procurement Code - Procedures and Analysis 16 Public Procurement – The Law Adjustment 7 **Quality Costs** 16 Purchase Efficiency and Available Instruments Procedural Parts Elaboration and Proposal Analysis 14 16 **Quality Tools** Practical Formation of Internal Auditors. ISO 9011-2015 40 Quality Management in Public Administration 40 Implementing Integrated Systems of Management 21 New General Regulation for the Protection of Personal Data 12 Public Procurement Code 28 The Public Procurement Code 14 The Code of Public Procurement in the Leaders Perspective 7 Procurement, Logistics Operations and Acquisition of Goods, Services and Works in the AP 60



PUBLIC ADMINISTRATION

KNOWLEDGE MANAGEMENT	HOURS
Evaluation and Design of Public Politics	20
Statistics Applied to Public Administration and to the Business Sector of the State	40
Libraries Management and Documentation Centers	35
Knowledge Management in Companies	35
Document Management – Advanced	35
Document Management – Basic	35
Public Management and Administration	40
Master in Senior Management for Public Administrators and Managers	30
Systems of Compared Public Administration	30
Transational Civil Society - Public Administration	30
Public Administration	30
Introduction to Public-Private Partnerships	50
Master in Senior Management for Public Administrators and Managers	40
The Role of the State in the face of Globalization	30
Socioeconomic Planning in Public Administration	40
Public Policies for the Promotion of Competition: The role of Regulatory Institutions and Policies	40
Principles of Public Economy	40
Comparative Public Administration Systems	30
Transnational Civil Society - Public Administration	30

PROJECT MANAGEMENT AND EVALUATION GOALS	HOURS
Balanced Scorecard	14
Benchmarking	14
Projects Management (Microsoft Project)	50
Projects Management of Innovation	35
Projects Management for Technical Assistants and Operational Assistants	30
Management by Objectives	28



PUBLIC ADMINISTRATION

PROCESS REENGINEERING	HOURS
E-Government – New Technological Dematerialization of Processes	35
Formulation of Public Policies: from its Design to its Implementation	30
Management of Change	21
Process Management and Indicators Implementation	21
Management for Processes	21
Governance and Inovation: Future of Public Administration	32
Inovation and Marketing in Public Services	32
Innovation and Administrative Modernization	20
Lean Management - Operational Efficiency in Public Services	40
Reengineering of Processes	35
Information Sistems to Management to Public Administration	32

BUDGET AND FINANCIAL MANAGEMENT	HOURS
Financial Audit	35
Public Accounting	25
Taxation	35
Management of Integrated Treasury	21
Management Indicators and Results Evaluation on POCP – ED	21
Planning and Budget Management – Preparation, Accompaniment and Budget Control	30

HUMAN RESOURCE MANAGEMENT	HOURS
Financial Audit	35
Public Accounting	25
Taxation	35
Management of Integrated Treasury	21
Management Indicators and Results Evaluation on POCP – ED	21
Planning and Budget Management – Preparation, Accompaniment and Budget Control	30



BANKING AND INSURANCE

BANKING	HOURS
The Compliance Function in Commercial Banking	60
Shares Technical Analysis	18
TecnicaL Analysis of Stock Exchange Data	40
Juridical and Legal Aspects - Stock Exchange	30
Bank Audit - Principles, Methods and Best Practices	30
Internal Audit Banking	30
Banking, Credit & Risk - Full Cycle	60
Money Laundering	18
Check Books - Rules and Procedures	18
Banking Compliance - The Importance and Critical Aspects	24
Banking Accounting	24
Corporate Finance	40
Documentary Credit	18
Development, Management and Sale of Products and Services in Commercial Banking	30
Bank Fraud	12
Business Fraud	12
Fundamentals of General Banking Products and Operations	24
Investment Funds	40
Finantial Warranties	12
Management of Bank Assets	24
Bank Complaints Management	18
Banking Risk Management	24
Credit and Risk Management - Special Banking	30
Management and Process Mapping for Analysis and Optimization of Banking -Credit Investment	60
Governance, Risk and Compliance	30
Capital Markets and Stock Exchange (BODIVA)	30
Capital Markets	19



BANKING AND INSURANCE

BANKING	HOURS
Markets and Financial Products	24
Financial Markets	18
Reengineering Methodology and Business Processes in Banking	18
Financial Derivatives in Trading	18
Trading on the Stock Exchange - Daytrading	18
Private Banking - Principles and Best Practices	18
Banking secrecy	12
Banking Secrecy and Information Security	30
Internal Control System and Banking Risk Management	30
Behavioral Banking Supervision	12
Trade Finance	24

INSURANCE HOURS

The Insurance Industry - New Challenges	18
Actuarial Calculation Life and Non-Life and Pension Funds	50
Combating Fraud in the Auto Insurance	12
Combating Fraud in People Insurance	12
Combating Fraud in the Non-Life insurance	12
Insurance Accounting	24
Accounting and Financial Analysis in the Insurance Sector	30
Accounting and Tax Accounting Insurance Technique - Chart of Accounts for Insurance Companies	60
Litigation and Jurisprudence -Car Insurance	12
Treasury Control - Sectente Seguros	30
Commercial Direction in Insurance Area	60



BANKING AND INSURANCE

INSURANCE HOURS Risk Management in Insurance Activity 18 24 Insurance Management, Document and Archives 30 Claims Management (Life Insurance and Non-Life Insurance) 40 Global Management of the Life and Non-Life Insurance Process and the Pension Fund Governance, Risk & Compliance in the Insurance activity 30 Introduction to Analysis and Industrial Risk Management 30 IT Governance, Management & Compliance in Insurance 60 Understanding Insurance Language 30 The Contract of Car Insurance, its Subscription and Billing 12 **Property Insurance Experts** 50 Practices of Excellence in Insurance Supervision and Pension Funds 60 Rules and Analysis of Life and Non-Life Insurance 30 Repair Body Damage Car Insurance Scheme 12 Repair Damage to the Automobile Insurance System 12 Environmental Liability Compulsory Insurance - Supervision and Records 12 Civil Liability Exploration / Products 12 Agricultural Insurance 30 Work Accident Insurance 18 Multi-risk Insurance 24 Transport Insurance 60 Insurance and Pension Funds 18 Subscription of Insurance (Life and Non-Life) 30 Supervision of the Insurance Activity 25





SUPPLY, STOCKS AND LOGISTICS

LOGISTICS HOURS The Chain Supply 18 The Supply Chain - Management and Optimization 18 Procurement and Purchasing Management 18 Procurement and Logistics 18 Organizations and Logistics 18 Customer Service - Logistics 12 Authorized Economic Operator AEO 12 Supplier Performance Evaluation - Metrics, Certification and Quality 12 **Economic Evaluation of Suppliers** 18 How to Develop an Effective Export Plan 18 How to Make Outsourcing of Logistics Services 18 How to Negotiate Operations in Global Scenario 12 Course International Trading Practice 30 Systems Design and Logistics Flows 24 **Drawing Logistics Flow** 24 Direction of International Trade 12 Customs duty and management of logistics operations of "Supply Chain" 30 Physical Distribution Urban - Best Practices 12 **Integrated Logistics Management** 30 **Purchasing Management and Procurement** 60 Containers Management 24 **Contract Logistics Management** 12 Infrastructure and Fleet Management 24 Transport Management 12 Import / Export - Procedures and Documentation involved in Import and Export 18 **INCOTERMS** and Transportation Procedures 12 Introduction to Freight Forwarder Activity 14 Introduction to Logistics 18 Logistics as Creators of Value 12



SUPPLY, STOCKS AND LOGISTICS

LOGISTICS	HOURS
Cold Logistics	18
Services Logistics	18
Logistics and Budget Management	18
Logistics and Organization	18
International logistics	18
International Logistics- Scheme for imports	35
Microsoft EXCEL Applied to Suply	12
Trading Logistics	12
The INTRASTAT System	12
Optimization of Spares Stocks and Spare Parts	18
Optimization of Transport and Customs Operations	18
Outsourcing de Atividades Logísticas	18
Logistical platforms - Planning, Organisation and Resource Management	18
Customs Practices	14
Basic Principles Logistics	12
Procurement Best Practices	18
Collaborative Systems Logistics	18
Logistics Technician	18
Transport and International Insurance	12





SUPPLY, STOCKS AND LOGISTICS

SUPPLY	HOURS
The Information Technology (TI's) in supporting the Supply Chain Management	12
Legal Aspects and Judicial Framework of the Purchase	18
International Shopping	24
E- Procurement and Fulfilment - Good Practices	24
Procurement Strategies	18
Strategies and Negotiation Techniques for Buyers	18
Operational Excellence in Supply Chain Management - Principles and Practices	18
Purchasing and Supply Management	24
Procurement & Supply - Full Cycle	60
Management of Logistics Operations of "Supply Chain "	18
Strategic Management and Outsourcing Providers	12
Introduction to Supply Chain Management	12
Shopping Marketing - Strategies and Tactics	18
The Head of Purchasing - Training Buyers Practice	18
Organization and Procurement Management	18
Strategic Planning and International Negotiation	60
Skills and Advanced Trading Techniques - II Level	12
Supply in Negotiation Skills for High Performance Teams	18
SupplyTechnical	24

STOCKS	HOURS
Improvement of Warehouse Personnel and Expeditions	24
Inventory Controller - Practical Training	18
Warehouse Management	18
Warehouse Management , Inventory and Logistics	30
Inventory Management - Methods and Best Practices	18
Stocks and Logistics Management	24
The Warehouse Manager	24
Planning and Materials Management - How to Optimize Inventory Management	24



ENGENEERING AND CONSTRUCTION

ENGENEERING AND CONSTRUCTION	HOURS
Load Conditioning	8
Public Private Partnerships (PPP) and Construction Contracts	24
Workshop on the Elaboration of the National Facilitation Program	60
Aeronautical Audit	40
Automation Robotics	10
Automation, Control and Programming	30
AVAC - Cold, Ventilation and Refrigeration	30
Aviation Law	60
Consumer Law in Aviation	24
Drones	30
Energy Efficiency, Communication and Awareness	18
Electrohydraulic	90
Renewable Energy - Solar Panels	40
Reliability / FMEA (Process Failure Modes and Effects Analysis)	8
Aviation Document Fraud	24
Airport Security Management - Risk and Safety Management	18
Civil Aviation Management	120
Contracts Management	18
Construction Management - Planning, Control, Quality and Safety	24
Workshop Management	18
Parts Management	18
Process Management - maintenance sector	24
Project Management and Construction Supervision	18
Management and Buildings and Infrastructure Maintenance	30
Hydraulic and Electro - valves	30
Hydraulic and their Equipment	50
Hydraulics I - Basics	60
Inspector / Auditor - Airport Security	60
Technical Drawing Interpretation - Introduction to Reading and Interpretation	50
Introduction to Surveying - Techniques and Best Practices	18
Reading and Drawing Interpretation in Construction	18



ENGENEERING AND CONSTRUCTION

ENGENEERING AND CONSTRUCTION	HOURS
Industrial Equipment Maintenance	50
Medium Voltage	80
Lifting Means	8
Lifting Means - Practical Component	16
Tubular Scaffolding Assembly and Disassembly	12
The Energy Certification System Buildings (RCCTE)	12
Budget and Project Cost Calculation	18
Planning and Management (Technical and Financial) of Contracts	60
Planning and Maintenance of Equipment (Cranes and Caterpillar)	30
Planning Training - Concrete Hydraulic Binder and Bituminous	60
Plans for Prevention and Construction and Demolition Waste Management	12
Pneumatics - Systems and Equipment	10
Ecoefficient Program - Application of the Natural Water Resource	8
Designer RCCTE	24
Indoor Air Quality of service buildings	18
RAMS – Realiability, Availability, Maintainbility and Safety	20
Regulation of Civil Aviation	40
General Regulation of Water and Sanitation	12
Construction and Demolition Waste	12
Fire Safety	24
Fire Safety- Angolan Legislation	24
Health and Safety in the Construction sector	30
Symbology, Geometric and Dimensional Tolerances	12
Signs Vertical / Horizontal and Safety Equipment	12
Contracts Control System of Public Works	24
Pipe welder Polyethylene for Water Distribution Networks	18
TIG Welding	18
Diagnostic Techniques for Generators and Machines	30
Industrial Instrumentation Technician	320
Electromechanics Industrial Maintenance Technician	215
Work at Height	8
Work in Confined Spaces	18



FINANCE	HOURS
The Collection by Letter and by Phone	18
The accounting and presentation of tangible and intangible fixed assets	18
Financial function of alignment with the Strategy Company	12
Investment Project Analysis	18
Business Risk Analysis Financial and Institutional Image	35
Financial Business Analysis	24
Analysis, Financial Planning and Control Business - Full Cycle and Financial area Practical	60
Behavioral audit	12
Accounting and Financial Audit	18
Audit and Internal Control	18
Financial audit	35
Financial audit the Balance	18
Financial Audit and Behavioural	30
Internal Audit Process Mapping and Controls	12
Evaluation companies	18
Balanced Scorecard - Performance Metrics Strategy to Action	12
CFO Chief Financial Officer	18
Compliance - General concepts and Audit	60
Design of Management Control Systems	24
Account Consolidation	18
Accounting for Accounts Consolidation	30
Set Goals and Track Results and Indicators Special Administrative Management	24
Developing Management Skills for Managers Direct and Intermediate	18
Development and Investment Project Analysis	18
Preparation and Analysis of Balance Sheet and Income Statement	24
Development and Economic and Financial Investment	40
Strategies and Techniques for Advanced Controllers	12
Executive Management	40



FINANCE	HOURS
Factoring and Electronic Signature	12
Advanced Finance for Non-Financial Managers	24
Finance for Non-Financial	18
Fraud and System of Internal Accounting Control	18
Fundamentals of Finance and Accounting for Administrative Professionals	18
Mergers and Acquisitions - The Importance of Human and Cultural Aspects	6
Mergers and Acquisitions - Strategies and Practical Aspects of operationalization	6
Mergers and Acquisitions - Integration of Operations and Consolidated Accounts	18
Administrative and Financial Management for Non-Financial Professional	18
Management of Debt of Loans	24
Contract Management - Design and Monitoring	24
Credit Management and Collection Techniques	14
Fisheries Management Companies	60
Fund Management	30
Stakeholders Management	18
Treasury Management	30
Property Management	12
Financial Risk Management	12
Tax Risk Management	18
Management and Financial Evaluation of Projects	18
Management and Financial Evaluation Business Unit	30
Management and Catering Planning	30
Integrated Costs and Budgets	18
Operational Risk Management Structure, Process and Evaluation	18
Management for Controllers	30
Fixed Assets and Property Taxation	18
Financing Tools for Business	12
Introduction to Finance and Accounting for Non-Financial Managers	24
Financial Investments, Investment Properties	18



FINANCE	HOURS
Financial Modeling and Forecasting	18
Public Accounting Standards Cape Verde - Current Operations and Closing and Accountability	30
Banking Operations and Negotiation - Legal and Financial Aspects	24
Budget Forecasts and Cash Flow Management	24
Planning and Cost Control	18
Planning and Financial Management	24
Budget Planning and Management - Preparation, Preparation, Monitoring and Budget Control	18
Strategic Planning Financial	40
Planning, Budget Management and Reporting	36
Financial Statements Projection Forecast in Excel	12
Financial Restructurings	24
Factoring Rules and Regulations	12
Financial Reporting - How to make it a useful tool and desired	18
Rolling Forecast Dynamic Goal Setting	18
Six Sigma Green Belt	40
Tableau de Board - How to Develop and Maintain a Table of Management Indicators	12
Advanced Techniques Control and Cost Management	18
Financial Fraud Investigation Techniques	12
Technical Cost Reduction	18













ACCOUNTING	HOURS
IRC Calculation	18
VAT Calculation	12
Financial Calculus	18
Accounts Consolidation in accordance with IAS-IFRS Standards and New Guidelines CNS	30
Analytical Accounting	24
Customers Accounting	24
Suppliers Accounting	18
Accounting and Taxation Angola	30
Accounting and Taxation Angola	30
Accounting and Taxation Cape Verde	30
Accounting and Taxation business groups	24
Accounting and Taxation Angola	30
Accounting and Taxation Moçambicana	30
Accounting and Taxation Angola	30
Portuguese Accounting and Taxation	30
Accounting and Taxation Angola	30
General Accounting	30
General Accounting I	24
General Accounting II	18
Credit Management - Management and Credit Control and Collection	24
Closing Accounts Annual	18
Treasury Management	18
Fixed Assets and Property Taxation	18
Introduction to Finance and Accounting for Professionals Administrative Function	12
Reading and Analysis of Accounting and Financial Statements of the Company	18
International Accounting Standards (IFRS)	21
Guide the Company for the Value Creation ECA CVA and other Financial Performance Indicators	18



ACCOUNTING	HOURS
Salary Processing	12
Advanced Accounting Program	30
Salaries of Personnel and Pension Funds	18
TCO Total Cost of Ownership - The Reality of the Unseen Costs	12

TAX	HOURS
Optimization of Tax Results	24
Notes to the Annual Accounts and Tax File	12
The First Application of IAS - IFRS	12
The First Application of IAS / IFRS Commercial Companies	12
Audit Accounting and Financial	30
Money Laundering	12
IRC Special Cases	12
Accounts Consolidation in Accordance with the Standards IAS_IFRS	18
Tax Litigation	12
FIDIC contracts Standards and Procedures in the Construction Sector	12
Due Diligenses-Principles and Best Practices	24
Taxation and Tax Audit	18
International Taxation - Principles and Mechanisms	18
Integrated training in Accounting Finance and Taxation	60
Taxation Angolan Oil	30
Fiscal Management	18
Management Transfer Pricing Integrated and Overheads	24
IAS IFRS Application of the Financial Statements of Insurance Companies	24
Tax Offences	12
Fundamental Understanding Taxation	18
Understanding Tax Planning	60
Advanced Taxation Program	30
VAT system in transmissions Intra Community RITI	12



PROJECT MANAGEMENT

PROJECT MANAGEMENT	HOURS
Quality in Project Management	18
Financial Analysis of Projects	30
Project Management Assistant	18
Microsoft Project Advanced Course	21
Manage Dynamic Project: Tools and Techniques Real	12
Management Project Team - The Human Side of GP	12
Management Information and Documentation	18
Project Management	24
Project Management + MS Project	18
Data Warehouse Project Management	12
Software Project Management - Techniques and Methodologies	24
Project Management and Construction Supervision	18
Project Management Professionals - Techniques, Tools and Methodologies	24
Software Testing Management - Techniques and Methodologies	18
Risk Management Project	18
Time Management and Priorities for IT Professionals	18
Time Management and Priorities for Professionals involved in Projects	18
Time Management and Cost in Projects	18
Strategic Project Management	24
Computer Projects Manager	24
Introduction to Project Management	12
Project Leadership: How Projects work through People	12
Management Project Office	12
Microsoft Project Central Server-Implementation and Support of Multiple Projects Management	24
Microsoft Project in Support Professional Management Projects	40
PMP Exam Preparation Course Course Preparation Intensive PMP Certification Exam	36
Software Metrics p Managers Metrics in Development. Projects	18
Advanced Techniques of Project Management	18
Advanced Techniques of Microsoft Project for Managers	12
Simultaneous Management Techniques Several Projects	18
Negotiation Skills for Project Managers	18



PLANNING AND TRAINING MANAGEMENT	HOURS
Strategic Alignment Function Training with the Organization's Business Objectives	18
Audit Training	18
Evaluation of Results , ROI and Effectiveness Training	18
How to Optimize the Education Budget	12
Design and Vocational Training Plan Organization - Preparation, Monitoring and Control	24
Diagnosis and Survey of Training Needs	18
Elaboration of Legislative Texts and Elaboration of Legal Opinion	30
Strategies and Techniques Advanced Training	12
Training and Budget Management and Suppliers Evaluation	5
Knowledge Management and Training	8
Management and Effective Control Training Plan	18
Effective Management and Control of the Training Plan with the use of Excel tool	18
Technical and Behavioral Management of the Training Plan and Optimization of IT Solutions in Human Resource Management	60
Performance Indicators (Key Performance Indicators) - KPI	30
Marketing Training - How to Streamline and make the Internal Marketing	6
The New Legal Regime of Vocational Training	6
The Entity Certification System for Training	12













HR MANAGEMENT , PROCESSES, TECHNIQUES AND METHODOLOGIES	HOURS
New Host Employees - Special Managers Direct	18
Analysis and Function Description - Approaches, Techniques and Methodologies	18
Test application Projective in Selection Process	18
Assessment Center - Creation and Implementation	18
Audit of Human Resources	24
Performance Evaluation and Systems Retributive	18
Evaluation and Metrics Applied to Human Resources	12
Balanced Scorecard applied to the Human Resources Function	18
Certification Administrative Human Resource Management	60
Improving Human Relations in Company	18
Consulting Skills for Managers	12
Design and Manage Internal Communication Plan	18
Creation and Management of a Compensation and Benefits System	18
Enneagram – Self-Knowledge and Personal Development in Business Context	6
Excel for Human Resources	30
Excellence and Quality of Service to Internal and External Customers	24
Managing People and Expectations - Strategies and Trends	18
Managing People in International and Multicultural contexts	12
Individual Performance Management - Minimize Stress and Maximize Results	24
Career Management based on Management Skills	24
Career Management and Mobility	18
Competency Management - Models and Systems	18
Services Outsourcing Management	18
Management of People Driven Out	18



HR MANAGEMENT , PROCESSES, TECHNIQUES AND METHODOLOGIES	HOURS
Talent and Succession Plans Management	12
Management and Human Resource Development	24
Management and Retention People with High Potential	18
Strategic Human Resource Management	12
Previsional Management Effective	18
Compensation Models by Skills	12
The Interview Method Competency Assessment	12
Planning and Management of Organizational Change - People and Processes	12
Basic Principles of Human Resource Management - Special for Managers No Expert's R.H.	18
Promote Self-Esteem and Improving Labor Relations	24
Recruiting through Social Networks	12
Recruiting, Interviewing, Selecting and Welcome New Employees	24
HR's Information Systems and Strategic Management Indicators	12
Computer Solutions in Human Resources Management	18
Technical Interviews Professionals	18
Rorschach Test in the Selection Process	18
Use of Psychological Tests in HR management	24





ADMINISTRATIVE AND LEGISLATIVE MANAGEMENT OF HR	HOURS
The Employment Contract Termination	12
The Hours of Work, Holidays, Delays and Faults	12
Absenteeism Laboral	6
Work Accidents - Legal System at Work	6
Personnel Management - payroll management, Benefits and Pension Funds	35
Administration and Administrative Human Resource Management with Excel	30
Changes in Work and Contract Law	18
Labour disputes - Prevention and Management	12
Foreign Hiring	6
Work Contracts for an Indefinite Period and the Term	12
Control, delegate and evaluate Efficiently	18
Employment Law Non Jurists	12
Dismissal Process Management	24
Remuneration and Benefits Management	30
Reward System and Benefits Management	8
Shift Managers - Labour Organization and Leadership Team	18
Introduction to Business and Administrative Management of Human Resources	18
HR Legislation + Work Contracts	16













ADMINISTRATIVE AND LEGISLATIVE MANAGEMENT OF HR	HOURS
Fiscal Mozambican Legislation	30
Fiscal Mozambican Legislation	30
Fiscal Mozambican Legislation	30
Union Negotiation - Procedures and Practices	18
The Company Social Activity Report	6
The Contributory Social Security Code	12
Planning and Management RH's Budget	18
Prepare and Analyze the Social and Personnel Statistics	18
Prevention and Safety: Identification, Analysis and Risk Assessment Professionals	18
Contractual and Tax Procedures in the Human Resources Area	24
Salary Processing with Excel	12
Salary Processing with Excel	30
Productivity R.H.: Management Indicators and Control HR's	18
Internal Regulation	6
Salaries of Personnel and Pension Funds	18
Information Systems and Strategic Management Indicators, Absenteeism and HR Audit	30













MANAGEMENT AND CULTURE IN ORGANIZATIONS

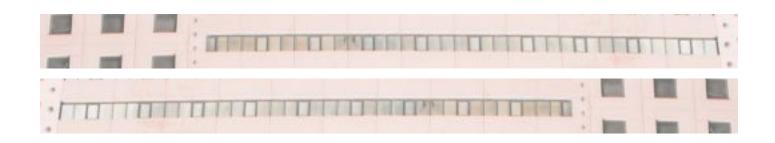
ORGANIZATION OF PERSONAL SKILLS	HOURS
The Importance of Nonverbal Communication - Expression Techniques Body and Voice	18
The importance of Individual Social Relationships in the Success of the Company	12
Transactional Analysis to Enhance and Develop Interpersonal Relations	18
Assertiveness - How to Improve Labor Relations through Assertiveness	18
Coaching – Skills and Techniques of Coaching for people and High Performance Teams	18
Coaching and Sales and Sellers of Team Motivation	12
How to Develop and use Emotional Intelligence	12
How to develop Charisma, Influence and Personal Impact on the Organization	12
Interpersonal communication - Approaches and Techniques for Improving Labour Relations	18
Developing personal impact by NLP (Neuro-Linguistic Programming)	24
Strategies and Negotiation Techniques	18
Stress and Pressure Management	18
Time and Meeting Management	18
Time and Priorities Management	12
Leadership and Team Management - Technical Coordinators	24
Leading and Managing with Emotional Intelligence	12
Personal Marketing - Enhance Image, Relationships and Performance	12
Intercultural Negotiation	18
The NLP applied to Coaching	12
Labour Organization and Time Management - Special Administrative Professionals	24
Results Orientation	14
Striving for Excellence in Ans Customer and Valuing Company Image	16
Promote Self-Esteem and Improving Labor Relations	24
Business and Social Protocol - Etiquette and Good Table Manners	18
Skills and Advanced Negotiation Techniques	12
Negotiation Techniques - Full Cycle	60



MANAGEMENT AND CULTURE IN ORGANIZATIONS

COMMUNICATION	HOURS
Public Presentations - Content and Communications	25
Customer Service	16
Dealing and Managing Difficult People	12
Improving Human Relations in Company	18
Communicate Assertively and Managing Conflicts	12
Report on Stress Effectively situations or Public Difficult	12
Informal Networking Construction - Principles and Best Practices	12
Read Quickly and Save the Important	18
Improve Oral Communication	18
Knowing Argue Effectively - Strategies and Techniques	18
Knowing Report With Diplomacy, Tact and Credibility	12
Technical Expression and Communication	24
Train Active Listening to Communicate Successfully	12

WRITING SKILLS	HOURS
Creative Writing	18
Writing Emails Professional - Principles and Best Practices	6
New Orthographic Agreement	3
Strengthening Writing Skills for Professional Administrative Function	24





MANAGEMENT AND CULTURE IN ORGANIZATIONS

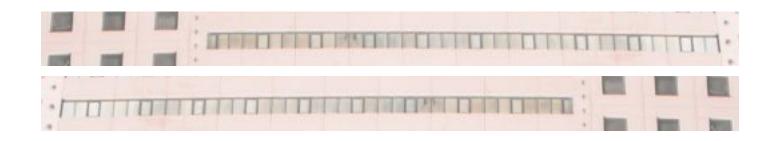
PRESENTATION SKILLS	HOURS
The Technical Data Of Writing - How To Improve Technical Documentation Of Writing	18
Knowing Listen and Write- The Active Listening and Writing Techniques as a basis for Good Communication	12
Group Of Presentations With Maximum Impact - Planning Techniques , Coordination and Presentation	12
Speaking and Presentations Commercial - Principles and Techniques	18
Improving Written Communication	18
Improving Written Communication and Grammar Review	24
PowerPoint - Principles , Rules and Best Practices for Creating Presentations Professionals	12
Strengthening Writing Skills for Professional Administrative Function	18
Grammar Review - Letters, Faxes, Emails and Professional Reports	12
Knowing Storytelling Presentations - The Secret of Great Communicators	12
Presentation Skills - Prepare, build and present an Exhibition	18
Professional Techniques for Public Speaking	18
Workshop on Techniques of Writing for Business and Reports	18

STRATEGIC SKILLS	HOURS
The Art of Conversation - Development of Conversational Skills	18
How to Achieve Results Without Formal Authority	18
Technical and Good Communication Practices	18



MARKETING AND SALES

MARKETING	HOURS
The Toolbox Strategy and Marketing Planning	24
The Corporate Communications and Public Relations	18
The Advertising Strategy - Goals and Targeting	18
Excellence in Customer Service and the Company Image Enhancement	18
Marketing Assistant	18
Benchmarking	18
Category Management- Management Partnerships between Producers and Distributors	12
How to Develop Marketing Campaigns Get Client Permissions	18
Developing the Company Promotional Plan	18
How to Measure and Maximize ROI (Return of Investment) of Marketing Actions	18
Communication and Corporate Image	18
Integrated Marketing Communications	18
Designing an Organization Oriented to the Customer	12
CRM - CUSTOMER RELATION MANAGEMENT - Principles and Techiniques	18
Database Marketing	12
DataBase Marketing - Effective Implementation and Exploration	12
Marketing Diagnosis - Improve the Efficiency of Marketing Function	18
Internal Marketing - The Power of Internal Marketing	18
Brand Strategy - Branding Strategy	18





MARKETING AND SALES

MARKETING HOURS Facebook Marketing - Complete Course 18 Finance Applied to Business Management and Marketing 18 Brand Management - Create, Maintain and Manage Successful Brands 18 Marketing Management 30 **Product Management** 24 Portfolio Management 12 Google AdWords 6 Google AdWords - Advanced Level 6 Identifying and Integrating Customer Needs: The Market Evolution and Competition 18 Introduction to Marketing 18 Introduction to Blogs - using the tool WordPress.com 18 LINKEDIN applied to Marketing 6 Relationship Marketing and CRM 12 Marketing Services 12 Marketing Services - Guide the Company for Customers 18 **Digital Marketing** 12 Digital Marketing: Gain, Retain and Generate Clients using Digital Channels 24 Strategic Marketing and Planning 18 Strategic Marketing for Industry 18 Industrial Marketing (Business to Business) 18 International Marketing 24 International Marketing - The Best Techniques in the International Market 18 Marketing - Mix: Communication Strategies 12 Marketing - Mix: Distribution Strategies 12



MARKETING AND SALES

MARKETING	HOURS
Marketing- Mix: Price Strategies	12
Marketing- Mix: Product Strategies	12
Marketing for Mobility (Mobile Marketing)	24
Marketing for Large Account Management	24
Marketing Non Marketeers	24
Telephone Marketing	12
Relationship Marketing - Techniques and Trends	18
Marketing Research - Collection and Processing of Data for Decision-Making	12
Media Training	18
Commercial Law notions and Advertising	18
Operational Marketing in practice	24
The Product and Quality	48
Planning and Corporate Travel Organization	12
Planning, Organisation and Event Management	12
Digital Communication Plan	12
Psychology of Consumption and Consumer Behavior	12
Retail Marketing	12
Search Engine Optimization (SEO)	18
Search Engine Optimization (SEO) - Advanced	24
Social Media Marketing - The Importance Of Social Networks	12
SPSS - Statistical Package for Social Sciences	30
Techniques of Advertising Communication	18
Technical Management, Communication and Leadership	18
Techniques for New Product Launch	24
Telephone and Telemarketing	12
Trade Marketing	12
Using the concept of value for Designing an Effective Marketing Strategy	18



MARKETING AND SALES

SALES HOURS Global Point of Sales Management 12 Identification and Competition Analysis 12 Competitive Intelligence 6 Introduction to Sales Management and Commercial Teams 12 Key Account Management and Planning - Thinking Long Term and Build Partnership Relation 18 with Strategic Customers Commercial Leadership - Creating Winning Teams 12 Leadership, Organization and Head of Commercial Teams 18 Marking and Conduct Effective Business Meetings 18 Process Improvement for Customer Service Improvement 6 Merchandise - Car 12 Merchandising and Promotion Products - Principles, Methods and Techniques of Merchandising 18 Methods and Techniques of Loyalty and Customer Retention 12 Methods and Techniques for Prospecting - How to Gain New Customers 12 Micro-blogging: Twitter 12 **Basic Module Sales** 30 Commercial Trading: Strategies and Tactics 18 Sales Trading - How to Make Profitable Sales 6 Sales Trading (commercial and financial part) and drafting contracts 40 Trading Sales 12 Intercultural Negotiation 18 New Technologies Applied to Business Management and Marketing 18 The Effective Sales Manager 12 The Networking as Sales Enhancer 12 Protocol in the Event Organization and International Meetings 12 Telemarketing and sales support 18 Objections on Sale - How to get around them with Competitive Arguments 18 **Budget and Sales Projection** 18 Creative Thinking 6 Planning and Event Management 18



MARKETING AND SALES

SALES	HOURS
Strategic Planning and Commercial	12
Proactivity in Sale	12
Striving for excellence in Customer Service and Enhance the Company Image	24
Procurement and Purchasing Marketing - Strategies and Tactics	30
Business Protocol and Public Relations	6
Service Quality	30
The Vale your product Service to your Client?	6
Recruit, Select and Integrate Sales Professionals	18
Retail Management - Management, Promotion and Motivation of Network / Distribution Channel	18
Customer service - Creation, Management and Maintenance	18
SPSS - Processing and Sales and Marketing Data Analysis	18
Supervision Call Centers - Monitoring and Application Management Strategies	18
Team Building - Leadership, Animate and Manage Teams Commercial	18
Techniques of International Trade	18
Sales Techniques - Level I - Prepare New Professionals	18
Sales Techniques Phone	18
Technical Sales Professional - Level II - (Special Senior Trade Area)	12
Technical Sales Professional - Level III - (The Permanent Change and the Psychology of Purchase)	12
Effective Techniques Collection	6
Technical- Commercial: Sale of Industrial Products and Services	18
Telesales - Active Phone Sales	18
Use the Search to Make Business Grow	6
Sale of Intelligent Solutions: Commercial Awareness	6
Sale of Intelligent Solutions: Develop and Sell a Value Proposition	6
Sell Abroad - Traders Training and International Trade	18
Consultative Sales - Sell solutions, not just products	18
Actively Selling by Phone (Telesales)	18
Visit Customer - Preparation, Posture and Image	12



OFFICE

OFFICE	
ACCESS	HOURS
Access Initiation	18
Access Intermediate	18
Advanced Access	12
Full Access	30
Access VBA	21
EXCEL	HOURS
Excel Introduction	12
Excel Intermediate	12
Advanced Excel	12
Excel VBA Special	21
Excel Full	30
WORD	HOURS
WORD Word Initiation	HOURS
Word Initiation	12
Word Initiation Word Intermediate	12 12
Word Initiation Word Intermediate Word Advanced	12 12 12
Word Initiation Word Intermediate Word Advanced POWERPOINT	12 12 12 12 HOURS
Word Initiation Word Intermediate Word Advanced POWERPOINT PowerPoint Introduction	12 12 12 HOURS
Word Initiation Word Intermediate Word Advanced POWERPOINT PowerPoint Introduction PowerPoint Advanced	12 12 12 HOURS
Word Initiation Word Intermediate Word Advanced POWERPOINT PowerPoint Introduction PowerPoint Advanced INICIAL CYCLE	12 12 12 HOURS 12 12 HOURS



OFFICE

ADVANCED CYCLE	HOURS
Word + Excel Advanced	24
Word + Excel + PowerPoint Advanced	30
Word + Excel + Access Advanced	60

INTERNET AND OUTLOOK	HOURS
Internet Explorer & Outlook - Pratica Navigation and E-mail	12
Microsoft Groove 2007	12
Outlook - Management at Integra Tool (e- mails, Calendar , Tasks, Events)	12
Oulook Applied to Sales	12

APPLIED OFFICE	HOURS
Analisia atuma and Datah and Insulance (ation with Assault	
Architecture and Database Implementation with Access	30
Descriptive Statistics Applied to Excel	30
Excel Applied to Financial Analysis - Investment Project Evaluation	30
Excel Applied to Accounting	30
Excel applied to Sales Management	12
Excel applied to the Financial Management	12
Excel Applied to Business - Dashboards	30
Advanced Excel Applied to Management	30
Excel in Pharmaceutical Area	30
Excel for Fleet Management	16
Excel for Stocks Data Analysis Template Management	30
Excel for Human Resources	30
Excel / Access for Fleet Management	30
Managing Projects with MS Project	30
Diving Macros with VBA in Excel	30
MS Office for Secretariat and Advisory	30
Productivity and Effectiveness Personnel Outlook	30
Business Solutions with Excel and Access	30



OFFICE

APPLIED OFFICE	HOURS
Word Applied to the Secretariat	12
Word Applied to Sales	12
Advanced Word to Executive Secretary	30

DESIGN	HOURS
3D Studio Max-Initial	45
Adobe	30
Adobe Flash Animate- Advanced	18
Adobe Photoshop Advanced	30
Flash	30
Flash Actionscript 3	30
Ilustration, edition, post-production of image/video	42
Publisher - Advanced	18
Publisher - Operation	18
Full Publisher	30
Visio	21
Web designer	60





QUALITY	HOURS
Quality Management and Continuous Improvement Process	40
The Total Quality Management and Continuous Improvement Process	24
ISO 9001: 2015 - Quality Management Systems	12
The Failure Analysis Methods, its Effects and Criticality	12
Changes to ISO 9001: 2015	12
ISO 9000	40
Audits Management Systems	30
Audits of Quality Management Systems and Food Security	40
Quality Audits	24
Quality-Cycle Full audits	60
Quality-Laboratories audits	24
PDCA Cycle and the 5 S	40
Preparing the Company for Quality Certification	24
How to Prepare the Company for ISO 9001 - Special Services	24
QAS Management Skills - Quality Systems, Environment and Safety	18
Audit Behavioral Component	12
Quality vs. Costs not Quality	12
Develop Quality Behavior in the Customer Service for all employees	18
Quality Tools	24
Practical Training of Internal Auditors - ISO 9001-2015	40
Quality Management Logistics	12
Quality Management in Public Services	24
Porject Management and Management Systems	40
Integrated Management Systems QAS - Quality, Environment and Safety: NP EN ISO 9001: 2015, EN ISO 14001: 2015 and OHSAS 18001 ISO 45001 Future	18
Integrated Quality Environment and Security Systems (Advanced)	18
Integrated Quality Environment and Security Systems (Home)	18
Integrated Quality Systems, Environment and Safety more practical and in-depth	60
Process Management and ISO 9001: 2015 - Guide the company for Customers	24



QUALITY	HOURS
Implementation of Quality Management Systems - ISO 9001: 2015	24
Implementation of Quality Management Systems - NP EN ISO 9001	24
Implementing an Integrated Management System (Quality, Environment and Safety)	24
Integration of the Information System with the Quality System	18
Interpretation of ISO 9001: 2015	12
ISO 9001 Lead Implementer	24
ISO TS 16949 - Quality in the Automotive Sector	18
Kaizen - Continuous Improvement Practice	18
Methodologies to Improve Quality	18
Mobilization for Quality	12
The Excellence Model - EFQM	12
Process Customer Complaint Handling	12
QFD - Quality Function Development	24
Process Reengineering	24
Customer Satisfaction	6
Sensitization on Health, Safety and Health at Work	18
Integrated Management Systems	18
SPC - Statistical Process Control	12
Technical Troubleshooting	6
Validation of Methods in Control and Quality Assurance	24













FOOD	HOURS
Audits of HACCP systems	40
HACCP and Food Safety	24
Food Safety and Hygiene Applied to Industry	12
Food Hygiene and Safety in the Meat Sector (Butchers)	24
Hygiene and Food Safety for Handlers	24
Implementation of Food Safety Management Systems - ISO 22000	24
Implementation of HACCP Systems (Advanced)	24
Implementation of HACCP Systems (Home)	18
Interpretation of ISO 22000 (HACCP)	12
Food Quality and Safety	18













HEALTH AND SAFETY HOURS Health and Safety Audits 12 How to Act in Emergency Situations 12 Design of Interna_PEI Emergency Plan 12 Performance SHT functions for Workers Designated 24 Policy YARDS 12 Machinery Directive - Directive p / c Security / Machinery 12 Directive Seveso III - Policy for Security Systems Implementation 12 Ergonomics in Car Driving 12 Formation of Practice members SHHW Commission 12 Safety Management, Hygiene and Health at Work - OHSAS 18001 / NP 4397 18 Risk Factors Management of Computerized Work Desk (GFRPTI) 18 Implementation of Health and Safety at Work Management System - OHSAS 18001 (Advanced) 24 Implementation of Safety Management Systems and Health at Work - OHSAS 18001 (Initial) 18 Cargo Handling Manual 12 Health and Safety Audit methodologies at Work 12 Metrology and Calibration Methods 24 Taguchi Methods 18 Metrology and Calibration 24 Postures Ergonomic 18 Postures for People Who Work Foot 6 Prevention and Protection in SHT 6 First Aid 24 First Aid - Basic Life Support (BLS) 36 Occupational Hazards and Prevention Measures for Construction 24 Safety, Hygiene and Health in Construction 12 Safety Management Systems, Hygiene and Health at Work 24 Prevention and Security Techniques 18 Use of First Intervention Means in Fire Fighting (UMPICI) 18



ENVIRONMENT	HOURS
Laboratorios Accreditation	18
Changes to ISO 14001: 2015	12
Audit VDA 6.3	18
Environmental Audits	40
Environmental Audits, Quality, and Health and Safety at Work 19011	24
Integrated audits QAS - Quality, Environment and Safety: According to EN ISO 19011	24
Strategic Environmental Assessment - Evaluation of Policies, Plans and Programs	18
Control in Chemical Agent Exposure	18
Environmental Engineering I	18
Formation of Auditors OHSAS 18001	40
Waste Management	12
Industrial Waste Management	24
Industrial Waste Management and Urban	18
Integrated Quality Systems, Environment and Safety more Practical and In-Depth	60
Implementation of Environmental Management Systems - ISO 14001	24
ISO 14001 Standards Interpretation	30
Interpretation of ISO 18001 OHSAS	12
Introduction to Waste Management	12
Environmental legislation	12
Environmental Marketing, a tool to educate and sensitize	12
Methodology Audit ISO 14001: 2015 to ISO 19011: 2012	35
ISO 14001 Environmental Management Systems	18
Treatment Systems Water and Wastewater	18

HOURS

18

24

18

18

30

30

18

16

30



OIL

OIL AND GAS

The Natural Gas Management Gas (LNG) - Processes and Environmental Systems and Security 60 Analysis and Investment Projects Economic Evaluation in the Exploration and Oil and Gas 18 Production Operational aspects of Marketing, Import and Export of Oil and Derivatives 30 Blocks of Integrated Risk Assessment Exploration 18 Trade of Petroleum and its Derivatives - "TRADING" 30 E & P - Exploration and Production of oil 30 Taxation Angolan Oil 24 Petroleum Industry Fundamentals 30 Industry Fundamentals of Oil - Law 30 Petroleum Industry Fundamentals - Not Engineers 45 Management of Oil and Oil Supply Logistics 60 Risk Management in Production Projects and Exploration Oil 24 LPG - Liquefied Petroleum Gas 24

Introduction to Geodesy and Cartography in the Exploration and Production of Oil

Fuel Filling Stations - Technical Customer Service, Management and Safety Posts

Project Management Techniques for E & P (Exploration and Production)



Wells Test

Basics of Petroleum Engineering

Operators Bases and Distribution Terminals

Petroleum Refining (refining processes)

Oil - The Stages of Exploration and Production to Storage

Maritime Transport Petroleum Products and Gases











OIL AND GAS

OIL AND GAS	HOURS
The Detection of Flammable Gases and Vapors and Toxics	18
Energy Audits	18
Biodiesel - Analysis by Gas Chromatography	12
Instrument Calibration Laboratory	30
Quality Control of Oil and Biofuels derivatives	60
Flow Assurance for Oil and Gas Wells	30
Natural Gas	30
Environmental and Renewable Energy	18
Laboratories in Waste Management	24
Introduction to Renewable Energy	12
The Water Quality For Special Concrete	30
Health and Safety in Laboratories	18
Trading Refining and Natural Gas	30
Maritime Transport Petroleum Products and Gases	30

PRODUCTION HOURS

	,
Fundamentals of Production	24
Gas Turbines	40
GGL Fundamentals	32
GGL Cryogenic Process	40
Heat Exchangers	24
Liquefied Natural Gas (LNG)	40
Chemicals Handling	40
Compressors for Operators	40
Gas Dehydration	40
Gas Lift	24
Oil & Gas Production Overview	30
Operation of a Chemical Production Unit	30
Petroleum Products	30



oil and gas

PRODUCTION	HOURS
Petroleum Refining and Petrochemicals	60
Natural Gas Storage	20
Quality and Risk Management in Projects	30
PFD & P&ID and Cause and Effect Chart	30
Natural Gas Transport by Pipeline	24
Natural Gas	40

INSTRUMENTATION	HOURS
Automation of Offsite Refinery Operations	40
Instrumentation for Operators	40
Overview of Water Injection	16
General Notions of Compressors	30
General Notions of Gas Dehydration	16
PLC Introductory Course	40



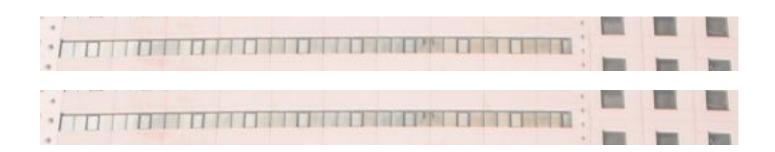


SECRETARIAT AND ADVISORY

EVENTS AND TRAVEL	HOURS
Developing Management Skills for Professional Administrative Function	18
Manage and Treat Documents and Information - Full Cycle	60
Planning and Corporate Travel Organization	12
International Relations	60

INFORMATION MANAGEMENT, DOCUMENTATION AND ARCHIVE	HOURS
File and Document Management - Techniques and Best Practices	12
Creation , Management and Archives Practice - Special Secretariat	18
Write and Express Yourself Concisely	12
Dynamic Writing	12
Document and File Management	18
Administrative Management - Define Objectives and Control ICT Results and Indicators	50
Computerize Archive and Search Systems Information - Full Cycle	60
File Organization - Technical & Practices	18
File Organization - Technical & Practices - Full Cycle	60
Write Clear and Structured Documents	12

TECHNICAL COURSE	HOURS
How to Enhance and make the most of Microcomputer & New Technologies - Special Secretarian	18
Computerize Archive and Search Systems Information	18





SECRETARIAT AND ADVISORY

SECRETARIAT	HOURS
The Management Assistant	18
Improvement in Secretariat (Level B)	24
Improvement in Technical Secretariat and Protocol Rules	24
Cycle Office - Secretariat	30
Quality grounds for Desks and Management Assistants	18
Global management of an Office or Structure Unit and the People who Work There - Special Secretariat	24
Computerize the File and Information Research Systems with Excel Resource	60
Initiation to the Secretariat (Level A)	24
Planning, Organization and Meeting Management	12
Processes and Relationships for Excellence Performance - Special Secretaries	60
Secretariat Clinical Medical	24
Secretariat for Administration and Legal Aspects The Company	18
Secretariat Direction	18
Commercial Director of Secretariat	18
Secretariat Executive Directors and Top Managers	18
Executive Secretariat of Directors and Top Managers - Full Cycle	60
Technical Secretariat and Methods	24





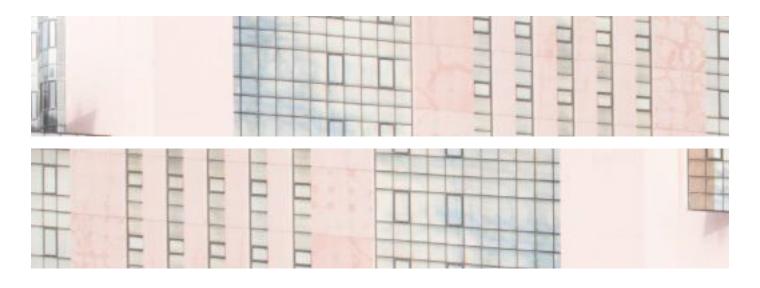
IT - SYSTEMS

PROGRAMMING AND DATABASE	HOURS
Programming Logic	Consult Us
C# (C Sharp) – Advanced	Consult Us
Access	Consult Us
Database Administration - SQL Server	Consult Us
Windows Systems Administration	Consult Us
Android	Consult Us
C / C ++	Consult Us
Cisco	Consult Us
Cobol	Consult Us
Installation and Configuration Routers and Firewall and Suitches	Consult Us
Installation and Windows Server 2012 Setup	Consult Us
Installing and Configuring Windows Server 2012	Consult Us
Java	Consult Us
jQuery	Consult Us
Linux	Consult Us
MS SQL	Consult Us
Oracle	Consult Us
Oracle Database 11g: Administration Workshop I	Consult Us
PHP	Consult Us
PHP (inicial)	Consult Us
Programming	Consult Us
Android Programming	Consult Us
Programming in HTML5 and CSS3	Consult Us
Java Programming for Android	Consult Us
Oriented Programming Objects	Consult Us
Programming for iOS	Consult Us
Python (initial)	Consult Us
Python Web Programming - Complete Course	Consult Us
SQL	Consult Us
SQL Server Programming	Consult Us
Pricing in Telecommunications	Consult Us
Webservices	Consult Us



IT - SYSTEMS

SAFETY	HOURS
Oracle	Consult Us
Cisco	Consult Us
Cisco Certified Network Associate	Consult Us
Grafic Design & AutoCAD	Consult Us
Installing and Configuring Windows Server 2013	Consult Us
ITIL Foundation Certificate in IT Service Management	Consult Us
ITIL V3 Foundation	Consult Us
Linux	Consult Us
MicrosoftR WindowsR Security	Consult Us
MicroStrategy Developer Reporting Essentials	Consult Us
MS SQL	Consult Us
Networks	Consult Us
Network Security - Linux	Consult Us
Security in Computer Networks	Consult Us
Unix	Consult Us
Windows	Consult Us





Consult Us

IT - SYSTEMS

Introduction to Data Analysis (with SPSS)

MANAGEMENT	HOURS
Administration and Database Management	Consult Us
Process Analysis	Consult Us
Enterprise Architecture	Consult Us
Audit Information	Consult Us
Audit Information	Consult Us
BPM - Business Process Management	Consult Us
BPM - Modeling, Analysis and Design of Processes	Consult Us
Business Analytics Report Designer	Consult Us
Business Analytics User Console	Consult Us
Capability Maturity Model Integration (CMMI) -Introdução	Consult Us
CRM	Consult Us
Process Design	Consult Us
Price Development in Telecommunications	Consult Us
Requirements Management and Engineering	Consult Us
Project Management	Consult Us
Project Management with Microsoft Project	Consult Us
IT Project Management with Microsoft Project	Consult Us
IT Management Requirements of a Company	Consult Us
Pricing Strategy Management in Telecommunications Area	Consult Us





IT - SYSTEMS

NETWORK	HOURS
CCNA - Routing & Switching	Consult Us
CISCO	Consult Us
Cisco CCNAD- SIP P2 (Routing & Switching)	Consult Us
Data Communications Optical Fiber for Environments where Physical Facilities	Consult Us
Basic Course in Information Technology	Consult Us
Management of Networks and Systems	Consult Us
Microsoft Windows Server 2008 Network Management	Consult Us
Management Systems and Networks in Linux	Consult Us
Telecommunications Management	Consult Us
Introduction to Networking and Communications	Consult Us
JUNIPER	Consult Us
Computer Technician	Consult Us

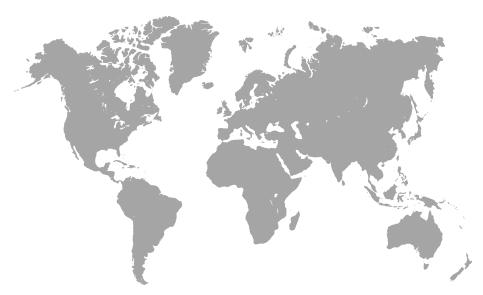
OPERATING SYSTEMS HOURS

Adobe CS6 Professional	Consult Us
Android	Consult Us
Java - Iniciation	Consult Us
Java SE 8 - Complete Course	Consult Us
Linux	Consult Us
MAC	Consult Us
MCSA Windows Server 2013	Consult Us
Microsoft Exchange Server 2011	Consult Us
MicroStrategy Developer Reporting Essentials	Consult Us
Information and Management Systems	Consult Us
Software Arcgis	Consult Us
Hardware Technician	Consult Us
Ubuntu Working Enviroment and Aplliactions	Consult Us
UNIX	Consult Us
Windows	Consult Us
Windows Server 2013	Consult Us
Windows Vista - Iniciation	Consult Us
Windows Vista - Advanced	Consult Us



TRANSPORTATION, DRIVING AND SAFETY

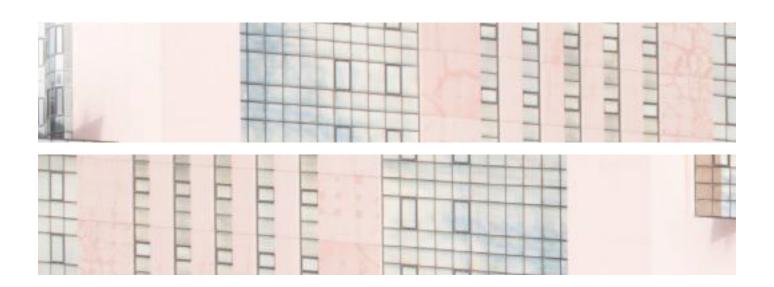
TRANSPORTATION, DRIVING AND SAFETY	HOURS
Defensive Driving	24
Driver/Shunter Truck - Training Continues Improvement	18
Conductor/ Shunter Load Lifting Equipment	30
Driver - Shunter of Earth Moving Equipment	30
Eco Driving	6
Statistics Applied to Air Transport	30
Management and Route Optimization Road	18
Inspector / Auditor of Air Transport in the scope of Economic Regulation	60
Introduction to Fleet Management	12
Introduction to Tachographs and Times of Driving and Rest	12
Cargo Handling Manual and Mechanical - Complete Course	18
Function Transport Cost Optimization	18
Safe Pass Program - Safety Passport	18
Railway Safety for Technical - Complete Course	30
Railway Safety for Technicians - IET 77 RGS XII	18
Security (Defensive Driving + Personal Safety)	30
Tachographs and Times of Driving and Rest - Complete Course	18
Machinery and Equipment Maintenance Technicians	30





TOURISM

HOTELS AND RESTAURANTS	HOURS
Restoration and Management Bussines	30
Customer Service and Reception - Special Sector Tourism	24
Food and Beverage Management - Food & Beverage (F & B) Mgt.	24
Kitchen Management	50
Master Food & Beverage Management	26
Complaint Management in Hospitality	18
Managing a Restaurant	20
Accommodation Management	24
Financial Management in Hospitality	18
Hotel Management	30
Hotel Management and Operational Management	40
Hotel Management: Concepts and Best Practices	50
Operational Management Hoteleiras Networks: Concepts and Best Practices	70
Operational Management Restoration - Concepts and Best Practices	50
Implementation and Evaluation of HACCP System	18
Services of the Hotel Accommodation as a Business and Work Area	18
Pastry/Bakery - Organization and Production	50
Reception and Service - Techniques and Best Practices	24
Yield & Revenue Management	18





TOURISM

TOURISM HOURS

24
18
24
18
18
18
36
18
18
12
18
18
30
24
8
30





SPECIALIZATION MINI MBA'S





SPECIALIZATION MINI MBA's

WHY MAKE A SPECIALIZATION MINI-MBA?

Our Specialization Mini MBA's reinforce the knowledge of our customers giving them for that, to a certain extent, obtain an advantage in the job market in relation to its competitors.

High Skills is providing this type of services, ensuring results of excellence, demonstrating all the company's values.

From a training team of Senior Trainers with a wide experience in their area of expertise to a course with a strong practical component, allows the trainees to acquire skills and technical practices that they can immediately apply in their day-to-day work.

High Skills develops training programs tailored to the needs of learners, in which are included, in addition to the new facilities, well-equipped and easily accessible, short intervals during periods of training where the trainee and the trainer can enjoy a coffee break promoting a pleasant environment and strengthens the relationship trainer-trainee.

The Specialization Mini-MBA's are scheduled to be held in Lisbon, contact us to know the dates of their achievement.

We can perform the same in other locations/countries, please contact us.



10 ADVANTAGES of performing the SPECIALIZATION MINI MBA'S with us:

- Training center properly equipped;
- 2 Senior instructors experienced and duly accrediteds;
- Specialized content to the needs of companies and of the participants and duly updated;
- 4 Practical content with simulations and even with visits to companies/ organizations related to the theme of the course;
- 5 Pedagogical team with over 15 years of experience, professional ethics and duly accredited;
- 6 Coffee breaks always served where is included: coffee, tea, juice, pastries, snacks, bread, butter, jam,...;
- 7 Executive Trainee Kit (executive cover + pen + pen drive). The customer may request an upgrade to the Executive Trainee Superior Kit which will include a Tablet (contact us);
- 8 Partnerships with chains of 3 to 5 stars hotels, where our participant may enjoy discounts that can reach to 50%;
- Operation of the center in extended hour 08:00 to 19:00;
- 10 Logistical support since the arrival until the last day of the course.

HOURS

50



SPECIALIZATION MINI MBA's

Management and Integrated Public Administration

Analysis Management and Insurance Non-Life	
	50
Analysis and Life Insurance Management	50
Banking and Financial Markets	50
Banking and Financial Markets - Market Rooms	50
Evolution of Banking	60
FINANCE, ACCOUNTING AND TAX	HOURS
Financial Analysis	50
Accounting and Strategic Planning	50
Accounting and Strategic Planning and Financial Analysis	50
Planning and Management Control	50
Project Finance	50
Corporate Finance - Gestão Financeira e Projetos de Investimento	50
Audit Accountant, Financial and Fiscal	50
Mini MBA Specialization in Trade Finance	50
PROJECT MANAGEMENT	HOURS
Project Management	50
Lean Operations Management	80
HUMAN RESOURCES MANAGEMENT	HOURS
Taxation for Human Resources	50
Human Resources Management with the Excel tool applied to HR	50

PUBLIC ADMINISTRATION



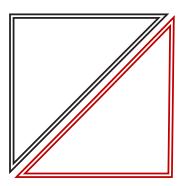
MANAGEMENT AND CULTURE IN ORGANIZATIONS	HOURS
Public Relations, Protocol and Events	50
MARKETING AND SALES	HOURS
Sales and Marketing	50
Marketing	50
SUPPLY, STOCKS AND LOGISTICS	HOURS
Imports and Exports	50
Logistics - Supply Chain	50
OIL, GAS AND TRADING	HOURS
Engineering Petroleum and Environmental Management	50
Commerce Refined Products and Natural Gas	50
QUALTY, ENVIRONMENT AND HSW	HOURS
SHT - Hazard Identification, Assessment and Professional Risk Control	50
Management of Quality Standards, SHT and Environment	50
SECRETARIAT	HOURS
Communication and Writing Secretariat Effectively	50
SYSTEMS	HOURS
Cisco Certified Network Associate (CCNA)	50
Java 1 Academy	50
Java 2 Academy	50
TOURISM	HOURS
Tourism and Hospitality Management	50
EXECUTIVE SKILLS	HOURS
Skills Executive - Gamify Leadership for Middle and Senior Managers	50
Skills Executive - Leading Success	30

HIGH SKILLS

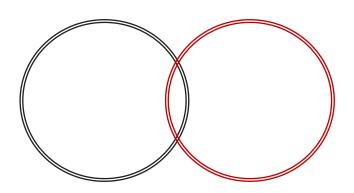
TRAINING

SPECIALIZATION COURSES

SPECIALIZATION MINI MBA'S



CONSULTING



CERTIFICATIONS

HIGH SKILLS - FORMAÇÃO E CONSULTORIA, Lda.

geral@highskills.pt

ANGOLA: 00244 941 126 090

CAPE VERDE: 00238 92 420 25

MOZAMBIQUE: 00258 821 099 522

PORTUGAL: 00351 217 931 365

SÃO TOMÉ AND PRÍNCIPE: 00239 999 25 15

TOGETHER, WITH OUR CLIENTS AND PARTNERS, WE GROW AND MAKE THE DIFFERENCE!

www.highskills.pt

