

# *Students' Handbook*






## I. MANUAL APPROVAL/ REVISION

This manual is part of the Quality Management System of M.C. Argonauts Business Development Ltd. It is aligned with the requirements of ISO 9001:2008 quality standard, and the goals, policies, culture, operations, and activities of the company.

Additions, deletions or amendments in the Students' Handbook, are documented on the "Document Review Archive" table (see table I.2) and approved by signing the "Students' Handbook Approval" table (see table I.1).

**Table I.1 Students' Handbook Approval**

STUDENTS'S HANDBOOK APPROVAL			
	NAME	SIGNATURE	DATE
<b>PREPARATION</b>	Michalis Tsangas		3 April 2009
<b>REVIEW</b>	Christos Zachariades		3 April 2009
<b>APPROVAL</b>	Christos Zachariades		3 April 2009

**Table I.2 Document Revision History**

STAFF HANDBOOK REVIEW ARCHIVE		
DOCUMENT	AMENDMENT DESCRIPTION	ISSUE/ DATE
ARM-03	Initial Edition	1 October 2008
ARM-03	§1 Address change §3 Facilities description changes	3 April 2009

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**Welcome to Argonauts, a top professional training provider in Cyprus.**

This handbook provides important information which you will find very useful in the course of your studies with us. Such information include description of training courses, admission requirements and registration procedures, tuition fees, procedures for student appeals and complaints, facilities for students etc.



We therefore encourage you to go through the handbook and to keep it always with you since it will be your guide when you will embark on the work for your course.

Finally, I would like to thank you again for choosing our training centre for your professional studies and I would like to wish you every success in your future aspirations.

With best wishes for your studies,

**Christos Zachariades**

General Manager

M.C. Argonauts Business Development Ltd



## 1.0 INFORMATION ABOUT TRAINING COURSES

### 1.1 Location and Duration of Courses



All training courses are offered at the company's Training Centre, which is located in the center of the city of Limassol.

**Location:**

35A Thesallonikis Str, 3025 Limassol,  
P.O. Box 53612, 3317 Limassol  
Cyprus

Courses vary in duration, ranging from 8 to 180 hours.

### 1.2 Qualifications Offered

Professionals participating in training courses receive a **certificate** upon the completion of their training.

The certificate is issued by M.C. Argonauts Business Development Ltd and receives wide recognition from the business community in Cyprus.

### 1.3 Courses Offered

Main areas of training include business management, occupational health and safety, food safety, quality management, languages (e.g. business English), computers, technical, financial management and costing, production, warehouse and logistics management, Environmental management etc. The table below outlines the training topics delivered by the company's training centre.

#	Area	Topics
1.1	<b>Occupational Health and Safety</b>	Introduction to Health and Safety
1.2		
1.3		Risk Assessment and Management of Occupational Health and Safety
1.4		Introduction to OSHAS 18001
1.5		Managing Emergency
1.6		Health and Safety in Construction and Technical Enterprises
1.7		Preparing a Health and Safety Plan
1.8		Electrical Hazards
1.9		Ergonomics
1.10		Chemical Hazards
1.11		Health and Safety in Nursery Schools and Child care Centers
1.12		Health and Safety in Playgrounds (Parks, Luna-Parks, Theme parks)
1.13		Assembling and Disassembling Scaffolds
1.14		First Aid
1.15		Scaffolding
2.1	<b>Food Safety</b>	Basic Hygiene Principles
2.2		Introduction to HACCP
2.3		Food Safety and Hygiene in food and beverage establishments
2.4		Development and Management of Food Safety Systems
2.5		Transition to ISO 22000
3.1	<b>Languages for Professionals</b>	English
3.2		French
3.3		Russian
3.4		Greek
3.5		German
4.1	<b>Quality Management</b>	Quality Management System (ISO 9001)
4.2		Internal Quality Management System Auditors
4.3		Development, Documentation, and Implementation of Quality Management Systems
4.4		Quality Management in Non-Governmental Organizations and Local Authorities
5.1	<b>Management</b>	Entrepreneurial Development
5.2		Contemporary Management for SMEs
5.3		Management in Practice
5.4		Cotemporary Management in Foundations and NGOs
5.5		Time Management
5.6		Stress Management
5.7		Leadership development in SMEs
5.8		Leadership and Leading
5.9		Change Management
5.10		Delegation
5.11		Staff Motivation
5.12		Communication and Teamwork
6.1	<b>Special Training</b>	Syndromes and Intellectual Disabilities/ Developmental Disorders
6.2		Chronic Diseases, Facing Alteration and Death

#	Area	Topics
6.3	<b>Special Training</b>	The Role of Trainers and Careers in Services for Individuals with Intellectual Disabilities
6.4		Urgent Relief, Services, European Legislation and Reality in Autism
7.1	<b>Computers</b>	Introduction to the Operating System MS Windows
7.2		Introduction to the Microsoft Office
8.1	<b>Hotel and Catering Establishments</b>	Staff and management training in various positions in the Hotel Industry
8.2		Professional Handling and Customer Serving
8.3		Quality Customer Service
8.4		Grooming
9.1	<b>Warehouse and Production Management</b>	Introduction to Production Management
9.2		Management, Administration and Productivity Improvement
9.3		Inventory Management
9.4		Maintenance of Machinery and Equipment
10.1	<b>Environment</b>	Introduction to Environmental Management Systems (ISO 14001)
10.2		Environmental Management of Units Processing Solid Waste
10.3		Managing Business Environmental Performance
11.1	<b>Sales/ Marketing/ Customer Service</b>	Developing Sales Skills
11.2		Sales – Negotiations
11.3		How to Earn a positive answer from Customers and Associates
11.4		Retail Sales
11.5		The Wholesaler
11.6		Managing Customer Complaints – Treating Difficult Clients
11.7		Merchandising
12.1	<b>Technical</b>	Technical professions
12.2		Implementation of European Standards (CE Mark) in Construction Products
12.3		CE Mark in Machinery
13.1	<b>Financial Management and Costing</b>	Financial Management of SMEs
13.2		Development and Management of Costing Systems

The majority of the aforementioned training topics received accreditation from the Cypriot Human Resource Development Authority (HRDA). Businesses participating in HRDA training courses are eligible of funding.

For more information about training courses and funding opportunities, please contact:

The Argonauts Training Centre Administrator  
 35 and 35A Thesallonikis Str, 3025 Limassol,  
 P.O. Box 53612, 3317 Limassol, Cyprus  
 Fax: 25878755, Email: [info@argonauts.com.cy](mailto:info@argonauts.com.cy)

## **1.4 Eligibility**

There are no specific requirements in terms of the qualifications, profession or job position, for the persons that can participate in the courses delivered by the Training Centre.

However, for certain courses that there is a level of specialisation, admission becomes possible only for persons that have relevant specialization in terms of their academic qualifications, professions and job positions.

## **1.5 Registration**

The training course schedule is updated twice a year, and courses run at predetermined dates and times at the company's training centre.

Interested individuals and enterprises can acquire the training program from the company's offices or they can contact the company's administration which will be delighted in sending a copy either by fax or email.



Registrations for training courses are possible any time, given that there is course availability at periods under concern.

## **1.6 Induction**

With the enrolment of a new professional, an induction program ensures that he/she is effectively introduced to the Centre's basic services, policies and established procedures.

The induction program includes:

- A guided tour of the Centre's departments, teaching classes, equipment, and its surroundings in order to enable professionals to familiarise themselves with the Centre's facilities.

- Introduction to the tutors
  
- Information about the training program, which includes details about dates and times of courses the students enroll in.
  
- Introduction to the Centre's computing services. The aim is to build familiarity with the company's core IT systems and to make professionals comfortable with the computing equipment.
  
- Introduction to the Centre's library services
  
- A cocktail reception in the Centre's premises that provides the opportunity for professionals and tutors to meet, to get to know each other.

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## **2.0 ADMINISTRATION**

### **2.1 Student Fees and Modes of Payment.**

Tuition fees may either be paid in advance upon registration or in installments, after arrangement made with the training provider. Individuals or enterprises paying in advance are eligible of 5% discount.

In case that payments are made through installments, the amount due is divided into two or three equal installments, paid at the beginning (upon registration), end of the corresponding term and/or another agreed date.

Fees can be paid at the accounting office, either on a cash basis or through the issue of a bank cheque.

### **2.2 Data Protection**

M.C. Argonauts Business Development Ltd is committed to a policy of protecting the rights and privacy of all individuals affected by its operations in accordance with the Processing of Personal Data (Protection of Individuals) Law 138(I)2001 and its amendment Law 37(I)2003.

When students are under concern, the company's training centre collects and processes information for administrative purposes only, such as developing programs of study, recording student progress, receiving tuition and other fees, etc.

Students, in turn, are expected to provide accurate and up-to-date data, and to inform the company of any changes to that information. They have the right to access any personal data that is being kept about them, and inform the company of any errors in their record.

M.C. Argonauts is also committed in protecting sensitive information about a person's health, disabilities, criminal convictions, race or ethnic origin.

### **2.3 Equal opportunities policy**

M.C. Argonauts Business Development Ltd is committed to an equal opportunity's policy that enables the company pursuing its ends without any discrimination on the grounds of colour, race, nationality, ethnic or national origin, religion, health conditions/ disability, age, politics or sex.

The company's training courses are available to any individual wishing to participate. Restrictions may only exist in the case of specialised courses that may require relevant academic background and work experience.

## **2.4 Professional Student Appeals and Complaints**

A formal student appeals procedure is in effect, allowing professionals that are dissatisfied with their assessment to request re-examination of their case. In the case that the candidate is not happy with the outcome of the appeal process, then he/she has the right to appeal to ILM.

Further, the company provides the opportunity to students to submit any complaints they have on a number of issues related to the company such as admissions, student service, administration etc.

For more details about student appeals and complaints, please contact the Argonauts Training Centre Administrator at:

Argonauts Training Centre Administrator  
35A Thesallonikis Str, 3025 Limassol,  
P.O. Box 53612, 3317 Limassol, Cyprus  
Tel: 25878747, Fax: 25878755  
Email: [info@argonauts.com.cy](mailto:info@argonauts.com.cy)

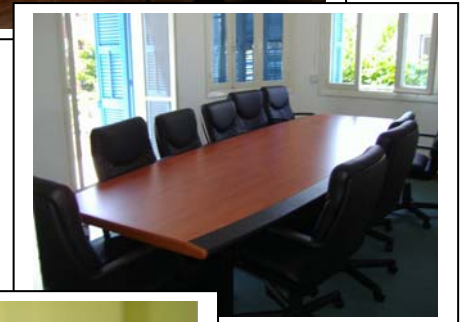
### 3.0 FACILITIES FOR STUDENTS

The Argonauts Training Centre is found in a two-floor fully restored traditional mansion of 1950, in the crossing of Thesallonikis and Theseos streets.

What follows is a description of the Centre's facilities and equipment:

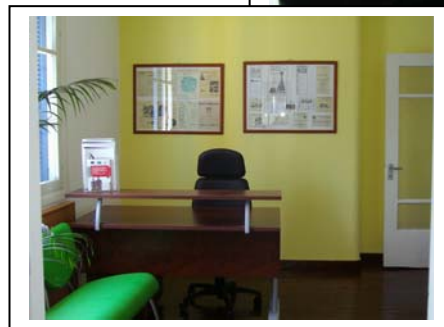
#### 3.1 IT System:

- HP ProLiant ML 350 Server
- HP Desktop Computers
- HP Portable Computer
- Xerox Copier / network printer (black and white)
- Xerox Copier / network printer (color)
- HP Inkjet printer
- Wireless Internet Access (wifi)



#### 3.2 Audiovisual Equipment:

- Computer projectors
- 40" TFT colour monitors
- DVDs
- VCRs
- Tape and CD players



#### 3.3 Seminar Rooms:

Room	Capacity	Type
Jason	12	Lecture room / Library
Achilleas	10	Conference
Theseas	12	Classroom
Athena	8	Computer Lab

### **3.4 Library:**

- New editions of books and journals in subjects including business administration, production, costing, occupational health and safety, environmental management, technical issues
- Technical and other international standards, documents of the European Union, and Cyprus legislation
- Reference Material Library
- PCs and wireless access computing network
- Photocopying, printing and scanning services via our copier-printers
- Place to study!

### **3.5 Reception/ Waiting Rooms:**

- A reception/ waiting room

### **3.6 Catering Establishments:**

- A cafeteria operates on the first floor, having a capacity of 15 persons.
- Hot and cold drinks are available.
- Hot meals are offered during full day courses.



## **4.0 OTHER INFORMATION**

### **4.1 Plagiarism**

M.C. Argonauts Business Development Ltd expects that any work submitted as part of the requirements for any coursework must be expressed in your own words and incorporate your own ideas and judgments.

Plagiarism, that is, the “copying” of ones work is prohibited, thus it must be avoided. You are encouraged to read and criticise the work of others as much as possible.

### **4.2 Quality Assurance**

M.C. Argonauts Business Development Ltd is particularly sensitive in matters concerning quality assurance.

The company employs a quality assurance manager that monitors all aspects of quality in training delivery as well as identifies and drives continuous training and development quality improvement activities within the company.

### **4.2 Contact Us**

For any inquiries, please contact the training centre’s administrator at:

The Argonauts Training Centre Administrator

35A Thesallonikis Str, 3025 Limassol,

P.O. Box 53612, 3317 Limassol, Cyprus

Tel: 25878747, Fax: 25878755

Email: [info@argonauts.com.cy](mailto:info@argonauts.com.cy)

