

Equipping for the New Working World



EDUCATION & TRAINING For a PROFESSIONAL world

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LUCAS UNIVERSITY COLLEGE BRIEF PRESENTATION

The Leadership University College for Applied Sciences (LUCAS University College) is an initiative of two groups rooted in education, project development and finance, TREMA and PRIMECORP.

LUCAS University College is a tertiary higher education institution started in Ghana and accredited by the Ghana National Accreditation Board (NAB) since 2016. It is affiliated to the Ghana Institute of Management and Public Administration (GIMPA). In 2018, LUCAS launched its Lomé – TOGO campus (in the Agoè district in the heart of Lomé)

In order to serve its mission, LUCAS established educational partnerships with major educational institutions such as Griffith College in Dublin (Ireland), MBWay and MDS – My Digital School (France). These partnerships provide for:

- Sharing of experience, know-how, resources, and faculty
- Exchange of programmes enabling students to pursue their studies in foreign universities
- Joint programmes developed in Ghana with foreign partners, leading to double degrees
- Joint training services with exchanges of programmes and instructors.

LUCAS and its team of experienced and reputable European and African educators strives to provide and promote world-class higher academic and professional education (Undergraduate, Graduate) in business, accounting, finance, economics, public administration, hospitality, tourism, supply chain management, logistics, computer science and information technology and the applied sciences.

In addition, and because the learning process never ends and professional life requires a constant acquisition of new skills, LUCAS offers individuals and corporations a number of continuing education and training programmes.

In order to offer training that is relevant to individuals and organisations, LUCAS partnered with universities and professional associations and groups who have an intimate knowledge of the market and the demands involved in running a business. Hence, partnerships were formed in Ghana with CCIFG and GhISEP, in France with MBWay and My Digital School, and in Ireland with Griffith College.

LUCAS UNIVERSITY COLLEGE EDUCATION & TRAINING PARTNERSHIPS



The Chamber of Commerce and Industry France Ghana (CCIFG)

A private association bringing together companies and professionals from various sectors of the Ghanaian economy. CCIFG helps them develop their business in Ghana, in France or abroad. It facilitates trade and exchanges between France

and Ghana. The Chamber promotes Ghana with French citizens and accompanies them in their approach to the Ghanaian market. CCIFG also supports Ghanaian companies in developing their international presence. Established in Accra in May 2014, CCIFG is member of CCI France International, a network of 120 French Chambers of Commerce and Industry (CCIFI) in 90 countries.

CCIFG / LUCAS short courses are offered to individuals and CCIFG members in search of professional advancement. Their topics cover a wide range of subjects deemed of importance to business life.

Ghana Institute of Safety and Environmental Professionals (GhISEP)

GhISEP is the Ghana Chapter of the International Safety Professionals Association (IASP) headquartered in the USA. GhISEP is a non-profit and multidisciplinary professional body focused on the scientific progress, knowledge and development of occupational health, safety and environment related subjects.



GhISEP / LUCAS short courses are offered to individuals, organisations and GhISEP members in the fields of Health, Safety and Environment: Fire prevention and Fighting; Accident Risks Evaluation; Accident Prevention and Coverage.

My Digital School - France

A web and digital design college that aims to open the digital world to all talents. Without profiling or prerequisites, the pedagogy of the college aims at training students in the technical mastery of the web while guaranteeing them an open mind on the environments and trades related to this universe: e-commerce, communication, marketing,. It values the skills of logic and clarity of reasoning, as well as creativity, intuition and language proficiency. My Digital School offers programmes at the bachelor and master's levels, as well as training programmes and boot camps.



MBway - France



MBway mission is to educate business professionals and managers in a variety of fields. MBWay offers education at the bachelor and master's levels. It offers also individual and corporate training. It is based in Europe with presence in parts of Africa. The college is in partnership with a number of foreign universities allowing exchange programmes, dual-degrees and pursuit of studies.

Griffith College - Ireland



Established in 1974, Griffith College is Ireland's largest independent 3rd level institution with locations in Dublin, Cork and Limerick. Griffith College enjoys national and a growing international reputation for student success. The College has gained an enviable, award winning reputation for providing students with first class lectures and excellent study material. Griffith College offers internationally recognised postgraduate and undergraduate degree programmes, complimented by a wide range of professional, short term and corporate training educational solutions.

LUCAS UNIVERSITY COLLEGE TRAINING & METHODOLOGY

LUCAS UNIVERSITY COLLEGE and its partners offer practical business programmes and training seminars focused on know-how and concerned with professional skills. Instructed by seasoned professionals, the courses use modern interactive techniques and active learner participation to help transfer practical knowledge and acquire hands-on skills.

The fields covered by the training courses are:

- Management
- Sales & Marketing
- Accounting & Finance
- Executive Assistance
- Hotels, Restaurant, Tourism
- Oil & Gas
- Languages
- Office IT - IT Networks – Coding
- Health Safety & Environment

Courses and seminars are conducted in a number of different ways:

- over a few hours or a few days
- AM or PM
- in-house or public
- standard or tailor-made to the needs of a specific group or organisation
- in LUCAS campus or in customers' premises.

Programmes are delivered using a number of tools, including audio-visual computerised presentations.

Training relies on group dynamics, using different approaches to ensure proper assimilation of the course skills, knowledge and know-how:

- Case studies & Exercises to train participants on related issues, with a direct application of the material to their work environment
- Group facilitation and discussions to promote class interaction and discuss real cases encountered by trainees, in the attempt to find directly applicable solutions
- Role-plays, assessment sheets and exercises
- Applied projects: the training period will be the occasion for participants involved to work with ad-hoc teams and with the instructors on specific work related mini-projects.

THE BUSINESS & MANAGEMENT SERIES ACCOUNTING & FINANCE SERIES

From Operations to Financial Reports

This course will provide participants with accounting fundamentals in a stimulating & easy-to-follow manner. They will discover the importance of numbers and how they relate to corporate objectives. This course will also help participants understand how the complete accounting cycle is presented and end-of-period financial reports are prepared.

Result-Oriented Inventory Management

This seminar basically covers forecasting and demand management, fundamentals of inventory management, replenishment order quantities and independent demand ordering systems.

Dynamic Receivables & Payables Management

Participants will learn what is involved in the credit control of new and existing customers and describe ways of shortening the receivables conversion period. They will understand how to manage payables in order to maximize the credit period without affecting supplier goodwill.

Costing at the Service of Performance

This course will introduce participants to the vocabulary of cost accounting, the techniques of cost accumulation and provide opportunities for applying cost accounting concepts to business decisions.

Planning & Budgeting the Future Ahead

This programme will provide non-financial managers with a working knowledge of performance reporting and financial performance planning.

Financial Analysis & Business Growth

This course will help participants review proven analytical tools and develop a keen understanding of how and when to use them to improve their company's profit picture.

New Projects Evaluation

This course will ensure that a comprehensive process is used to estimate project cost with an appropriate level of detail.

Business Financing & Rewards Investing

This course will guide financial professionals through the art of financing and investing by exploring all aspects related to financing & investment management.

Accounting for Corporate Life

This course will expose participants to the different legal aspects of different types of company set-up, management and liquidation, company valuation, equity transactions, mergers and liquidations.

Accounting & Budgeting

This informational module will help participants improve and develop their accounting awareness and knowledge. Managers, assistants, executive secretaries and key people will benefit from it when planning, measuring and controlling accounting performance.

Banking & Insurance Series

LUCAS offers banking and insurance institutions and professionals the opportunity to develop knowledge, know-how and skills related to their activities.

The Financial Markets

This programme will offer participants the opportunity to learn the essentials and much more about stocks, bonds and investment strategies.

Accounting & Finance: The Complete Programme

The course aims at providing all types of managers with the vital business accounting and finance tools. The course is to develop those essential skills that will help them succeed, whether they are involved in marketing, sales, production, administrative activities or business development.

THE BUSINESS & MANAGEMENT SERIES MARKETING SERIES

Essentials of Sales

This programme will give participants the opportunity to define and refine their existing sales techniques, going through each phase of the sales process and learning how to analyse the buyer's psychology by asking the right questions and exercising their argumentation in a customer-oriented way.

Prospecting & Winning Deals

Selling VALUE gets easier with the right tools and a flexible structure to guide the process. This course will provide the latest knowledge, skills and strategies to accomplish this goal. It will help gain awareness that the actual selling is done during a strategically designed interview structured around major closing strategies and is designed to prevent most common sales stopping/stalling objections.

Sales Negotiation Skills & Strategies

The principles that guide negotiations must be singularly focused on producing win-win solutions. No other option is acceptable. Openness and honesty replace posturing and deception. Trust and distrust are removed from the equation by using criteria for selecting an outcome based on mutually acceptable standards to define value.

Client Portfolio Management

This course will teach participants how to equip themselves with models, tools, processes and best practice to engage with their larger customers on a more strategic level, in order to build towards a more profitable and sustainable relationship. Through the development of a creative, structured and value-generating account plan, they will learn to deliver win-win business solutions.

Sales & Team Management

The sales manager's number one responsibility is to get results through the efforts of others. His/her legacy is made and told by the extent to which he or she is able to develop a highly skilled and productive sales force. In the end nothing else will matter.

Strategic Marketing for Sales & Profit

Business marketers confront customers who have become more powerful, sophisticated, price conscious and demanding. This programme will review the insights, tools and skills needed by participants to deploy leadership strategies based on customer value creation and to capture sustainable competitive advantage while securing margins.



Powerful Communication applied to Marketing & Sales

With this program, participants will gain easy to use techniques that will help them produce clear and credible business communications, match their gestures to enhance the meaning of what they are saying and use high tech means to present work and results.

Customer Service & Relationship Management

Simple platitudes about the customer being "number one" or providing "first class service" are no longer enough. Today, we must work on the values and skills employees need to meet or exceed the expectations of ALL their customers.

THE BUSINESS & MANAGEMENT SERIES



PROJECT MANAGEMENT

Prioritise, organise, manage and control work, conduct and monitor projects with tools and techniques that will make any assignment safer, more successful and better managed, no matter how informal the project is. Target is all levels of professionals involved in projects: managers or team members, administrators and project support staff.

Programme outline

- Introduction to Project Management
- Project Management & Organisational Structure
- Management Functions - Management Framework
- Project Environment - Project Phases & Life Cycle
- Project Team Fundamentals
- Analysis, Risks and Issues
- Baselines – Planning – Cost Estimation & Control
- Project Performance Management



HUMAN RESOURCES MANAGEMENT

This programme will offer a major opportunity to visit, review, reflect and refocus on existing practices and gain a comprehensive overview of human resources management. This programme is designed to benefit HR professionals wishing to review their existing practices and all other line managers and employees dealing with HR functions and with personnel.

Programme outline

- Role of HR in Strategy: Mission – Vision – Goals – Strategies - SWOT analysis
- Job Analysis and Design: Work flow analysis - Overview of organizational structures
- Human Resources Planning
- Employee Recruitment and Selection: Recruitment sources & policies - Selection methods
- Employee Training and Development
- Orientation, Placement and Separation
- Performance Management - Rewarding Performance

THE BUSINESS & MANAGEMENT SERIES



LEADERSHIP

Gain the knowledge, skills and confidence to lead any type of organization, at any stage of its growth, through any challenge. You will practice diagnosing the stages of team development and adapting your leadership style accordingly. This programme is designed for executives from all functions & industries who lead others with managerial responsibility and whose jobs require strong decision-making.

Programme outline

- Concepts of Leadership
- Character & Traits of Leaders
- Leadership Styles
- Human Behaviour & Leadership
- Leading & Leadership
- Communicating with Leadership
- Motivation & Leadership
- Teamwork & Leadership



TIME & PRIORITIES MANAGEMENT

A practical course that will show delegates how to manage both priorities and time so that they can accomplish more in less time. A practical course that will show all types and levels of participants how to manage both priorities and time so that they can accomplish more in less time.

Programme outline

- Defining Time Management
- The Obvious and Hidden Benefits of Managing Time
- Setting Goals and Priorities
- Planning & Scheduling
- Dealing with Interruptions & Paperwork
- The Art of Effective Delegation

THE BUSINESS & MANAGEMENT SERIES

MEETING MANAGEMENT

A practical course that will teach participants the skills needed to plan, conduct, and participate to successful meetings where the group reaches the relevant goals and objectives. This programme addresses all individuals and professionals, whatever their function. It is highly recommended for managers and managers to be



Programme outline

- Preparing Meetings: Planning and setting up goals – Electronic options & tools
- Managing meetings: Roles and Responsibilities – Chairing – Attendance
- Participation – Disruptions
- Taking notes - Writing quality Meeting Minutes
- Effective Communication and Conflicts Management in Meetings



TEAM BUILDING

A dynamic & practical programme focusing on developing abilities to turn the team into a result-oriented, motivated group. This hands-on programme is of major significance to all managers and supervisors responsible for a team. Also advisable to those in line for team leading positions.

Programme Outline

- Team Building and Teamwork
 - ✓ Organization's Mission, Vision and Objectives
 - ✓ Team Development: Forming, Storming, Norming, Performing
 - ✓ Inspiring & Motivating Team Members
- Effective and Successful Teams
 - ✓ Picking and defining team members and leaders
 - ✓ Detecting problems, finding solutions - Dealing with difficult members
 - ✓ Maintaining team cohesion - Conflicts and problem solving
- Managing Team Performance
 - ✓ Holding team meetings - Providing feedback in real time
 - ✓ Setting goals – Reviewing team results - Corrective measures
 - ✓ Motivation and reward

THE BUSINESS & MANAGEMENT SERIES

ADMINISTRATIVE ASSISTANTSHIP

Administrative assistants provide both clerical and administrative support to professionals, either as part of a team or individually. They play a vital role in the administration and smooth running of businesses. This course is designed for all management assistants, whether newly appointed or needing to freshen up their existing skills.



Programme outline

- The Role of the Executive Assistant
- Office Operations
- Effective Communication Skills
- Essential Customer Service Skills
- Organizing & Managing Meetings
- Time Management, Key Concepts & Tools



NEGOTIATION SKILLS

This course aims to familiarize participants with the guiding principles behind successful negotiations and turn professionals into seekers of win-win outcomes, rather than old-time bargainers. The programme is designed for all level managers. Whatever their function and level, they will benefit from the teachings of this training, both in their private and in their professional life.

Programme Outline

- Introduction to Negotiation: Communication dynamics & styles - Barriers to communication - Negotiating vs. Bargaining
- The Negotiation Process: Preparation and planning - Definition of ground rules - Bargaining and problem solving - Closure and implementation
- Negotiation Attitudes and Approaches: Tactics vs. Strategy - Adopting the right tactics - Shifting strategies

THE IT & COMPUTER SKILLS SERIES



MANAGING ADVANCED DATABASES - MS ACCESS

The Advanced Databases programme targets all people who need to work with advanced and complex databases, numbers and statistics, at any position in their job. It is designed to help trainees develop advanced skills for creating and managing professional databases using Access. They will be able to define and implement structures that are most commonly used in businesses and use advanced techniques for entering and extracting information.

Programme outline

- Exploring Database Objects
- Creating & Defining Field Types - Using Validation Rules
- Importing & Exporting Information & Data
- Creating, Exploring & Managing Forms
- Different Types of Queries & how to Create them

MANAGING DATA & NUMBERS – MS EXCEL

The Managing Data & Numbers programme is designed to provide trainees with the essential tasks that can be performed under Microsoft Excel Spreadsheets while optimising the usage of this application. This programme targets all people who work with databases, numbers and statistics, whatever their job and their position: administration, personnel, sales & marketing, accounting & finance assistants, management.



Programme outline

- Menus, Commands & Functions - Formatting and Calculations
- Managing Excel Worksheets – Cells & Columns - Layout & Presentation of Data
- Recopying Formulas – Advance functions
- Managing Databases
- Creating & Inserting Excel Charts – Graphics & diagrams
- Creating Pivot Tables - Working with Macros - Creating & showing scenarios

THE IT & COMPUTER SKILLS SERIES



CREATING PROFESSIONAL ELECTRONIC DOCUMENTS

This course provides trainees with the core skills necessary for an efficient and professional use of Microsoft's premiere word processing programme. This course is designed for all those involved in: teaching, training, management, administration, marketing, sales, accounting, finance, but also in politics, NGO's.

Programme outline

- Menus, Commands & Functions
- Editing & Proofreading Documents
- Working with Word Templates - Auto text & Auto Correct
- Managing Graphics & Objects –
- Organizational Charts
- Tables of Contents & Indexes
- Mail & Document Merge
- Templates & Macros

CREATING POWERFUL PRESENTATIONS

This course provides a complete set of tools for creating powerful presentations. Organize and format your material easily, illustrate your points with your own images, or clip art, and even broadcast presentations over the Web. All those who would like to present their results or projects in a powerful and convincing visual modern fashion will benefit from this course.

Programme outline

- Preparing a presentation
- Creating slides
- Managing objects, pictures and sounds
- Slides Views
- Adding Notes - Action buttons
- Broadcasting presentations



THE IT & COMPUTER SKILLS SERIES

E-MAIL ETIQUETTE

A course for professionals who need to enhance electronic correspondence skills and use e-mail according to accepted and expected rules and protocol.

Programme Outline

- Etiquette concepts - E-mail Basics
- Respecting Privacy and Original Ideas
- E-mail policies and features - Netiquette guidelines and Security issues
- Composing e-mails - Writing and formatting e-mails
- Distributing e-mails: forwarding, copying and blind copying
- E-mail effectiveness: Scheduling email
- Words and language for business emails
- Rules of Punctuation - Spelling and proof reading



THE NETWORKING & CODING SERIES



CLOUD COMPUTING & VIRTUALISATION

This course trains IT Managers, Network and System Administrators, System Developers, IT Technicians on cloud computing concepts. They will learn how to host a variety of different workloads, deploy workloads and scale them out quickly through the provision of virtual machines with services. It also trains them on supporting redundant, self-recovering, highly scalable services and monitoring resources used to enable rebalancing of allocations when needed.

Programme outline

- Cloud Computing Terminology and Concepts
- Basics of Virtualization
- Elasticity, Resiliency, On-Demand and Measured Usage
- Software as a Service (SaaS)
- Platform as a Service (PaaS)
- Infrastructure as a Service (IaaS)
- Cloud Delivery Models
- Service Level Agreements (SLAs)
- Cloud-based IT Resources
- Practical Virtualization with KVM

NETWORK ADMINISTRATION

This course introduces the architecture, structure, functions, components, and models of Internet and computer networks. Participants will design and build Local Area Networks (LAN) by applying basic principles of cabling, performing basic configurations of network devices, including routers and switches, and implementing IP addressing schemes. Participants will also learn how to integrate LANs to Wide Area Networks and how to implement all these using Cisco equipment and industry standard devices.



Programme outline

- Fundamentals of Networking (OSI, TCP/IP, IPV4 and IPV6 etc.)
- Routing Concepts (Static Routing, Dynamic Routing etc.)
- Switching (STP, VLANs etc.) - Wireless Networking
- Wide Area Network Technologies (Frame Relay, ATM, PPP etc.)
- Network Security (Access Control Lists, etc.)

THE NETWORKING & CODING SERIES

SYSTEM ADMINISTRATION

This course focuses on the skills needed for successfully designing and managing Windows and Linux systems for businesses. Fresh graduates, university students, IT managers, network and system Administrators, IT technicians and IT professionals will benefit from this programme.

Programme outline

- OS Installation
- User Accounts Management
- File Systems, Disk (quota) & File Management
- Applications Installation & Management
- Network Configuration
- Network Services Implementation: Web, Mail, DNS etc.
- Backup Management
- Network Administration (ADS on Windows)
- Command Line Interface, X & Cron (on Linux)
- Integrating & Optimising Systems



MOBILE APPLICATIONS DEVELOPMENT

This course trains learners who require hands on technical skills to effectively build mobile software and solve problems.. This includes writing relevant instructions needed to store, process, and communicate information using mobile devices (Android platform); storing knowledge into data structures and databases, processing with algorithms, computing and communicating information in human-computer interaction forms over cellular networks.

Programme outline

- Practical based programming/coding
- Object Oriented Programming
- Java programming for Android Platform

THE NETWORKING & CODING SERIES

WEB APPLICATIONS DEVELOPMENT

This course trains learners writing relevant instructions needed to store, process, and communicate information. This includes storing knowledge into data structures and databases, processing with algorithms, computing and communicating information in human-computer interaction forms over networks. Programme is open to high school or university students, fresh graduates, IT professionals, prospective IT professionals, IT technicians, managers, network and system administrators.



Programme outline

- Practical based programming/coding
- Web user interface design
- Coding Business Logic and Rules
- Object Oriented Programming
- Client Side Elements: HTML, JavaScript, CSS
- Server Side Elements: PHP, MySQL DB System & SQL



WEB DESIGN

The objective of this course is to train learners to design and build websites that are optimally functional and aesthetically appealing to end users. This programme aims all individuals/organizations who require hands on technical knowledge of how to effectively build software to solve problems.

Programme outline

- Programming/Coding methodology
- HTML
- Graphics
- JavaScript
- CSS
- JSON and AJAX technologies

THE HEALTH & SAFETY SERIES

Health and Safety Awareness

The aim of the Health and Safety Awareness course is to introduce the candidate to many aspects of Health and Safety at Work legislation and is intended to help raise safety standards and awareness.



Health and Safety at Work

The aim of Unit 1 of the Award in Health and Safety at Work is to give participants the necessary knowledge and information to allow them to fully understand the issues, hazards and control that is needed to ensure a safe working environment.

Introduction to Health and Safety

The aim of the Introduction to Health and Safety course is to furnish participants with a good basic knowledge and understanding of Occupational Safety and Health (OSH), outlining what is required to provide a safe place of work and conform to legislation.



Working Safely

The aim of the Working Safely course is to improve the safety culture within an organisation by giving individuals a good understanding of their health and safety responsibilities, and teaching them how to keep themselves and others safe at work.

Managing Safely

The aim of the Managing Safely course is to assist managers to get up-to-speed on the practical actions they need to take and gain the knowledge and tools to tackle the safety and health issues they are responsible for.

THE HEALTH & SAFETY SERIES



First Aid at Work

The aim of the First Aid at Work course is to provide attendees with extensive training that builds upon the input given during an Emergency First Aid at Work Course.

Risk Assessment

The aim of the Risk Assessment course is to provide participants with a systematic review of the work activities undertaken as part of the business, looking at what could cause harm, and deciding on suitable control measures to prevent accidents or serious incidents occurring.

Manual Handling

The aim of the Manual Handling course is to give attendees the information, knowledge and skills required to enable them to carry out Manual Handling Risk Assessments to ensure all activities undertaken within the workplace are carried out as safely as possible.

Permit to Work

The aim of the Permit to Work course is to give attendees the knowledge, skills and competence to comply with the formal management systems that are in place to control high-risk activities.

Fire Safety Awareness

The aim of this course is to give all staff, particularly new starters in any workplace, a basic understanding of fire safety. Learners gaining this qualification will know that fire safety is the responsibility of everyone in the workplace with recognition of the contribution they may have to prevent the starting and spread of fires.



Health and Safety for Construction Labourers and Site Visitors

The aim of this course is to give attendees the understanding that keeping safe on a site is everyone's responsibility. The topics covered include health and safety, working at height, excavations, fire safety, welfare facilities, confined spaces, personal protective equipment (PPE) and first aid requirements.