مهارات للتقنية وتنمية الموارد البشرية
Skills For Technology & HR Dev.

The Training Guide

Quality of Training ... for Sustainable Development

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Quality of Training ... for Sustainable Development

The Chairman's Speech

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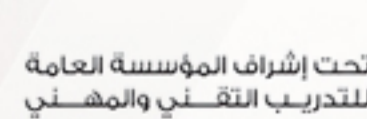**Skills For Technology & HR Dev.**

Engineer/ Fadel bin Mohammed Al-Jahwari

Our values, which we set off in the training industry, mainly based on establishing a true partnership with our clients. Just as planting begins with a seed, Mharat (Skills) has grown since its inception in 1406 AH and has developed through its recruitment for international qualified staff. In order to reach excellence, Mharat (Skills) has followed systematic steps in the training process through Innovation, Planning, Identification of training requirements, Evaluation, and measuring training outcomes for individuals and the organizations.

We always work with determination and perseverance to maintain the leadership and excellence that Mharat (Skills) has acquired since its inception until the present time.

Thank you for choosing Mharat (Skills) and joining our programs in our branches (Jeddah International Higher Training Institute, Saudi Higher Training Institute and the British International Centre).

VISION رؤيــــة
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

SLI
المعهد السعودي العالي للتدريب
SAUDI HIGHER TRAINING INSTITUTE

JICC
معهد جدة الدولي العالي للتدريب
JEDDAH INT'L HIGHER TRAINING INST.

BIC
المركز البريطاني الدولي
BRITISH INT'L CENTRE

مهار للتوظيف

المركز الوطني للتعليم الإلكتروني
National eLearning Center

تحت إشراف المؤسسة العامة للتدريب التقني والمهني

تحت إشراف وزارة التعليم

مـنـار mnar

مهار

Mharat (Skills) in brief

Mharat (Skills) Company for Technology and Human Resources Development launched with the establishment of the first institute to provide featured training services at the beginning of 1406 AH. The company was able to take a featured position among the training companies in the Kingdom of Saudi Arabia, through its branches, spreading nationwide the Kingdom (The International Higher Training Institute, The Saudi Higher Training Institute, and the British International Language Centre).
Mharat (Skills) is proud to graduate thousands of trainees to work in various fields through its branches that cover the regions of the Kingdom, where we have the specialized efficient trainers and we still attract international experts.
Mharat (Skills) Company is licensed locally and has the accreditation of international universities and organizations worldwide

Our vision

To be the first company in providing training solutions ,featured, and integrated to keep pace with the internationalism.

Our mission

Presenting the consultations, experiences and featured training programs in various specialties, that meet the requirements of the individual, the organization and the community with high quality that achieves the goals through qualified trainers and international curricula, with reasonable profitability to gain the trust, satisfaction and loyalty of our clients.

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Our goals

1- Training with high quality, efficiency, and continuous development to achieve development for the human resources.
2- Preparing, over-qualified and training competencies to meet the requirements of both sectors public and private organizations, development requirements and offering consultations and studies.
3- Designing and saving educational and training programs that keep pace with technological development and scientific progress and contributing to the building of the trainee's integrated personality.
4- The participation in community service by providing various social, cultural and awareness courses and developing training packages.
5- Communication with local, Arabic, and international universities and scientific institutions to raise the level of human resources in various fields.
6- Determining training requirements and improving continuous performance.
7- Achieving the highest degree of revenue on investment in human resources.

Social responsibility

Out of the keenness of Mharat (Skills) company for Technology and Human Resources Development Company for effective participation in community service, it always seeks to provide free and low-cost training support to charities, families covered by social insurance, summer youth gatherings and other sectors.

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Our services

1- Training services.   2- Business solutions.   3-Specialized contractual programs.
4- Solutions for job localization scopes.   5- Defining training requirements and evaluating performance.
6- Organizing meetings and conferences.

Training services

Training is the organized process through which the behaviors, knowledge and motivation of employees are changed in order to reach the Compatibility of their abilities and work requirements.
Out of our belief in the importance of training in increasing the efficiency of employees in the organization, we have prepared high quality, specialized training packages, and provided experienced and qualified trainers.

Business solutions

Mharat (Skills) offers the integrated solutions for organizations measurement with international standards for employees' performance evaluation and the identification of the training programs that raise their performance quality and increase their production capabilities. Our smart solutions help organizations to overcome problems and face challenges.

Specialized contractual programs

Mharat (Skills) offers designing and execution a number of specialized contractual training programs, depending on the organization's requirements. We communicate with the organization's training department to determine the actual requirements , which allows us to develop training programs that meets their requirements.

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Scopes of job localization solutions

Mharat (Skills) provides integrated solutions for the scopes of job localization, through training programs ending with employment supported by the Human Resources Development Fund or the Social Charitable Fund and other supportive parties. Our integrated solutions start with submitting training support requests to obtain approvals from the support bodies and then attract job applicants according to the standards set by the organization. Then, training applicants on various qualification programs that are compatible with Localization plans.

Identification of training needs

Training needs are a set of indicators that show the gap between the current performance and the desired performance of working individuals. The importance of identifying training needs is reflected in the following points:

1. Clarifying the individuals to be trained, the type of training, and the expected results.

2. Supporting training departments to plan well and to evaluate the training needs for both whether for the short or long terms.

3. Support in discovering the work problems and obstacles that the organization (or one of its main activities) suffers from.

4. Defining the objectives and content of the training program.

Performance evaluation

The purpose of employees' performance evaluation is to analyze an individual's performance with all its related psychological or physical characteristics, technical, behavioral or intellectual skills in order to identify strengths and weaknesses, and work on strengthening strengths and addressing weaknesses to achieve the effectiveness of the organization.

We have been keen to use global assessment models to study training needs, such as the MBTI Personality Analysis Index, Job Satisfaction Measurement, and other assessment methods that will help identify problems in the organization and ways to solve them.

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Mharat (Skills) around the world
(Branches and cooperation)

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Kingdom of Saudi Arabia (Jeddah - Makkah - Yonbo)

| KSA | UAE | Kuwait | Bahrain | Qatar | Oman | Lebanon | Jordan | Egypt | Morocco | Turkey | Malaysia |

Job Localization
Scopes Solutions

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Job localization scopes solutions

Mharat (Skills) Company also provides integrated solutions for the scopes of job localization, through training programs ending with employment supported by the Human Resources Development Fund or the Social Charitable Fund and other supportive parties.

Our featured services for localization programs

- We are featured by providing assistance in following up agreements with support agencies, and providing related consultations.
- We provide services to attract the required employees according to the standards requested by the employers.
- We offer various qualification programs that ensure the best productivity for new employees that participate to their job stability.
- We are featured by providing our training services for men and women in our branches located in the following cities: (Jeddah - Makkah - Yanbu).

Leadership and
Management Programs

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The Leadership and administrative programs

	The Training Program	Duration in Days
1	Strategies for Institutional Development and Entrepreneurship	3
2	Strategic Planning and Creative Thinking	3
3	Leadership Excellence and Change Skills	3
4	Professional Management Project PMP	5
5	Strategies for manipulating Difficult positions and solve Problems	3
6	Strategies for Self-Motivation and Emotion Management	3
7	Recent Trends in Management Skills Development	3
8	Modern Strategies in Crises Management	4
9	Strategies for building Effective Work Team	3
10	Turn Stress into Success	4

Comprehensive Quality Programs and Institutional Excellence Standards

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Comprehensive quality programs and Institutional excellence standards

	Training Program	Duration in Days
1	Comprehensive Quality Management and its Modern Applications in Organizations	4
2	Quality Management Strategies and Six Sigma Applications	5
3	Kaizen Strategy for Continuous Improvement	3
4	Excellence in Quality Control Systems Management	3
5	Measurements, Standards and Quality Guarantees	4
6	Qualification of Organizations to Obtain the ISO 9001 Certificate	5
7	Strategies for Achieving Institutional Excellence	4
8	HACCP Food Safety Management Systems in accordance with ISO 22000 Standards	5

Planning, Development & Human Resources Programs

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Planning, development & human resources programs

	The Training Program	Duration in Days
1	Strategic planning by using the balanced scorecard methodology	4
2	The Modern management for personnel and career development	3
3	The modern trends in performance Evaluation	3
4	Strategies for linking the career path with the training path	3
5	Effective skills in recruitment, selection and appointment	3
6	The administrative and behavioral skills for the effective employee	3
7	Skills for time management and self-development	3
8	HR management & methodologies & linking them to the strategic goals of organizations	5
9	Identifying training needs and preparing the training plan	4
10	To Prepare specialists and coordinators for training	4

Marketing and
Sales Programs

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Marketing and sales programs

	The Training Program	Duration in Days
1	Marketing strategies and preparation for marketing plans	4
2	The tenth golden steps in the world of sales	4
3	Strategies management and analyzing Marketing problems	3
4	Strategies for Sales negotiation and skills for customer persuasion	3
5	Qualifying sales supervisors to execute team plans	4
6	Strategies management for Marketing campaign and the art of promotion in the recession	3
7	Creativity in sales and management of major customers' accounts	4
8	E-Marketing Techniques	3
9	Improve performance through time management and effective communication in sales	3
10	Development and leadership policies for marketing and promotion	5

Customer Service Management Program

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Skills

Customer service management program

	The Training Program	Duration in Days
1	Customer Relationship Management (CRM)	3
2	The Art of Managing the Customers Problems	3
3	The pioneer and Excellence in the Customers Service	3
4	Effective Communication System and the Art of Excellence in Dealing with Customers	3
5	Time Management Skills in the Customers Service	3
6	The Integrated Program to Prepare New Customer Service Employees	4
7	ISO 1002 Guide for Dealing with Customers	4
8	Foundations of Reception and Hospitality Ceremonies	3
9	Art of Public Relationships, ceremonies and protocols	4

Supply and Warehouses Management Programs

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Supply and warehouses management programs

	The Training Program	Duration in Days
1	Developing the skills of workers in the field of procurement	4
2	Effective management for purchasing and negotiation	3
3	The foundations of suppliers evaluation and the art of dealing with them	3
4	Professional management of procurement and warehouses	3
5	Excellence and creativity technology in supplying chain management	4
6	Strategies for control over procurement	3
7	Methods of control in warehouses and inventory methods	4
8	Modern methods of auditing and risk management in the supplying chain	4
9	Systems and methods for coding Inventory items	3
10	Management of idle inventory and how to get rid of it	3

Financial and
Accounting Programs

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Financial and accounting programs

	The Training Program	Duration in Days
1	Finance for non-Financial	3
2	Modern methods of preparing estimated budgets	4
3	Skills of preparing and writing financial reports according to international standards	4
4	Cost accounting and rationalization of expenditure	5
5	Methodologies used in the control of financial systems	4
6	Modern trends in financial analysis and planning	3
7	Preparing resume studies and projects evaluation	3
8	Financial analysis skills by using the computer	3
9	Statistical analysis by using the SPSS program	3
10	Effective Analysis in manipulating Budget preparation problems	3

The Public Relations and Media Programs

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The public relations and media programs

	The Training Program	Duration in Days
1	Preparing and qualifying public relations managers	4
2	Contemporary strategies for public relations and media	3
3	The golden rules for public relations management	4
4	Public relations and its organizing in accordance with comprehensive quality standards	4
5	Excellence and creativity in public relations and communication	3
6	Public relations role in organizing and managing of conferences and celebrations	3
7	Public relations management through the variables of globalization & information technology	5
8	Advanced curricula in the foundations of effective media and writing press reports	3

Legal Programs

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Legal programs

	The Training Program	Duration in Days
1	Modern methods of preparing contracts and agreements	4
2	Evolving the skills of the responsible legal affairs	3
3	Skills of detecting forgery of official documents and counterfeiting currencies	5
4	Anti-money laundering and supplying terrorism	3
5	Saudi Labor System	3
6	Commercial arbitration in contracts and disputes	4
7	Legal considerations governing the drafting of contracts	3
8	Drafting international trade contracts	4

Secretariat and Office Management Programs

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Secretariat and office management programs

	The Training Program	Duration in Days
1	Modern secretariat and office management	5
2	Developing the behavioral and administrative skills for the creative secretariat	4
3	Skills of preparing and writing correspondence and reports	4
4	Office leadership of the professional secretariat	3
5	E- secretariat and technical communication	3

Training Diplomas

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Training Diplomas

	The Training Program	Duration
1	Diploma in Human Resources Management and Development	Two & a half years
2	Diploma in Administrative Technology, specialization (Office Management)	Two & a half years
3	Diploma in Administrative Technology, specialization (Accounting)	Two & a half years
4	Diploma in Administrative Technology, specialization (Marketing)	Two & a half years
5	Diploma in Computer and Information Technology (Networking)	Two & a half years
6	Diploma in Computer and Information Technology (Software)	Two & a half years
7	Computerized Office applications and secretariat program	One year

Qualifying Courses

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Qualifying courses

	Training Program	Duration
1	Data entry and word processing	6 months
2	Computer use in office work	3 months
3	Marketing and the customers service	6 months
4	Accounting and bookkeeping	3 months
5	Modern secretariat	3 months
6	Production line technician	6 months
7	Office management	3 months
8	Photography, digital photography, and image processing	3 months

Developmental Courses in Computer

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Developmental courses in computers

	The Training Program	Duration
1	Architectural design AutoCAD	60 hours
2	Three dimension design 3d MAX	60 hours
3	Advertising design using Adobe Photoshop	60 hours
4	TV montage using Adobe After Effect	60 hours
5	Website design using Adobe Flash	60 hours
6	Website design and programming using ASP	60 hours
7	Net Website programming using VB.Net	60 hours
8	Database management and design (Oracle)	60 hours
9	Computer maintenance	30 hours
10	Social media networking skills	15 hours
11	Computerized Project Management (MS. Project)	25 hours
12	Computerized Project Management (Primavera)	30 hours

Microsoft Specialized Technical Courses

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First level courses - Microsoft Technology Associate (MTA)

Microsoft Technology (MTA) courses are introductory Microsoft certification courses for individuals. These courses address technology. The MTA certification addresses a wide range of basic technical concepts such as infrastructure, databases, and software solutions. The courses enhance the technical credibility of the holder.

Step	Title (3 days / course)	Optional Training	Required Exam	Certificate	
1	Windows Operating System Fundamentals	349	349	IT Infrastructure	Microsoft Technology Associate
2	Windows Server Administration Fundamentals	365	365		
3	Networking Fundamentals	366	366		
4	Security Fundamentals	367	367		
1	Database Fundamentals	364	364	Database	Microsoft Technology Associate
1	Software Development Fundamentals	361	361	Developer	Microsoft Technology Associate

Second level courses - Microsoft Certified Solutions Associate (MCSA)

This course qualifies you to be a certified solution provider assistant in Microsoft Networks 2012.

Step	Title (3 days / course)	Optional Training	Required Exam	Certificate
1	Windows 7, Configuring	6292	680	Microsoft CERTIFIED Solutions Associate Windows 7
2	Windows 7, Enterprise Desktop Support Technician	6293	685	

Third level courses - Microsoft Certified Solutions Expert (MCSE)

The MCSE networking courses qualifies you to be a certified Microsoft Network Solution Assistant as a first step, and then qualifies you to become a certified Microsoft Networking Solution Expert. It addresses four areas: server infrastructure, workstation infrastructure, office sharing across Microsoft servers 2012, and database environment over the network. These courses are among the strongest courses in Technical qualification that can be a quantum leap in the path of any institution or individual.

Step	Title (5 days / course)	Optional Training	Required Exam	Certificate
1	Installing and Configuring Windows Server 2012	410	410	MCSA Server
2	Administering Windows Server 2012	411	411	
3	Configuring Advanced Windows Server 2012 Services	412	412	
4	Designing and Implementing a Server Infrastructure	413	413	
5	Implementing an Advanced Server Infrastructure	414	414	
1	Installing and Configuring Windows Server 2012	410	410	MCSA Desktop
2	Administering Windows Server 2012	411	411	
3	Configuring Advanced Windows Server 2012 Services	412	412	
4	Implementing a Desktop Infrastructure	415	415	
5	Implementing Desktop Application Environments	416	416	
1	Managing Office 365 Identities and Requirements	346	346	MCSA SharePoint
2	Enabling Office 365 Services	346	347	
3	Core Solutions of Microsoft SharePoint Server 2013	331	331	
4	Advanced Solutions of Microsoft SharePoint Server 2013	332	332	

Step	Title（5 days / course）	Optional Training	Required Exam	Certificate
1	Querying Microsoft SQL Server 2012	461	461	
2	Administering Microsoft SQL Server 2012 Databases	462	462	MCSA SQL Microsoft CERTIFIED Solution Expert Data Platform
3	Implementing a Data Warehouse with Microsoft SQL Server 2012	463	463	
4	Developing Microsoft SQL Server Databases	464	464	
5	Designing Solutions for SQL Server	465	465	

Third level courses - Microsoft Certified Solutions Developer (MCSD)

Applications and software solutions industrial courses qualify you to be a Microsoft certified solutions developer. They are several levels of training that provide you with the skills and knowledge necessary to build integrated applications on the web or computer to be able to create an appropriate software solutions using different programming languages.

Step	Title（5 days / course）	Optional Training	Required Exam	Certificate
1	Programming in HTML5 with JavaScript and CSS3	480	480	
2	Developing ASP.NET MVC 4 Web Applications	486	486	Microsoft CERTIFIED Solution Expert Web Application
3	Developing Windows Azure and Web Services	487	487	
1	Programming in HTML5 with JavaScript and CSS3	480	480	
2	Essentials of Developing Windows Store Apps Using HTML5 and JavaScript	481	481	Microsoft CERTIFIED Solution Expert Windows Store Apps
3	Advanced Windows Store App Development Using HTML5 and JavaScript	482	482	

Cisco Specialized
Technical Courses

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Cisco specialized technical courses

• Cisco Certified Network Associate (CCNA Routing and Switching)

qualifies the trainee to perform simple and medium settings for Cisco Routers and Switches, in addition for training in methods of tracing errors that occur on network devices and how to fix them. The duration of the program is (66) hours of training that includes an introduction to the +N syllabus, hands-on Cisco equipment, and CCNA exam preparation.

• Cisco Certified Network Professional (CCNP)

increases the trainee's ability to plan for building medium and wide networks with the proper and professional setup of network devices, in addition to validating settings and tracking errors in local and wide networks, it gives the trainee the ability to cooperate with specialists and experts to fill gaps and enhance network security. The duration of the program is (120) training hours, which includes preparation for the three-certification exams:
CCNP Routing , CCNP Switching , CCNP Troubleshooting.

• CCNA , CCNP (Security / Voice / Wireless)

Mharat also offers several specialized courses for Cisco networks in the fields of security devices, firewalls, wireless networking devices, access points, and VOIP devices. We offer these courses for both beginner and advanced level trainees, according to the curriculum approved by the company within programs suitable for Companies and groups. All these courses are provided by specialized trainers with scientific and practical experience in the same field.

British International
English Language Centre

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British International Centre

The English language is the first language of science and business in the world. Hence, Mharat has sought to , since its inception, to establish the British International Center. The British International Center is featured by mother tongue English teachers, international curricula with innovative technologies and interactive training rooms in which we focus on dialogue skills between trainees so that to reach the maximum possible benefit for the trainees.

المركز البريطاني الدولي
BRITISH INT'L CENTRE
لتعـــليم اللـــغة الإنجـــليزية

	Training Program	Duration
1	General English Program	12 levels
2	Business English Program	10 levels
3	Conversation program	6 levels
4	Junior Program	6 levels
5	English Language Skills Program	3 months
6	ESP (English for Specific Purposes) Programs	------
7	Qualification for international exams (TOEFL - TOEIC - IELTS)	------

Our Strategic Partner

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Our strategic partner

The REFERENCE for consulting and administrative training is a company specialized in the administrative and technical fields, accredited locally, regionally and globally. It is characterized by its high-quality services in the areas of institutional development, the provision of reference consultancy, training courses and business development solutions. The reference enjoys its qualified human resources with high capabilities. The REFERENCE's strategy is based on meeting the needs and desires of all governmental and non-governmental institutions, organizations and bodies in line with scientific and professional developments in various training sectors, where differences in training needs are taken into account from one country to another in accordance with quality standards in training. The REFERENCE has organized twenty-one conferences in several countries since its inception, with topics ranging from human resources, leadership, training, public relations, anti-corruption, and sustainable development.

REFERENCE
consultation & business development

Our Clients

Our clients

- Ministry of Hajj.
- Saudi Electricity Company.
- Alhamrani Company.
- Petroleum and Mineral Wealth Ministry.
- Saudi Arabian Airlines.
- Saudi Cable Company.
- Ministry of Health.
- Omar Abu Bakr Balubaid Group of Companies.
- Saudi Distribution Company.
- Hussain Bakri Qazzaz Group.
- Arab Shipping Company.
- Department of Education in Al-Makhwah.
- Saudi Tiles Company Ltd. ARTIC.
- Holy Quran Memorization Society, Jeddah.
- Youssef Mohamed Naghi Group of Companies.
- General Administration of Education in Jeddah.

- Jeddah Marriott Hotel.
- Air Defense Forces Institute.
- Al Ber Society in Jeddah.
- Okaz newspaper.
- King Abdulaziz University.
- City newspaper.
- Jeddah Municipality.
- Umm Al Qura University.
- Saudi National Bank.
- Jeddah Traffic Department.
- Holiday Inn Hotel.
- Border Guard.
- Jeddah Islamic Port.
- Americana Corporation.
- Social Charitable Fund.
- Al-Baik Company.

- Dutch Saudi Bank.
- Jeddah Police Department.
- King Fahd Hospital.
- Saudi French Bank.
- King Faisal Naval Base.
- Airway engineering.
- Arab national Bank.
- Armed Forces Hospital.
- Al-Ain Al-Aziziyah, Jeddah.
- Islamic Development Bank.
- Islamic Relief Organization.
- International airport projects.
- Islamic world Union.
- Al-Majal Service Master.
- Areen Tourism Company.
- Radwa Company.

Contact Us

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