



THE UNITED REPUBLIC OF TANZANIA
INSTITUTE OF ACCOUNTANCY ARUSHA



SHORT COURSE ANNOUNCEMENT
ON
PERFORMANCE IMPROVEMENT AND CUSTOMER CARE
FOR DRIVERS AND SECURITY GUARDS

(13th – 17th August 2019 - IAA Arusha Campus, Arusha)

1.0 COURSE BACKGROUND

This course is designed to provide modern skills for drivers and security guards in and organization. This course will also provide a better understanding of the office challenges facing drivers and security guard and the best practice in handling it in competitive world. The participants will acquire some technical and management skills that enable/remind them to perform their duties effectively and efficiently.

2.0 COURSE OBJECTIVES

At the end of the programme, participants will be able to apply the:

- (i) Customer Care;
- (ii) Road signs;
- (iii) VIP skills
- (iv) Road safety regulations and rules;
- (v) Fire protection and First Aid (practically)
- (vi) Skills for defensive driver
- (vii) Boss and Subordinate Relationship;
- (viii) Responsibilities for drivers;
- (ix) Responsibilities for security guards;
- (x) Ethics in the work place; and
- (xi) Time Management;

3.0 TARGET PARTICIPANTS

This short course is intended for drivers, security officers and any other member of staff who may wish to acquire those skills.

4.0 TEACHING METHODOLOGY

The course will be conducted through lectures, discussions, case studies analysis and practical/hands-on best practice on Drivers assignment to improve their productivity. The language of instruction will be both Kiswahili and English.

5.0 FEES & MODE OF PAYMENT:

The fee for the course is **TZS 950,000/=** (say **Nine Hundred and Fifty Thousand only**) per participant to cover for training material, tea/coffee and lunch. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

6.0 DATE, DURATION AND VENUE:

This course will be conducted from **13th to 17th August 2019 (5 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

7.0 CONTACT PERSONS

For more details please don't hesitate to contact any of the following:

Course Director

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NB: *Early confirmation is highly appreciated.*

APPLY TO:

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