

Career Training Centre, Nairobi (CTC) is an education & training solution and services provider and has been in operation since 1991, with a wealth of experience in innovative education & training programmes covering; business education, career development, aviation & travel, computer studies and hospitality.

Our mission is to empower our diverse student body to succeed in today's dynamic world by integrating general education, professional skills and career-focused education. To this end, we employ our faculty, services, curricula and facilities to equip students with the conceptual and practical tools to become contributing members of society and to achieve success in employment fields with high growth potential. The curricula are constantly updated to reflect the changing needs of the industry and incorporate the latest methodologies to maintain a dynamic learning environment.

Our primary goal is to provide students with high quality, solid education and practical foundation through expert guidance and motivation to meet the operating standards in an international environment and help them to further themselves in their chosen career paths. Study and practical programmes are tailored to meet the individual needs of students and the requirement of the industry.

Education & training programmes at CTC provided include:-

- **Aviation, Travel & Tourism**
 - **Hospitality**
 - **Business**
 - **Information Technology**
 - **Career Development**
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Aviation, Travel & Tourism

The aviation and travel industries are becoming more sophisticated and challenging with a constant growing for professionals who are technically proficient, well trained in their fields and highly customer oriented. Prospects and opportunities for the right type of persons showing keenness and aptitude are excellent. It is for this reason that **IATA Training & Development Institute, Canada** launched aviation and travel training programs to meet the demand for well trained staff within the aviation and travel industries.

The Aviation and Travel Industries are among the world's largest, currently employing more than 200 million people. Career opportunities in these rapidly expanding industries have never been greater, but only for those with the knowledge to be successful. The IATA Aviation and Travel & Tourism training and programs are designed by experts to develop the professional skills of entry-level staff, managers and executives in the aviation and travel industries. The **IATA qualification** is a key for everyone wishing to gain access to employment opportunities, start a career or upgrade his/her professional competence with; airlines, travel agents, tour operators, airports & civil aviation, leisure, hospitality etc

Career training centre is one of the IATA Authorized Training Centre in Kenya approved and accredited to conduct the IATA training programs and offers the following IATA programmes:-

Travel & Tourism

- IATA/UFTAA Travel & Tourism Foundation – Level 1
- IATA/UFTAA Travel & Tourism Consultant – Level 2
- IATA/UFTAA Travel & Tourism Management – Level 3
- IATA/UFTAA Travel & Tourism Senior Management – Level 4
- IATA/UFTAA Travel & Tourism Travel Agents Marketing

- IATA/UFTAA GDS Fares & Ticketing

2. Airline

- Airline Customer Service
- Introduction to Airline Industry
- Airline Cabin Crew Training
- Airline Call Centre Training
- Airline Marketing
- Passenger Handling
- Galileo GDS

3. Airport & civil Aviation

- Introduction to Air Transportation
- Airport Customer Service
- Airport Operations

Galileo Global Distribution System

Galileo is one of the world's leading computer software links between ticket sales offices and the Airline's central booking system and is used by travel agencies all over the world. Effective training in Galileo system is a must for any one wishing to join the travel industry. CTC has partnered with Galileo Kenya, an independent division of Kenya Airways to provide comprehensive and flexible training in Galileo GDS using fully-fledged training facilities with state of the art equipment with connectivity to 'live' Galileo system. The training is delivered in the form of self-paced learning, virtual classroom, classroom-based training and documentation and on-site training.

CTC provides training to the travel agents and industry entrants on the core course of reservations & ticketing as well as on the value-added products. This is so that Travel agents may increase their productivity and efficiency and to enable students gain a competitive advantage into the job market, thus companies can be confident that their 'new employees' arrive in the work place 'ready to work'.

Career Training Centre /Galileo Kenya GDS Courses

- Basic Reservations & Document Production
- Document Production
- Car Master & Room Master
- Client File & Travel Screen
- Viewpoint
- TRAMS CB PLUS Training
- Electronic Ticketing
- Electronic ticketing and Viewpoint
- Custom Check
- Client File

Hospitality

Today, hospitality is the fastest growing industry in the world employing more people than any other business entity. The development of sophisticated transport system has made it possible for millions to explore and enjoy traveling round the world. Spurred by the modern lifestyle and an increase in tourism and mobility, the hospitality industry has grown to become an industry of major importance across the globe, providing a vast spectrum of interesting and challenging employment prospects with hotels, entertainment complexes, cruise liners, conferences and meetings all over the world.

Hospitality education is therefore the pathway to opportunities in a competitive industry that provides motivated people with modern and challenging work environment. To face these new and ever-changing challenges, individuals need to build upon the foundation of good education.

Hospitality courses offered at Career Training Centre include:-

Full Time Courses

- Food Production
- Food & Beverage Service
- Food & Beverage Management
- Front Office Reception Operations & Services
- Accommodation Operations & Services

Part-time Courses

- Bartending
 - Pastry & Bakery
 - Cake Making & Decoration
 - Guest Relations
 - Hospitality Supervision
 - Customer Care
 - Food & Beverage Cost Control
 - Housekeeping & Laundry Techniques
 - Front Desk Techniques
 - Food & Beverage Service Techniques
 - Kitchen Operations Techniques
 - Cake Making & Decoration
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FOOD PRODUCTION COURSE

The primary aim of this course is to provide a sound and concrete foundation for professional cookery knowledge to trainees with emphasis on the preparation and presentation of menus, various dishes, and sauces and garnishes in order to create customer satisfaction. The importance of the customer has been blended in an appetizing culinary way to come up with professionally well-trained personnel to make this a reality.

At Career Training Centre you aren't just taught to follow recipes, you're trained to bring new ideas and imagination to all aspects of the art. You'll learn about grades of caviar by tasting, fine wines by sampling as well as cooking techniques through hands-on learning in state-of-the-art kitchens, using equipment at par with any world-class restaurant. The young "chefs" are taught personal grooming and hygiene, the criteria of purchasing food items, how to organize the kitchen, various mouth watering cooking techniques and methods, the art of enticing the appetite of guests through garnishes and above all how to balance meals. They are also familiarized with various kitchen departments such as entremetier, saucier, gardemanger, pastry and butchery.

Course Objective

Upon successful completion of the course, the trainee will be able to:

- Write a multi-course menu.
- Apply various cooking methods at any given time without difficulties.
- Develop knowledge and understanding of commodities and how to select for quality, cost, availability and to compare fresh, part-prepared, commercial and convenience products.
- Understand the ede

- Comprehend fully the essential necessity for healthy, hygienic and safe procedures at all times in the preparation, storage, cooking, and serving of food. . Cater comfortably for vegetarians and vegans.
- Be cost conscious.

Who Will Benefit From Food Production Course?

The Food production course will benefit trainees who wish to make a career in the hospitality industry and who plan to work with hotels, restaurants and catering establishments initially as cooks and depending on experience, further training and Hard work coupled with dedication, aspire to positions of higher responsibility such as Chef-de-Partie, Cher Tournant, Sous-Chef eventually Executive Chef.

This course prepares students to work in various types of kitchens. Students learn how to plan, cost and prepare a large variety of dishes. Cooking methods will be fully covered with special emphasis on baking, roasting, braising, pan-frying, steaming, pot roasting, poaching, stewing, grilling, deep fat frying and microwave cooking.

Course Content

- Kitchen Theory & Organization
- Kitchen Maintenance & Design
- Menu Planning & Costing
- Food Knowledge
- Food Hygiene
- Nutrition & Dietetics
- Cookery Practical
- Cookery Theory
- Food & Beverage Cost Control
- Pastry & Bakery
- Production Systems, Planning & Organization
- Hospitality Law
- Safety at Work
- Information Technology 1

Course Duration: 1 ½ Years

2. FOOD AND BEVERAGE SERVICE

Course Objective

Students will find this course beneficial if they want to gain in-depth knowledge on different types of food and beverage serving and selling skills that apply to both large and small hotels, restaurants and catering establishments.

The main objective of this course is to provide a sound and concrete foundation for professional service with a SMILE as direct contact with the guests and general public is the major factor. The emphasis is placed on the ability of one to be able to serve guests with various foods and beverages, recommend various options on services offered by the establishment, help solve guests' problems arising during operations such as banquets, restaurant service, outside catering and above all understand guest psychology and expectations.

Upon successful completion of the course, the student will be able to:

- Set the Restaurant and be able to understand the menu offers effectively.
- Apply various service methods at any given time without difficulties.
- Develop knowledge and understanding of commodities available and how to harmonize food and wine in the best way possible.

- Develop a sense of competence with the ever growing demand for professionalism in the challenging hospitality industry.
- Carry out food and beverage service in first class establishments.

Who Will Benefit From Food and Beverage Service

This course will benefit students who wish to make a career in the hospitality industry and who plan to work with hotels, restaurants and catering establishments, initially as food and beverage service personnel such as Waiters, Waitresses, Hostesses and depending on experience, further training, hard work coupled with dedication, aspire to positions of higher responsibilities such as Captains, Head Waiters, Supervisors, Restaurant Managers and eventually Food and Beverage Managers.

Course Content

- Food & Menu Knowledge
- Food & Beverage Service Techniques
- Wine and Beverage Knowledge
- Service Practical
- Billing and checking procedures
- Food & Beverage Cost Control
- Service Theory
- Product Knowledge
- French/Spanish Language
- Social Studies
- Personal Skills and attributes
- Safety at work
- Hygiene at Work
- Security at Work
- Hospitality Law
- Information Technology 1

Course Duration: 9 Months.

3. FOOD & BEVERAGE MANAGEMENT

Course Objectives

This is a 2-year hospitality-training program offered at a senior level and consists of 6 academic semesters plus 2 mandatory internships. This course is extremely comprehensive and is designed to enable students attain a high level of competence in the Food and Beverage division within the hospitality industry.

The main aim of the course is to provide students with an understanding of the food and beverages operations within a hotel! restaurant, staffing and supervisory aspects of the industry, basic principles of marketing that apply to the hospitality Industry including various forms of business communication skills, food and beverage service and food production skills. Knowledge of hospitality- costing and control systems, computer applications as well as accounting principles used in the hospitality industry.

Course Benefits

The course prepares hospitality students for basic supervisory roles and depending on experience. Further training and hard work coupled with dedication. Aspire to positions of higher responsibilities with hotels, restaurants and catering establishments in addition to numerous

opportunities in the global hospitality industry. They will also have an opportunity to further their hospitality management education with local and international institutions in Switzerland, UK, US and Australia.

Course Content

- Food Production
 - Food & Beverage Service
 - Bar & Restaurant Management
 - Kitchen Control & Management
 - Hospitality Supervision
 - French/Spanish Language
 - Human Resource Management
 - Entrepreneurship
 - Marketing
 - Business Finance
 - Business Communications
 - Hospitality Law
 - Information Technology
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4. Front Office Reception Operations and Services

These qualifications are intended for people training for or employed in front-office and reception areas of accommodation or catering establishments. They assess the knowledge and skills required from general reception procedures to supervising overall operations and accompanying services in an international context.

This is a 6 months programme that prepares students to effectively work as receptionists, guest relation officers, reservation agents, cashiers and night auditors.

Course Content

- Security Practices
- Customer care
- Personal presentation
- Safe practices
- Fire prevention
- Reception procedures
- Reservation procedures
- Guest accounting procedures
- Selling and marketing techniques
- Front Office Accounts
- Hotel Information Systems
- Information Technology
- Accounting
- Business Communication
- Hotel & Catering Law
- French/Spanish Language

Course Duration: 6 Months

5. Accommodation Operations and Services

These qualifications are for people training for or employed in the accommodation and hospitality industries worldwide. They appraise knowledge and skills with an international application from initial accommodation functions to supervision of operations and the services involved; covering all aspects of housekeeping and laundry operations in hotels, institutions and hospitals. Syllabus areas include customer care and personal skills.

Core Units

- Security Practices
- Personal Skills
- Fire Prevention
- Types of Accommodation Services
- Planning and organizing the housekeeping service
- Control in the accommodation environment
- Cleaning Methods & Procedures
- Organization of Cleaning
- Control of Cleaning Equipment, Materials
- Principles of Design, Décor and furnishings
- Care of Textiles
- Occupational Health and Safety
- Introduction to Laundry operations.
- Introduction to Textiles I.
- Plant operational procedures.
- Care and maintenance of machines and equipment
- Customer Care
- Safety at Work
- Information Technology
- French/Spanish Language
- Hotel & Catering Law

Course Duration: 6 months

Business

In the increasingly dynamic employment market, there is a need for individuals to continually update their business skills and knowledge. Our business qualification assess a candidate's competence in a range of business Skills and enables individuals to develop theoretical understanding, alongside practical ability, in a variety of business disciplines.

Business programs offered include:-

- Cambridge International Diploma in Business (University of Cambridge International Examinations – CIE)
- Entrepreneurship
- Human Resource Management
- Marketing
- Public Relations
- Customer Service
- Telesales

The courses are offered at certificate, diploma and higher diploma levels and are ideal for anyone wanting to broaden their understanding of business in preparation for a career or those seeking to develop specific workplace skills.

The Business qualifications are aimed both at students preparing for their careers and employees in the workplace and enables students to demonstrate:

- An understanding of the key business concepts
- Application of skills to real work environments
- An ability to think and work independently

Career Training Centre is an attached centre to the British Council, Nairobi and is approved by University of Cambridge International Examinations (CIE) to offer CIE business and ICT programmes.

Information & Communications Technology (ICT)

A key skill for everyone is the effective use of information and communications technology (ICT). In the increasingly dynamic employment market, individuals need to be able to work productively with ICT, to transfer their skills across different contexts and software packages, and continually to keep their ICT skills up to date.

CTC qualifications offer students an opportunity to focus on essential ICT skills, from simple word processing to complex web site design, and to develop both confidence and creativity in order to exploit the potential of ICT to the full. The qualifications assess the ability to apply a range of software skills in realistic, practical work-related situations.

The Modules cover the integrated use of the skills of word processing, databases, spreadsheets, graphics and communications to manage, present and communicate data in both paper and electronic form using the internet and e-mail.

Our ICT programmes include:-

- Microsoft Office
 - Desktop Publishing
 - Internet & E-Mail
 - Ms Project
 - Web design
 - Programming
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CAREER DEVELOPMENT

Through our career development and placement services division Careerplus, we provide career advisory and support services for individuals interested in developing their careers.

Services provided include:-

- Career Skills Training
- Career planning
- Career Counseling Placement Services
- Psychometric testing and assessments

- Career support; Assistance on CV & application letter writing, Interview process and Job search
 - CV Databank
 - Placement Services
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1. Career Skills Courses

We offer a range of career skills courses combining practical business skills training experienced career guidance and professional support from our in-house placement agency, careerplus. This programme is ideal for; the school leaver awaiting university/college intake, Graduate or Refresher wanting to re-enter the work place.

Career Training Centre career skills courses provide an invaluable set of 'life skills' and as such are suitable for a wide range of applications. Careers skills programmes are designed to be practically focused with the aim of preparing the student for the work place. On successful completion of their course most students will be able to immediately access excellent opportunities for; internships, 'temping' or in full time employment. All students complete a personal development module, covering aspects such as goal setting, personality analysis and team building. This is used to develop a valuable understanding of the individual student's strengths and weaknesses. In addition, students receive advice on how to draft effective letters of application, and CV, as well as interview techniques and job search skills.

The course combines;

- Training in range of IT used in the office environment including key software such as the Microsoft office suit (word, Excel) along with PowerPoint presentation graphics
- Training and support in the process of securing the right career. This includes help in preparing a CV and trial job interview simulations and job search techniques and career development
- Training in a variety of management theory and performance techniques

Course Overview

Whether it is about getting some practical working skills under your belt as you wait to join university/college, getting started on your career after university/college, or just simply refreshing your skills after a career break, the **career start certificate** will provide a big boost to any CV. This intensive course will address the student's individual needs and is designed to deliver a comprehensive set of practical work skills.

The programme will benefit the following:

- The school leaver taking a gap year before university
- The school leaver wanting to get straight on with his career
- The university graduate needing to add to her practical skills
- The returnee to work needing to update her career skills

Course Content

- Career development, planning & support
- Information Technology & Business Software

- Business Communication
- Interpersonal Business Skills
- Working with & the internet
- Business Organization & Environment
- Report writing and presentations
- Time Management
- Stress Management
- Working within a team / Team building.
- Leadership & Meetings

The programme can be taken within the following options;

The ‘School Leaver’ Option

This programme is ideal for school leavers taking a gap year before joining university or wanting to get straight on with their careers. This 8 weeks course gives you a pre taste of a university/college style environment or a typical work environment, so when the time comes to start your Degree/Diploma or even starting on your preferred career choice, you will quickly feel at home. It also gives useful training in key life skills such as the use of the latest IT software invaluable both for later degree and assignments submissions and for earning useful extra cash during university/college breaks.

The Graduate Option

A combination of a limited job vacancies and a vast increase in university places has meant that new graduates are facing huge competition for good first jobs. The Career Training Centre graduate course exists to improve the odds. This 8 week programme is designed to build on academic skills acquired at university by adding a comprehensive set of practical work skills. In addition to training in a range of IT including key software’s such as power point presentation graphics, students cover a variety of aspects of management and leadership skills. It all ensures our graduates are able to offer employees effective performance from day one, giving the edge when it comes to securing that all important first job.

The Refresher Option

This programme is designed for those whose careers have become a little rusty, such as someone who has been off on maternity leave. The 12 weeks course offers a chance to get completely up to date skills taught are practical and are aimed at maximizing your employability and on completion you’ll have full support of our in-house placement bureau, careerplus, to help you find a great Job.

2. Career Development & Support

Career Advice: Making career decisions

Many school-going students, school-leavers and a significant number of people in employment are confused about their career prospects. At one point in time they wanted a given career and due to peer/parent pressure, market forces or academic achievement have ended up choosing the wrong career. Choosing a career and ensuring that you get it finally, can be a huge mind-boggling task, which might leave you extremely confused. It is often good to talk about your career with someone else, especially a professional career advisor. We have professional career advisors who dedicate their time in trying to

understand "who you are and what you would like to be" in order to assist you make well informed crucial career decisions.

Career advice is available to:

- School-age students about to make subject combination choices for further education
- School-leavers seeking professional careers or further education.
- Those in gainful employment seeking other careers or enhancement of present career.

Career Counseling and Support Services

We provide career counseling sessions carried out by professional facilitating career counselors to continually assist students in career guidance with the aim of helping them clarify their career interests, employment and learning options. This aspect also focuses on individual's career counseling needs to identify and harness strengths, potentials, career choices, job-hunting opportunities and performance enhancement skills among others.

The counseling sessions are tailored to an individual's specific needs which may include; reviewing CVs, cover letter writing, attending to individual job search issues, interview techniques, networking, career planning and development, updates on the market trends, exploring long term career goals etc.

Career counseling sessions will benefit anyone who:

- Wants to change careers
- Wants enhanced professional status
- Is looking for a job and is new to the job market or a career veteran
- Confidently learn how to answer the tough questions employers ask and negotiate salary
- Create a plan of action to get the job they want.

Careerplus

is our unique in-house placement bureau is division of CTC and is dedicated to ensuring our career skills students get a flying start to their careers. Careerplus specializes in linking employers with industry professionals and prospective jobseekers.

Send your applications to:

The Registrar

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