



**ILM Certificate Public Course Dates**

<b>Module:</b>	<b>Days:</b>	<b>Dates:</b>
Induction/Developing yourself and others	1	Friday 16 <sup>th</sup> January 2009
Achieving objectives through time management	1	Saturday 17 <sup>th</sup> January 2009
Solving problems and making decisions	2	Friday 27 <sup>th</sup> – Saturday 28 <sup>th</sup> March 2009
Introduction to Leadership	1	Friday 26 <sup>th</sup> June 2009
Organising and delegating and Building the team	1	Saturday 27 <sup>th</sup> June 2009
Motivating to perform in the workplace	1	Friday 25 <sup>th</sup> September 2009
Coaching and training your work team	1	Saturday 26 <sup>th</sup> September 2009
Recruiting, selecting and inducting new staff in the workplace	2	Friday 20 <sup>th</sup> – Saturday 21 <sup>st</sup> November 2009
Managing performance	2	Friday 22 <sup>nd</sup> - Saturday 23 <sup>rd</sup> January 2010
Managing projects and Writing for business	1	Friday 23 <sup>rd</sup> April 2010
Working with costs and budgets	1	Saturday 24 <sup>th</sup> April 2010
Understanding and planning change in the workplace	2	Friday 18 <sup>th</sup> – Saturday 19 <sup>th</sup> June 2010
Managing customer service	1	Friday 24 <sup>th</sup> September 2010
Effective meetings for managers	1	Saturday 25 <sup>th</sup> September 2010
Giving briefings and making presentations in the workplace	1	Friday 10 <sup>th</sup> December 2010
Project Presentations	1	Saturday 11 <sup>th</sup> December 2010

<b>Location:</b>	Dubai - Centrally located 5 Star Hotel
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<b>Total Cost of Program:</b>	US\$ 12995 per participant
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Costs include ILM Registration, studying membership of the ILM, Certificates, all program materials, tutor support via email, lunch and coffee breaks.

**Attendance on separate modules**

It is also possible for individuals who do not wish to complete the whole programme to attend individual modules:

<b>Cost for One Day Module:</b>	US\$ 900 per participant
<b>Cost for Two Day Module:</b>	US\$ 1800 per participant

To book for the ILM Certificate program or separate ILM modules, contact us at:

**Tel:** +971 50 886 1865  
**Email:** [enquiries@alrlearning.co.uk](mailto:enquiries@alrlearning.co.uk)  
**Address:** PO Box 214935, Dubai, United Arab Emirates

**Registration Terms**

All nominations to our public programs are to be processed by the client's HR/Training department. Nominations to our public programs are to be paid in advance prior to a participant attending the course. A refund will be issued back to the client in the event of program cancellation or seat unavailability. Registration confirmation is subject to ALR review of registration request and seat availability.

**Cancellation Terms**

If a confirmed registration is cancelled less than 5 calendar days prior to the program start date, a substitute participant may be nominated to attend the same program, or a 20% cancellation charge is applied. The same 20% cancellation fee will be charged in case the participant is a no-show.

**Program Refund & Complaint Resolution Policies**

For more information regarding administrative policies such as refund and complaints, please contact our offices at  
**PO Box 214935, Dubai, United Arab Emirates**  
**Tel:** +971 50 886 1865  
**Email:** [enquiries@alrlearning.co.uk](mailto:enquiries@alrlearning.co.uk)