



Protocol & Event Management

Administration, Communication & Customer Service

QGT-ADM-106 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Protocol & Event Management is an introduction that builds a solid working knowledge in Protocol & Event Management. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Protocol & Event Management
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Protocol & Event Management fits into daily operations

Day 2: Codes, standards and requirements

What international service and communication best practice require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
25–29 Jan 2027	Tunis	Classroom	5 days	\$5,500
30 May – 10 Jun 2027	Kuwait City	Classroom	10 days	\$9,900
21–25 Jun 2027	Brussels	Classroom	5 days	\$5,500
27 Jun – 8 Jul 2027	Alexandria	Classroom	10 days	\$9,900
9–13 Aug 2027	Online (live)	Online (live)	5 days	\$3,000
24–28 Jan 2028	Berlin	Classroom	5 days	\$5,500
7–18 Feb 2028	Istanbul	Classroom	10 days	\$9,900
16–20 Apr 2028	Al Khobar	Classroom	5 days	\$5,500
2–13 Oct 2028	Singapore	Classroom	10 days	\$9,900
13–17 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
15–19 Jan 2029	Dubai	Classroom	5 days	\$5,500
4–15 Feb 2029	Salalah	Classroom	10 days	\$9,900
2–6 Apr 2029	Lisbon	Classroom	5 days	\$5,500
20–31 May 2029	Amman	Classroom	10 days	\$9,900
5–9 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
14–18 Jan 2030	Cape Town	Classroom	5 days	\$5,500
11–22 Mar 2030	Lagos	Classroom	10 days	\$9,900
25–29 Mar 2030	Prague	Classroom	5 days	\$5,500
12–23 May 2030	Sharm El Sheikh	Classroom	10 days	\$9,900
28 Oct – 1 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/protocol-and-event-management/>

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Email: training@qimmatrainig.com

