BST IT & ENGLISH ACADEMY

TRAINING PROPOSAL

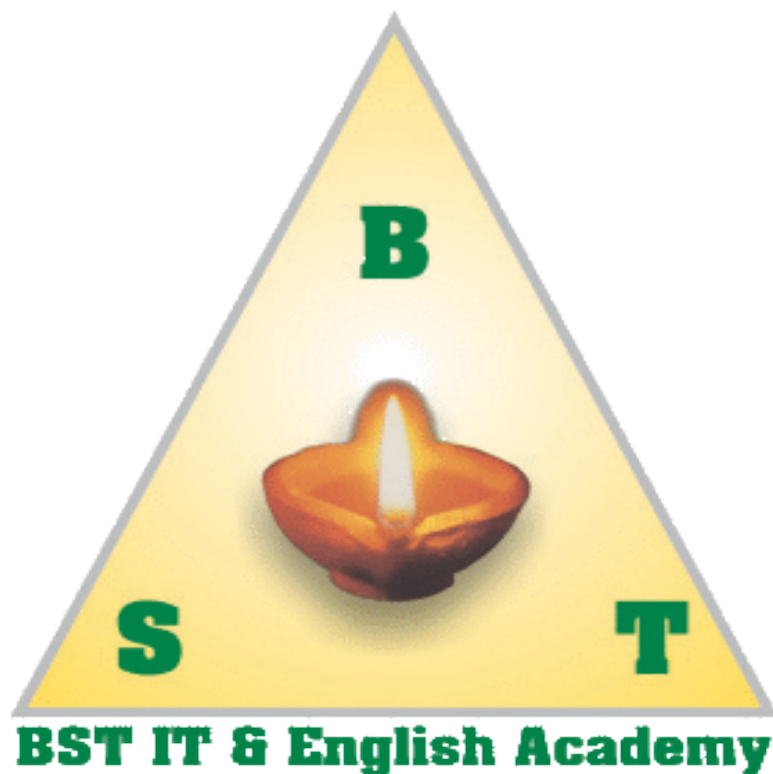**BST IT & English Academy**

Mission Statement

"To train the ultimate professional and gear him with the best technical and practical knowledge to stand out from the rest"

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<u>Introduction</u>

BST IT & ENGLISH ACADEMY is premier IT and English training company located in Kandy offering high quality training solutions. Partnering with **MMBL Cyber skills, Sri Lanka** our academy provides IT and English training solutions to both government and private sectors. Our recent partnership with **Skills for Life** is another step in our effort **to** offer our students and professional clients the best quality education and training.

Our academy has been providing IT Training programs to government employees through programs such as **Computer Assisted Learning (CAL)** and **International Pedagogical ICT Training (IPICT) and** offers IT training programs that lead up to certification from **NIIT India,** considered the best training provider in South Asia. Our successful training and guidance has led to the extension of government projects for the year 2011 to BST IT & ENGLISH ACADEMY. Our lecturers have trained over 1000 government employees.

In our goal for continuous improvement we have joined hands with **Skills for Life** which offers Cambridge exams for students as well as business personnel to improve their career. Our English courses concentrate on practical usage of the language and are delivered by foreign as well as local lecturers. The courses are structured to meet international standards and to help develop soft skills.

Our lecture panel consists of trainers who have many years of experience in training government and private sector employees as well as students. They are fully qualified professionals who have the technical knowledge as well as good soft skills to provide effective training. Keeping in line with our policies the lecturers are also encouraged and required to keep up to date with new technology thus ensuring a better up to date training deliverance to trainees.

Company Info

Contact Details

- **Company Name   -**   BST IT & ENGLISH ACADEMY
- **Address   -**   No.715 Peradeniya Road, Kandy
- **Telephone No   -**   +94 812 228 148 / +94 814 951 411
- **E-mail   -**   bstacademy@gmail.com
- **Face book Page** -   www.facebook.com/bstacademy

Management

- **CEO   –**   Mr. Amila Suranga Wickramasinghe

- **Director   –**   Ms. Koshali Anupika Walawage Wickramasinghe
    - B. Sc (Hons).In Applied Computing (University Of Northumbria - UK)

- **Academic Counselor –** Miss S. Subramanyam

Lecture Panel

- **Miss. C Nillegoda** (Senior Faculty)
    - BSc (Hons) Business Information Systems and Management
                (University Of Middlesex- UK)
    - Served as a lecturer for over 6 years
    - Miss. Nillegoda is faculty known for her indepth knowledge in the field of Software Engineering

- **Mr. Buddhika Dasanayake** (Senior Faculty / System Administrator)
    - CCNA / CCNP / CCSI / MCSE / A+ / LINUX +
    - Mr. Dasanayake served as a trainer for government projects –
        - SysAdmin
        - CIO
    - Mr. Dasanayake is faculty known for his indepth knowledge in the field of System Engineering and dynamic teaching style

- **Mr. Loganathan Partheeban** (Faculty)
    - Bsc. Computer Technology (Bharathiyar University, Coimbatore, India.)

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- **Mr. S. Kobbekaduwe** (Faculty)
  - CIMA (Managerial Level), DNIIT

- **Mrs. C Liyanage** (Instructor)
  - Trainer of government teachers for over five years
  - She has trained government teachers through CAL & IPICT programs for over 7 years

- **Miss. N. Dayananda** (Instructor)
  - Trainer of government teachers for over five years
  - She has trained government teachers through CAL & IPICT programs for over 5 years
  - She is also a multilinguistic teacher who has conducted e citizen programs for the government

- **Mrs. Indra Rajaiya**
  - Graduate school teacher for more than 10 years

- **Mr. Sanath Gamage** (Visiting)
  - B.Sc. degree in Management and MBA
  - Mr. Gamage is a well known trainer and TV personality
  - Mr. Gamage has conducts workshop for the corporate sector including:
    - Unilevers,
    - National Savings Bank
    - Peoples Bank,
    - Bank of Ceylon
    - IFIRC, SATG,
    - USAID, Suntel
    - Hydramani,
    - Ogilvy Outreriat etc.
  - Mr. Gamage is a regular trainer for ICTA under President Secretariat

Government training involvements –

(Secondary Education Modernization Project)

- **Computer Assisted Learning (CAL) –**

    We have trained more than 400 secondary school teachers in partnership with MMBL Cyberskills (Pvt) Ltd

- **International Pedagogical ICT Training (IPICT)** –

    We have trained more than 150 secondary school teachers in partnership with MMBL Cyberskills (Pvt) Ltd

<u>Training Offered</u>

Our academy offers training solutions to companies which can be customized according to the requirements and needs of the company and its management. Although a training period has been specified for each topic, depending on company requirements and time constraints the training periods can be modified.

The main Training topics offered are listed below:

- Microsoft Office (Leading up to ICDL / Advanced ICDL)
- Network / System Administration
- Internationally certified English for organizations
- Creativity and Innovation In Business
- Interpersonal skills for Organizational success
- Creative Problem solving and effective decision making for continuous Improvement
- Time Management and Goal Setting
- Facing Change with confidence
- Employee Motivation and Job Satisfaction
- Enhancing Management Skill
- Supervisory Skill Development

Microsoft Office

Importance of the Workshop

Efficiency is a very important trait in the complex economic environment of today requires that each employee be creative and effective in their decision making so that the company as a whole can go forward and achieve greater success. It has also become very important that companies adopt a form of continuous improvement based on these creative solutions thus enhancing its strategic edge over competition. This program concentrates on these aspects to make employees effective and more productive.

Objective

- Understand The basics of computers
- Learn how use MS Office package
- Identify how the MS Office package can increase company efficiency
- Learn how to use the Internet as resource to improve performance

Target Audience

Managers and office staff

Duration

Four Days

Key Areas Covered

1. Basic Computing
2. Microsoft Office 2007
3. Microsoft Excel 2007
4. Microsoft PowerPoint 2007
5. Microsoft Outlook 2007
6. Internet & E-mail

* MS Access can be added to the training depending on company requirements.
* The version of the Office package used can be changed on company requirements.
* A longer and more in-depth training can be arranged on company requirements.

Network / System Administration

Importance of the Workshop

Almost every organization implements networks and systems to better handle company resources. Thus it is vital that organizations and companies employee competent people to maintain and implement networking solutions. It is also important that these networks are supported by well maintained systems. This program is designed to train well rounded network administrators as well as system administrators.

Objective

- How to manage a simple network infrastructure
- Learn how to troubleshoot issues that arise in the system
- Understand how to handle a windows / Linux network

Target Audience

System and Network Administrators

Duration

Six Days

Key Areas Covered

1. PC and Network OS fundamentals
2. Trouble shooting PC hardware
3. Windows/Linux Network Administration

∗ A longer and more in-depth training can be arranged on company requirements.

Internationally certified English programs

In order to provide the Best for our clients we have joined hands with Skills for life to provide internationally certified English programs for businesses which enhances your employees' knowledge in English. The Cambridge University ESOL exams provide specifically targeted programs that will help professionals in the fields of finance and law to better communicate and produce results to the organization.

Business English Certificate

More than ever, you need a good knowledge of English to succeed in international business and commerce. If you can show you have relevant language skills, you'll have a great advantage in the jobs market and more choice if you want to work or study abroad. The Business English Certificates (BEC) from Cambridge ESOL is for individual learners who want to have a business-related English language qualification. By taking an internationally recognized business qualification like BEC, you can show that you have learned English to an appropriate standard and can use it in a professional context. BEC is available at three levels:

- **BEC Preliminary**
- **BEC Vantage**
- **BEC Higher**
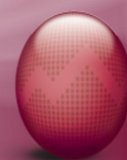
International Certificate in Financial English

If you are considering a career in finance or are about to embark on studying towards an accounting or finance qualification, ICFE will be a valuable addition to your CV. ICFE is designed to determine whether candidates whose first language is not English have an adequate level of English to function efficiently, in terms of language ability, in an international finance or accountancy environment. It is based on realistic tasks of the kind accountancy and finance professionals would be expected to encounter at work

International Legal English Certificate

Whether you are a law student or a practicing lawyer, if you want to work in an international legal setting, ILEC can provide concrete evidence of your level of English. ILEC is designed to determine whether candidates whose first language is not English have an adequate level of English to function efficiently, in terms of language ability, in the international legal environment. It is based on realistic tasks of the kind legal practitioners would be expected to encounter in their daily working lives.

Creativity and Innovation in Business

Importance of the Workshop

Today's business environment is a rapidly changing one therefore it requires each individual in the company to look at his or her place of employment and be creative and innovative when executing it. This in turn will help achieve success and help your company to move forward by enhancing and increasing the effectiveness of your employees.

Objective

- Participants will be able to identify key issues relating to creativity and innovation.
- Importance of being innovative for Organizational and growth
- Learn the key barriers to creativity and how to overcome them
- Learn how to practically implement creativity and innovation to solve issues and improve performance
- How to build a creative climate at their workplace

Key Areas Covered

1. Understanding Creativity and Innovation
2. How high is your creativity quotient?
3. Benefits of enhancing your creativity
4. Blocks and blockbusters to creativity
5. Idea killers and idea growers
6. Split brain theory
7. Brainstorming and other techniques to generate ideas
8. Mind Mapping
9. Cause and Effect Diagram
10. Managing for Creativity
11. Building a climate for creativity
12. Selling your creative ideas
13. Mind Openers: Activities and Exercises to enhance your creativity

Interpersonal Skills for Organizational Success

Importance of the Workshop

In the modern competitive business environment one has to be competent in a variety of other areas in addition to being competent in technical aspects of his or her place of employment. One of the most important areas to focus upon is developing interpersonal skills. The way we relate to our customers, superiors, colleagues and subordinates will bring positive results in the workplace.

Objective

- Participants will be able to develop their interpersonal skills.
- Understand how to convey ideas much more effectively to others
- Learn how to use the skills of communication for organizational success

Key Areas Covered

1. Importance of interpersonal skills for personal and business progress
2. Personal qualities for interpersonal effectiveness
3. Being open minded and communicating with confidence
4. Positive human relations
5. Rapport building and pacing
6. Giving Positive Strokes
7. Understanding self
8. Understanding others
9. Activities on open communication, trust building and teamwork

Creative Problem Solving and Effective Decision Making for continuous Improvement

Importance of the Workshop

Every company eventually faces a crisis that will decide its fate and this will demand a solution that goes beyond the normal thought process to overcome. This program is to give your employees an opportunity to understand and gain the first steps into the way they can contribute to overcome situations like that.

Objective

- Understand key aspects of creative problem solving
- Identify techniques to generate ideas
- Learn how to make better decisions and implement them effectively
- Learn how to make individual as well as joint decisions

Key Areas Covered

1. Three steps to creative problem solving and finding better solutions
2. Need and Value based decision making
3. Left and Right brain Functions of decision making
4. Rational and non rational decision making
5. Brain Storming
6. Ishikawa Diagram
7. Pareto Analysis
8. Mind Mapping
9. Normal Group technique
10. Delphi Technique
11. Electronic Meeting
12. Pros, Cons and unknown analysis
13. Decision making Process

14. Decision making grid

15. Considering options of others

16. Programmed and non programmed decisions

17. Advantage and disadvantage of group decision making

18. Selling decisions: Getting commitment from others

19. Effectively Implementing Decision

Time Management and Goal Setting

Importance of the Workshop

The modern environment requires that companies create goals, with specific timelines to achieve them; in order to be successful. Thus it is very important that companies and individuals who make up the company understand how to set goals and success factors in line with the values and ethics that the company follows. This in turn will unite the workforce in achieving a common set of targets thus leading the company towards growth and success.

To achieve goals efficiently and successfully there is a need to manage time and set targets. Therefore, managing time effectively plays an important role in achieving company goals.

Objective

- Evaluate your success
- Learn how to set realistic targets and goals
- Create plans to maximize individual potential for the success of the whole company

Key Areas Covered

1. Importance of Systematic Goal Setting
2. Benefits of Time Management
3. Harmonizing Goals and Values
4. A Systematic Goal Plan
5. Developing a Positive Attitude towards Effective Time Management
6. Defining Success and Qualities for Success
7. Tips for Managing Stress
8. The concept of Quality Time
9. Time Management Matrix for Prioritizing
10. Guidelines for overall Time Planning

11. Checklist for conducting a successful Meeting

12. Twenty One Rules for Effective Time Management

13. The Twenty Biggest Time Wasters

14. Making your commitment to Time Management Public

Facing Change with Confidence

Importance of the Workshop

The rate and nature of change is dramatically different now from twenty or even ten years ago. Each employee in the company should be able to cope and face these changing times with confidence. They should see change as an opportunity rather than a threat and lead the company forward on the tides of change.

Objective

- Identify the need to change
- Understand the value of facing changes
- Encourage them to take action to face changes

Key Areas Covered

1. What is Change?
2. Nature of change in the present environment
3. Financial Management of poorly managed change
4. Managers / Supervisors role in Change
5. Developing a positive attitude towards facing change
6. Understanding the emotions involved in the changing process
7. Key resistance to change
8. Techniques for reducing resistance to change
9. Importance of effectively communicating the issues involved in change
10. Building confidence to face change

Employee Motivation and Job Satisfaction

Importance of the Workshop

This program concentrates on making employees effective and more productive through motivating them. This is an important program to increase employee satisfaction and help them achieve more at their place of employment.

Objective

- Understand key issues relating to job satisfaction and motivation
- Identify important factors relating to job satisfaction
- How to take action to achieve and create a motivational and satisfactory environment

Key Areas Covered

1. Understand the Importance of Motivation
2. Motivational Factors Affecting Different People
3. Effective Techniques to Motivate Your Staff
4. Effective Techniques to Motivate Yourself
5. Relationship between Job Satisfaction and Motivation
6. Measuring Job Satisfaction
7. Qualities of Success
8. Factors Contributing to Job Satisfaction
9. Human Relations and Job Satisfaction
10. Value of Job Satisfaction

Enhancing Management Skill

Importance of the Workshop

The Managerial level is the heart and soul of an organization. Whether it be managers of today or potential future mangers their efforts and skill will reflect on the end results of the company. This program caters to the managers and executives of an organization to better understand their capability and potential to make a bigger impact on the future of the company.

Objective

- Enhance management skills of participating managers and /or executives
- Identify how to maximize potential
- Identify how to make a bigger impact on the growth of the company

Key Areas Covered

Day 1

1. The Role of a Manager
2. Overview of Key Management Functions
3. Functional Responsibilities at different levels of Management
4. Importance of Developing a Positive Attitude
5. Developing Personal Success Qualities
6. Becoming Open Minded and Building Confidence to Face Change
7. Adopting a Systematic Approach to Problem Solving
8. Becoming a valuable Team Member
9. Becoming An Effective Team Coordinator

Day 2

1. Motivating Your Staff
2. Self Motivational Techniques
3. Managing Time Effectively
4. Setting And Achieving Goals

5. Enhancing Your Leadership Skills

6. Improving Communication Skills

7. Building Confidence In Addressing An Audience

8. Stress Management Techniques

9. Enhancing Your Public Relation Skills

Supervisory Skill Development

Importance of the Workshop

The complex economic environment of today requires that each employee be creative and effective in their decision making so that the company as a whole can go forward and achieve greater success. It has also become very important that companies adopt a form of continuous improvement based on these creative solutions thus enhancing its strategic edge over other competitors. This program concentrates on these aspects to make employees effective and more productive.

Objective

- Understand key elements which are vital to becoming an effective supervisor
- Identify their skills
- Improve different skills
- Prepare plans to become better supervisors

Target Audience

Managers / Assistant Managers / Executives who will be promoted to management positions in the near future

Duration

Two Days

Key Areas Covered

1. The Role of a supervisor
2. Importance of Human Relations
3. Effective Communication
4. Motivating Your Staff
5. Leadership and Team Building
6. Managing Stress

7. Developing a Positive Attitude

8. Developing Staff Confidence

9. Ten Qualities for Success

10. Self Motivational Techniques

11. Effective Time Management

12. Creative Problem Solving