

Transguard Group



About Us

The Transguard Training Academy is responsible for identifying the training needs of the Group and for planning and designing learning programmes that help our employees acquire the knowledge and skills required to deliver the highest standard and quality of service our customers expect and demand.

Mission

Our mission is to ensure that all training and developmental activity undertaken has a positive impact on the future performance of our employees by providing inspiring training that motivates individuals to achieve their full potential thereby helping Transguard Group attain our Corporate goals.

Transguard Training Academy



Security Familiarisation Course - Pre DPS

This course is designed to provide learners with the knowledge and skills to work as a Transguard Group Security Guard professionally and ethically in compliance Dubai Protective Systems (DPS)

Programme Details:

The content of this course is based upon the syllabus of DPS - Dubai Protective Systems to best prepare our newly recruited Security Guards to successfully attain their license in order to work within the field of Security.

The sessions are designed to be highly interactive, maximum participation, an exchange of ideas and experience are encouraged throughout as this key approach contributes to a positive learning outcome. Previous experience within the field of Security is a prerequisite to recruitment for this role.

We embrace a multi sensory approach to facilitating the material, using theoretical and practical exercises, along with simulated skill set scenarios, and hands on activities to be completed in teams and on an individual basis.

This basis of the course also forms part of our recurrent training strategy, and is essentially supported by additional modules in Fire Safety and First Aid.

All Supervisors and Senior Supervisors also attend our three day Leadership Skills programme.

In order to evaluate the learning outcome of the individual we use both summative and formative assessments which include multiple choice question papers, a short written assessment, one case study and an overall practical task.

Duration:

Two day course

Location:

Delivered at the assigned TG Classroom, practical activities take place around the facility

Intended for:

All Security Guards deployed within Dubai (only)

Programme Modules:

Delivered over two days, the course consists of nine modules which prepare the employee for their official DPS examination in addition to setting the Transguard Group standards.

- Introduction to Transguard Group Security Services
- Customer Care
- Conflict Management and resolution
- Situational Awareness
- Patrolling procedures
- Two way radio procedures
- Documentation and report writing
- Search procedures
- Emergency response



Security Familiarisation Course - Pre BSG NSI/PSBD

This course is designed to provide learners with the knowledge and skills to work as a Transguard Group Security Guard professionally and ethically in compliance with the Private Security Business Department (PSBD) and National Security Institute (NSI) standards

Programme Details:

The content of the course is aligned to the syllabus of NSI – National Security Institute and PSBD – Private Security Business Department to best prepare our newly recruited Security Guards to successfully attain their license in order to work within the field of private security.

The learning program consists of three key sessions broken down into modules designed to prepare the employee for the official compliance training and assessment by NSI and PSBD.

The sessions are highly interactive and maximum participation is encouraged from all learners. Previous demonstrated experience within the field of Security is a prerequisite for this role. The course is both theory and practical based.

By the end of the session learners will be able to:

- Identify the general duties and responsibilities of PSBD and NSI licensed security personnel
- Describe the difference between Public Security and Private Security
- Identify hazards in the workplace to respond appropriately
- Provide a safe and secure environment for the employees and customers

Team Leader, Supervisors and Senior Supervisors are also scheduled to attend our three day Introductory Leadership Skills Learning programme.

In order to assess the learning outcome of the individual we use both formative and summative assessments which include multiple choice, short written answers and one case study with a final practical task.

Duration:

Three day course

Location:

Delivered at the assigned TG Classroom, practical activities take place around the facility

Intended for:

All Security Guards deployed within the UAE with the exception of Dubai

Programme Modules:

Module 1

- Introduction to private security
- General duties and responsibilities of security personnel
- Relationship between private security and public law enforcement
- Scope of work, legal boundaries

Module 2

- Patrol
- Access control
- Official notebooks and documentation
- Effective response to bomb threats

Module 3

- Fire Prevention, detection and safety



English Language Enrichment Programme

Transguard Group places great value in the development of all employees thereby providing the opportunity to enhance English Language Skills. The initiative is actively supported by our shareholders.

In addition to our structured classroom sessions, we offer self-study modules, regular conversation club, and each accommodation facility is equipped with a fully stocked library.

Programme Details:

All employees wishing to participate in the English Language Development Programme are assessed to evaluate their current English level in order to match them to an appropriate course.

General English classes are designed to help develop English Language Skills – raising the standards of spoken and written English as well as enhancing listening and reading skills.

Our intergrated approach encourages the use of grammar, pronunciation, vocabulary, and special expression in context and provides an understanding of English in an everyday environment.

Duration:

Year round classes

Location:

Delivered at the assigned TG Classroom

Available to:

All Transguard employees

Available Courses:

- Level 1 Intensive English Course
- Level 2 Intensive English Course / Level 2 (12week) course for Supervisors
- Level 3 – 3 Module Course (6 months)
- Level 4 – 3 Module Course (6 months)
- Level 5 – 3 Module Course (6 months)
- Level 5/6 for Management Level – 3 Module Course (6 months)
- Beginner's Self Study Course (Level 1)*
- Elementary Self Study Course (Level 2)*
- Pre-Intermediate Self Study Course (Level 3)*
- Intermediate Self Study Course (Level 4)
- Upper Intermediate Self Study Course (Level 5)
- Exam preparation self study courses
- Conversation / Public speaking club
- Professional Business Writing

* Available also as E - Learning

Participants are required to attain minimum attendance as well as predetermined scoring to successfully pass.



Introductory Leadership Skills

The course is designed to empower our employees designated at Team Leader and Supervisor level to enable them to professionally lead their teams.

Programme Details:

All sessions are highly interactive and everyone's participation is encouraged, group and individual activities, discussion, topical debate and role play simulation are all used to achieve a positive learning outcome.

At the conclusion of the course there is a short session which introduces Health and Safety, covering the Escalation process in the event of an incident/accident or near miss. This session also raises awareness about the Corporate strategy of 'Don't Walk By.'

Participants are required to complete a series of assignments to demonstrate their understanding of the course content, which includes multiple choice, short written answers, a case study and a final comprehensive report.

Duration:

Two day course

Location:

Delivered at the assigned TG Classroom

Intended for:

Team Leaders and Supervisors

Programme Modules:

Delivered over 2 days, the course consists of four modules which support the transition from being a member of the team to leading a team:

- Demonstrate understanding of the principles of leadership according to transformational theory
- Identify the key areas of professional growth essential to levels of leadership and its attributes
- Demonstrate understanding of the five components of emotional intelligence according to Goleman's Model
- Identify the essential keys to effective communication
- Apply systematic approach to decision making by demonstrating "OODA" technique
- Follow the stages of problem solving using the mean-end analysis



HR Induction

Facilitated by Transguard Training Academy.

Programme Details:

The aim of the session is designed to assist newly recruited employees to settle in to their new surroundings, by introducing them to the facilities available at their accommodation and advise them of the regulations and conduct expected of all residents.

At the conclusion of this session the Uniform and Personal Grooming Standards follow to ensure all newly recruited employees are aware of the expected Company Standards:

Programme Modules:

Business Awareness - Transguard Group LLC

- Company mission/vision statement
- Group organisation chart

Life in the UAE

- Code of Social Conduct
- Company rules and regulations

Health and Wellbeing

- Medical provision, Dubai Health Authority – general illness and emergency
- Accident/Injury and Workmen's compensation
- Process for reporting sick for duty

Duration:

Three hour session

Location:

Delivered at required accommodation facility, (where possible) within 24 hours of arrival in country.

Intended for:

All Transguard employees

Pay and benefits

- Methods of payment, bank accounts and salary cards
- Pay slip, how to read and understand the format
- What to do in the event of a discrepancy or concern

Documents

- Passports – storage, safekeeping and renewal
- UAE National Identity Card

Leave and ticketing

- Standard
- Compassionate
- Sick
- Housekeeping
- Performance appraisals
- Rewards and Recognition
- Resignation process

All employees are issued with an official HR Welfare Card, which provides them with all the contact telephone numbers for the Human Resources Satellite offices, and 24 hr employee hot line.



Uniform and Personal Grooming Standards

Facilitated by Transguard Training Academy.

The session is designed to familiarise all employees with the expected standards of dress and personal grooming.

Programme Details:

The module is delivered to all new recruits as part of the Induction process to set the expectation at the time they are issued with their uniform.

Focusing on the importance of our brand, the session encompasses a number of group discussions and activities to enforce how our personal appearance can either positively or negatively impact the Transguard Group Corporate image.

The UPG module also forms part of the Leadership Skills training course which is aimed at our Supervisors and Team Leaders as they are the first line management of the Operational team across the Group, and therefore benefit from the guidelines laid out in the training programme.

Duration:

One hour session

Location:

Delivered at the assigned TG Classroom

Intended for:

All Transguard operational employees

Programme Modules:

The key topics covered are:

- Image and branding
- Uniform fit and appearance
- Personal Grooming
- Behavior and Conduct when wearing uniform
- Personal Protective Equipment

Ad-hoc sessions are aimed at existing employees as part of a recurrent training strategy.



General Cleaning Procedures

Facilitated by Transguard Training Academy.

An introductory course which provides the correct knowledge of chemicals, equipment and technique required to effectively clean commercial premises, such as shopping centres, health care environments, Government buildings, hotels, offices, residential properties and food preparation areas (kitchens).

The course is designed to improve the quality of workplace efficiency, and to enable our employees to provide a healthier, cleaner and safer environment for all.

Programme Details:

The General Cleaning Procedures course provides basic training in skilled cleaning and housekeeping services, for business and industry, including general office care and proper cleaning and maintenance techniques for all types of floors, carpets, furniture, and restrooms.

The learning program incorporates proper cleaning procedures, and the use of cleaning materials, equipment and chemicals. Typical equipment used in training includes sweepers, vacuums, mops, electric floor scrubbers, buffing machines and carpet cleaning machines. The correct choice and safe use of various cleaning solutions and cleansers are taught.

Aimed at providing learners the knowledge and skills to perform routine cleaning maintenance duties and follow established cleaning practices in order to work in a safe manner.

Duration:

One full day

Location:

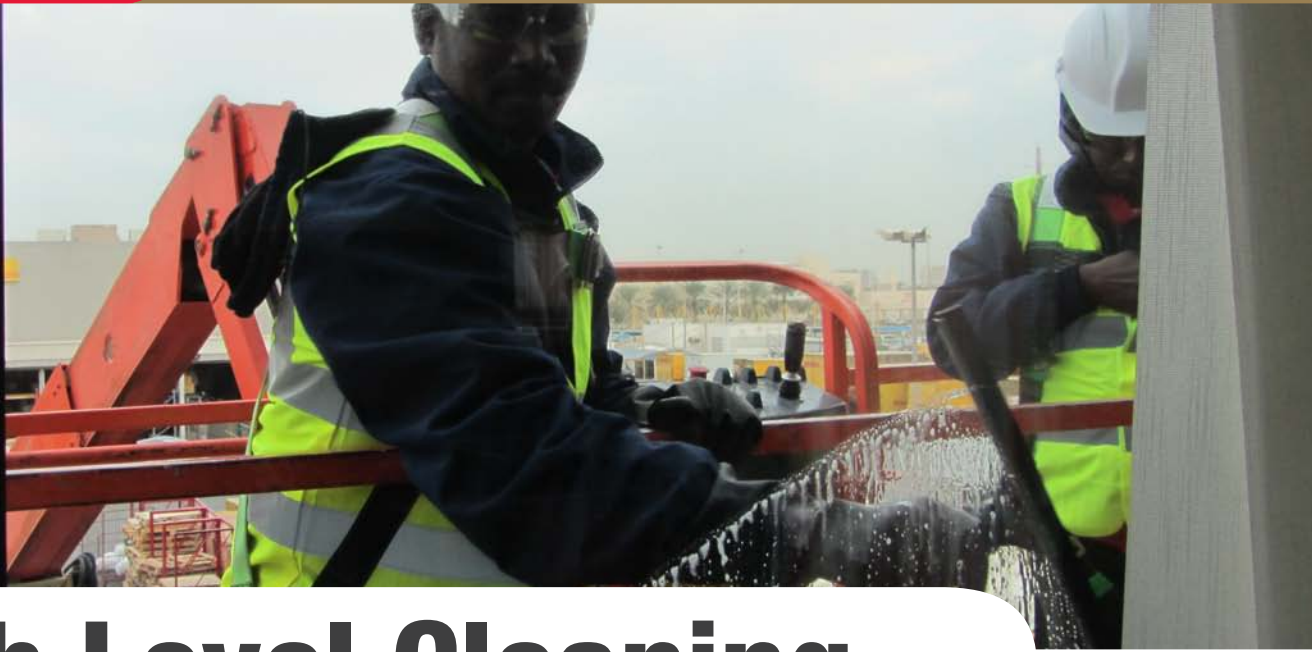
Delivered at the assigned TG Classroom, practical activities take place around the facility

Intended for:

Cleaners, Housekeepers, Kitchen Stewards

Programme Modules:

- Introduction to the Science of cleaning
- Routine cleaning maintenance, how to establish and follow cleaning best practice
- Health and Safety, COSHH and MSDS, the correct knowledge and use of cleaning chemicals
- Technique - cleaning, dusting and polishing of furniture and fittings, kitchens, toilet and bathroom fixtures, emptying and cleaning ashtrays, waste containers and removing rubbish, windows, walls and ceilings
- Floor Care - sweeping, mopping, scrubbing and polishing floors
- Use and care of equipment



High Level Cleaning

Facilitated by Transguard Training Academy.

Employees are trained to always consider Safety in the workplace they are continually encouraged to assume responsibility for their own safety, the safety of their co-workers and the prevention of loss to property.

Programme Details:

An introductory learning programme aimed at increasing safety awareness when working at heights. All participants who successfully complete the session are then registered to attend Certified training which is accredited by the relevant UAE authorities.

All participants are taught about the chain of command, including one-on-one communication with fellow workers and other customer and subcontractor employees.

Emphasis is placed on the set up and cordoning off the work area, cradle layout and operation, labeling and documentation.

Focusing on situational awareness and potential safety hazards either in the immediate working area, or something observed outside the immediate working area and the appropriate reporting process.

Employees are instructed in the use of PPE, products and cleaning equipment and must demonstrate their technique as part of the practical assessment. MSDS sheets are explained and discussed.

Duration:

1 day

Location:

Assigned TG Facility

Intended for:

High Level Cleaners

Programme Modules

Module One

- Introduction to High Level Cleaning
- Description of the site, working environment
- Impact of the weather

Module Two

- Personal Protective Equipment
- Demonstration of PPE
- Safety equipment

Module Three

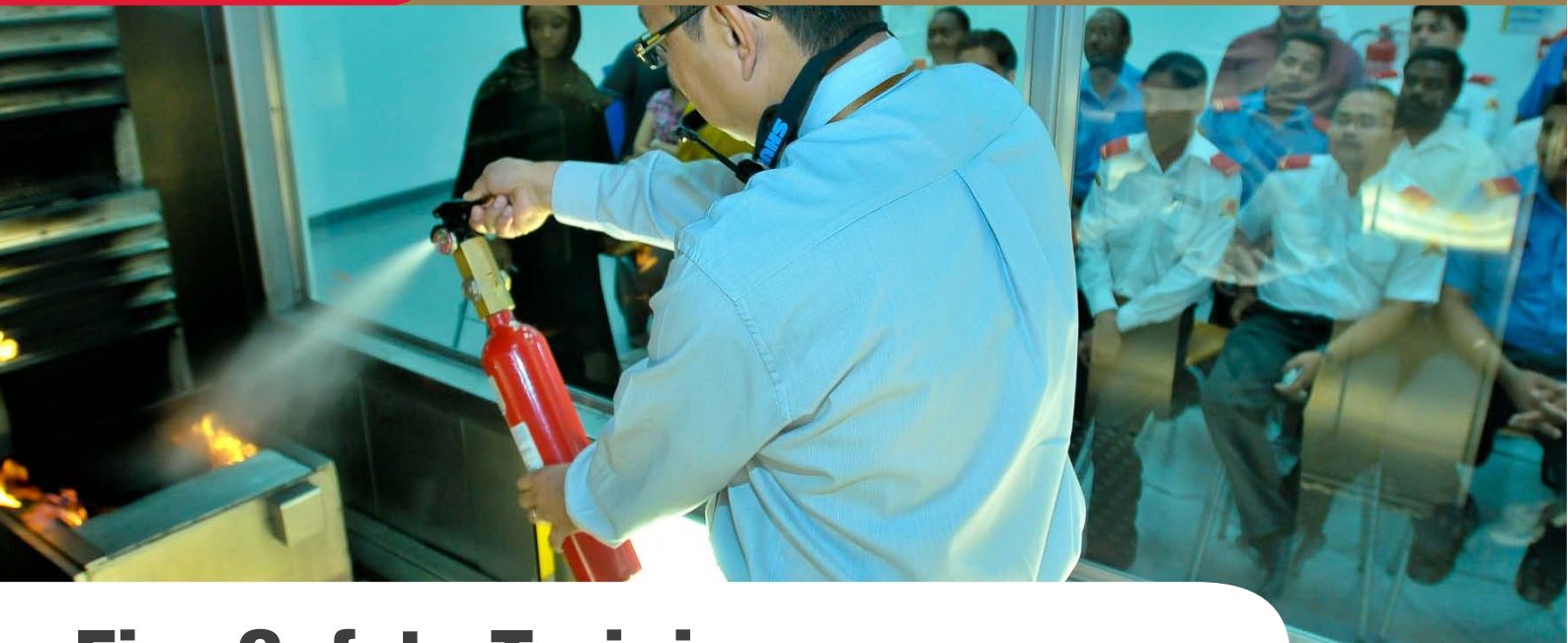
- Cleaning Equipment
- Cleaning Chemicals
- Cleaning technique
- COSHH

Module Four

- Pre cleaning duties
- Cradle layout and operating procedure pre duty checks
- Post cleaning duties

Module Five

- All associated documentation
- Labelling



Fire Safety Training Course

Certification is provided by Emirates Group Safety. Recurrent training is every 24 months.

The course is designed to enable all participants to identify the risks and cause of fire and how to prevent them, along with how to respond calmly in the event of an actual fire.

Programme Details:

The learning programme starts with a theory based classroom session which focuses on the science of fire, cause and effect, and how to recognize and activate alarm systems. The correct evacuation techniques are covered along with the reporting process.

The practical session takes place in the Real Fire Fighting Training room which is a purpose built simulator unique to Emirates Group. This enables all participants to practice the correct handling of an extinguisher and creates a series of controlled simulated fires which must be extinguished using the techniques learned.

In order to successfully complete the course a practical assessment must be undertaken to demonstrate the correct fire fighting technique.

Duration:

One day course

Location:

Delivered at the Emirates Aviation College

Intended for:

All Transguard Group employees English level 2+

Programme Modules:

- Fire Triangle
- Cause and Effect
- Fire Detection Systems
- Fire Fighting Equipment
- Safe Evacuation Technique
- Fire Fighting Technique-PASS
- Reporting Process



First Aid Training Course

Facilitated by our preferred training provider
Quantum Human Resource Consultancy

Recurrent training for CPR/AED is required every
24 months and First Aid every 36 months.

Programme Details:

Our selected course is approved by the National Safety Council, Dubai Corporation of Ambulance Services and the GCAA as well as endorsed by Trakhees.

An intensive course which imparts the knowledge and skills required to offer first response to a casualty experiencing illness or injury.

The emphasis is placed on response to an emergency medical situation, where the approved technique of rescue breathing, CPR, and use of the Automatic Defibrillator are covered in detail.

Standard first aid subjects are covered including how and when to place a casualty in the recovery position, the correct way to apply bandages and response to choking.

Blood Borne and Airborne Pathogens training to raise awareness of the dangers of cross contamination is available to our employees working within high risk areas.

Duration:

One day course

Location:

Delivered at Quantum Training Facility

Intended for:

All Transguard Group employees English level 2+

Programme Modules:

- Practical CPR and Automatic External Defibrillator
- Preventing Disease Transmission and Cross Contamination
- Choking
- Heart Attack and Chest Pain
- Bleeding and Wound Care
- Shock
- Burns
- Bone/Joint and Muscle Injury
- Serious Injury
- Sudden Illness
- Allergic Reaction
- Poisoning
- Cold and Heat Emergencies



IOSH Managing Safely

Facilitated by our preferred training provider Eurolink

Programme Details:

The Institution of Occupational Safety and Health (IOSH) Managing Safely training course is intended for managers and supervisors in any sector and any organisation. This safety training has been designed to help those with responsibility to manage health & safety in their departments. In addition to the diverse health and safety content this course also delivers a module on protecting the environment. This training course is widely recognised as the best health and safety training for managers at all levels and it provides an appropriate level of understanding for those wishing to progress their health and safety professional qualifications.

Confirmation of Training

Learning is confirmed by means of a series of formative assessments and a summative written assessment followed by a project based on the risk assessment process.

Successful completion of the course, written test and project will result in a certificate from the Institute of Occupational Safety and health.

Duration:

3 days

Location:

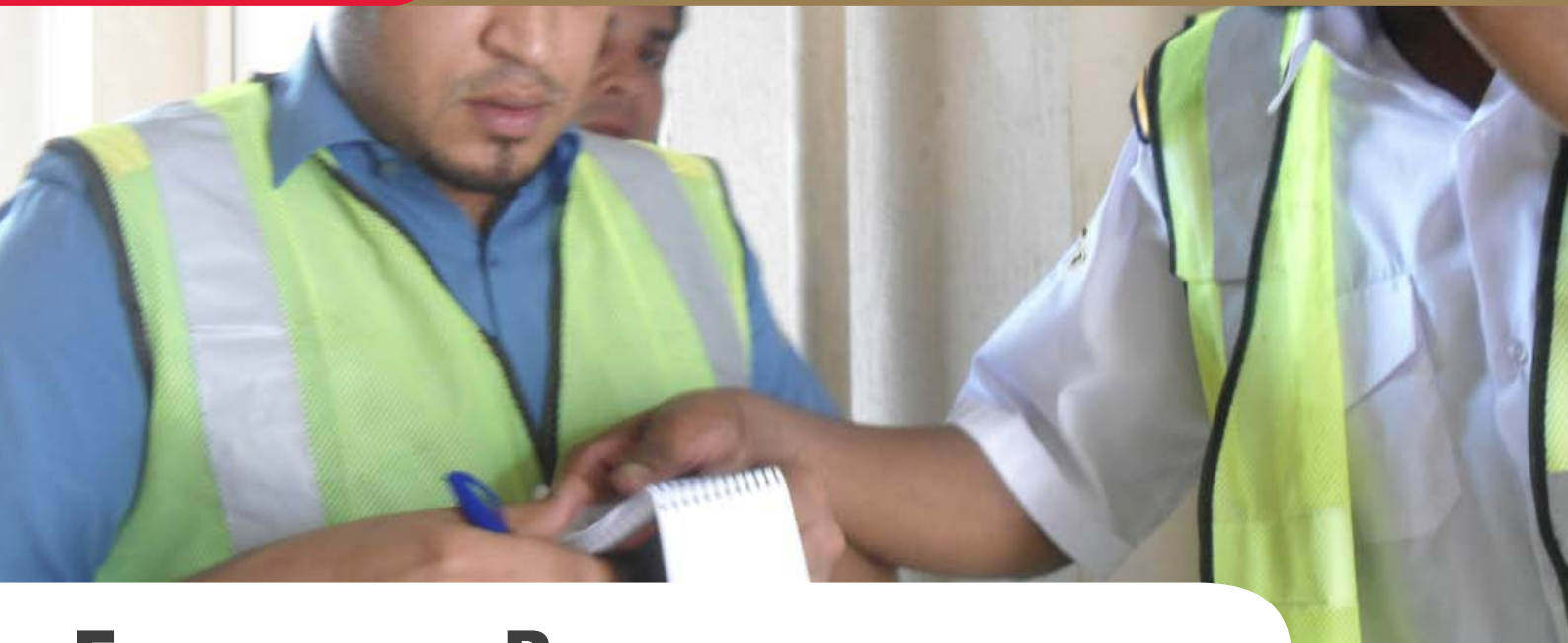
Eurolink Training Facility

Intended for:

Management Level Employees

Programme Modules

- Introducing Managing Safely
 - Why is it important to manage safely?
 - What are your responsibilities as a manager?
- Assessing the risks
 - What is risk?
 - What is a risk assessment?
 - How are risk assessments carried out?
- Controlling the risks
 - How do you reduce risk?
 - How do you decide which risk control to use?
- Understanding your responsibilities
 - What does the law require you to do?
 - How does the law work?
 - What are the key parts of a health and safety management systems?
- Identifying hazards
 - What are common hazards?
 - What can you do about common hazards?
- Investigating hazards & incidents
 - Why investigate accidents and incidents?
 - How do accidents and incidents happen?
 - How do you carry out an investigation?
- Measuring performance
 - What's performance measurement about?
 - How do you measure health and safety performance?
 - What is auditing?
- Protecting the environment
 - What is the impact of industry on the environment?
 - How can you control pollution and waste?
 - What are the main elements of an environmental management system?



Emergency Response Process

Facilitated by Transguard Training Academy

When an emergency incident occurs the immediate response to the situation significantly affects the outcome. This introductory course which provides the knowledge of process, equipment, technique and communication skills required to effectively control an emergency situation that occurs within Company property.

The course is designed to support a newly launched set of processes intended to mitigate exposure and risk to loss of life, injury, damage to property, disruption to operations and ultimately any negative impact to our customers.

Programme Details:

On completion of the course the learner will be able to identify the roles and responsibilities of the Emergency Response Team, identify what is classified as an 'emergency' and describe the stages of the process as determined by the Standard Operating Procedure.

Learners will be able to describe the stages of the process, list the contents of the Emergency Response Kit and identify the use of each item and complete the Incident report and log book without error.

Duration:

One full day

Location:

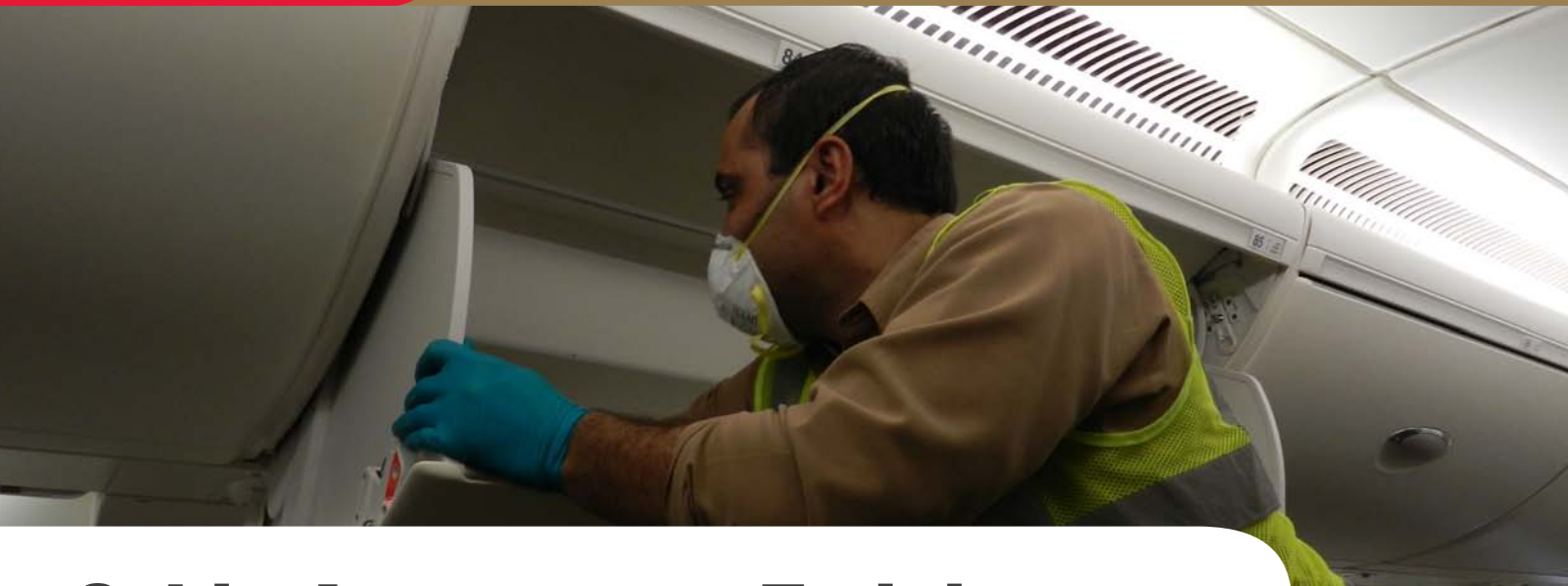
Delivered in the assigned TG classroom, practical drills take place around the facility

Intended for:

Accommodation Managers, Camp Support, Camp Security

Programme Modules:

- Emergency Response Process Health and Safety emergency – (Persons found ill or injured)
- Emergency Response Process Civil Disturbance – (Disruptive behaviour)
- The Emergency Response kit
- Completing the documentation



Cabin Appearance Training

Facilitated by Transguard Training Academy

Transguard Training Academy facilitates both initial and recurrent training specific to cleaning the aircraft interior.

The initial learning programme is designed to provide learners with the knowledge and awareness of the airport environment in compliance with IATA, Dubai and Sharjah Airport authorities to ensure work is carried out safely. Focus is placed on embedding the skills and technique required to carry out aircraft cabin/hold cleaning which meets the Client's specification.

The recurrent learning programme is facilitated on board the aircraft during the MDC phase of cleaning, conducted as OJT. Learners are observed and whilst they practically demonstrate the tasks and process to be followed. Learners are practically assessed on their ability and provided with feedback to support the improvement of technique.

Programme Details:

Cabin Appearance Familiarisation:

To enable learners to demonstrate an understanding of the aircraft interior and possess the knowledge, technique and skills required to restore the aircraft cabin's appearance to the highest standards of hygiene and cleanliness.

On completion of the course the learner will be able to identify the roles and responsibilities of the Cabin Appearance Team and identify the hazards of the Ramp and Aircraft environment.

Learners will be able to describe the sequence of tasks to be followed in order to complete the aircraft cleaning process specific to phase of cleaning being carried out.

Duration:

Initial training - Two days
Recurrent Training - one day, supported by OJT

Location:

Initial training delivered in the assigned TG classroom
Recurrent training delivered on board

Intended for:

Aircraft Cleaners / Supervisors / Team Leaders

Course Modules

- Describe the work environment of aircraft cleaners and the work standards determined by the client
- Identify the interior and exterior parts of an aircraft
- Identify the health and safety and environment regulations in accordance with airport operations regulations
- Evaluate the risks associated with the working environment in order to take preventative measures to manage them
- Apply correct technique for manual handling to prevent injury
- Explain the purpose of different types of cleaning equipment and chemicals
- Demonstrate the correct cleaning procedures in the aircraft cabin and hold



Aircraft Loaders

Facilitated by Transguard Training Academy

Transguard Training Academy facilitates both initial and recurrent training specific to aircraft loaders working in both departures and the arrivals areas, within the baggage hall and on the ramp.

Duration:

Baggage Handling Familiarisation - Half day
Ramp Safety Induction - One and a Half days

Location:

Delivered in the assigned TG classroom

Intended for:

Aircraft Loaders

Programme Details:

Baggage Handling Familiarisation and Ramp Safety Training

The above sessions introduce the learner to industry specific terminology and provide an overview of the hazardous working environment. A detailed description of the equipment used and the process for safely and accurately loading and unloading baggage at Dubai International airport are core subjects of the above courses.

At the end of the two day programme learners will be able to:

- Describe the airport environment and outline personal safety and behaviour
- Identify hazards and preventative measures when working on the ramp, the equipment restraint area and in the baggage hall
- Identify the correct terminology for all equipment
- Describe the meaning of FOD and state appropriate action for the correct disposal of FOD
- Outline safe working practice when working on the ramp
- Demonstrate the use of the Hand Held Terminal used to scan baggage tags and labels
- Describe the prerequisite checks for loading and unloading baggage
- Describe the process for loading and unloading, inclusive of out of gauge, rapid transfer



Dangerous Goods Category 8 Training

Facilitated by Transguard Training Academy

Delivered in compliance with IATA Dangerous Goods regulatory requirement all Aircraft loaders are trained in recognising and handling Dangerous Goods.

Duration:
One Day Course

Location:
Delivered in the assigned TG classroom

Intended for:
Loaders

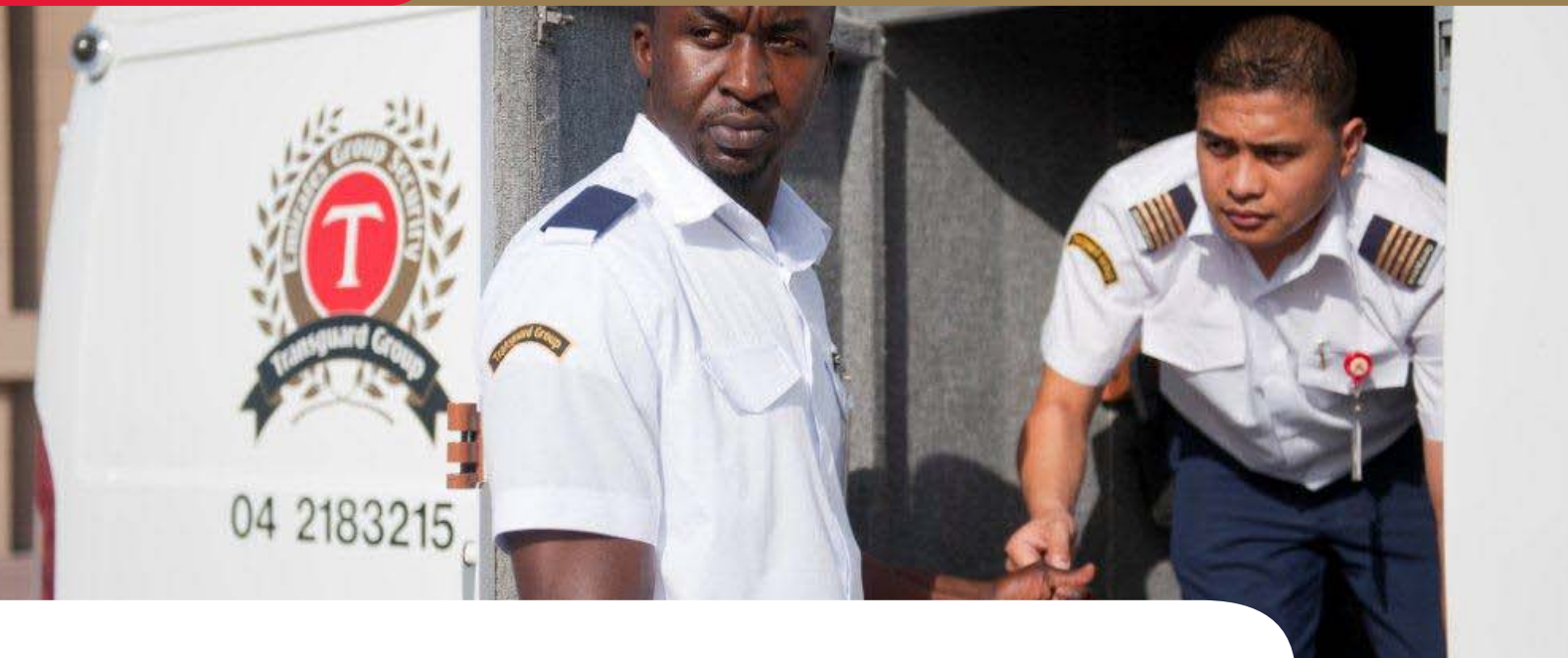
Programme Details:

Dangerous Goods Category 8:

In compliance with IATA Dangerous Goods regulatory requirements all Aircraft loaders are trained in recognizing and handling Dangerous Goods.

At the end of the one day programme learners will be able to:

- Describe the general philosophy of dangerous goods regulations
- Identify and state examples of dangerous goods that can be carried by a passenger and cargo aircraft
- Identify package labels and markings
- Recognize undeclared dangerous goods
- Explain how to load and stow dangerous goods
- Report accidents and incidents



Cash Services Familiarisation

Facilitated by Transguard Training Academy

To provide newly recruited Custodians with the knowledge and key skills to deliver and collect cash safely and securely in compliance with Transguard Group Standard Operating Procedures and DPS regulations.

The course is designed to prepare the learner for their first active shift by breaking down the tasks into three phases. Sign in and preparation, Collection and delivery during the active route and post route duties.

Emphasis is placed on safety, security and creating customer delight by offering service with flair.

Programme Details:

The course has been designed to offer a multi-sensory approach appealing to all learning styles and incorporates case study, practical group activity and a number of training videos which have been developed in house specific to the Unit. It is aimed at familiarizing the learner with industry specific terminology and Company specific processes.

This introductory session precedes the two day Pre-DPS course, a standard preparation course for the actual DPS course which all Custodians must successfully complete in order to attain their DPS license.

Duration:
Course specific

Location:
Delivered at the Cash Services training suite

Intended for:
Cash custodians

Programme Modules:

On completion of the course the learner will be able to:

- Define the nature of the Cash Services business, and the services provided to Transguard Group customers
- Describe the role and responsibilities of a custodian throughout the three phases of a typical shift
- Demonstrate the effective and safe use of equipment
- Accurately complete all associated documentation and demonstrate excellent customer service skills



Customer Service Skills & Conflict Resolution

Facilitated by Transguard Training Academy

Transguard Training Academy facilitates this learning programme as part of our initial and recurrent learning strategy:

- *Design to provide learners with the essential customer service skills when interacting with both internal and external customers within the scope of Security.*

Programme Details:

Customer Service Skills and Conflict Resolution:

The one day learning programme is highly interactive and engaging. Learners are encouraged to participate in a range of practical group exercises working as a team.

Assessment is conducted at both a formative and summative level.

Duration:

One day Course

Location:

Delivered in the assigned TG classroom

Intended for:

All Security Guards, Team Leaders & Supervisors

Course Modules

By the end of the programme learner's will be able to;

- Describe how body language influences the way a message is conveyed and understood
- Demonstrate customer service skills in the working environment by applying the four stages of the ACES Model
- Demonstrate effective behavioural and emotional skills when applying the SAFER Model in a conflict situation
- Identify cultural differences and respond appropriately



Customer Service Centre Training

Facilitated by Transguard Training Academy

- *This course is designed to provide learners with consistent and essential customer service skills necessary to deliver on the Transguard Group Corporate values of Communication and Service Excellence to both internal and external customers in any given situation*

Programme Details:

Customer Service Centre Training:

In order to enhance the standard of customer service in Transguard, learners will develop their skills in business, customer awareness and telephone etiquette in order to apply best practice when interacting with internal and external customers.

The learning programme provides skills and guidelines that will enable learners to build, maintain and increase customer loyalty by exceeding their expectations.

Sessions are designed to be highly interactive and encourage maximum participation, and an exchange of ideas and experience are encouraged throughout. Various learning styles have been considered to embrace the multisensory approach in delivery and concepts of adult learning.

At the end of the programme, learners will be given a summative assessment which includes a situational scenario and audit checklist approach.

Duration:

One and a Half day Course

Location:

Delivered in the assigned TG classroom

Intended for:

Customer Service Centre Agents and Receptionists

Course Modules

The learning programme consists of four modules which address business awareness, telephone etiquette and customer service skills:

- Business awareness
- Situational scenarios
- Degrees of formality and register
- Questioning technique
- Tone and voice quality
- Active listening technique
- Effective customer service delivery



Disciplinary Learning Programme

Facilitated by Transguard Training Academy

This course is designed to provide learners with the knowledge and skills to conduct a disciplinary hearing in compliance with the Transguard Group policy and the United Arab Emirates labour law.

Duration:

One day Course

Location:

Delivered in the assigned TG classroom

Intended for:

Management and Operations Coordinators

Programme Details:

Disciplinary Learning Programme:

This comprehensive course provides a detailed insight into discipline in the work place.

Aimed at developing employees tasked with the management of others, delegates will learn how to conduct a thorough investigation, derive a lawful decision of disciplinary action and how to effectively chair a disciplinary hearing.

Sessions provide a practical hands-on approach for addressing work incidents and how to conduct disciplinary hearings in-line with the principles of fairness and equity as envisaged by the UAE Labour Law.

The programme will offer various learning experience through practical activities, case studies and role play to be completed in teams and on an individual basis.

Course Modules

The learning programme consists of five modules which address the following:

- Investigating an incident
- Nature of disciplinary action
- Stages of disciplinary process
- United Arab Emirates Labour Law
- Articles of disciplinary
- Disciplinary hearing
- How to conduct a disciplinary hearing



Introduction to Customer Service

Facilitated by Transguard Training Academy

This course is designed to provide learners with consistent and essential customer service skills necessary to deliver on the Transguard Group Corporate values of Communication and Service Excellence to both internal and external customers in any given situation

Programme Details:

Introduction to Customer Service:

In order to enhance the standard of customer service in Transguard, learners will develop their skills in business, customer awareness and telephone etiquette in order to apply best practice when interacting with internal and external customers.

The learning programme provides skills and guideliness that will enable learners to build, maintain and increase customer loyalty by exceeding their expectations.

Sessions are designed to be highly interactive and encourage maximum participation, and an exchange of ideas and experience are encouraged throughout. Various learning styles have been considered to embrace the multisensory approach in delivery and concepts of adult learning.

At the end of the programme, learners will be given a summative assessment which includes a series of multiple choice questions, identification and application of concepts and theoretical knowledge.

Duration:

One day Course

Location:

Delivered in the assigned TG classroom

Intended for:

All employees

Course Modules

The learning programme consists of five modules which address the following:

- Customer service and its benefits
- Transguard Group's core value of
"Service Excellence - doing ordinary things extraordinarily well"
- Building professional image
- Effective communication
- Handling queries and customer complaints

BUREAU VERITAS
Certification



Certification
Awarded to

TRANSGUARD GROUP L.L.C.
P. O. BOX 22630, DUBAI,
UNITED ARAB EMIRATES

Additional site details are listed in the appendix to this certificate
the Management System of the
found to be in accordance
standards detailed below

Introduction to QHSE

(Quality Assurance, Health & Safety and Environment)

The course is designed to provide learners with a basic understanding of the ISO standards of Quality, Health & Safety and Environment.

Programme Details:

A half day session to provide awareness of the ISO standards and Transguard Group Integrated Management Systems (IMS) policy.

Integrated Management Systems Policies & Standards:

QMS - ISO 9001:2008
Quality life cycle

Health & Safety - OHSAS 18001:2007
Risk Management
Risk vs Hazard
Incident Reporting
Transguard Group initiative "Don't Walk By"

Environment - ISO 14001:2004
Environment & Our Impact
Reduce, Reuse & Recycle
Waste Management
Environmental Reporting

Duration:

Half day course

Location:

Delivered at the assigned TG Classroom

Intended for:

All employees

Programme Modules:

On completion of the session learners will be able to:

- Identify the three ISO standards which form the Transguard Group IMS Policy
- Describe the quality life cycle
- Differentiate between Risk and Hazard
- List preventative action to mitigate the risk of hazards
- Follow the escalation process in the event of a Health & Safety related incident
- Describe the purpose of the "Don't Walk By" initiative
- Accurately complete the "Don't Walk By" form
- List the courses of environmental impact
- Describe the three "R" Principles of Reduce, Reuse and Recycle

An introductory session delivered at the time of company induction and is supported by regular toolbox talks.



Introduction to Housekeeping Skills

The course is designed to offer a consistent level of service etiquette for superior housekeeping services enabling all Housekeeping staff to effectively handle a range of situations within the hotel.

Programme Details:

This two day learning programme combines situational English for Hospitality with practical scenario training

Learners are given dedicated sessions which are designed to be highly interactive, engaging and encourage whole class participation

Through familiarisation with a range of housekeeping tools and a dedicated facility, real-life training can take place. Various learning styles have been considered in order to embrace a multi-sensory learning approach ensuring learner participation.

The course culminates with both written and practical assessments on English language for hospitality and basic housekeeping skills.

Duration:

Two day course

Location:

Delivered at the assigned TG Classroom

Intended for:

Hospitality contracted employees

Programme Modules:

On completion of the session learners will be able to:

- Demonstrate understanding of Hospitality and the Culture of a 5 Star Hotel in Dubai
- Greet the hotel guests
- Provide effective directions to guests
- Demonstrate the correct method of stocking a Housekeeping Trolley
- Describe the order of servicing a guest room and guest bathroom
- Practically demonstrate correct method of emptying bins, ashtrays, servicing guest rooms and making beds



Functional Supervisor Skills

Transguard Group Security Services

The course is designed to provide learners with the essential skills and knowledge to perform the supervisory function in compliance with operational standards of Transguard Group Security Services

Programme Details:

This highly interactive course enables learners to apply the standard operating procedures of Transguard Group Security Services through a simulated learning environment.

The learning programme includes familiarisation of the business structure, customer services and conflict resolution technique and effective reporting methods.

Various practical activities and self-assessment are incorporated into the session, where learners will apply their new found knowledge and skill learned during the course.

Summative assessment is given at the end of the session comprising of identification, problem solving and multiple choice questions.

Duration:

One day course

Location:

Delivered at the assigned TG Classroom

Intended for:

Supervisors, Team leaders and Operations Coordinators

Programme Modules:

On completion of the session learners will be able to:

- Demonstrate business awareness specific to Transguard Group Security Services
- Deliver briefings, debriefings and Tool Box Talks
- Complete incident reports and follow the escalation process
- Escalate administrative functions of a Supervisor
- Demonstrate appropriate customer service and conflict resolution skills



Human Factors in Aircraft Cabin Maintenance

The initial learning programme is designed to provide learners with the knowledge and understanding of how human error influences quality, safety and efficiency of work performance and how such errors can be mitigated by prevention and management.

Programme Details:

Human error contributes to approximately 80% of aviation accidents and incidents.

To mitigate this EASA requires all Part 145 Maintenance Organisations to implement a programme of Human Factors for all personnel involved in Aviation Maintenance this includes the cabin appearance team.

The Human Factor learning programme is the means to continued efficiency, quality, safety and reduction of human error by optimising the factors that affect human performance in aviation maintenance and inspection.

Duration:

Two day course

Location:

Delivered at the assigned TG Classroom

Intended for:

Aviation support services

Programme Aim and Modules:

Designed to provide learners with the knowledge to increase safety, quality and efficiency in cabin appearance by reducing human error and its impact on maintenance activities in compliance with European Aviation Safety Agency.

- Introduction to Human Factors
- The twelve Human Factors in Aviation maintenance known as the “Dirty Dozen”
- Error Prevention and Management



Premium Classes Cabin Appearance

The course is designed to provide learners with the knowledge and technique which will enable them to apply the deep cleaning procedure in Premium Cabins in compliance with customer service level agreement(s).

Programme Details:

Premium Cabin Appearance training is delivered to all aircraft cleaners at all levels to ensure the required standards of cleanliness and hygiene are maintained throughout the aircraft cabin, focusing on intricate areas relevant to First and Business Class.

On completion of the session learners will be able to:

- Describe their new work environment and the work standards set by our customers
- Identify the interior and exterior parts of the fleet
- Identify the Health, Safety and Environment Regulations in accordance with Airport Operations Regulations
- Evaluate the risks associated with the working environment and take preventive measures to manage them
- Apply the correct technique for manual handling to prevent injury
- Explain the purpose of the different types of cleaning equipment and chemicals used in the premium cabins
- Demonstrate the Cleaning Procedures in the First and Business Classes as stated on the Deep Cleaning Manual

Duration:

Two day course

Location:

Delivered at the assigned TG Classroom

Intended for:

Aircraft cleaners / Supervisors / Team Leaders

Programme Modules:

- Introduction to Cabin Appearance
- The Fleet, interior and exterior of an aircraft
- Health & Safety in the Airport Environment
- Introduction to Aircraft Cleaning
- Cleaning Equipment & Chemicals for Premium Cabins
- Cleaning Techniques for Premium Cabins



British Institute of Cleaning Science

Cleaning Professionals

BICSc Training and Assessment

BICSc are the largest independent, professional and educational body within the cleaning industry, with over 10,000 individual and corporate members in the United Kingdom and Internationally. BICSc have maintained an active role in setting standards and procedures for cleaning, training and education.

Transguard Group LLC became an approved Assessment Centre, awarded by the British Institute of Cleaning Science in 2013.

Currently we have five full time, and two part time assessors who deliver training and assessment at our dedicated fully equipped training facility and on-site.

All learners must complete three mandatory units before progressing onto selected core skills which enable technique and safe working practice specific to equipment and area.

Mandatory Units:

1. Chemical competence
2. Equipment safe use and care
3. Storage of equipment and materials

Upon successful completion of all three assessments learners will be awarded a license to practice/mandatory unit card which demonstrates their competence.

Duration:

Dependant on selection

Location:

Delivered at the assigned TG Classroom

Intended for:

Cleaners / Supervisors / Team Leaders / Management

Core Skills:

Upon successful completion of training and assessment, learners will be awarded a certificate which demonstrates their competence and achievement.

- Mop / Sweeping
- Multi-bucket floor mopping
- Single solution mopping
- Suction Cleaning
- Spray cleaning and Buffing
- Toilets
- Wall washing
- Glass cleaning
- Manual Brush Sweeping
- Emptying and cleaning of general waste bins
- Dusting and damp wiping of surfaces
- Kitchen work surfaces (non-commercial)
- Kitchen sinks (non-commercial)
- Cleaning of domestic refrigerators
- Cleaning of domestic microwaves
- Graffiti removal
- Chewing gum removal (Hard surfaces)
- Pressure washing
- Machine scrubbing and drying (with wet suction machine)
- Carpet extraction cleaning
- Stain removal