



COURSE OVERVIEW PM0016
Agile Certified Practitioner (PMI-ACP)
PMI-ACP Exam Preparation Training

Course Title

Agile Certified Practitioner (PMI-ACP) *PMI-ACP Exam Preparation Training*

Course Date/Venue

Session 1: October 11-13, 2026/Sur Meeting Room, Royal Tulip Muscat, Muscat, Oman
Session 2: December 20-22, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE



Course Reference

PM0016-3D



Course Duration/Credits

Three days/2.1 CEUs/21 PDHs

Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.



This course is designed to provide participants with a detailed and up-to-date overview of Agile Certified Practitioner (PMI-ACP). It covers the techniques to build an increment of the product to validate solution and/or market need; create an environment to innovate, learn and grow; embrace agile mindset, promote collaborative team environment and build transparency; foster psychological safety, shorten feedback loops and embrace change; empower teams, facilitate problem resolution and promote knowledge sharing; promote agile mindset principles and practices and shared vision and purpose; and facilitate conflict management.



During this interactive course, participants will learn to refine product backlog, manage increments and visualize work; manage value delivery, seek early feedback and manage agile metrics; manage impediments and risk, recognize and eliminate waste, perform continuous improvements and actively engage customers; and limit work-in-progress at all levels, shield team from interruptions and use metrics to analyze and improving flow.





Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Get prepared for the next PMI-ACP exam and have enough knowledge and skills to pass such exam in order to get the Agile Certified Practitioner (ACP) certification from the Project Management Institute (PMI)
- Build an increment of the product to validate solution and/or market need and create an environment to innovate, learn and grow
- Embrace agile mindset, promote collaborative team environment and build transparency
- Foster psychological safety, shorten feedback loops and embrace change
- Empower teams, facilitate problem resolution and promote knowledge sharing
- Promote agile mindset principles and practices and shared vision and purpose as well as facilitate conflict management
- Refine product backlog, manage increments and visualize work
- Manage value delivery, seek early feedback and manage agile metrics
- Manage impediments and risk, recognize and eliminate waste, perform continuous improvements and actively engage customers
- Limit work-in-progress at all levels, shield team from interruptions and use metrics to analyze and improve flow

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

The course provides an overview of all significant aspects and considerations of Agile project management for project managers, project team members, project support, PMO member and those who are looking to pass the PMI-ACP examination.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.





Exam Eligibility & Structure

To be eligible for the PMP certification, you must complete this 21-hour course and meet one of the following educational and professional experience requirements:-

Educational Background	Learning	Professional Agile Experience
Secondary diploma (high school diploma, GED, or global equivalent)	21 hours of formal training in Agile practices, frameworks, methodologies	2 years of Agile experience in past 5 years
		OR
		1 year Agile experience and degree from Global Accreditation Center (GAC) program
		OR
		1 year Agile experience and active 3rd party Agile certification (current and earned more than 1 year ago) *
		OR Active PMP Certification

*Current Agile certification that demonstrates knowledge of Agile approaches and principles.

Course Certificate(s)

- (1) PMI-ACP certificates will be issued to participants who have successfully passed the PMI-ACP examination.





- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course

Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 12-Nov-25
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
PM0016-3D	Agile Certified Practitioner (PMI-ACP) PMI-ACP Exam Preparation Training	Nov 10-12, 2025	21	2.1

Total No. of CEU's Earned as of TOR Issuance Date **2.1**

TRUE COPY

Jaryl Castillo
 Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by











P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org





Certificate Accreditations

Haward’s certificates are accredited by the following international accreditation organizations:-


- 
Project Management Institute (PMI)

Haward Technology is an **Authorized Training Partner** of the **Project Management Institute (PMI)** (USA). We are strictly complying with the quality requirements and standards of PMI. Haward Technology is approved by PMI to issue contact hours and PDUs for those courses following the PMI requirements in addition to all PMI Project Management courses. Our trainers are Authorized by PMI to deliver the PMI Accredited courses and certification programs. As an Authorized Training Partner, Haward Technology has access to the latest and up-to-date PMI materials and resources available in the field of Project Management that will definitely improve the chances of success for participants attending Haward Technology courses.

The PMI Authorized Training Partner seal is a registered mark of **Project Management Institute, Inc.**

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward’s certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.1 CEUs** (Continuing Education Units) or **21 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.





Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup and governance, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Risk and Contract Management** (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence for Senior Management, Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management (succession planning, performance management, competency frameworks, and behavioral assessment), Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees. He is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMedu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.





Training Fee

US\$ 3,250 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

In addition to the Course Manual, participants will receive an e-book “PMI Agile Certified Practitioner (PMI-ACP), published by PMI.

Exam Fee

US\$ 660 per Delegate + **VAT**.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Domain 1 – Mindset: Experiment Early Build An Increment of the Product to Validate Solution and/or Market Need • Create Environment to Innovate, Learn, and Grow
0930 - 0945	Break
0945 – 1030	Domain 1 – Mindset: Embrace Agile Mindset Use Agile Values and Principles • Apply the Appropriate Complexity Method/Domain to the Complexity Theory System (i.e. CAS, Stacey Matrix, Cynefin) to Classify Scenarios • Identify the Application and Importance or Risks of Each Complexity System Theory Given a Specific Scenario • Interpret the Output of Agile Suitability Tools • Integrate Agile Models Based on Needs (e.g., Use Case, Team, Project, Organization)
1030 – 1130	Domain 1 – Mindset: Promote Collaborative Team Environment Establish Team Vision and Working Agreements • Form and Develop a High-Performing Team • Use Retrospective Findings to Improve the Team • Use Collaboration Practices to Breakdown Silos • Commit to the Team’s Decisions Even in Disagreement • Evaluate the Team’s Understanding of Agile to Tailor the Agile Approach • Identify the Key Factors to Consider When Determining the Appropriate Inter-Team Coordination Approach (e.g., Scrum of Scrums, Team of Teams)
1130 – 1230	Domain 1 – Mindset: Build Transparency Make Status, Progress, Process, Risks, Impediments, and Learning Accessible to All (e.g., Using Information Radiators) • Establish a Feedback Loop for Team • Define Communication Strategies for Co-Located and Distributed Teams
1230 – 1330	Lunch
1330 – 1415	Domain 1 – Mindset: Foster Psychological Safety Promote a No Blame Culture by Encouraging Objectivity • Encourage Dialogue Over Debate • Solicit and Provide Constructive Feedback; Act on it • Encourage Challenging the Status Quo





1415 – 1500	Domain 1 – Mindset: Shorten Feedback Loops Include the Stakeholders from Day One • Maximize Value Given a Specific Timeframe • Use Tools and Techniques to Shorten Feedback (e.g., Design Thinking and Lean Startup)
1500 – 1515	Break
1515 – 1530	Domain 1 – Mindset: Embrace Change Promote A Growth Mindset to Respond to Change • Embrace Process Adaptation by Responding to Changing Requirements and Priorities • Encourage and Model Cross Skills (e.g., Generalizing Specialists) • Adapt to Product Needs Based on the Learning and Feedback
1530 – 1620	Domain 2 – Leadership: Empower Teams Establish an Environment of Trust (e.g., Enable Transparent Communication) • Motivate Team Members (e.g., to Experiment and/or Take Risks) • Coach and Mentor Team Members • Promote Collective Ownership of Goals • Recognize the Differences Between Training, Coaching and Mentoring and When to Apply Each Approach • Apply Emotional Intelligence Techniques to Support the Team, Increase Empathy, Resolve Conflict and Support Positive Influence • Interpret Non-Verbal Cues During Team Interaction • Interpret the Output of Self-Assessment Tools and Techniques to Help Teams Develop Their Capabilities
1620 – 1630	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1630	End of Day One

Day 2

0730 – 0830	Domain 2 – Leadership: Facilitate Problem Resolution Investigate the Root Cause of Problems (e.g., Root Cause Analysis, Ishikawa) • Determine the Resolution Strategies with the Team that will Add the Most Value • Ensure the Problems are Resolved in a Timely Manner
0830 – 0930	Domain 2 – Leadership: Promote Knowledge Sharing Create Environment to Capture and Share Knowledge (e.g., Lessons Learned for Continuous Improvement, Retrospectives, Communities of Practice) • Leverage Organizational Knowledge Assets (e.g., from Other Similar Initiatives, People and Processes) • Allocate Time for Knowledge Sharing and Making Required Updates
0930 – 0945	Break
0945 – 1015	Domain 2 – Leadership: Promote Agile Mindset Principles & Practices Create Awareness Around the Agile Values and Principles • Foster an Environment for Continuous Improvement • Recognize, Celebrating, and Encourage Agile Behavior
1015 – 1100	Domain 2 – Leadership: Promote Shared Vision & Purpose Define and Ensure there is a Common Understanding of the Purpose and Vision with All Stakeholders • Ensure Product is Always Aligned to the Vision and Organizational Goals • Continuously Communicate the Vision and Purpose
1100 – 1145	Domain 2 – Leadership: Facilitate Conflict Management Identify the Root Cause and the Level of the Conflict • Promote Collaborative Approach to Solve the Conflict
1145 – 1230	Domain 3 – Product: Refine Product Backlog Clarify the Backlog Items • Prioritize the Backlog Items with the Customer/Stakeholder • Decompose the Backlog Items as Needed • Use Tools and Techniques to Collectively Size Work





1230 – 1330	Lunch
1330 – 1500	Domain 3 – Product: Manage Increments Ensure Increment Is Aligned with Business Priorities • Define the Increment Goals • Demonstrate Increments of Value for Early Feedback • Measure the Delivery of Value
1500 – 1515	Break
1515 – 1620	Domain 3 – Product: Visualize Work Educate Work Visualization Techniques • Establish a Process to Update the Data/Stats • Continuously Share Information
1620 – 1630	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1630	End of Day Two

Day 3

0730 – 0800	Domain 3 – Product: Manage Value Delivery Define What Value will Look Like (e.g., Success Criteria, Sustainability, Security, Privacy, Regulatory, Compliance) • Ensure the Value Increments are Optimized • Ensure that the Targeted Results are Achieved (e.g., Customer Satisfaction, Increase in Sales)
0800 – 0930	Domain 4 – Delivery: Seek Early Feedback Evaluate Customer Satisfaction • Deliver Work in Small Increments • Collect and Incorporate Stakeholders’ Feedback on a Regular Basis
0930 – 0945	Break
0945 – 1030	Domain 4 – Delivery: Manage Agile Metrics Determine Which Metrics are Appropriate for a Given Audience • Radiate Metrics Across the Relevant Audience • Review and Analyze Metrics • Use Metrics Insights for Decision Making
1030 – 1115	Domain 4 – Delivery: Impediments & Risk Proactively Identify Risks and Impediments • Engage the Team to Find the Most Appropriate Course of Action • Prioritize Impediment Removal and Risk Mitigation Activities • Monitor/Control Risks and Impediments • Use Lessons Learned to Avoid Risks/Impediments Recurrence
1115 – 1230	Domain 4 – Delivery: Recognize & Eliminate Waste Visualize the End-To-End Flow of Value in the System (e.g., Value Added, Non-Value Added) • Use Metrics, Tools and Feedback Loops to Identify Waste • Prioritize Waste Reduction Activities • Iterate on Identification and Reduction of Waste
1230 – 1330	Lunch
1330 – 1415	Domain 4 – Delivery: Perform Continuous Improvements Obtain Metrics and Feedback to Drive Continuous Improvements • Implement Improvement Actions • Evaluate the Effectiveness of Process Improvement






1415 – 1500	Domain 4 – Delivery: Actively Engage Customers <i>Identify and Analyze Customer and Their Needs • Validate that Iteration Deliverables Meet Acceptance Criteria • Encourage Collaboration Between Customer and Team</i>
1500 – 1515	<i>Break</i>
1515 – 1545	Domain 4 – Delivery: Optimize Flow <i>Limit Work-In-Progress at All Levels • Shield Team from Interruptions (e.g., Create Team Interfaces) • Use Metrics to Analyze and Improve Flow</i>
1545 – 1600	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1600 – 1615	POST-TEST
1615 – 1630	<i>Presentation of Course Certificates</i>
1630	<i>End of Course</i>

MOCK Exam

Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward’s Portal. Each participant will be given a username and password to log in Haward’s Portal for the MOCK exam during the 60 days following the course completion. Each participant has only one trial for the MOCK exam within this 60-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

Book(s)

As part of the course kit, the following e-books will be given to all participants:



Title : PMI Agile Certified Practitioner (PMI-ACP) Handbook

Author : PMI

Publisher : PMI

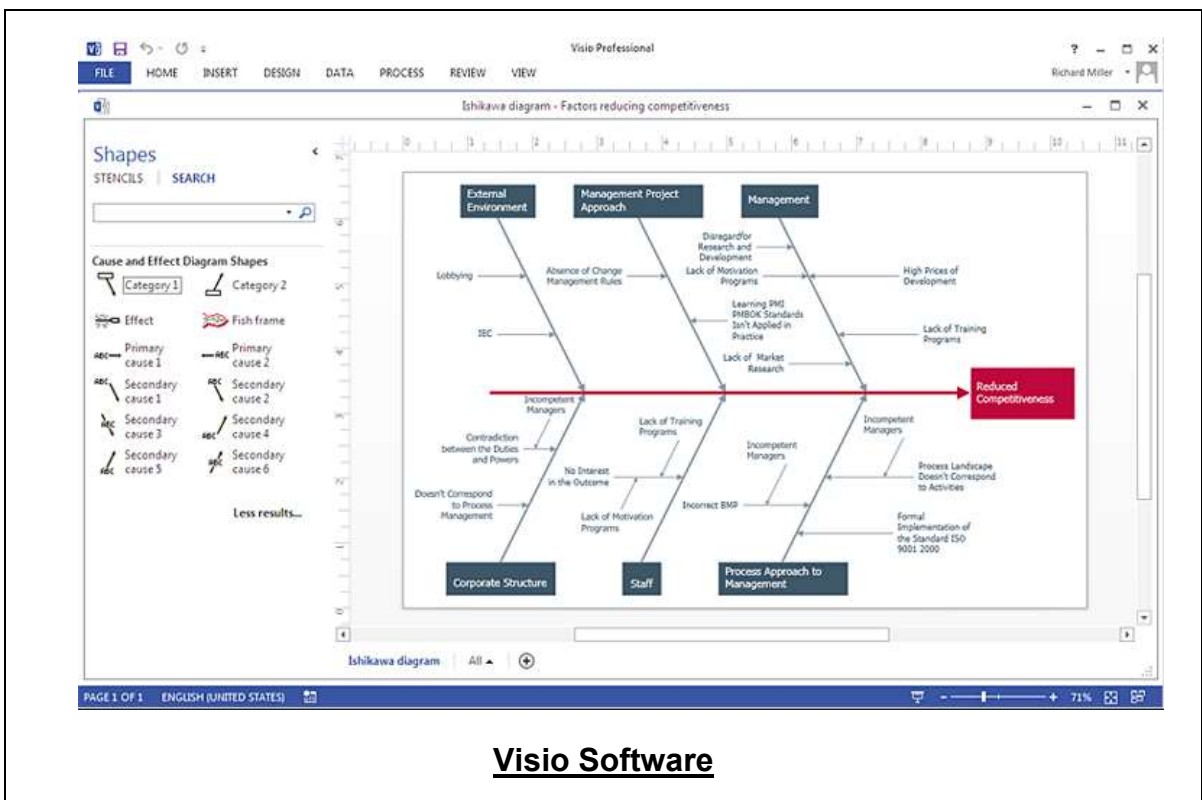


Software Tools Demonstration

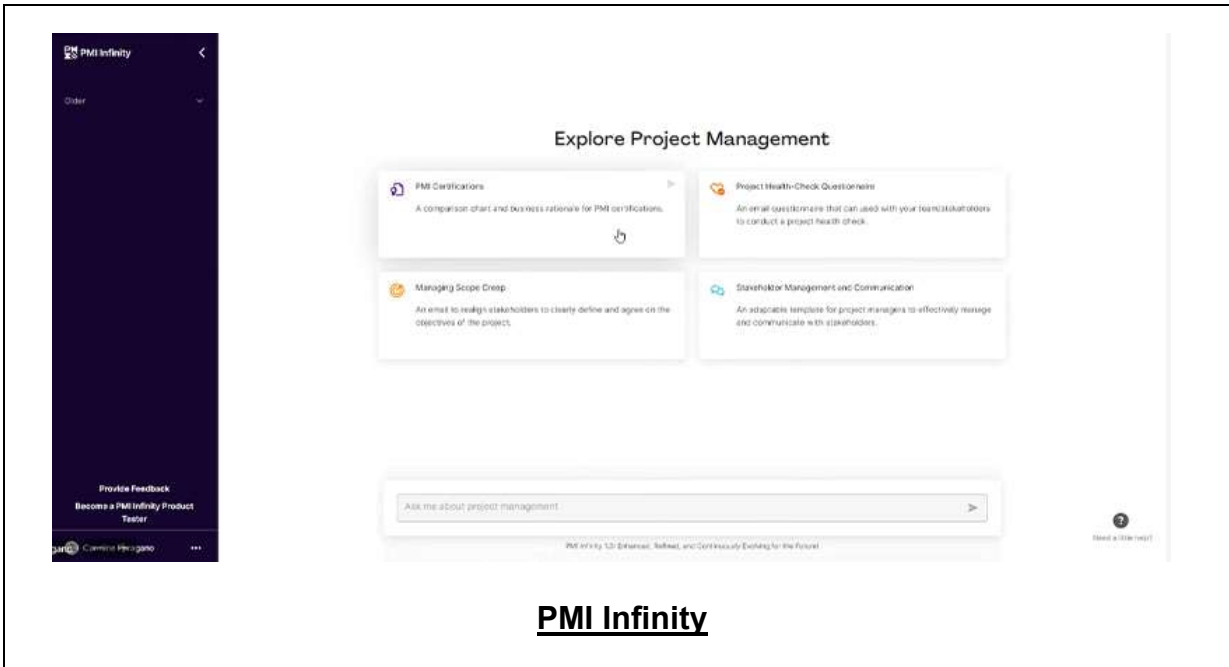
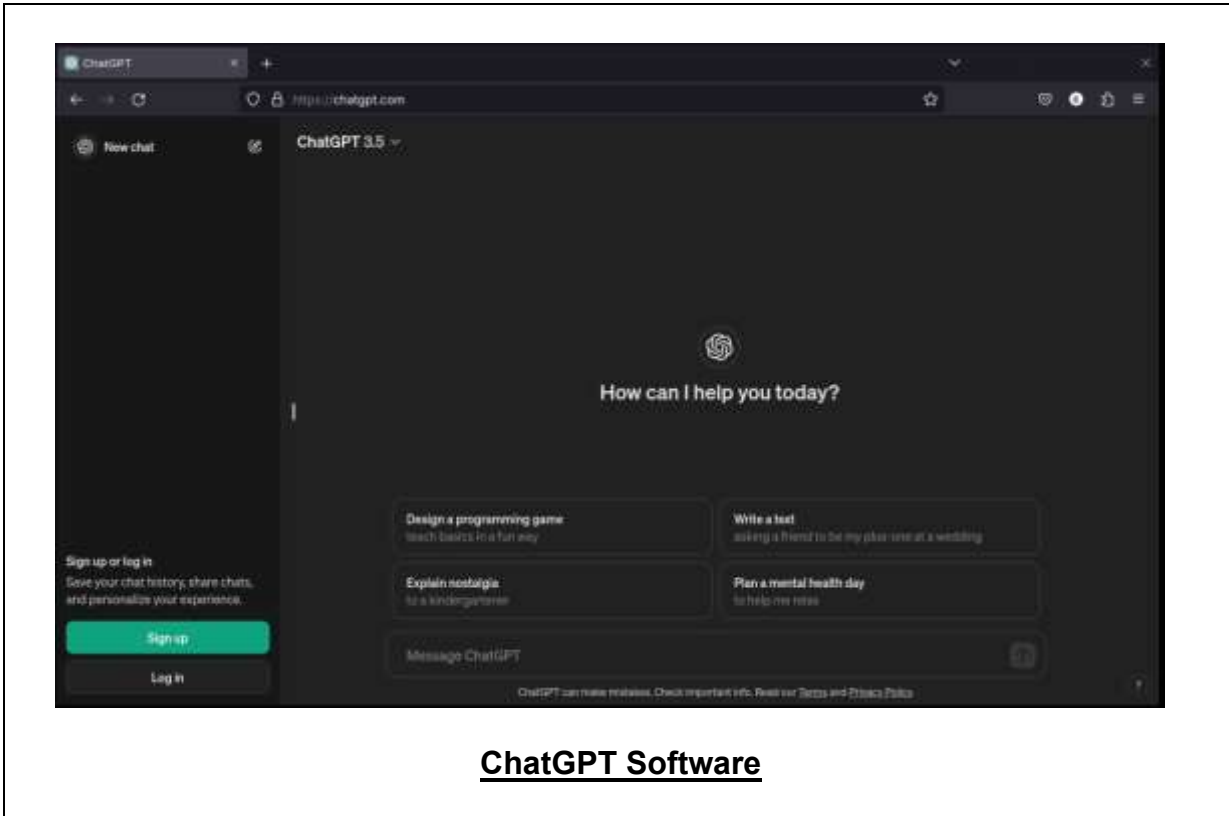
Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.



Mindview Software



Visio Software



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org

