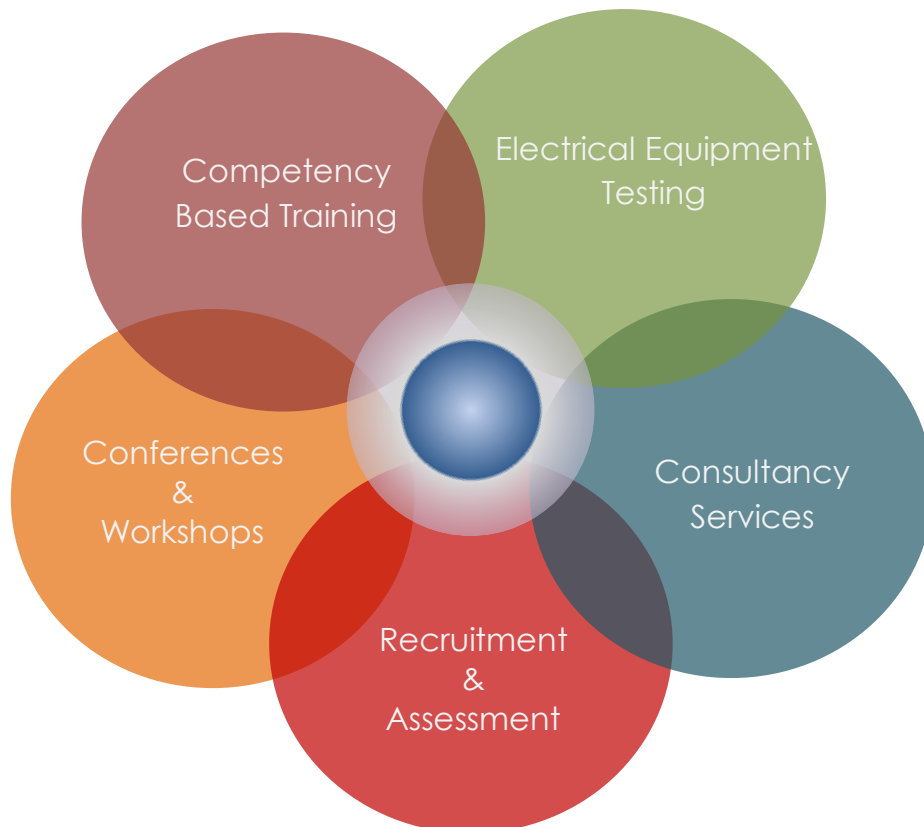


VRA ACADEMY

Bridging the Competency Gap in the Energy Sector in Africa

2019 Training Brochure



Competency
Based Training

Electrical Equipment
Testing

Conferences
&
Workshops

Consultancy
Services

Recruitment
&
Assessment

Contents	Page
PROGRAMMES	
POWER SYSTEM OPERATING COURSES	
Operating Practices	11
Power Systems Stability	11
Nomenclature (KKS), Codes and Blueprint Readings	11
Work and Standard Protection Code	11
Data Acquisition, Work Orders & Effective Logging	11
POWER SYSTEM MAINTENANCE COURSES	
Maintenance of Circuit Breakers	13
Maintenance of Electric Motors	13
Maintenance of Generators	13
Basic Hydraulics	13
Basic Pneumatics	13
Basic Rigging	13
Station Auxiliaries AC & DC Power Systems	14
Medium Voltage Operation	14
Bearings	14
Mechanical Drives Level 1	14
Mechanical Drives Level 2	14
Valves	15
Pumps	15
Compressors	15
Precision Measuring Instruments	15
Influence of VARS on Power Systems	15
Motor Starters and Feeders	15
Reading of Electrical Blueprints	16
Maintenance of Transformers	16
Testing of Transformers	16
Maintenance of Battery Banks & UPS Systems	16
POWER NETWORKS COURSES	
LV Network Operation and Maintenance	18
Line Staking/Pole Framing	18
Distribution Transformer Loading and Fuse Coordination	18
Grounding and Bonding	18
Distribution Substation Design (Ground Mount)	18
Basic Line Construction for Power Distribution Networks	18
Pole Mounted Substation Design	19
POWER SYSTEM PROTECTION, CONTROL & INSTRUMENTATION COURSES	
Generator Protection	21
Governor Control Systems	21
Excitation Control System	21
RENEWABLE ENERGY COURSES	
Photo-Voltaic (PV) System Level 1	23
Photo-Voltaic (PV) System Level 2	23
Photo-Voltaic (PV) System Level 3	23
Grid Integration of Variable Renewables	23

Contents	Page
SAFETY COURSES	
Risk Assessment and Job Safety Analysis	25
Industrial Safety-Chemical Hazard Communication	25
Electrical Safety for Power Installations	25
MANDATORY TRAINING (VRA TECHNICAL STAFF)	
Protection & Control Course (1 Year)	27
Electrical Maintenance Course (2 Years)	27
Mechanical Maintenance Course (2 Years)	27
Transmission & Distribution Line Maintenance Course (2 Years)	27
BUSINESS DEVELOPMENT AND LEADERSHIP COURSES	
Human Resource Management	29
Strategic Human Resource Management	29
Strategic Management	29
Business Negotiation Skills	29
Coaching and Mentoring	29
Emotional Intelligence	30
Business Ethics and Corporate Governance	30
Corporate Governance	30
Instructional Techniques for Trainers	30
Performance Management	30
Balanced Scorecard Training	31
Balanced Scorecard Training	31
Team Building and Development for High Performance	31
Effective Supervision	31
Project Management (PRINCE2)	31
Project Management (PMBOK)	32
Effective Presentation Skills	32
Communication and Inter-Personal Skills	32
Time and Stress Management	32
Customer Care	32
Report Writing	33
Technical Report Writing	33
Work Ethics and Attitudinal Change	33
Retirement Planning	33
Contracting in Public Utilities	33
Developing Professional Assertiveness and Confidence	33
Business Etiquette	34
Business Writing Skills	34
Minutes Writing	34
FINANCE AND PROCUREMENT COURSES	
Financial Modeling in Excel	36
Finance for Non-Finance Officers	36
Accounting for Non-Accounting Officers	36
Business Planning and Budgeting	36
Investment Appraisal & Risk Mgt for the Power Sector	37
Oracle Financials- General Ledger Part 1	37
Oracle Financials- General Ledger Part 2	37
Oracle Financials Payable	37
Oracle Financials Receivable	38
Oracle Financials- Accounts Reconciliation	38

Contents	Page	Contents	Page
FINANCE AND PROCUREMENT COURSES		PROFESSIONAL LANGUAGE PROGRAMME	
Oracle Financials Assets Management	38	Basic Functional French	44
Oracle Procurement for VRA Staff (Professional)	38	French for Publicity	44
Oracle Procurement Training for VRA Staff (Users)	38	French for Cross Border Power Operations and Maintenance	44
INFORMATION TECHNOLOGY		French for Secretaries	44
MS Excel (Module 1 & 2)	40	French for Power Business (Advance Level)	44
MS Word (Module 1 & 2)	40	French for Corporate Communicators	44
MS Access (Module 1 & 2)	40	French for Power Dispatchers	45
MS PowerPoint (Module 1 & 2)	41	Customized English for Power Business	45
AutoCAD	41	OFFICE MANAGEMENT & ADMINISTRATION	
MS Project	41	Office Management and Administration	47
Introduction to Data Analysis Using Excel	41	Documents Management (Records Management)	47
Basic Corporate Computer Application	42	Effective Office Administration for Executive Assistants	47
		Office Management for Newly Employed Officers and Managers	47
		Catering and Hygiene	47
		Security Guard Training Programme	48

Message from the Chief Learning officer

Dear Colleague,

Once again, it is with great pleasure that I introduce our training programmes for 2019 and welcome you to the VRA Academy. At the heart of our business is you, our cherished business partner and we would like to believe that we create the right environment for you to acquire the learning necessary to cope with our challenging business environment.

Our focus this year is to create a supportive learning environment that will help us realize our dream of bridging the competency gap in utilities in Ghana and West Africa. As a testimony to our commitment to this ideal, we are constantly improving on our courses to ensure that we are offering the best learning opportunity for you.

We are conducting training needs assessments to identify competencies that will help you deliver outstanding results. We are also collaborating with other organizations to provide diverse learning experiences to assist you cope with today's new challenges. Altogether, we believe that these steps sow the seeds of a unique learning experience that would blossom into business growth for your organizations.

Thank you for your continued support and we look forward to seeing you at Akuse.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Eric Mensah Bonsu', is written over a horizontal dotted line.

Eric Mensah Bonsu, Chief Learning Officer

About VRA Academy

VRA Academy is an engineering training provider and the training wing of the Volta River Authority. The Academy offers continuous professional development programmes in Power System Operation and Maintenance (Generation, Transmission & Distribution). We also provide training in Business, Management and Leadership as well as Language for Power Business Communication. We train participants based on their learning needs with focus on what they have to achieve in their workplaces.

Our Mission

VRA Academy has 37 years' experience and aims to provide quality-training solutions in Power System Operations and Maintenance, Energy Management, Leadership Development and Language for Power Business to Power Utilities in Africa.

Our Values

- Accountability
- Commitment
- Trust
- Integrity
- Teamwork

Our Services



Competency Based Training	Recruitment & Assessment
Electrical Equipment Testing	Conferences & Workshops
Consultancy Services	

Delivered mainly at our training facility in Akuse, our courses are ideal for developing the competencies of both technical and non-technical staff within the power sector.

In addition to providing training solutions, we undertake services such as Electrical Equipment Testing, Consultancy Services, Recruitment and Assessment and conferences.

Meeting industry needs through training

Our training is based on a structured competency model and combines class lectures with practical assignments to ensure participants are able to execute tasks to required performance level

Our technical programmes are carefully designed to add value by improving business operation and productivity within the power sector and at the same time making employees more competent.

Experienced Trainers

We pride ourselves in delivering hands-on, problem solving training solution to satisfy our clients.

Training programmes are delivered by competent and highly qualified professionals, all of whom have decades of experience in their respective areas of expertise.

Our Location

Located in Akuse, Eastern region of Ghana, we are surrounded by the rich culture of the Krobo people, the VRA Kpong Dam and beautiful landmarks.

The serene environment of Akuse makes your stay at the VRA Academy a memorable one.

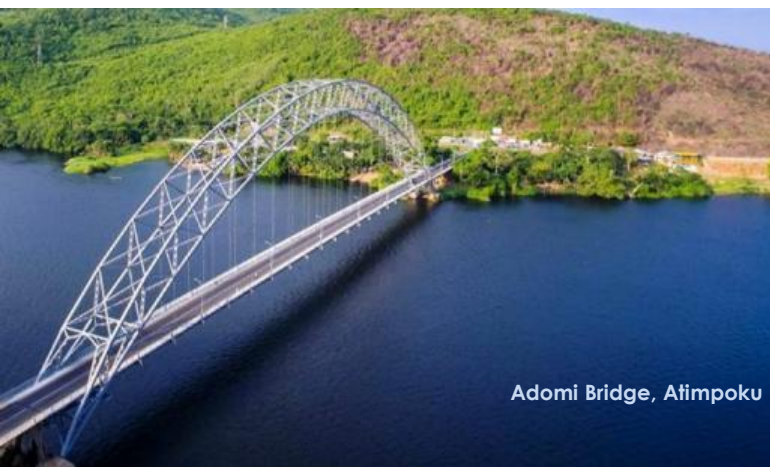
Registration

Our training programmes are open to individuals and corporate bodies. Interested persons/corporate institutions should contact the VRA Academy at Info.academy@vra.com for further information about our training programmes or requests for training brochure.

Welcome to Eastern Region of Ghana, home of the VRA Academy



Kpong Hydro Electric Power Station



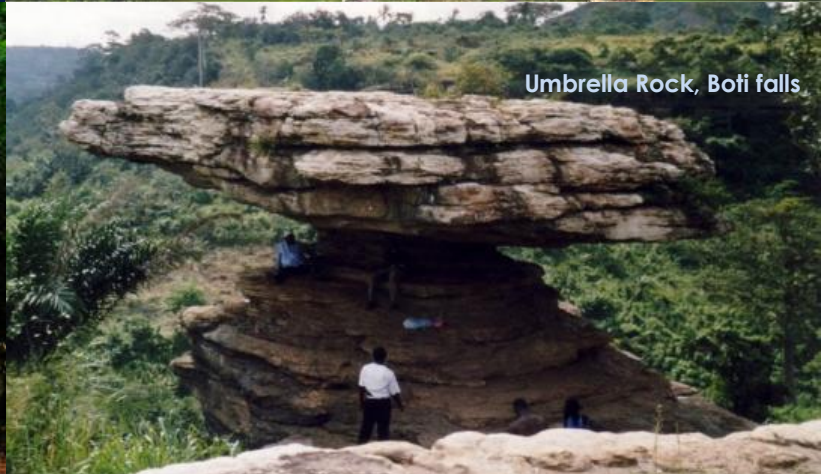
Adomi Bridge, Atimpoku



Volta Hotel, Akosombo



Boti Falls, Many Krobo



Umbrella Rock, Boti falls

The Eastern Region, with an area of 19,323 square kilometres, occupies 8.1 per cent of the total land area of Ghana and is the sixth largest region of the country. It has a population of 2,106,696 people representing 11.1 per cent of Ghana's population.

The Akosombo Hydro Electric Power Station, Kpong Hydro Electric Power Station and the VRA Academy are located in this region. The region has a lot of attractive sights including Aburi Botanical Gardens, Boti Falls, Akaa Falls, Umbrella Rock and Shai Hills Game Reserve. It also hosts the annual Easter Paragliding Festival at Odwenanoma Mountain near Nkawkaw. Recently, extensive bauxite ore deposits were discovered in the Atiwa forest reserve.

Meet our Team & Trainers



**Eric Mensah Bonsu (MSc Planning)
Chief Learning Officer**

Eric has over 26 years of practical experience in Leadership and Learning Management.

eric.mensah-bonsu@vra.com



**Ing. Amo Duodu (MSc Engineering)
Head, Protection & Control Training.**

He has Eleven (11) years' experience in Protection and Control (P&C) training.

amo.duodu@vra.com



**Kingsley Gyamfi (MBA Human Resource, MPA)
Head, Leadership & Business Development**

Kingsley has over 20 years of experience in Professional Management and Leadership Development skills training.

kingsley.gyamfi@vra.com



**Joseph Agyeman Darko (BSc Mechanical Engineering)
Head, Mechanical Training (Maintenance)**

Joseph has over 18 years' experience in Hydropower and Motor Vehicle Mechanical Systems Maintenance.

joseph.agyeman-darko@vra.com



**Ing. David Kwaasi Oturoku (BSc. Mechanical Engineering, MGhIE,)
Head, Mechanical (Thermal)**

David is a Mechanical Engineer with over sixteen (16) years experience in Thermal Power Plant Operations, Maintenance and Training

david.oturoku@vra.com



**Lucas Burgesson
Head, Power Networks & Renewable Energy**

Lucas has 31 years' experience in Power Distribution, Transmissions, Renewable Energy, Occupational Health and Safety.

lucas.rburgesson@vra.com



**Ing. Samuel Yirenkyi Addo (MSc Energy Systems, Post-Graduate Diploma, MGhIE)
Head, Operating & Occupational Health Safety & Environment**

Samuel is an Electrical Engineer with over 21 years' experience in operations, energy and occupational safety, health and environmental training.

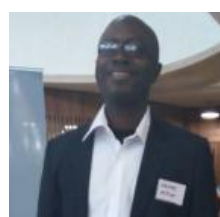
samuel.yaddo@vra.com



**Nicholas Harry Afenyo Agbeli (MPhil French)
Head, French & English Languages for Power Business Communication**

He has 27 years' experience in Language Teaching and Research

nicholas.agbeli@vra.com



**Alfred Okang (BSc Policy Planning, MBA, Project Management)
Head, Professional Development**

Alfred has over ten (12) years' experience in Monitoring and Evaluating Systems, processes, procedures and training Programmes.

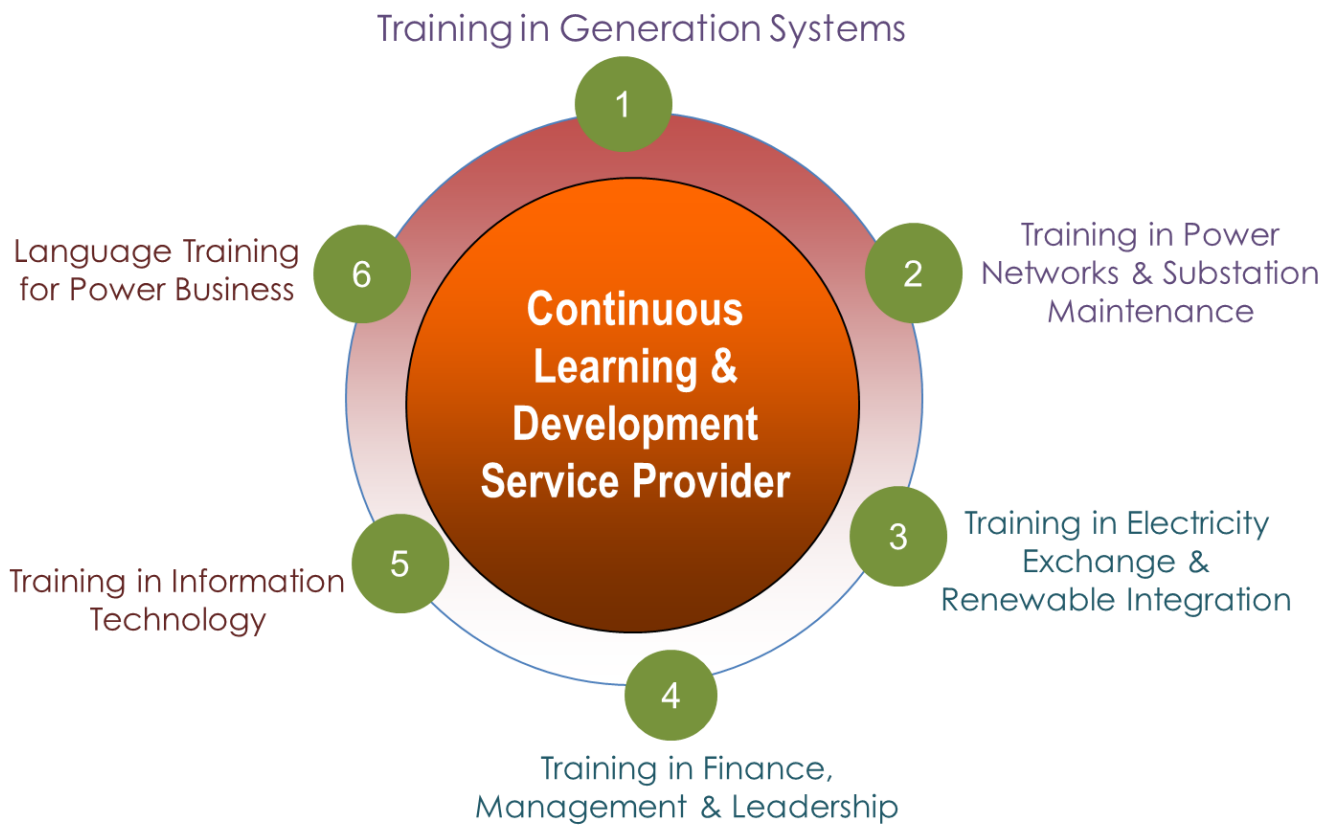
alfred.okang@vra.com



APUA/ANCEE Training of Trainers, Accra, July, 2018

Partnerships

WHO WE ARE



Electrical Equipments Testing

Consultancy Services

Recruitment and Assessment

Conferencing and Workshops

Training Goal



The overall goal of our training is to equip participants with field experience and deepen professional learning. To enable participants, apply the knowledge, concepts and skills in a real working environment, we provide hands-on experience in an organizational setting.

we do that by

- integrating classroom experience with work experience
- increasing the participant's professional self-awareness
- providing opportunities to apply the knowledge and the skills in a practice-based setting
- providing internship to the students in practical lab work, meetings, conferences, trainings or other learning opportunities

Power System Operating Courses



- Operating Practice
- Power System Stability (Seminar)
- Nomenclature (KKS), Codes and Blueprint Readings
- Work and Standard Protection Code
- Data Acquisition, Work Order & Effective Logging
- Maintenance of Battery Banks & UPS Systems

Power System Operating Courses

Operating Practices

Programme aim

To achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

What you will learn

- Engineering Ethics
- Techniques, Instructions, Methodologies and Standards
- Operating Procedures and Criteria
- Directives (Isolation and Restoration Procedure)

Target group:

Managers /Operating Engineers, Technician Engineers /Shift Leaders/Shift Supervisors.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power Systems Stability

Programme aim

The course aims to give basic knowledge about the dynamic mechanisms and stability problems in electric power systems

What you will learn

- Power System Stability
- Power Quantity and Reactive Control
- Economic Dispatch and Outage Restoration
- Protective Relays
- SCADA and Communication

Target group:

Engineers and Technician engineers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Nomenclature (KKS), Codes and Blueprint Readings

Programme aim

The course aims is to prepare participants to identify, read and interpret mechanical and electrical drawings

What you will learn

- Nomenclature Philosophy
- Kraftwerk-Kennzeichen System(KKS) Code
- Single Line Diagrams/ Operating Diagrams
- Schematic Diagrams/ Logical Diagrams
- State the application of Symbols, ASDF and SDA in GRID diagrams
- State the need for Symbols, Device Function Numbers (ASDF) and Standard Diagram Abbreviations (SDA) in electrical diagrams
- Mechanical drawings

Power System Operating Courses

Target group:

Engineers and Technician engineers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Work and Standard Protection Code

Programme aim

To ensure operating and maintenance staff attain knowledge and skills in dealing with safety, nomenclature and work protection code to protect life and property at the workplace.

What you will learn

- Safe Systems of Work
- Safety tags & Forms
- Caution Tags
- Work place Emergency
- Application forms
- Preparation of Protection Code
- Job Safety Analysis

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Data Acquisition, Work Order & Effective Logging

Programme aim

Participants at the end of the course will know how to record station and system major events and incidences of importance in the station log or capturing them on the computer during normal and abnormal operations, for records and forecasting planning schedules.

What you will learn

- Work order management
- Inspection and Good House Keeping
- Desirable attitude of an operator
- Operating of Switches
- Logging and Communication skills
- Telephone Techniques

Target group:

Managers, Operating Engineers, Technician Engineers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power System Maintenance Courses



- Maintenance of Circuit Breakers
- Maintenance of Electric Motors
- Maintenance of Generators
- Basic Hydraulics
- Basic Pneumatics
- Basic Rigging
- Station Auxiliaries AC & DC Power Systems
- Medium Voltage Operation
- Bearings
- Mechanical Drives Level 1
- Mechanical Drives Level 2

- Valves
- Pumps
- Compressors
- Influence of VARS on Power Systems
- Motor Starters and Feeders
- Reading of Electrical Blueprints
- Maintenance of Transformers
- Testing of Transformers
- Maintenance of Battery Banks & UPS Systems

Power System Maintenance Courses

Maintenance of Circuit Breakers

Programme aim

This course aims at equipping the participants with the knowledge, skills and attitudes to be able to carry out routine maintenance, and to troubleshoot and repair faults on SF6 Circuit Breakers in the power system.

What you will learn

- Overview Circuit Breakers
- The Insulating Medium.
- Principles of Operation
- SF6 Gas Circuit Breaker Electrical Circuitry
- Tests conducted on the Circuit Breaker.
- SF6 Gas Circuit Breakers Maintenance

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Maintenance of Electric Motors

Programme aim

Participants would acquire the necessary knowledge, skills and attitudes to enable them carry out efficient and effective maintenance and troubleshooting/repair of faults on Electric Motors.

What you will learn

- Operation and connection of Electric Motors
- Starting Methods of Electric Motors
- Testing of Electric Motors
- Reading of Motor Starter Blueprints
- Maintenance of Electric Motors

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Maintenance of Generators

Programme aim

This course aims at equipping the participants with the competencies (knowledge, attitudes and skills) to be able to carry out preventive and planned maintenance, troubleshoot and repair faults on Alternators and their Excitation Systems.

What you will learn

- Overview of Synchronous Machines
- Excitation Systems of Synchronous Machines
- Inspection and Maintenance of Generators
- Testing of Generators

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power System Maintenance Courses

Basic Hydraulics

Programme aim

This course aims at providing participants with knowledge of the construction, operation and function of hydraulic components as well as to develop the ability to read, design and construct hydraulic circuits.

What you will learn

- Theory in Hydraulics – fundamentals and applications
- Graphics and circuit symbols, Port Designation
- Classification of Directional Control Valves
- Handling of Hydraulics FluidSIM
- Designing and testing of basic hydraulic circuits
- Designing and testing of time-dependent control system
- Testing of pressure -dependent control system
- Hydraulic Maintenance

Target group:

Engineers, Technician Engineers and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Basic Pneumatics

Programme aim

This course will introduce participants to current tools and methods used in the pneumatics industry as well as ability to read, design and construct simple pneumatic circuits.

What you will learn

- Theory in Pneumatics – fundamentals and applications
- Graphics and circuit symbols
- Port Designation
- Classification of Directional Control Valves
- Handling of Pneumatic FluidSIM
- Direct and indirect control of Pneumatics Cylinders
- Memory control

Target group:

Engineers, Technician Engineers and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Basic Rigging

Programme aim

Participants will learn the various safety aspects regarding the safe use of slings and lifting equipment relevant to their daily job tasks

What you will learn

- Selection, installation and use of wire rope
- Inspection and maintenance of wire rope
- Types and characteristic of wire rope
- Tie knot, bends, hitches and splicing of eye with the synthetic fibre rope
- Rigging hardware
- Rigging practices
- General craning

Power System Maintenance Courses

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Station Auxiliaries AC & DC Power Systems

Programme aim

To introduce participants to the AC and DC Station Service Power Supplies of Substations and Power Plants to enable participants have working knowledge of inspection, maintenance and testing of Station Service Power Supply Systems.

What you will learn

- Introduction to AC & DC Station Service Power Supply Systems
- Constituents of AC & DC Station Service Power Supply Systems
- Testing of AC & DC Power Supply System components
- Inspection and Maintenance of AC & DC Power Supply System components

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel involved in utilization, maintenance and testing of AC & DC Station Service Power Supply Systems.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Medium Voltage Operation

Programme aim

At the end of the programme, participants should be able to operate Medium Voltage Power System safely

What you will learn

- Line Structures
- Operating Diagrams
- Operating Procedures
- Operational Safety, Arc Flash
- De-energizing Equipment for Work
- Electrical Testing
- Practical Testing Exercises
- Job Safety Analysis

Target group:

Engineers, Maintenance and Operational Personnel, Safety officers, Personnel with safety responsibilities and other qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power System Maintenance Courses

Bearings

Programme aim

These course aims at giving participants skills and knowledge in fundamentals of bearing selection, lubrication and maintenance of bearings

What you will learn

- Bearing terminology
- Basic bearing types
- Plain bearings
- Plain bearing materials
- Babbiting of plain bearing, clearance, grooving and scraping
- Bearings nomenclature
- Bearing maintenance
- Lubrication of bearings

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Mechanical Drives Level 1

Programme aim

At the end of the session, participants will be able to install and maintain mechanical drives:

What you will learn

- Gears
- Gear Wear, Failure, Maintenance and Safety
- Gear Transmission
- Types, Construction, Application and Maintenance of Flat, Grooved and Vee belts

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Mechanical Drives Level 2

Programme aim

At the end of the session, participants will be able to install and maintain mechanical drives:

What you will learn

- Clutches
- Couplings (Fluid coupling, Torque converter)
- Braking Devices
- Chain drives

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power System Maintenance Courses

Valves

Programme aim

At the end of the session, participants will have better understanding of valves and their associated equipment in relation to basic design, application and maintenance solutions for specific valve types.

What you will learn

- Introduction to Valves
- Valves Selection & Types
- Components of Valves
- Function of Valves
- Application of Valves
- Characteristics of Valves

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Pumps

Programme aim

At the end of the session, participants will have knowledge on how pumps work, the systematic approach to pump selection and how to improve the operation of the pumping system.

What you will learn

- Introduction to Pumps
- Types of Pumps
- Basic Operation of Pumps, Centrifugal and Rotary Pumps
- Piston Pumps, Installation, Inspection and Maintenance of Pumps
- Pump curve

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Compressors

Programme aim

At the end of this session, participants will acquire more knowledge on the operations of rotary and centrifugal pumps and be able to carry out routine maintenance on air compressor system.

What you will learn

- Introduction to Compressors
- Types and Principle of Compressors
- Compressor Control
- Compressor Lubrication & Cooling
- Pneumatic Symbols
- Routine Inspection and Services
- Servicing of Compressor Valves
- Troubleshooting Compressors

Power System Maintenance Courses

Target group:

Engineers, Technician Engineers, Foremen and other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Precision Measuring Instruments

Programme aim

At end of this session, participants will be able to understand the functions of measuring instruments and take measurements correctly using the measuring instruments.

What you will learn

- Basic Measurement
- Basic principle of a micrometer and Vernier caliper
- Precision Measurement and Non-Precision Measurement
- Care of Measuring Tools
- Observe safety precautions when using measuring instruments

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Influence of VARS on Power Systems

Programme aim

To enable Electrical Workers, understand the application of Ohm's Law and Ratings of Power Equipment and Appliances in Electric Power Systems to improve Power System analysis and faults troubleshooting.

What you will learn

- Power System Parameters
- Reactive Power Generators/Consumers
- Benefits of Power Factor Correction and Reactive Power Compensation

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Motor Starters and Feeders

Programme aim

To equip participants with skills to be able to carry out preventive and planned maintenance, and to troubleshoot and repair faults on Starters and Feeders of Electric Motors.

What you will learn

- Introduction to AC Motor Starting Methods
- Motor Control Systems
- Troubleshooting Motor Starter Faults

Power System Maintenance Courses

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel

Duration: 5 Days, Residential: GH¢ 3,700.00
Non-Residential: GH¢ 2,000.00

Reading of Electrical Blueprints

Programme aim

The course aims at providing participants with knowledge and skills to use electrical diagrams as tools to engender quick troubleshooting of faults thereby reducing equipment downtime.

What you will learn

- Introduction to Electrical Diagrams
- Block Diagrams
- Single Line Diagrams
- Schematic Diagrams
- Wiring Diagrams

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00
Non-Residential: GH¢ 2,000.00

Maintenance of Transformers

Programme aim

At the end of the session, participants will have practical knowledge and understanding of the operations of major cost item of the substation-transformer.

What you will learn

- Introduction to Transformers.
- Transformer Insulating and Cooling System
- Transformer Overhauls and Oil treatment
- Attitudes and skills needed to inspect, maintain, overhaul, test and troubleshoot faults on substation-transformers.

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00
Non-Residential: GH¢ 2,000.00

Power System Maintenance Courses

Testing of Transformers

Programme aim

Participants by the end of this course would have acquired the necessary knowledge; skills and attitudes to enable them carry out effective field-testing of Transformers. They will also be able to analyse test results for transformer maintenance decisions.

What you will learn

- Introduction to Transformer Testing
- Insulation Resistance Testing
- transformer Turns Ratio Testing
- Transformer Oil Dielectric Strength Testing

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00
Non-Residential: GH¢ 2,000.00

Maintenance of Battery Banks & UPS Systems

Programme aim

To introduce participants to the safe maintenance and tests carried out on Storage Battery Banks and UPS Systems of Power Stations.

What you will learn

- Storage Battery Banks
- Battery Chargers and their operation
- Battery Maintenance Safety
- Battery Inspection and Maintenance
- Battery Maintenance Tests
- UPS Systems and their Maintenance
- Practical Battery and UPS Operation and Maintenance

Target group:

Engineers, Technician Engineers, Foremen and Other Qualified Personnel involved in utilization and maintenance of Storage Batteries and UPS Systems.

Duration: 5 Days, Residential: GH¢ 3,700.00
Non-Residential: GH¢ 2,000.00

Power Networks Courses



- LV Network Operation and Maintenance
- Line Staking/Pole Framing
- Distribution Transformer Loading and Fuse Coordination
- Grounding and Bonding
- Distribution Substation Design (Ground Mount)
- Basic Line Construction for Power Distribution Networks
- Pole Mounted Substation Design

Power Networks Courses

LV Network Operation and Maintenance

Programme aim

By the end of the programme, participants will be able to operate and maintain LV equipment effectively.

What you will learn

- Network Operations
- Substation Maintenance
- Load Monitoring
- Transformers
- Fuse Selection
- Network Analysis

Target group:

Electrical Engineers, Technician, Engineers and Other Qualified Personnel in the power utility industry.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Line Staking/Pole Framing

Programme aim:

To equip participants with the needed competencies in staking and designing a power distribution line.

What you will learn

- Line staking techniques
- Factors to consider in Line staking
- Pole Framing
- Ground mounted substations
- Pole Mounted Substation

Target group:

Power Distribution Technicians Engineer and power utility workers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Distribution Transformer Loading and Fuse Coordination

Programme aim

Participants by the end will be able to calculate Transformer loading, take measurement, and interpret results. They will also be able to select the appropriate fusing for feeders.

What you will learn

- Load measurement of Distribution Transform
- Fusing for distribution feeders

Target group:

Power Distribution Technicians Engineer and Power utility workers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power Networks Courses

Grounding and Bonding

Programme aim

Participants will be equipped with the competencies in grounding and bonding for power systems, various tests/results interpretation based in internationally accepted standards.

What you will learn

- Identify safety hazards created by ineffective grounding systems
- Identify common types of grounding electrodes
- Explain the purpose of impedance or resistance ground fault detection systems
- Explain equipment utilization for grounding and bonding systems
- Describe grounding and bonding requirements for electrical panels on the load side of the service disconnecting means.

Target group:

Maintenance Managers, Plant Managers, Project Managers, Project Engineers, and Technical Trainers, Engineers, Technician Engineers.

Duration: 3 Days, Residential: GH¢ 3,200.00

Non-Residential: GH¢ 1,500.00

Distribution Substation Design (Ground Mount)

Programme aim

At the end of the session, participants will be able to understand the factors considered for siting distribution substations, the types of distribution substations and their suitability for specific areas (i.e. urban and rural).

What you will learn

- Site Selection for Distribution Substations
- Pole Mounted Design
- Safety factors
- Explain design issues on substations

Target group:

Power Distribution Technicians Engineer and power utility workers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power Networks Courses

Basic Line Construction for Power Distribution Networks

Programme aim

Participants by the end of the programme will be able to stake and design a power distribution line.

What you will learn

- Identification of Line Materials
- Line Staking
- Methods of Line Stringing
- Preparing Layouts
- Material Estimation
- Load Estimation

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel in the power utility industry.

Duration: 5 Days Residential: GH¢ 3,700,00

Non-Residential: GH¢ 2,000.00

Pole Mounted Substation Design

Programme aim

Participants by the end of the program, will be able to understand Distribution Substation and their suitability for specific areas (urban and rural)

What you will learn

- Site selection
- Pole Mounted Arrangement
- Fuse coordination
- Grounding requirement

Target group:

Technician Engineers involved in the supervision and installation of Pole Mounted.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Power System Protection, Control & Instrumentation Courses



- Generator Protection
- Governor Control System
- Excitation Control System

Power System Protection, Control & Instrumentation

Generator Protection

Programme aim

At the end of the module, participants should be able to explain the fundamentals of Generator protection.

What you will learn

- Power Generation fundamentals
- Generator Faults
- Generator Abnormal Conditions
- Typical Generator Protections

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Governor Control System

Programme aim

At the end of the module, participants should be able to explain the fundamentals of control system.

What you will learn

- Fundamentals of Control System
- Introduction to Governing System
- Droop Synchronization
- Load Sensing, Load Sharing, Base Loading
- Operation and Maintenance of Governor
- Governor Hydraulic Circuit or System
- Start and Stop sequence of turbine

Power System Protection, Control & Instrumentation

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Excitation Control System

Programme aim

At the end of the module, participants should be able to Explain the fundamentals of excitation control system.

What you will learn

- The role of excitation in power system controls
- The basic principles of excitation system
- Types of excitation system
- Different control mode in excitation system
- The various limiters in excitation system
- The role of excitation in stability improvement
- The various areas in Generator capability curve

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00



- Photo-Voltaic (PV) System Level 1
- Photo-Voltaic (PV) System Level 2
- Photo-Voltaic (PV) System Level 3
- Grid Integration of Variable Renewables

Renewable Energy Courses

Photo-Voltaic (PV) System Level 1

Programme aim

By the end of this programme, participants will be able to learn how to generate electricity from solar PV system and the applications of PV systems such as SHS, BCS, Mini Centralized System and Centralized System

What you will learn

- Photo Voltaic Cells
- Principles of Solar Power Generation
- Terminologies
- PV Components
- Series and Parallel Connections of Panels
- Inverters

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Photo-Voltaic (PV) System Level 2

Programme aim

By the end of this programme, participants will gain knowledge and information on renewable energy with emphasis on Solar Energy.

What you will learn

- Estimate the electrical load
- Complete a load estimate for different system types of load season
- Size a PV System for a given load and situation
- Size an inverter for a given load and situation
- Size a battery system for a given load and situation
- Size a back generator for a given load and situation
- Size a large Grid PV system for power utilities

Target group:

Engineers and Technicians in the Solar power industry

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Photo-Voltaic (PV) System Level 3

Programme aim

By the end of this programme, participants will be able to learn how to install and a PV System.

What you will learn

- Hands on installation of a PV system
 - Stand Alone
 - Grid Connected
 - Test the system on your own
 - Commission a PV system

Target group:

Electrical Engineers, Technician Engineers and Other Qualified Personnel

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Renewable Energy Courses

Grid Integration of Variable Renewables

Programme aim

By the end of the programme, participants will be able to understand the various documents related to the grid connection of Variable Renewable Energy Generation, and also seeks to bring out key issues in connecting Variable Renewable Energy Generation (VREG) sources to the Grid.

What you will learn

- World Outlook to VREG
- Technologies & Characteristics
- Wind Farm Design
- The grid: structure, characteristics, role of the Operator
- Impact of VREG on system operation
- Understand the various documents related to the grid connection of variable renewable energy generation (VREG)
- Important items within a Grid Code

Target group:

GRID Managers, Engineers, Technician Engineers, Policy Makers and other suitable qualified Personnel

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Safety Courses



- Risk Assessment and Job Safety Analysis
- Industrial Safety & Chemical Hazard Communication
- Electrical Safety for Power Installations

Safety Courses

Risk Assessment and Job Safety Analysis

Programme aim

To provide participants with the practical skills and techniques for identification of occupational safety and health hazards, assess and control of associated risk.

What you will learn

- Accident Causation
- Accident Prevention Technique
- Hazard Identification-JSA
- Sequence of Basic Steps of Job Safety Analysis(JSA)
- Techniques in JSA application

Target group:

Mechanics, Electricians, Janitors, Orderlies, General Labourers, and other Personnel who work with Hazards

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Industrial Safety & Chemical Hazard Communication

Programme aim

After the course, participants will have knowledge and skill in interpreting Hazard Communication Program to work safely to protect themselves and others from injury or mishap and to protect Plant and Equipment from damage.

What you will learn

- Workplace Chemicals & materials
- Labelling, MSDSS and Information sheets
- Physical and health hazards & Control Strategies
- Handling Chemical Hazards
- Storage and disposal of waste

Target group:

Mechanics, Electricians, Janitors, Orderlies, General Labourers, and other Personnel who work with Hazards.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Safety Courses

Electrical Safety for Power Installations

Programme aim

This course seeks to equip participants with knowledge in electrical hazards, electrical safety regulations, and use of safe work procedures and personal protective equipment (PPE).

What you will learn

- Apply safe work practices and select appropriate personal protective equipment for variety of applications
- List factors contributing to Risks from Electrical Energy
- Fix control measures for Controlling Risks from Electricity
- Interpret applicable regulations by International standards
- Utilize safe work practices for work on or around substation equipment, transmission equipment and overhead lines
- Carryout Inspection, Testing & Maintenance of Electrical Equipment safely
- Plan a safety protocol for power installations

Target group:

Plant Managers, Maintenance Managers, Project Managers, Project Engineers, Technician Engineers, Engineers, and Technical Trainers.

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Transformer Fire Protection

Programme aim

Participants will be equipped with classification of fires Transformer deluge system operation and maintenance Restoration of the deluge system.

What you will learn

- Introduction to transformer fire protection system and classification of fires
- Types of fire extinguishers in the system
- The old mode of operation of Transformer protection system
- The new automation fire protection system of transformer (Delude system)
- Description and principle of operation of the components for the automation
- Operating procedures
- Method of activation
- Maintenance procedures for the system

Target group:

Engineers, Technician Engineers

Duration: 5 Days, Residential: GH¢ 3,700.00

Non-Residential: GH¢ 2,000.00

Mandatory Training (Newly Engaged VRA Technical Staff)



- Protection & Control Course (One Year)
- Electrical Maintenance Course (Two Years)
- Mechanical Maintenance Course (Two Years)
- Transmission & Distribution lines Maintenance Course (Two Years)

Mandatory Training (Newly Engaged VRA Technical Staff)

Protection & Control Course (One Year)

What you will learn

- Introduction to Power Systems
- Electrical Safety for Power Installations
- Power System Protection
- Power System Control
- Power System Automation
- Power System Instrumentation
- Power System Analysis
- Presentation Skills
- Power Electronics Application in Power Systems
- Technical Report Writing
- Power System Maintenance
- On-the Job Training
- Interface

Target group:

Engineers, Technicians, and Other Qualified Personnel

Duration: 1 year Fee: TBD

Electrical Maintenance Course (Two Years)

Programme aim

This program seeks to qualify electrical personnel to work as Electrical Maintenance Technicians or Engineers in a Power Plant safely.

What you will learn

- Introduction to Electrical Maintenance Work
- Maintenance and Testing of Storage Batteries & UPS Systems.
- Reading of Electrical Blueprints
- Maintenance and Testing of Electric Motors
- Maintenance of Motor Feeders & Starters
- Maintenance of Transformers
- Testing of Transformers
- Maintenance and Testing of Circuit Breakers
- Maintenance and Testing of Generators
- Maintenance of Electric Cranes

Target group:

Technician Engineers, Engineers, and Other Qualified Personnel

Duration: 2 years Fee: TBD

Mandatory Training (Newly Engaged VRA Technical Staff)

Mechanical Maintenance Course (Two Years)

Programme aim

This program seeks to qualify Mechanical personnel to work as Mechanical Maintenance Technicians or Engineers in a Power Plant safely

What you will learn

- Pumps
- Compressors
- Basic Rigging
- Bearings
- Mechanical Drives Level 1
- Mechanical Drives Level 2
- Machine Alignment
- Precision Measuring Instruments
- Valves

Target group:

Technician Engineers, Engineers and Other Qualified Personnel

Duration: 2 years Fee: TBD

Transmission & Distribution lines Maintenance Course (Two Years)

Programme aim

The Transmission & Distribution Lines Maintenance Program qualifies Electrical Technician or Engineers to work as Transmission & Distribution Lines Maintenance Technicians or Engineers.

What you will learn

- Transmission Line Components
- Rigging Methods
- Transmission Line Inspection
- Operation & Maintenance of Cranes & Ariel Devices
- Tests and Measurements
- Fabrication of Geospatial Technology
- Transmission Lines Right of Way Management
- Transmission Line Design & Construction

Target group:

Engineers, Technicians and Other Qualified Personnel in the Utility Industry

Duration: 2 years Fee: TBD

Business, Management & Leadership Courses



- Human Resource Management
- Strategic Human Resource Management
- Strategic Management
- Business Negotiation Skills
- Coaching and Mentoring
- Emotional Intelligence
- Business Ethics and Corporate Governance
- Corporate Governance for Leaders
- Instructional Techniques for Trainers
- Performance Management
- Balanced Scorecard Training
- Decision Making and Problem Solving
- Team Building and Development for High Performance
- Effective Supervision
- Project Management (PRINCE2) Foundation

- Project Management
- Effective Presentation Skills
- Communication and Inter-Personal Skills
- Time and Stress Management
- Customer Care
- Report Writing
- Technical Report Writing
- Work Ethics and Attitudinal Change
- Retirement Planning
- Contracting in Public Utilities
- Developing Professional Assertiveness and Confidence
- Business Etiquette
- Business Writing
- Minutes Writing

Business, Management and Leadership Courses

Human Resource Management

Programme aim

The course will equip participants with skills to generate perspectives on the way in which critical HR issues affecting people on the job can be addressed. It also facilitates HR strategic decisions that impact long-term behaviour and success of the organization.

What you will learn

- Strategic importance of human resources management
- Job analysis and job design
- Human resource planning
- Legal requirements
- Diversity
- Recruitment & Selection
- Orientation, training, development and career planning
- Performance appraisal
- Employee benefits
- Compensation management

Target group:

Managers, HR Officers, Administrators, Engineers, Supervisors and Other Suitable Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Strategic Human Resource Management

Programme aim

At the end of the programme, participants should be able to understand the concept and develop the Framework of Strategic Human Resource Management

What you will learn

- The Concept of Strategic Human Resource Management
- The Framework of Strategic Human Resource Management
- Job Evaluation
- Employee Recruitment and Selection
- Employee Development and Retention
- Training and Performance Management
- Compensation Strategy
- Employee Relations
- Work and Life Balance

Target group:

Directors, Managers, HR Officers, Administrators, Engineers, Finance Officers, Supervisors and Other Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Business, Management and Leadership Courses

Strategic Management

Programme aim

Participants will be equipped to understand the importance of achieving competitive advantage for an organizations growth and survival

What you will learn

- Strategic Management
- Corporate Governance
- Internal and External Analysis
- Strategies
- Evaluation and Control
- Compensation management

Target group:

Directors, Managers, Administrators, Supervisors, Finance Officers, Engineers, Analysts and Other Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,300.00

Business Negotiation Skills

Programme aim

Participants will be equipped to make better deals to enhance business sustainability and profitability

What you will learn

- Alternative Dispute Resolution
- Negotiations and Contracts - Element of Principled Negotiations
- Negotiations and Contracts - Approaches and Styles in Negotiations
- Contract Negotiations and Contract Administration in Projects
- How to Negotiate/Emotions in Negotiation
- Successful Negotiations: What and How?

Target group:

Directors, Managers, Administrators, Engineers, Supervisors, Lawyers, Finance Officers, Customer Services Officers and Other Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Coaching and Mentoring

Programme aim

Participants will be equipped to understand the steps of an effective Coaching and Mentoring Model that can be used in hierarchical and team-driven environments

What you will learn

- Opportunities for coaching and mentoring
- Coaching and mentoring process
- Managing team's performance
- Coaching and mentoring for better relationship

Target group:

Directors, Managers, Administrators, Engineers, Technician Engineers, Supervisors and Other Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Business, Management and Leadership Courses

Emotional Intelligence

Programme aim

Participants will be equipped to successfully communicate with others in a non-verbal manner and interpret and manage their emotions

What you will learn

- The concept of Emotional Intelligence
- Understand the difference between Trait Emotional Intelligence and Ability Emotional Intelligence
- Self-Regulation/Managing Emotions
- Social Skills
- Social Management and Responsibility
- Skills in Emotional Intelligence

Target group:

Directors, Managers, HR Officers, Administrators, Engineers, Finance Officers, Supervisors and Other Qualified Personnel.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Business Ethics and Corporate Governance

Programme aim

At the end of the programme, participants should be able to understand the concept of Business Ethics, Corporate Governance and Corporate Responsibility

What you will learn

- The Concepts of Business Ethics and Corporate Governance
- Corporate Ethics/Conflict of Interest
- Benefits of Managing Ethics in the Workplace
- VRA Work/Code of Ethics
- VRA Disciplinary Code
- Corporate Governance and Corporate Responsibility
- Organization of Audit Committee
- The Concept of Risk in Corporate Governance
- Compliance Risk
- Responsibilities of the Audit Committee
- Working with Auditors and Management
- Corporate Scandals and Bad Corporate Practices
- Best Practices in Corporate Governance

Target group:

Manages, Administrators, Engineers, Supervisors and Other Suitable Qualified Personnel

Duration: 3 Days, Non-Residential: GH¢ 1,000.00

Residential: GH¢ 1,650.00

Corporate Governance for Leaders

Programme aim

At the end of the programme, participants should be able to understand the concept of Business Ethics, Corporate Governance and Corporate Responsibility

What you will learn

- The Concept of Corporate Governance
- Corporate Ethics

Business, Management and Leadership Courses

- Corporate Governance and Corporate Responsibility
- Organization of Audit Committee
- Responsibilities of the Audit Committee
- Working with Auditors and Management
- The Concept of Risk in Corporate Governance
- Compliance Risk
- Fraud and Associated Risk
- Corporate Scandals and Bad Corporate Practices
- Best Practices in Corporate Governance

Target group:

Management Staff, Directors and Managers

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Instructional Techniques for Trainers

Programme aim

This programme seeks to equip participants with the necessary knowledge and skills to develop and deliver training programmes.

What you will learn

- Explain the role of the Adult Trainer and the learning styles for adult learning.
- Set and write out training objectives
- Develop a training programme for implementation using VRA Academy formats.
- Explain effective Instructional techniques for the delivery of Training programme.
- Identify appropriate Instructional aids for effective training
- Explain the use of evaluation techniques for training evaluation

Target group:

All experts interested in becoming Guest Instructors/Facilitators/Trainers.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Performance Management

Programme aim

At the end of the programme, participants should be able to understand the concept of performance management process/cycle and develop performance matrix and set challenging targets/objectives

What you will learn

- Performance management process/cycle
- Performance measurement framework (key results areas, target/objectives setting)
- Developing performance matrix/indicators
- Balanced score card
- Performance appraisal interview/evaluation
- Analysis of performance results
- Managing poor performance/performance challenges
- Performance reviews/tools, motivation and key skills
- Opportunities for coaching and mentoring
- Coaching and mentoring process
- Managing teams performance
- Coaching and mentoring for better relationship

Business, Management and Leadership Courses

Target group:

Directors, Managers, Administrators, HR officers, Engineers and Supervisors.

Duration: 3 Days, Non-Residential GH¢ 900.00

Residential: GH¢ 1,450.00

Balanced Scorecard Training

Programme aim

At the end of the programme, participants should be able to understand the Concept of Balanced scorecard and the methodology for building and implementing it.

What you will learn

- The Concept of Balanced scorecard
- Introduction to performance management and measurement
- The Nine-Step Methodology for building and implementing a balanced scorecard project
- Strategy Mapping - Develop cause effect relationships among the objectives
- Performance Measures - Derive Strategic Measures, targets, & thresholds
- Strategic Initiatives - Define criteria for Selecting and prioritizing Initiatives
- Implement the Balanced Scorecard/Align strategy and work throughout the organization
- Develop an internal and external communication plan
- Cascade the scorecard throughout the organization/Link performance to rewards

Target group:

Directors, Managers, Administrators, Engineers, Supervisors and Other professional staff.

Duration: 3 Days Non-Residential: GH¢ 2,000.00

Residential: GH¢ 2,650.00

Decision Making and Problem Solving

Programme aim

Participants will be equipped to understand and apply rational decision making.

What you will learn

- Decision making theories
- Individual and Group decision making
- Problems in Decisions
- Identification of decision criteria
- Development and analysis of alternatives

Target group:

Directors, Managers, Administrators, Engineers, Supervisors and Other professional staff.

Duration: 2 Days, Non-Residential: GH¢ 600.00

Residential: GH¢ 900.00

Team Building and Development for High Performance

Programme aim

Participants will be equipped to learn to identify the different types of teams and develop different strategies for leading them as well as learn techniques to foster teamwork & create a supportive team culture.

Business, Management and Leadership Courses

What you will learn

- Building Teams
- Team Working (Roles / Relations)
- Stages of Team Development
- Team Leadership Skills
- Handling Team Issues
- Evaluating Team Effectiveness
- Team problem solving & facilitation skills

Target group:

Directors, Managers, Administrators, Engineers, Supervisors and Other Professional staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Effective Supervision

Programme aim

This course equips delegates with the knowledge and skills to provide effective supervision which maximizes staff potential and development whilst meeting organizational goals and objectives.

What you will learn

- The Concept of Effective Supervision
- Organizational purpose, mission, functions
- Structure and staffing
- Performance assessment
- Staff appraisal system
- Appraisal interviews
- Target setting, performance standards and measurement
- Entrenching culture of performance management

Target group:

Managers, Administrators, Engineers, Supervisors and Other Professional staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Project Management (PRINCE2) Foundation

Programme aim

Participants will be able to apply and understand how to tailor PRINCE2 effectively to a project within an organization environment supporting PRINCE2.

What you will learn

- Overview , Principles and Tailoring PRINCE2 to the project environment
- Themes in Prince2
- Managing Project Phases and Processes

Target group:

Project Managers and other key staff involved in the design, development and delivery of projects

Duration: 4 Days, Non-Residential: GH¢ 1,200.00

Residential: GH¢ 2,000.00

Business, Management and Leadership Courses

Project Management (PMBOK)

Programme aim

At the end of the course, participants will be able to manage VRA projects using the VRA Project Cycle and prepare Initial Project Brief within the VRA environment.

What you will learn

- Integration Management
- Scope Management
- Time Management
- Cost Management
- Quality Management
- Human Resource Management
- Communication Management
- Risk Management
- Procurement Management
- Stakeholder Management
- Professional Responsibility and Ethics

Target group:

Project Managers and other key staff involved in the design, development and delivery of projects

Duration: 4 Days, Non-Residential: GH¢ 1,200.00

Residential: GH¢ 2,000.00

Effective Presentation Skills

Programme aim

Participants will be able to deliver information clearly and effectively on the job. It will also equip them to plan and deliver engaging and effective presentations to a range of audiences.

What you will learn

- Creating the Programmes
- Choosing Your Delivery Method
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Overcoming Nervousness
- Creating Compelling PowerPoint Presentations
- Vibrant Videos and Amazing Audio

Target group:

Directors, Managers, Engineers and Other Professional Staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Communication and Inter-Personal Skills

Programme aim

Participants will be equipped to develop skills to build stronger relationship through effective communication and adopt ways to enhance workplace communication.

What you will learn

- Communication process module
- Feedback mechanism
- Communication styles
- Listening Skills
- Questioning Skills

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Business, Management and Leadership Courses

Target group:

Managers, Engineers and Other Professional Staff.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Time and Stress Management

Programme aim

Participants will be equipped to develop time management habits, plan and set time objectives to manage stress at workplace

What you will learn

- Effective Time Management
- Time Management Matrix/ Urgent Vs Important Task
- Techniques to make quick decisions
- Degrees of delegation level
- Effective Stress Management
- Sources of Stress in the workplace
- Essential steps in handling stress
- Ways to manage stress in the workplace

Target group:

Directors, Managers, Engineers and Other Professional Staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Customer Care

Programme aim

Participants will be equipped to exhibit positive customer care attitude towards both internal and external customers

What you will learn

- Understanding customer care/service
- Different types of customers
- Customer needs and expectations
- Personal attributes and skills needed for effective customer service
- Appearance - personal and professional grooming
- Communication and Telephone skills
- Time and Stress Management
- Team building
- Dealing with complaints
- Generating return business

Target group:

Managers, HR Officers, Administrators, Engineers and other Professional staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

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Page | 32

Business, Management and Leadership Courses

Report Writing

Programme aim

Participants will be equipped to structure and organize reports more clearly as well as produce reports that suit the audience and purpose.

What you will learn

- Principles of report writing
- Stages of report writing
- Report Structure
- Packaging of reports
- Writing style and language
- Presentation of reports

Target group:

Supervisors, Administrators, Engineers, Secretaries and other Qualified Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Technical Report Writing

Programme aim

Participants will be equipped to use good layout to draw attention to key technical information and write clear and concise formal reports, equipment manuals and other technical documentation

What you will learn

- Determining terms of reference and writing an introduction
- Brainstorming
- Interpreting graphic material, graphic presentation
- Editing the specification
- Creating a specification template
- Writing the specification
- Report Structure
- Packaging of reports
- Writing style and language

Target group:

Engineers, Administrators, Managers and Other Professional staff who have the responsibility for producing departmental/operating reports,

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Work Ethics and Attitudinal Change

Programme aim

At the end of the programme, participants should be able to understand the concepts of ethics and attitude and understand your Organisational Culture and Core Values

What you will learn

- Concept of ethics and attitude
- Current Ethical Issues/challenges at the work place
- Assessing Ethical Performance
- Benefits of Managing Ethics in the Workplace
- Roles and Responsibilities in Ethics Management
- Organizational Culture, Value Statement & Core Values and code of ethics
- Presentation of reports

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Business, Management and Leadership Courses

Target group:

All employees

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Retirement Planning

Programme aim

At the end of the programme, participants should be able to plan their lives before, during and after retirement by investing their resources prudently before and after retirement

What you will learn

- Retirement and You: which way forward
- Your Emotions at Retirement
- Accommodation Before Retirement
- Investment before and after retirement
- Making Your Retirement Benefits Adequate:
- The SSNIT Pension Scheme
- Retirement and your Health
- Managing Your Estate

Target group:

All Employees

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Contracting in Public Utilities

Programme aim

This programme equips participants with practical tools for controlling/managing contracts, variation orders, claims and disputes.

What you will learn

- How contracts are formed
- Responsibilities of contract administrators
- Different contract structures for different projects
- Techniques in negotiating variations and claims
- Dispute resolution options available for different contracts
- Techniques in dealing with external influences in a public-sector setting.
- Tracking and reporting variation orders and claims

Target group:

Directors, Managers, Engineers, Lawyers, Contract Administrators, Finance Officers, Lawyers, Procurement Officers, and Professional involved in Projects and Contract Management.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Developing Professional Assertiveness and Confidence

Programme aim

This programme aims to help participants develop confidence in dealing with work colleagues and situations.

What you will learn

- The Concept of Assertiveness
- Building your Self-Confidence
- Dealing with Difficult Behavior, Situation

Tel: +233 (0) 0302218540/302218555

Business, Management and Leadership Courses

- Obstacles to Our Goals
- Communication Skills
- Importance of Goal Setting
- Identify your Worth-Feeling the Part
- Importance of Appearance: Body Language, First Impression
- Powerful Presentation: Sounding the Part
- Coping Techniques

Target group:

All employees.

Duration: 2 Days, Non-Residential: GH¢ 600.00

Residential: GH¢ 900.00

Business Etiquette

Programme aim

Participants will be able to create a professional image, follow cubicle and office etiquette, and maintain positive office relationships.

What you will learn

- Distinguish Yourself from The Competition
- Importance of Appearance: Body Language, First Impression
- How to Make an Entrance and Work the Room
- Handshaking: The Ultimate Greeting
- Introducing Yourself and Others
- Business Entertaining – Host and Guest
- Duties – Toasting – Styles of Eating Various
- Foods – Dining Tutorial

Target group:

All Employees

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Business Writing

Programme aim

Participants will be equipped to structure and organize reports more clearly as well as produce reports that suit the audience and purpose.

What you will learn

- Principles of Business Writing
- Stages of Business Writing
- Writing Structure
- Packaging of Reports
- Writing Style and Language
- Presentation of Reports

Target group:

Supervisors, Administrators, Engineers, Secretaries and other Qualified Personnel.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Business, Management and Leadership Courses

Minutes Writing

Programme aim

Participants will be equipped to structure and organize reports more clearly as well as produce reports that suit the audience and purpose.

What you will learn

- Principles of Minutes writing
- Pre-planning
- Record Taking at the Meeting
- Minutes Writing/ Transcribing
- Writing Style and Language
- Distribution or Sharing of Meeting Minutes
- Filing and Storage of Minutes for Future Reference

Target group:

Supervisors, Administrators, Engineers, Secretaries and other Qualified Personnel.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Finance & Procurement Courses



- Financial Modeling in Excel
- Finance for Non-Finance Officers and Managers
- Accounting for Non-Accounting Officers
- Business Planning and Budgeting
- Investment Appraisal and Risk Management for the Energy Sector
- Oracle Financials- General Ledger Part 1

- Oracle Financials- General Ledger Part 2
- Oracle Financials - Payables
- Oracle Financials - Receivables
- Oracle Financials- Accounts Reconciliation
- Oracle Financials Assets Management
- Oracle Procurement for VRA Staff (Professional)
- Oracle Procurement Training for VRA Staff (Users)

Finance and Procurement Courses

Financial Modeling in Excel

Programme aim

Participants will be equipped to utilize MS Excel to create a project financial model from start to finish.

What you will learn

- Introduction to Financial Modeling – Structure, Design and Mechanics
- Overview of Project Appraisal
- Modeling building blocks in a Project finance model
- Modeling the balance sheet, Income statement, and Cash Flow Statement
- Sensitivity and scenario analyses

Target group:

Managers, Finance Officers, HR officers, Engineers, Analysts, Project Officers and other Professional personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Finance for Non-Finance Officers and Managers

Programme aim

At the end of the programme, participants should be able to understand the role of Finance in Business

What you will learn

- Financial Management: Budgeting
- Financial Statement
- Financial Statement & Analysis
- Financial Market & Instruments
- Investments Appraisal

Target group:

Directors, Managers, HR officers, Administrative staff, Engineers, and Other professional staff.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Accounting for Non-Accounting Officers

Programme aim

At the end of the programme, participants should be able to understand the principles and primary books of accounts and interpret accounts.

What you will learn

- Principles and Primary Books of Accounts
- Posting Entries/ Trial Balance
- Accounting Concepts and Conventions
- Profit and Loss Accounts
- Balance Sheet
- Interpretation of Accounts

Target group:

Directors, Managers, HR officers, Administrative officers, HR officers other professional staff

Finance and Procurement Courses

Duration: 4 Days, Non-Residential: GH¢ 1,200.00

Residential: GH¢ 2,000.00

Business Planning and Budgeting

Programme aim

At the end of the programme, participants will be able to understand the concept of strategic business planning and the Hyperion Based Budgeting Process.

What you will learn

- Planning and its Importance
- Benefits of Planning
- Basic Strategic Management Concept
- Key Components of corporate Plan
- The Balanced Scorecard
- Business Planning and Budgeting Process 1
- Plan Monitoring and Evaluation Process
- The Budgetary Process/Budgeting Method/Corporate and Department
- Business Planning and Budgeting Process 2
- Introduction to Application and Dimensions
- The Hyperion
- Data Forms/Web Forms
- Managing the Approval Process

Target group:

Persons with responsibility for developing and monitoring departments/sectional business plan and budget.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Finance and Procurement Courses

Investment Appraisal and Risk Management for the Energy Sector

Programme aim

At the end of the programme, participants should be able to understand Investment Appraisal and Project Cycle, Conduct Cost Effectiveness Analysis as well as determine financial and economic values of assets.

What you will learn

- Investment Appraisal
- Project Cycle
- Alternative Investment Appraisal Criteria
- Opportunity Cost/ Calculation of NPV
- Determining Financial and Economic Values of Assets
- Micro Economics of Economic Evaluation
- Cost Effectiveness Analysis
- Elements of Project Finance and Term Sheet
- Efficient Thermal versus Solar Generation
- Financial Modeling

Target group:

Project Finance Managers & Officers, Engineers, Administrators, Investment Officers, Insurance Officers, Accounting Officers and Other Suitable Qualified Personnel.

Duration: 3 Days, Non-Residential: GH¢ 900.00
Residential: GH¢ 1,450.00

Oracle Financials- General Ledger Part 1

Programme aim

At the end of the programme, participants should be able to analyse how the General Ledger integrates with the e-Business Suite of applications.

What you will learn

- Oracle General Ledger Process
- Understanding the General Ledger Functions and Features
- Analyzing the General Ledger Accounting Cycle
- Reviewing General Ledger Integration Points
- Generating Standard Reports and Listings
- Ledger - Part 1
- Ledger - Part 2
- Advanced Security
- Basic Journal Entries
- Summary Accounts

Finance and Procurement Courses

Target group:

Finance Officers, Accounting Assistants, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Oracle Financials- General Ledger Part 2

Programme aim

At the end of the programme, participants should be able to analyse how Oracle General Ledger integrates with the e-Business Suite of applications.

What you will learn

Oracle General Ledger Process

- Understanding the General Ledger Functions and Features
- Analyzing the General Ledger Accounting Cycle
- Reviewing General Ledger Integration Points
- Generating Standard Reports and Listings

Ledger - Part 2

- Advanced Security
- Basic Journal Entries
- Summary Accounts
- Advanced Journal Entries
- Financial Budgeting
- Multi-Currency Consolidations
- Close Period
- Financial Reporting

Target group:

Finance Officers, Accounting Assistants, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Oracle Financials - Payables

Programme aim

At the end of the programme, participants should be able to understand the workings of Processing Receivables and Payable Accounting.

What you will learn

- Maintaining Suppliers
- Managing Invoices
- Processing Payments
- Payable Accounting
- Reconciliation of Payables

Target group:

Finance Officers, Accounting Assistants, Audit officers, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Finance and Procurement

Oracle Financials - Receivables

Programme aim

At the end of the programme, participants should be able to understand the workings of processing Receivables and Receivable Accounting.

What you will learn

- Order to Cash Lifecycle Overview
- Overview of Oracle Receivable Process
- Manage Parties and Customer Accounts
- Process Invoices using Auto Invoice
- Process Invoices
- Bill Presentation Architecture
- Credit Management
- Implement Customer Invoicing
- Receipts/Implementing Receipts
- Tax Processing
- Closing Period

Target group:

Finance Officers, Accounting Assistants, Audit officers, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Oracle Financials- Accounts Reconciliation

Programme aim

At the end of the programme, participants should be able to understand the workings of Processing Receivables and suppliers account.

What you will learn

- Maintaining Suppliers
- Managing Invoices
- Processing Receivables
- Receivables Accounting
- Reconciliation of Receivables
- General Ledger
- Accounts Payable
- Accounts Receivables
- Payroll
- Accounts Reconciliation

Target group:

Finance Officers, Accounting Assistants, Audit officers, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Oracle Financials Assets Management

Programme aim

At the end of the programme, participants should be able to apply the Oracle Assets accounting process and describe the Oracle Assets setup steps.

Finance and Procurement Courses

What you will learn

- Order to Cash Lifecycle Overview
- Overview of Oracle Receivable Process
- Manage Parties and Customer Accounts
- Process Invoices using Auto Invoice
- Process Invoices
- Bill Presentation Architecture
- Credit Management
- Implement Customer Invoicing
- Receipts/Implementing Receipts
- Tax Processing
- Closing Period

Target group:

Finance Officers, Accounting Assistants, Audit officers, Accounts Clerks and Secretaries

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Oracle Procurement for VRA Staff (Professional)

Programme aim

At the end of the programme, participants should be able to understand the Oracle E-Business Suite and understand how to make requests and queries.

What you will learn

- Oracle E-Business Suite
- User Input,
- Requests
- Query

Target group:

VRA Procurement staff

Duration: 3 Days, Non-Residential: GH¢ 1,200.00
Residential: GH¢ 1,750.00

Oracle Procurement Training for VRA Staff (Users)

Programme aim

At the end of the programme, participants should be able to understand how to make requests and queries.

What you will learn

- Introduction to Oracle E-Business Suite
- User Input
- Approval
- Requests
- Query

Target group:

Directors, Managers, Administrative staff, Engineers, and Other professional staff.

Duration: 3 Days, Non-Residential: GH¢ 900.00
Residential: GH¢ 1,450.00

Institutional Computer Training Courses



- Microsoft Excel
- Microsoft Word
- Microsoft Access
- Microsoft PowerPoint
- Microsoft Projects
- Introduction to Excel Data Analysis
- Basic Corporate Computer Application Skills

Information Technology

Microsoft Excel Module One

Programme aim

Participants will be equipped to understand the knowledge, functions, and formula to save time and reduce workload.

What you will learn

- Understanding Excel Elements
- Data Structure
- Structuring Excel Book
- Data Entry
- File Operations
- Editing Techniques
- Formatting
- Data Cleaning
- Excel Tables
- LOOKUP Functions
- Pivot Tables

Target group:

Managers, Engineering staff, Administrative staff, and other professional personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Module Two

Programme aim

Participants will be equipped to create, modify and format charts using graphic objects to enhance worksheet and charts.

What you will learn

- Formulas and functions
- Data Consolidation
- Moving & Copying Data in Excel
- Working with more functions
- Formatting Cells and appearance
- Basic Charts

Target group:

Managers, Engineers, Administrators, and other professional personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Microsoft Word Module One

Programme aim

Participants will be equipped to navigate a document and perform a search using icons and their functions.

What you will learn

- Introduction to Word
- Working with Word
- Formatting in Word
- Tables
- Bullets and Numbering

Information Technology

- Page setup and Layout
- Headers and Footers
- Tracking corrections and changes

Target group:

Managers, Engineering staff, Administrative staff, and other professional personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Module Two

Programme aim

Participants will be equipped to create and format complex tables, and manage table data.

What you will learn

- Word formatting
- Working with tables
- Working with images
- Page layout
- Working with illustrations
- Mail merge

Target group:

Managers, Engineering staff, Administrative staff, and other professional personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Microsoft Access Module One

Programme aim

Participants will be equipped to plan, create and modify database structure.

What you will learn

- Fundamentals of Data Management
- Navigation through MS Access
- Working with Tables
- Working with Forms
- Working with Queries
- Working with Reports

Target group:

Staff who keep records and manage data

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Module Two

Programme aim

Participants will be equipped to use advanced form techniques and provide user interaction and automate task.

What you will learn

- Database Normalization
- Referential Integrity
- Advanced Form Design
- Charts in forms and reports
- Pivot Tables and Pivot Chart
- Table Relationship

Information Technology

Target group:

Staff who keep records and manage data

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Microsoft PowerPoint

Module One

Programme aim

Participants will be equipped to create title and bullet slides, modify slide and check spelling.

What you will learn

- Creating a Presentation
- Formatting text on Slides
- Modifying Objects
- Adding Tables to Presentation
- Inserting Charts and Images in a Presentation
- Preparing to Deliver Presentation

Target group:

Directors, Managers, Supervisors, Persons responsible for developing and making presentations and other professional Personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Module Two

Programme aim

Participants will be equipped to create template and work a design template and customize PowerPoint toolbars.

What you will learn

- Creating Master Slide
- Formatting Slide Background
- Formatting Fonts
- Inserting and Editing Images/Graphics
- Creating Presentations

Target group:

Directors, Managers, Supervisors, Persons responsible for developing and making presentations and other professional Personnel.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

AutoCAD

Programme aim

Participants will be equipped to use AutoCAD for daily working process and navigate throughout AutoCAD using major navigating tools.

What you will learn

- Taking the AutoCAD Tour
- Creating Basic Drawings
- Manipulating Objects
- Drawing Organization and Inquiry Commands
- Altering Objects

Information Technology

- Annotating Drawings
- Hatching Objects
- Dimensioning and Annotation

Target group:

Engineers, Surveyors, Technician Engineers, Architects, Draughtsman, Building Technicians, Estate officers

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Microsoft Projects

Programme aim

This course seek to provide participants with techniques and knowledge needed to use MS Project to effectively develop and manage project

What you will learn

- MS Project as an execution tool
- Creating a Project
- Project Information & Calendar
- Tasks & Milestones
- Structure – Summary and Sub Tasks
- Lag and Lead Time
- Identify the Critical Path / Time Constraints
- Project Baseline
- Managing the Project
- Assigning Resources to Tasks
- Tracking the Project
- Using & Modifying Views
- Applying & Modifying Tables and Filters
- Headers / Footers / Legends
- Case Study
- Gantt Chart applied to MS Project
- Pre-Designed Reports in MS Project

Target group:

All employees who work on projects and want to acquire detailed understanding of how to use MS Project to plan, execute, monitor and control projects for a successful outcome

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Introduction to Excel Data Analysis

Programme aim:

This course will introduce participants to excel data analysis tools and techniques.

What you will learn

- Introduction to Excel Functions and Formulas
- Introducing Excel Tables
- Working with PivotTables
- Building PivotTable Formulas
- Working with Pivot Charts
- Customizing Charts
- Using the Statistics Functions

Information Technology

Target group:

All employees who work on data

Duration: 4 Days, Non-Residential: GH¢ 1,200.00

Residential: GH¢ 2,000.00

Basic Corporate Computer Application Skills

Programme aim

Participants will be equipped to use the mouse and keyboard to navigate and input data/information for corporate applications.

What you will learn

- Introduction to the Personal Computers and Windows
- Computer Mouse & keyboard Skills
- Introduction to MS Office Suite
- Accessing Website and Corporate Applications
- Introduction to MS Outlook
- Introduction to MS Skype for Business

Target group:

Administrative staff, Clerks, Clerks Typist, Drivers and Other Qualified Personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Professional French Language Courses



- Basic Functional French
- French for Publicity
- French for Cross Border Power Operations and Maintenance
- French for Secretaries
- French for Power Business (Advanced level)
- French for Corporate Communicators
- French for Power Dispatchers
- Customized English for Power Business

Professional Languages Programmes

Basic Functional French

Programme aim

Introduce participants to the fundamentals of French language in preparation for communication in a business setting.

What participants can do after the course:

- Introduce self and others
- Strike acquaintance in formal & informal settings
- Spell names of people and places
- Read and write dates
- Exchange e-mail address & phone numbers
- Use specialized energy terminology
- Fill forms (registration, hotel, etc.)

Target group:

Beginners

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

French for Publicity

Programme aim

At the end of the course, participants should be able to undertake publicity assignments in French language at VRA's Power Plants.

What you can do after the course:

- Welcoming tourists to power installations
- Historical background of Plant
- Safety rules to be observed
- Presentation of national grid map
- Principle of power generation
- Equipment/machines/controls and their Functions
- Presentation of power statistics
- Ending the tour

Target group:

Operating Technician Engineers involved in Tour Guide duties, Information and Publicity Assistants/ Officers.

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

(10 sessions required for proficiency)

French for Cross Border Power Operations and Maintenance

Programme aim

At the end of the course, participants should be able to communicate in French language with their francophone counterparts.

What you can do after the course:

- Establishing contact on phone/radio
- Exchange of values
- Trouble shooting procedures
- Planning joint line maintenance works on phone
- Exchanging information when frequency is low
- Exchanging information in times of a trip/system collapse/system disturbance

Professional Languages Programmes

Target group:

Operating Technician Engineers/Maintenance Mechanics (Power Distribution System)

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Duration: 10 days (2 sessions of 5 days each)

French for Secretaries

Programme aim

At the end of the course, participants should be able to understand and communicate in basic French with VRA's francophone guests.

What participants can do after the course:

- Striking acquaintance in a formal setting
- Receiving francophone guests
- Communicating on phone with francophone counterparts
- Setting dates for meetings
- Understanding & translating routine correspondence from French to English

Target group:

Executive Assistants and Secretaries

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

5 Sessions required to get to proficiency level

French for Power Business (Advanced level)

Programme aim

At the end of the course, participants should be able to communicate fluently in French, without hesitation, and be able to play various communication roles in French.

What participants can do after the course:

- Interaction with Francophone partners, clients and stakeholders
- Presentation of VRA Power statistics to Francophones
- Conducting tour guide assignments
- Understanding technical and legal documents in French
- Translation of routine and specialized documents for the Authority.

Target group:

Degree/HND Holders in French

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

3 sessions required in a year

French for Corporate Communicators

Programme aim

At the end of the course, participants should be able to engage VRA's francophone partners/clients in basic French.

What participants can do after the course:

- Introduction of Self and others in a business setting
- Interaction with Francophone partners, clients and stakeholders
- Presentation of VRA Power statistics to Francophones
- Undertake tour guide duties at VRA's installations

Professional Languages Programmes

Target group:

Managers, Information and Publicity Assistants and Officers

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

5 sessions required for proficiency

French for Power Dispatchers

Programme aim

At the end of the course, participants should be able to communicate in technical French language with other power dispatchers in real-time operations.

What participants can do after course:

- Giving and taking Readings
- Explaining cause of Low Frequencies/Voltage
- Responding to enquiries about Load Forecast
- Giving out values on International Lines
- Providing information on Lake level, Meter Readings, System Collapse and System Disturbances
- Planning joint Line Maintenance Works

Target group:

Power System Operators and Dispatchers (Power Transmission System)

Duration: 3 Days, Non-Residential: GH¢ 900.00

Residential: GH¢ 1,450.00

Customized English for Power Business

Programme aim

Introduce participants to the fundamentals of English language in preparation for Customized English.

What participants can do after the initial training:

- Introduce self and others in English
- Strike acquaintance in formal & informal settings
- Spell names of people and places
- Read and write dates
- Exchange e-mail address & phone numbers
- Use specialized energy terminology in English
- Fill forms (registration, hotel, etc.)

Target group:

Francophone Power Utilities

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Duration for customized English is 4 Weeks

(i.e. 2-weeks classroom session + 2 weeks' immersion)

Office Management & Administration Courses



- Office Management & Administration
- Documents Management (Records Management)
- Effective Office Administration for Executive Assistants
- Office Management Skills for Newly Employed Officers and Managers
- Catering and Hygiene
- Security Guard Training

Office Management & Administration

Office Management & Administration

Programme aim

At the end of the programme, participants should be able to understand the concepts of office management & administration.

What you will learn

- The Concepts of Office Management & Administration
- Using the Telephone/ Customer Care
- Arrange Meetings
- Minutes Taking and Memo Writing Skills
- Registry Management: - Mail Handling
- Records Management
- Communication Skills
- Managing Working Relationships
- Managing your Boss
- Time Management
- Work Ethics

Target group:

Administrative staff, office managers and other professional Personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Documents Management (Records Management)

Programme aim

At the end of the programme, participants should be able to understand the concept of document management.

What you will learn

- Introduction to Document Management
- Registering procedures
- Information as Corporate Records
- Classification and Filing
- Retrieval and Control System
- Electronic Document Management
- Intermediate Record Storage
- Appraisal & Retention Scheduling
- Disaster Preparedness Planning

Target group:

Managers, Administrative staff, Engineering staff Supervisors Assistants and other professional Personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Effective Office Administration for Executive Assistants

Programme aim

At the end of the programme, participants should be able to acquire Business Writing Skills and administrative principles and procedures.

What you will learn

- Nature and scope of administrative management
- Managing office resources
- Records management

Office Management & Administration

- Managing your boss
- Administrative writing skills 1&2
- Administrative principles and procedures
- Stress management and time
- Problem solving and decision making

Target group:

Administrators, Executive Assistants, Secretaries and Other Suitable Qualified Personnel

Duration: 4 Days, Non-Residential: GH¢ 1,200.00
Residential: GH¢ 2,000.00

Office Management Skills for Newly Employed Officers and Managers

Programme aim

At the end of the programme, participants should be able to:

- Understand the Office Setup
- Develop Minute Taking and Memo Writing Skills
- Understand Office Processes and Procedures
- Assimilate Organizational Culture, Core Values and Code of Ethics
- Understand Performance Management Process

What you will learn

- The Office Setup
- Introduction to Office Management and Administration
- Office Processes and Procedures in VRA
- Introduction to Records Management
- Registry procedures
- Requisitions: Transport/Goods and Services
- Minutes Taking and Memo Writing
- Basic Report Writing Skills
- Performance Management Process
- Organizational Culture and Core Values
- Handling Mails

Target group:

Managers, Newly Promoted Officers, Newly Engaged Staff, and other Qualified Personnel

Duration: 5 Days, Non-Residential: GH¢ 1,500.00
Residential: GH¢ 2,550.00

Catering and Hygiene

Programme aim

At the end of the programme, participants should be able to acquire Table Laying and Meals Serving Skills and know meal experiences.

What you will learn

- Hygiene (Health and Safety at Work)
- The Role Employers in Service Menu
- Planning Structure
- Planning and Layout of Cooking
- Kitchen
- Environment
- Food Service
- Good Kitchen Supervision
- Purchasing for Storage
- Meal Experiences

Office Management & Administration

- Table Laying
- Serving of Meals

Target group:

Catering Assistants, Cooks, Care Takers and Kitchen Staff.

Duration: 5 Days, Non-Residential: GH¢ 1,500.00

Residential: GH¢ 2,550.00

Security Guard Training

Programme aim

At the end of the programme, participants should be able to describe the key criminological theories of crime and their contributions to modern day crime control/prevention.

What you will learn

- Situational Crime Prevention
- Crime Prevention through Environmental Design
- Professionalism in Security
- Conflict Management
- Customer Care and Public Relations
- Fire Fighting
- Introduction to records Management

Target group:

Security Personnel

Duration: 4 Days, Non-Residential: GH¢ 1,200.00

Residential: GH¢ 2,000.00

Training Venue

All training programmes will be held at VRA Academy premises at Akuse, or the Academy's designated locations.

Fees

Nonresidential course fee' as provided in the brochure covers tuition, materials, internal transportation, certificates, lunch and snacks. Residential fees are inclusive of accommodation and meals.

International delegates will be billed at prevailing exchange rates.

All fees quoted are exclusive of taxes, excise duties and other government levies and charges.

Course Documentation

All delegates will be provided with course material that will be a useful reference on return to work. All course materials are copyrighted and may not be reproduced without prior permission in writing from VRA Academy

Cancellation

VRA Academy must be notified of any cancellation at least 2 days before course commencement. Clients will be billed with the cost of the course if the Academy is not notified of such cancellations in advance.

Alteration to the Programme

VRA Academy reserves the right to amend courses dates or the published programmes, and offer an alternative date. Programmes that are not fully subscribed may be rescheduled or cancelled

Booking Terms and Conditions

Booking Form

Participant Information

Title: Mr./Mrs/Ms/Miss/Dr:.....

Surname:.....

Forename(s):.....

Nationality:

Job title:

Department:

Organisation:

Address (work):

Postcode/ZIP:

City: Country: Telephone (office):

Mobile/Cell Fax:..... Email:

Name of approving Director/manager/Supervisor:

Programme Requested

Programme Name	Start Date	Finish Date	Fee
1.....
2.....
3.....

Briefly describe your main responsibilities at work

What are your personal objectives for attending the course(s)?

What are your educational or professional qualifications?

ENGLISH LANGUAGE

VRA Academy's courses are conducted in English; Please confirm that you are proficient in English

Yes, I am proficient in English (Please tick the box)

Funding arrangements

Name (Head of Department/Supervisor:
Signature:

Position:

Address:

Tel:

E-mail: