



ST. VINCENT AND THE GRENADINES COMMUNITY COLLEGE: DIVISION OF TECHNICAL AND VOCATIONAL EDUCATION



Duration:
**September—
December 2016**

Cost:
EC\$550.00

Deadline:
**August 26th,
2016**

Contact:
**SVGCC: DTVE
784-458-4612**

**Application forms
are available at the
DTVE in Arnos Vale
& the Villa Campus
or at www.svgcc.vc**

EVENTS & CONFERENCE MANAGEMENT

This course introduces participants to the methods and techniques used in planning, organising and delivering major events such as live shows, weddings, parties, seminars, conferences, etc. These skills are increasingly being requested by persons in private sector companies, and in the entertainment and hospitality industry.

HOUSEKEEPING SERVICES

Participants will be introduced to the essential skills involved in providing guest room and public area cleaning services according to industry standards. Participants will receive the fundamental training needed to effectively maintain workplace relationships and provide customer care in the process of delivering effective housekeeping services.

CONSTRUCTION PROJECT MANAGEMENT

Participants will explore the theoretical and practical aspects of the construction management process. With examples of typical and critical situations from real projects, learners will gain the knowledge and skills needed to explore and react to the challenging aspects of construction management.

Part-time Enrichment Training Courses

QUALITY CUSTOMER CARE

Participants would be sensitised to the crucial role that quality customer service plays in the success of organizations. Practical strategies and techniques designed to maintain and exceed customer expectations, enhance customer value and build customer loyalty will be explored. Emphasis is also placed on the development of positive attitudes and professionalism.

FUNDAMENTALS OF PLUMBING

Participants will gain the knowledge and develop the skills and attitudes required to perform basic domestic and some commercial plumbing services. At the end of the course, participants should be competent enough to carry out routine plumbing tasks including the installation and maintenance of piping and tubing.

ELECTRICAL INSTALLATION

This course introduces students to the fundamental principles of electrical wiring installation. Emphasis is placed on practical exercises which provide manipulative skills needed to perform the tasks associated with the control and distribution of electricity. At the end of the course, participants should be able to perform basic electrical installation work in keeping with local and regional occupational standards.