

COURSE OVERVIEW SS0883

Certification in Administration Services & Event Management

Course Title

Certification in Administration Services & Event Management

Course Date/Venue

November 15-19, 2026/TBA Meeting Room,
Elite Byblos Hotel Al Barsha, Sheikh Zayed
Road, Dubai, UAE

Course Reference

SS0883

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

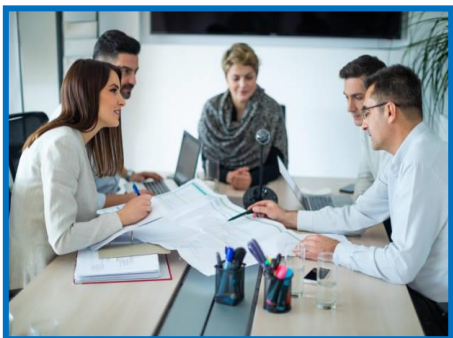
Course Description



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 Administration Services and Event Management. It covers the roles and responsibilities of administrative professionals, relationship between administration and organizational success and event management functions; the office administration principles and best practices, business communication skills, time management and personal productivity; the record, documentation, information management, customer service and professional relationship management; the meeting planning and coordination and business correspondence; and the executive support, office technology, digital administration and procurement and vendor coordination.



Further, the course will also discuss the budgeting fundamentals for administrative services, administrative risk management and compliance; the fundamentals of even management, event planning process, event budgeting and financial planning; the venue selections and logistics management; and the supplier and contractor management, event marketing and participant registration.



During this interactive course, participants will learn the event operations management, corporate protocol, business etiquette and VIP management; the health, safety and risk management during events, proper communication during live events, problem solving and decision making during events; the team leadership and volunteer management, strategic administration and organizational effectiveness; the event evaluation and post-event reporting, sustainability and innovation in administration and events; and the project management techniques for administrative professionals.

Course Objectives/Outcomes & Benefits for the Participants

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

- Apply and gain an in-depth knowledge on administration services and event management
- Discuss the roles and responsibilities of administrative professionals, relationship between administration and organizational success and event management functions
- Carryout office administration principles and best practices, business communication skills, time management and personal productivity
- Employ record, documentation and information management, customer service and professional relationship management as well as meeting planning and coordination
- Apply business correspondence and executive support, office technology and digital administration including procurement and vendor coordination
- Discuss budgeting fundamentals for administrative services, administrative risk management and compliance and fundamentals of even management
- Illustrate event planning process, event budgeting and financial planning and venue selections and logistics management
- Carryout supplier and contractor management including event marketing and participant registration
- Employ event operations management, corporate protocol, business etiquette and VIP management and health, safety and risk management during events
- Carryout proper communication during live events, problem solving and decision making during events and team leadership and volunteer management
- Apply strategic administration and organizational effectiveness, event evaluation and post-event reporting, sustainability and innovation in administration and events as well as project management techniques for administrative professionals

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

This course provides an overview of all significant aspects and considerations of administration services and event management for directors of administration or administration directors, head of administration, administration managers, corporate services managers, facilities managers, event managers, corporate communications managers, protocol & VIP relations managers, office managers, customer service managers, client services managers, administrative managers, senior administrative officers, procurement & vendor coordinators, events coordinators, event planners, executive assistants, senior executive assistants, business support officers, office coordinators, administrative coordinators, records & document management officers and personal assistants.

Course Certificate(s)

- (1) Internationally recognized Competency Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates





- (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 * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *

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

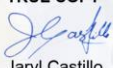
CEUs

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-25
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS0883	Certification in Administration Services & Event Management	Nov 10-14, 2025	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

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

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Certificate Accreditations

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

- 
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 **3.0 CEUs** (Continuing Education Units) or **30 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 Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

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.**

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 Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

70% Practical Exercises, Case Studies, Engaging Slides/Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities, Ice Breaking Activities, Group Activities and E-learning associated with the course topic is preferred

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.

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 workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 15th of November 2026

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	<i>Introduction to Administration Services & Event Management</i> <i>Roles & Responsibilities of Administrative Professionals • Relationship Between Administration & Organizational Success • Overview of Event Management Functions • Competencies Required for Modern Administrators & Event Coordinators</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Office Administration Principles & Best Practices</i> <i>Office Organization & Workflow Management • Administrative Policies & Procedures • Managing Office Resources Efficiently • Maintaining Professional Standards & Ethics</i>
1030 – 1130	<i>Business Communication Skills</i> <i>Professional Verbal Communication • Business Writing for Emails, Letters & Reports • Telephone & Virtual Communication Etiquette • Active Listening & Interpersonal Communication</i>
1130 – 1215	<i>Time Management & Personal Productivity</i> <i>Prioritizing Administrative Tasks • Managing Multiple Responsibilities • Planning Daily, Weekly & Monthly Schedules • Eliminating Time Wasters & Improving Efficiency</i>

1215 – 1230	<i>Break</i>
1230 – 1330	Records, Documentation & Information Management <i>Filing Systems (Physical & Electronic) • Document Control Procedures • Confidentiality & Data Protection • Records Retention & Retrieval Systems</i>
1330 – 1420	Customer Service & Professional Relationship Management <i>Principles of Excellent Customer Service • Handling Internal & External Stakeholders • Managing Difficult Situations Professionally • Building Long-Term Professional Relationships</i>
1420 – 1430	Recap <i>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</i>
1430	<i>Lunch & End of Day One</i>

Day 2: Monday, 16th of November 2026

0730 – 0830	Meeting Planning & Coordination <i>Planning Meetings Effectively • Preparing Agendas & Meeting Packs • Recording Professional Minutes • Following Up on Action Items</i>
0830 – 0930	Business Correspondence & Executive Support <i>Executive Diary Management • Travel Planning & Coordination • Preparing Business Presentations • Supporting Senior Management Activities</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Office Technology & Digital Administration <i>Microsoft Office Productivity Tools • Cloud-Based Collaboration Platforms • Electronic Scheduling Systems • Digital Document Management</i>
1100 – 1215	Procurement & Vendor Coordination <i>Office Procurement Processes • Supplier Selection & Communication • Purchase Requisitions & Approvals • Vendor Relationship Management</i>
1215 – 1230	<i>Break</i>
1230 – 1330	Budgeting Fundamentals for Administrative Services <i>Basic Budgeting Principles • Monitoring Administrative Expenses • Cost Control Techniques • Financial Reporting Basics</i>
1330 – 1420	Administrative Risk Management & Compliance <i>Office Risk Identification • Business Continuity Considerations • Workplace Compliance Requirements • Administrative Quality Standards</i>
1420 – 1430	Recap <i>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</i>
1430	<i>Lunch & End of Day Two</i>

Day 3: Tuesday, 17th of November 2026

0730 – 0830	Fundamentals of Event Management <i>Types of Corporate Events • Event Life Cycle • Roles within an Event Management Team • Success Factors for Professional Events</i>
0830 – 0930	Event Planning Process <i>Defining Event Objectives • Developing Event Concepts • Preparing Event Timelines • Creating Event Checklists</i>

0930 – 0945	Break
0945 – 1100	Event Budgeting & Financial Planning Developing Event Budgets • Cost Estimation Techniques • Sponsorship & Funding Opportunities • Financial Monitoring throughout the Event
1100 – 1215	Venue Selection & Logistics Management Venue Evaluation Criteria • Seating Arrangements & Layouts • Transportation & Accommodation Planning • Venue Safety Considerations
1215 – 1230	Break
1230 – 1330	Supplier & Contractor Management Selecting Event Vendors • Negotiating Contracts • Coordinating Suppliers Before & During Events • Monitoring Contractor Performance
1330 – 1420	Event Marketing & Participant Registration Event Promotion Strategies • Digital Marketing for Events • Registration Systems & Attendee Management • Communication Before the Event
1420 – 1430	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
1430	Lunch & End of Day Three

Day 4: Wednesday, 18th of November 2026

0730 – 0830	Event Operations Management Event Setup Procedures • Managing Event Schedules • Coordinating Event Teams • Monitoring Event Execution
0830 – 0930	Corporate Protocol, Business Etiquette & VIP Management Corporate Protocol Standards • VIP Guest Handling • International Business Etiquette • Formal Ceremonies & Official Functions
0930 – 0945	Break
0945 – 1100	Health, Safety & Risk Management During Events Event Safety Planning • Emergency Response Procedures • Crowd Management Principles • Legal Responsibilities During Events
1100 – 1215	Communication During Live Events Master of Ceremony (MC) Coordination • Public Announcements • Crisis Communication • Media Liaison Basics
1215 – 1230	Break
1230 – 1330	Problem Solving & Decision-Making During Events Managing Unexpected Issues • Contingency Planning • Decision-Making Under Pressure • Conflict Resolution Techniques
1330 – 1420	Team Leadership & Volunteer Management Building Effective Event Teams • Delegation Techniques • Motivating Staff & Volunteers • Performance Monitoring During Events
1420 – 1430	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
1430	Lunch & End of Day Four

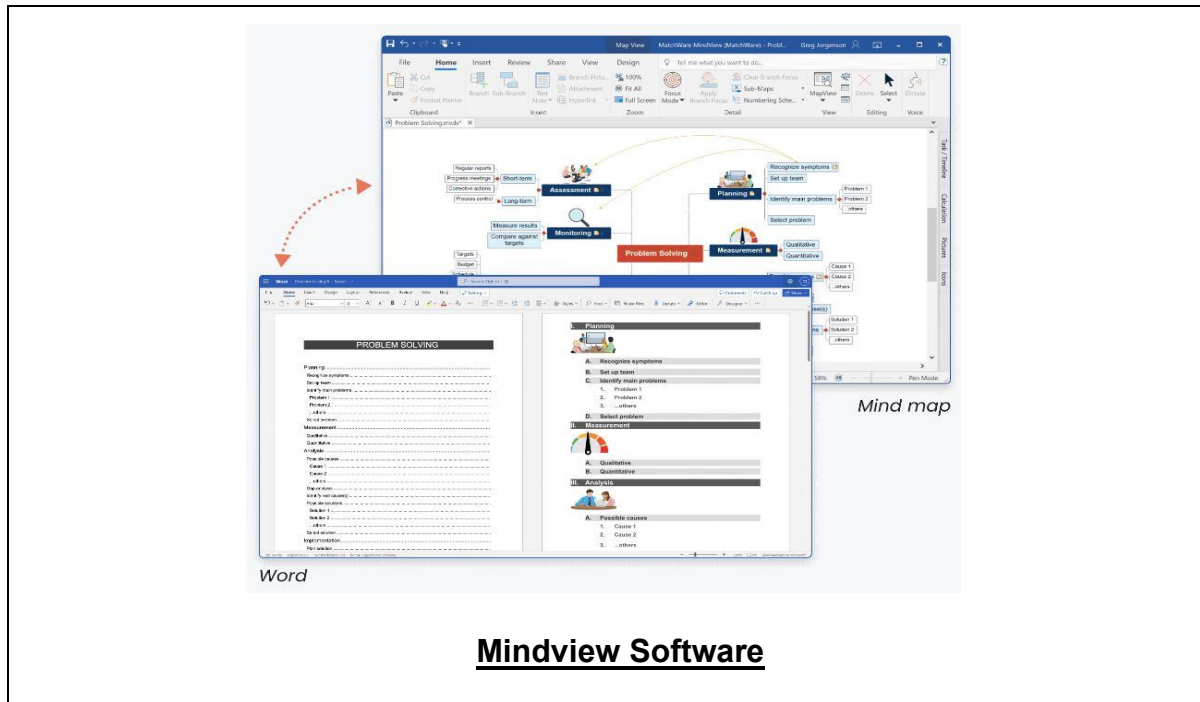
Day 5: Thursday, 19th of November 2026

0730 – 0830	Strategic Administration & Organizational Effectiveness Aligning Administration with Organizational Objectives • Continuous Process Improvement • Administrative Performance Measurement • Supporting Organizational Excellence
0830 – 0930	Event Evaluation & Post-Event Reporting Measuring Event Success • Participant Feedback Collection • Performance Analysis & KPIs • Preparing Comprehensive Event Reports
0930 – 0945	Break
0945 – 1100	Sustainability & Innovation in Administration & Events Green Office Practices • Sustainable Event Planning • Digital Transformation in Administration • Emerging Trends in Event Management
1100 – 1215	Project Management Techniques for Administrative Professionals Project Planning Fundamentals • Resource Allocation • Milestone Tracking • Project Documentation & Reporting
1215 – 1230	Break
1230 – 1245	Professional Development & Certification Preparation Competency Self-Assessment • Building Professional Portfolios • International Certifications in Administration & Event Management • Career Development Planning
1245 – 1300	Practical Workshop, Case Studies & Final Assessment Office Administration Simulation Exercises • Corporate Event Planning Workshop • Team Presentation of an Event Management Plan • Final Knowledge Assessment & Individual Feedback
1300 – 1315	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1315 – 1415	COMPETENCY EXAM
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

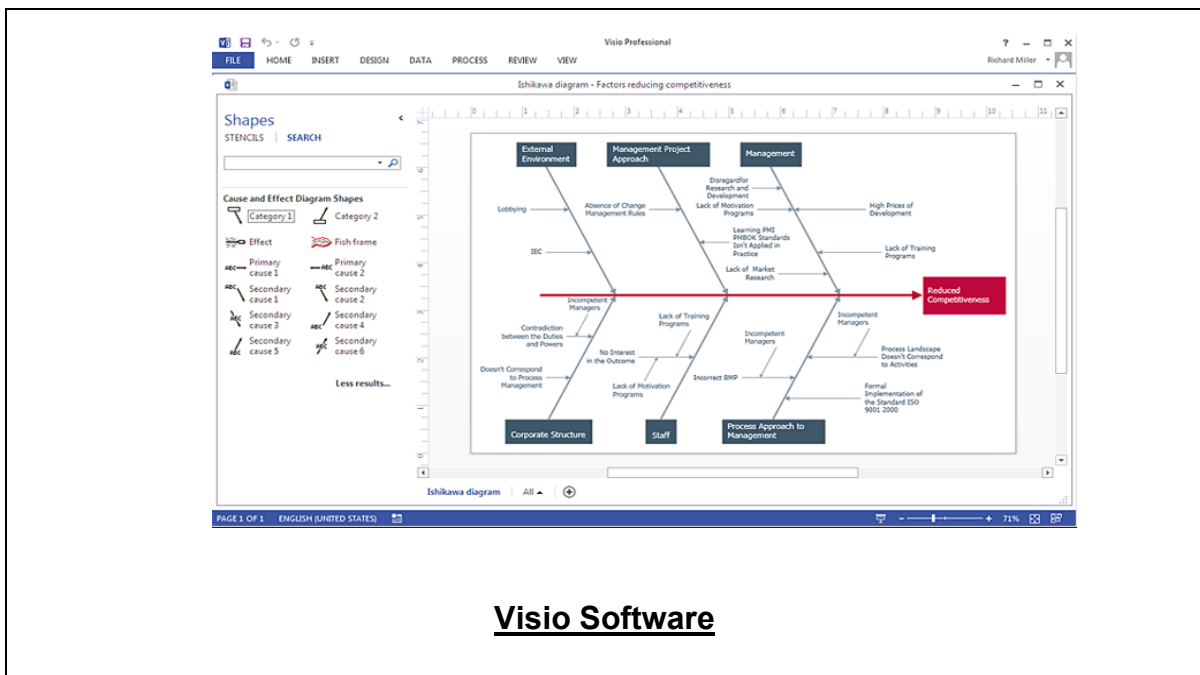


Software Tools Demonstration

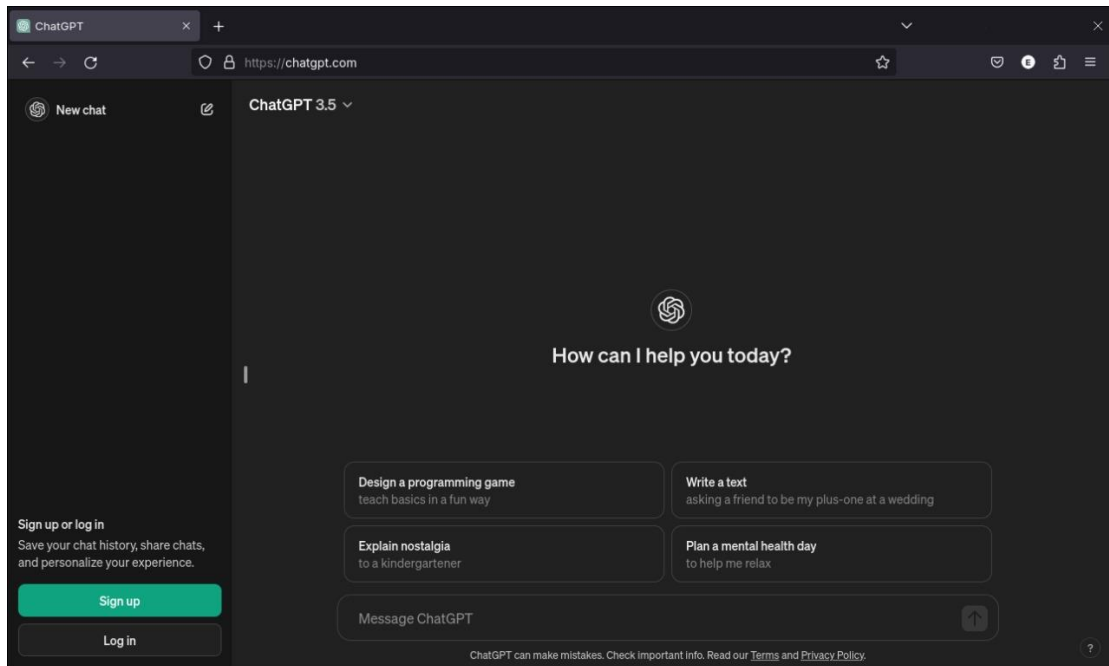
Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.



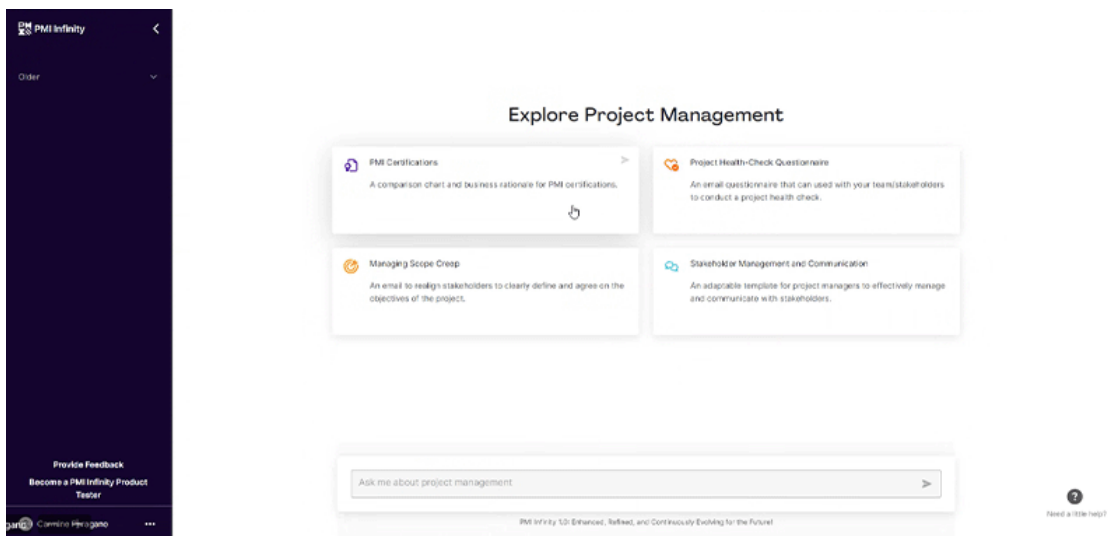
Mindview Software



Visio Software



ChatGPT Software



PMI Infinity

Course Coordinator

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