



# Project Management e-Learning brochure

All courses can be purchased for immediate access from our online shop  
[shop.firstresponsetraining.com](http://shop.firstresponsetraining.com)

**Accredited** e-Learning designed by **curriculum experts** and mapped to **national standards**, all on a sleek, user-friendly and fully customisable LMS.

#### Health & Safety

Working at Heights  
Asbestos Awareness  
DSE Assessment  
COVID-19 Infection Control  
Conflict Resolution & Personal Safety  
General Data Protection Regulation  
Handling Hazardous Substances  
Managing Personal Stress  
Manual Handling  
First Aid Principles  
Role of a Fire Marshal  
Health & Safety Essentials  
Food Safety Principles

#### Business Skills

Action planning  
Active listening  
Activity flow charts  
Affinity diagrams  
Analysis of variance  
Reading body language as a sales tool  
Body language for facilitators  
Brainstorming  
Building high performance teams  
Building your personal brand  
Coaching skills  
Communication skills  
Conflict resolution  
Creative thinking  
Effective meetings  
Emotional intelligence  
Essential problem solving  
Giving and receiving feedback  
Influencing skills  
Interviewing skills  
Kaizen introduction  
Negotiation skills  
Networking for success  
Presentation skills  
Pressure management  
Prioritization and problem solving  
Process mapping  
Self-esteem and assertiveness  
Stress management  
Visual management

#### Health & Social Care

The Care Certificate  
Principles of Moving & Assisting  
Safe Handling of Medication  
Dementia Awareness  
Infection Control  
Food Safety Principles  
Safeguarding Adults  
Dysphagia Awareness  
Epilepsy & Emergency Medication  
Equality, Diversity & Inclusion  
COVID-19 Infection Control  
Infection Prevention & Control

#### Hospitality

Wine and Champagne  
Restaurant service  
Cleaning  
Cleaning bathrooms  
Housekeeping  
Making beds  
Presentation  
Allergy and special diets  
Disability and culture aware  
Disability aware  
COSHH & manual handling  
Creating a positive customer environment  
Fire aware  
Food and drink safety  
Service – boxing a table  
Service – buffet service  
Service – carrying & clearing plates  
Service – general preparation  
Service – laying tables  
Service – napkin folding  
Silver service technique  
Handling customer problems positively  
Handling glassware  
Handling glassware in the bar  
Licensing awareness  
Menu knowledge  
Prepare and close a bar  
Prepare and serve drinks  
Presenting menus and taking orders  
Safety aware for hotel staff  
Serving beer  
Taking wine orders  
Understanding customer needs  
Using positive selling skills  
Working with allergens

#### Project Management

##### PRINCE2® Agile Project Management

Introduction  
Foundation  
Foundation + official exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### PRINCE2® Project Management

Introduction 6th Edition  
Foundation 6th Edition  
Foundation 6th Edition + exam  
Foundation and practitioner 6th Edition  
Foundation and practitioner 6th Edition + exam

##### MSP® Programme Management

Introduction  
Foundation  
Foundation + exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### AgilePM® Passport

Introduction  
Foundation  
Foundation and practitioner

#### MS Office & I.T

##### Word 2019

Level 1 - Introduction & basics  
Level 2 - Importing, navigation and formatting  
Level 3 - Paragraphs and page layout  
Level 4 - Managing documents  
Level 5 - Objects and printing  
Level 6 - Tables and references

##### Excel 2019

Level 1 - Introduction and basics  
Level 2 - Cells and worksheets  
Level 3 - Views and layout  
Level 4 - Formatting and proofing  
Level 5 - Formulas and functions  
Level 6 - Presenting data visually  
Level 7 - Sharing and validating data  
Expert - Adv. charting and data analysis  
Expert - Adv. formulas, macros and external data  
Expert - Adv. functions, consolidating and auditing

##### Outlook 2019

Level 1 - Introduction and basics  
Level 2 - Messages and formatting  
Level 3 - Managing messages and contacts  
Level 4 - Calendar and other folders  
Level 5 - Auto features and searching

##### PowerPoint 2019

Level 1 - Introduction and basics  
Level 2 - Creating presentations  
Level 3 - Slide content  
Level 4 - Graphics and multimedia  
Level 5 - Charts and animations  
Level 6 - Reviewing and presenting



The suite of **Project Management** courses that we offer are structured, globally-recognised accredited courses across some of the best practice suite and maturity frameworks - PRINCE2 Agile® Project Management, PRINCE2® Project Management, MSP® Programme Management and AgilePM® Passport.

### Courses:

#### **PRINCE2® Agile Project Management**

Introduction

Foundation

Foundation + official exam

Foundation and practitioner

Foundation and practitioner + exam

#### **PRINCE2® Project Management**

Introduction 6th Edition

Foundation 6th Edition

Foundation 6th Edition + exam

Foundation and practitioner 6th Edition

Foundation and practitioner 6th Edition + exam

#### **MSP® Programme Management**

Introduction

Foundation

Foundation + exam

Foundation and practitioner

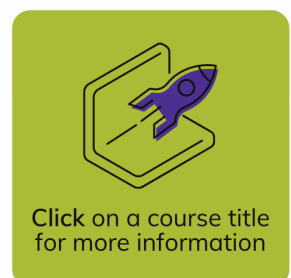
Foundation and practitioner + exam

#### **AgilePM® Passport**

Introduction

Foundation

Foundation and practitioner





## PRINCE2® Agile Project Management - Introduction

**Seat time:** 4 hours

### About the course:

This accredited Course helps you get an appreciation of and become immediately productive as a member of a agile/project environment. This course provides you with an overview of the internationally recognised method PRINCE2 Agile® Project Management, a best practice for Agile Project Management.

PRINCE2 Agile® combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2® Agile certification teaches you to blend structure, governance and control with agile methods, techniques and approaches.

PRINCE2 Agile® is a forward-thinking certification blending the flexibility and responsiveness of agile with the defined governance of PRINCE2®. The course is designed to help professionals tailor management controls when working in an agile environment, this certification will help you to understand PRINCE2 governance requirements, agile concepts and techniques and the interface between them. Please see our Foundation training course for full syllabus training relating to the exam. Exams are not included with this particular course.

### Benefits of method:

- Allows you to focus on both management and delivery
- Works with any established agile approach
- Helps you to be on time and hit deadlines more consistently
- A collaboratively-built approach that is corporate friendly
- Increased stakeholder confidence
- Tools to manage and react to changing requirement
- Enhance your CV and boost future employment prospects

### Are there any prerequisites to take the course?

Familiarity with projects and Project management is useful but not essential.

### Who should take this course?

This course is aimed at individuals aspiring to become project managers and anyone who manages or wishes to manage projects. PRINCE2 Agile is suitable for anyone who delivers projects, large or small, in an agile context. It is a valuable training and certification scheme for anyone working within an agile project environment, whether they're a project manager, project support or part of the wider project team. Including, key delivery team staff such as product owners, Scrum Masters and developers. Business professionals with an interest in iterative and incremental project delivery through collaborative working. This is an accredited course eligible for CPDs/PDUs and is a precursor towards a potential further study/qualification (Foundation/Practitioner) in PRINCE2 Agile® Project Management

### What will students achieve or be able to do after taking your course?

- Understand key concepts relating to projects and PRINCE2 Agile
- Help you appreciate and an aware member of an agile/project environment
- Prepare you for a potential qualification in PRINCE2 Agile® Project Management
- Eligible for 4 Category - C PDUs or CPDs

**Cost: £49**



+30 PDU  
POINTS



## PRINCE2® Agile Project Management - Foundation

**Seat time:** 21 hours

### About the course:

This accredited course helps you get qualified and become immediately productive as a member of a agile/project environment. This course prepares you for an internationally recognised qualification in PRINCE2 Agile® Project Management, a best practice for Agile Project Management. PRINCE2 Agile® combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile certification teaches you to blend structure, governance and control with agile methods, techniques and approaches.

PRINCE2 Agile® is a forward-thinking certification blending the flexibility and responsiveness of agile with the defined governance of PRINCE2®. It is designed to help professionals tailor management controls when working in an agile environment, this certification will help you to understand PRINCE2 governance requirements, agile concepts and techniques and the interface between them.

### Benefits of method:

- Allows you to focus on both management and delivery
- Works with any established agile approach
- Helps you to be on time and hit deadlines more consistently
- A collaboratively-built approach that is corporate friendly
- Increased stakeholder confidences
- Tools to manage and react to changing requirements
- Enhance your CV and boost future employment prospects

This accredited course aims to provide you with a straight forward route to becoming a certificated at the Foundation level in your own time and at your own pace

### Course Content:

- 7 modules with associated engaging, motion graphic video presented lessons
- Notes to support each lesson and references to further suggested reading
- Support materials and exercises to consolidate the learning
- Foundation level sample questions to test and embed the learning
- Eligible for 30 CPU/PDU points.

### Certification / Exam

This course specifically provides the background knowledge for the related certification exam (which learners must pass in order to achieve the formal Certification). **IMPORTANT:** Please note that the certification EXAM IS NOT INCLUDED with this course. Please purchase the +official exam option if you wish to achieve the formal Certification.

### Are there any prerequisites to take the course?

Familiarity with projects and Project management is useful but not essential. PRINCE2 Agile Foundation has no prerequisites. Those without any pre-existing knowledge of PRINCE2 are eligible to sit the certification as this will be covered during the training.



+30 PDU  
POINTS



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## PRINCE2® Agile Project Management - Foundation

### Who should take this course?

This course is aimed at project managers, aspiring project managers and anyone who manages projects. PRINCE2 Agile is suitable for anyone who delivers projects, large or small, in an agile context. It is a valuable training and certification scheme for anyone working within an agile project environment, whether they're a project manager, project support or part of the wider project team. Including, key delivery team staff such as product owners, Scrum Masters and developers. Business professionals with an interest in iterative and incremental project delivery through collaborative working. This is an accredited course eligible for CPDs/PDUs and prepares you for a qualification in PRINCE2 Agile® Project Management (please note that the cost of the exam is not included with this training).

### What will students achieve or be able to do after taking your course?

- Understand key concepts relating to projects and PRINCE2
- Understand key concepts relating to projects and PRINCE2 Agile
- Understand how PRINCE2 principles, themes, processes and management products are tailored and/or applied in an agile context
- Understand the agile ways of working, key terms and techniques
- Understand the focus areas in an agile context
- Help you to become immediately productive as a member of an agile/project environment
- Prepare you for a Foundation level qualification in PRINCE2 Agile® Project Management
- Eligible for 30 Category - C PDUs or CPDs

**Cost: £199**



+30 PDU  
POINTS



## PRINCE2® Agile Project Management - Foundation + official exam

**Seat time:** 21 hours

### About the course:

This accredited course helps you get qualified and become immediately productive as a member of a agile/project environment. This course prepares you for an internationally recognised qualification in PRINCE2 Agile® Project Management, a best practice for Agile Project Management. With this bundle, the price also includes the related certification exam.

PRINCE2 Agile® combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile certification teaches you to blend structure, governance and control with agile methods, techniques and approaches. PRINCE2 Agile® is a forward-thinking certification blending the flexibility and responsiveness of agile with the defined governance of PRINCE2®. It is designed to help professionals tailor management controls when working in an agile environment, this certification will help you to understand PRINCE2 governance requirements, agile concepts and techniques and the interface between them.

### Benefits of method:

- Allows you to focus on both management and delivery
- Works with any established agile approach
- Helps you to be on time and hit deadlines more consistently
- A collaboratively-built approach that is corporate friendly
- Increased stakeholder confidence
- Tools to manage and react to changing requirements
- Enhance your CV and boost future employment prospects

This accredited course aims to provide you with a straight forward route to becoming a certificated at the Foundation level in your own time and at your own pace

### Course Content:

- 7 modules with associated engaging, motion graphic video presented lessons
- Notes to support each lesson and references to further suggested reading
- Support materials and exercises to consolidate the learning
- Foundation level sample questions to test and embed the learning
- Eligible for 30 CPU/PDU points

### Are there any prerequisites to take the course?

Familiarity with projects and Project management is useful but not essential. PRINCE2 Agile Foundation has no prerequisites. Those without any pre-existing knowledge of PRINCE2 are eligible to sit the certification as this will be covered during the training.



+30 PDU  
POINTS



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## PRINCE2® Agile Project Management - Foundation + official exam

### Who should take this course?

This course is aimed at project managers, aspiring project managers and anyone who manages projects. PRINCE2 Agile is suitable for anyone who delivers projects, large or small, in an agile context. It is a valuable training and certification scheme for anyone working within an agile project environment, whether they're a project manager, project support or part of the wider project team. Including, key delivery team staff such as product owners, Scrum Masters and developers. Business professionals with an interest in iterative and incremental project delivery through collaborative working. This is an accredited course eligible for CPDs/PDUs and prepares you for a qualification in PRINCE2 Agile® Project Management.

### What will students achieve or be able to do after taking your course?

- Understand key concepts relating to projects and PRINCE2
- Understand key concepts relating to projects and PRINCE2 Agile
- Understand how PRINCE2 principles, themes, processes and management products are tailored and/or applied in an agile context
- Understand the agile ways of working, key terms and technique
- Understand the focus areas in an agile context
- Help you to become immediately productive as a member of an agile/project environment
- Prepare you for a Foundation level qualification in PRINCE2 Agile® Project Management
- Eligible for 30 Category - C PDUs or CPDs

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**Cost: £750**





+30 PDU  
POINTS



## PRINCE2® Agile Project Management - Foundation and practitioner

**Seat time:** 32 hours

### About the course:

This accredited course helps you get qualified and become immediately productive as a member of a agile/project environment. This course prepares you for an internationally recognised qualification in PRINCE2 Agile® Project Management, a best practice for Agile Project Management.

PRINCE2 Agile® combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile certification teaches you to blend structure, governance and control with agile methods, techniques and approaches. PRINCE2 Agile® is a forward-thinking certification blending the flexibility and responsiveness of agile with the defined governance of PRINCE2®. It is designed to help professionals tailor management controls when working in an agile environment, this certification will help you to understand PRINCE2 governance requirements, agile concepts and techniques and the interface between them. There are two levels within the PRINCE2 Agile certification scheme – Foundation and Practitioner: PRINCE2 Agile Foundation is designed to give candidates an overview of PRINCE2, an overview of agile concepts and techniques and the knowledge they need to apply the two together. PRINCE2 Agile Practitioner is designed to help candidates apply the PRINCE2 Agile method in practice through real-world project management examples. This package is accredited for and covers both Foundation and Practitioner level study and qualification. Please note that exams are not included with this training course and must be purchased separately.

### Benefits of method:

- Allows you to focus on both management and delivery
- Works with any established agile approach
- Helps you to be on time and hit deadlines more consistently
- A collaboratively-built approach that is corporate friendly
- Increased stakeholder confidence
- Tools to manage and react to changing requirement
- Enhance your CV and boost future employment prospects

This accredited course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Course Content:

- 7 modules with associated engaging, motion graphic video presented lessons
- Notes to support each lesson and references to further suggested reading
- Support materials and exercises to consolidate the learning
- Foundation level sample questions to test and embed the learning
- Practitioner level sample questions to test comprehension of the subject
- Eligible for 30 CPU/PDU points.



+30 PDU  
POINTS



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## PRINCE2® Agile Project Management - Foundation and practitioner

### Are there any prerequisites to take the course?

Familiarity with projects and Project management is useful but not essential. You can take the PRINCE2 Agile Practitioner certificate if you hold any of the following certifications:

- PRINCE2® Foundation (or higher)
- PRINCE2 Agile Foundation
- Project Management Professional® (PMP)\*
- Certified Associate in Project Management® (CAPM)\*
- IPMA Levels A,B,C and D® (Certified Projects Director)

### Who should take this course?

This course is aimed at project managers, aspiring project managers and anyone who manages projects. It is also relevant to other key staff involved with integrating project management with product delivery, including those involved with programme and project support functions. This is an accredited course eligible for CPDs/PDUs and prepares you for a qualification in PRINCE2 Agile® Project Management

### What will students achieve or be able to do after taking your course?

- Understand the basic concepts of common agile ways of working
- Understand the purpose and context for combining PRINCE2® and the agile way of working
- Be able to apply and evaluate the focus areas to a project in an agile context
- Be able to fix and flex the six aspects of a project in an agile context
- Be able to apply or tailor the PRINCE2 principles, themes, processes and management products to a project in an agile context
- Help you to become immediately productive as a member of an agile/project environment
- Prepare you for a Foundation and Practitioner level qualification in PRINCE2 Agile® Project Management
- Eligible for 30 Category - C PDUs or CPDs

**Cost: £249**



+30 PDU  
POINTS



## PRINCE2® Agile Project Management - Foundation and practitioner + official exam

**Seat time:** 32 hours

### About the course:

This Accredited Course helps you get qualified and become immediately productive as a member of an agile/project environment. This course (covering both "Foundation" and "Practitioner" levels) prepares you for an internationally recognised qualification in PRINCE2 Agile® Project Management, a best practice for Agile Project Management. With this bundle the price also includes the certification exams at both levels (Foundation and Practitioner).

PRINCE2 Agile® combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile certification teaches you to blend structure, governance and control with agile methods, techniques and approaches.

PRINCE2 Agile® is a forward-thinking certification blending the flexibility and responsiveness of agile with the defined governance of PRINCE2®. It is designed to help professionals tailor management controls when working in an agile environment, this certification will help you to understand PRINCE2 governance requirements, agile concepts and techniques and the interface between them.

There are two levels within the PRINCE2 Agile certification scheme – Foundation and Practitioner

- PRINCE2 Agile Foundation is designed to give candidates an overview of PRINCE2, an overview of agile concepts and techniques and the knowledge they need to apply the two together.
- PRINCE2 Agile Practitioner is designed to help candidates apply the PRINCE2 Agile method in practice through real-world project management examples.

This package is accredited for and covers both Foundation and Practitioner level study and qualification.

### Benefits of method:

- Allows you to focus on both management and delivery
- Works with any established agile approach
- Helps you to be on time and hit deadlines more consistently
- A collaboratively-built approach that is corporate friendly
- Increased stakeholder confidence
- Tools to manage and react to changing requirements
- Enhance your CV and boost future employment prospects

This accredited course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Course Content:

- 7 modules with associated engaging, motion graphic video presented lessons
- Notes to support each lesson and references to further suggested reading
- Support materials and exercises to consolidate the learning
- Foundation level sample questions to test and embed the learning
- Practitioner level sample questions to test comprehension of the subject
- Eligible for 30 CPU/PDU points.



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## **PRINCE2® Agile Project Management - Foundation and practitioner + official exam**

### **Are there any prerequisites to take the course?**

Familiarity with projects and Project management is useful but not essential. You can take the PRINCE2 Agile Practitioner certificate if you hold any of the following certifications:

- PRINCE2® Foundation (or higher)
- PRINCE2 Agile Foundation
- Project Management Professional® (PMP)\*
- Certified Associate in Project Management® (CAPM)\*
- IPMA Levels A,B,C and D® (Certified Projects Director)

### **Who should take this course?**

This course is aimed at project managers, aspiring project managers and anyone who manages projects. It is also relevant to other key staff involved with integrating project management with product delivery, including those involved with programme and project support functions. This is an accredited course eligible for CPDs/PDUs and prepares you for a qualification in PRINCE2 Agile® Project Management

### **What will students achieve or be able to do after taking your course?**

- Understand the basic concepts of common agile ways of working
- Understand the purpose and context for combining PRINCE2® and the agile way of working
- Be able to apply and evaluate the focus areas to a project in an agile context
- Be able to fix and flex the six aspects of a project in an agile context
- Be able to apply or tailor the PRINCE2 principles, themes, processes and management products to a project in an agile context
- Help you to become immediately productive as a member of an agile/project environment
- Prepare you for a Foundation and Practitioner level qualification in PRINCE2 Agile® Project Management
- Eligible for 30 Category - C PDUs or CPDs

### **How do I book my exams?**

The exams must be pre-booked (within the subscription period of your course), and are delivered online via your PC using a remote proctoring system.

To book your exam, please contact [info@firstresponsetraining.com](mailto:info@firstresponsetraining.com) with the following details: Your name, company, username (used to access the course), name of the course/exam and your date of enrolment onto the course. It is recommended that you complete your eLearning before booking your exam.

**Cost: £1250**



## PRINCE2® Project Management - Introduction 6th Edition

**Seat time:** 5 hours

### About passport:

PRINCE2® Passport is an accredited product to support self-study computer-based e-learning for the PRINCE2® Project Management methodology. Please note that exams are not included with this training course and must be purchased separately. Please see our Foundation training course for full syllabus training relating to the exam. Exams are not included with this particular course.

### Benefits:

- Provides a high-level overview of the PRINCE2® methodology, why it is used and where it fits in to the larger 'corporate' picture
- Enables project team members to appreciate the structure of a PRINCE2®-managed project and how they fit into that structure
- A cost-effective solution for both individuals and organisations
- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- Online learning gives you the freedom to access from any location.

### Course Content:

- 2 modules with associated interactive and video presented lessons
- Notes to support each lesson and references for further study and reading
- Forums, Progress Reports and Email Support
- Interactive support materials and exercises to consolidate the learning

### Getting Started:

- What is a Project?
- Projects vs Programmes
- What is Project Management?
- Why PRINCE2®?
- Reasons why Projects Fail
- Addressing Project Failure

### Introduction to PRINCE2®:

- PRINCE2® Structure
- The 7 Principles
- Themes and Processes
- Processes and Themes Integration
- Process Model
- Tailoring PRINCE2®

**Cost: £49**



## PRINCE2® Project Management - Foundation 6th Edition

**Seat time:** 21 hours

### About the course:

PRINCE2® provides best practice guidance that gives individuals and organizations the essentials of running a project. PRINCE2 is easy to learn and a flexible method that can adapt to all types of project. Because PRINCE2® is generic and based on proven principles, organizations adopting the method can substantially improve their organizational capability and maturity across various areas such as business change, construction, IT, mergers and acquisitions, research and product development. The best practice is supported by the PRINCE2® certification scheme which provides a two tier Foundation and Practitioner level qualification.

PRINCE2® Passport is an accredited eLearning package for PRINCE2® Project Management. It covers the syllabus and competency required for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation Level. The self-study products aim to provide you with a straightforward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace. We offer options for Introduction, Foundation and Practitioner levels of study and qualification.

### Course objectives:

To give delegates a practical understanding of Agile Project Management which is based on the internationally recognised framework of DSDM Atern. This will enable delegates to become immediately productive as a project manager in an agile project environment. To highlight the difference between simple lightweight agile approaches which typically operate at the solution delivery (or 'work package') level and the greater holistic view of how multiple work streams are co-ordinated with the appropriate level of governance and control. The course also prepares delegates for the Foundation and Practitioner exams.

### Designed for:

Everyone needing a controlled approach to managing projects. Suitable for project managers, team managers, project support and assurance staff, and managers from any discipline. It is particularly aimed at people who are responsible for managing projects.

### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- People using PRINCE2® Passport achieve a higher score in the Foundation exam
- PRINCE2® Passport is achieving higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

### Content:

- 12 modules with associated interactive and video presented lessons
- Notes to support each lesson
- Module level exam simulation directly aligned to the PRINCE2® syllabus
- Online support, forums, chat and progress reports
- PRINCE2® Foundation exam simulations
- Interactive exercises to consolidate the learning
- Extensive Exam Approaches module to support the "Objective Testing" Practitioner exam

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## PRINCE2® Project Management - Foundation 6th Edition

### Learning modules:

- 1) Getting Started** - What is a project? Projects vs Programmes; What is Project Management? Why PRINCE2®? Reasons why Projects Fail; Addressing Project Failure.
- 2) Introduction to PRINCE2®** - PRINCE2 Structure; The 7 Principles, Themes and Processes; Processes and Themes Integration; Process Model; Tailoring PRINCE2®.
- 3) Processes (SU and IP)** - Starting Up a Project (SU) Activities and Management Products including the Daily Log, Lessons Log, Project Brief, Project Product Description and Outline Business Case. Initiating a Project (IP) Activities and Management Products including the Management Strategies, Business Case, Product Descriptions, Risk, Issue and Quality Registers and the PID.
- 4) Processes (CS and MP)** - Controlling a Stage (CS) Activities and Management Products including the Issue Report, Checkpoint Report, Plans, Product Descriptions, Configuration Item Record, Product Status Account, Lessons Log, Highlight Report and Work Packages. Managing Product Delivery (MP) Activities and Management Products including the Work Package, Checkpoint Reports, Quality Register and Team Plan.
- 5) Processes (DP, SB and CP)** - The objectives and context of the Directing a Project (DP) process; How the DP process supports the seven PRINCE2 principles; The responsibilities within the activities of the DP process; The activities within the DP process including End Stage Assessments and Exception Assessments. Managing a Stage Boundary (SB) Activities and Management Products including Stage Plan, End Stage Report, Exception Plan, Product Status Account, Lessons Report. Closing a Project (CP) Activities and Management Products including End Project Report, Lessons Report, Benefits Review Plan.
- 6) Organization Theme** - Organisation Structure, Roles and Responsibilities for Project Board, Project Assurance, Change Authority, Project Manager, Team Manager, Project Support
- 7) Business Case Theme** - Outputs, Outcomes and Benefits; Types of Business Case; Benefits Review Plan; Links with the processes. Tailoring.
- 8) Risk Theme** - Risk Management Strategy; Risk Register, Appetite and Tolerances; Risk Responses; Risk Management; Risk Budget. Links with the processes. Tailoring.
- 9) Plans Theme** - Project, Stage and Team Plans; Product Based Planning; Estimating; Scheduling; Links with the processes. Tailoring.
- 10) Quality Theme** - Customer Quality Expectations and Acceptance Criteria, Quality Management Strategy; Quality Audit Trail; Project Assurance vs Quality Assurance; Quality Control, Links with the processes. Tailoring.
- 11) Change Theme** - Issue and Change Control Procedure; Types of Issues; Change Budget; Change Authority; Configuration Management Strategy. Tailoring.
- 12) Progress Theme** - Tolerances and Delegating Authority; Management Stages; Project Controls; Event-based and Time-based controls; Reviewing and Reporting Progress, Escalating Issues and Exceptions; Tailoring.
- 13) Examination Approaches** - Hints and tips on exam approach; Style of questions; Full Foundation and Practitioner exam simulation with references to the PRINCE2 Manual and interactive adaptive reasoning feedback.

All modules include related Lessons, Interactive Tasks, Visualisation Mind Maps and Extensive Foundation and Practitioner Exam Simulations.

### Exams/Qualification Info:

Please note that exams are not included with this training course and must be purchased separately.

Foundation: 1 hour, closed book, 75 multiple-choice questions.

Practitioner: 2½ hours, open book (PRINCE2® manual only), 8 scenario-based objective test questions.

Passing the exams will give you internationally recognised professional qualifications.

**Cost: £199**



## PRINCE2® Project Management - Foundation 6th Edition + official exam

**Seat time:** 21 hours

### About the course:

PRINCE2® provides best practice guidance that gives individuals and organizations the essentials of running a project. PRINCE2 is easy to learn and a flexible method that can adapt to all types of project. Because PRINCE2® is generic and based on proven principles, organizations adopting the method can substantially improve their organizational capability and maturity across various areas such as business change, construction, IT, mergers and acquisitions, research and product development. The best practice is supported by the PRINCE2® certification scheme which provides a two tier Foundation and Practitioner level qualification. **With this bundle, the price also includes the related certification exam.**

PRINCE2® Passport is an accredited eLearning package for PRINCE2® Project Management. It covers the syllabus and competency required for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation Level. The self-study products aim to provide you with a straightforward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace. We offer options for Introduction, Foundation and Practitioner levels of study and qualification.

### Course objectives:

To give delegates a practical understanding of Agile Project Management which is based on the internationally recognised framework of DSDM Atern. This will enable delegates to become immediately productive as a project manager in an agile project environment. To highlight the difference between simple lightweight agile approaches which typically operate at the solution delivery (or 'work package') level and the greater holistic view of how multiple work streams are co-ordinated with the appropriate level of governance and control. The course also prepares delegates for the Foundation and Practitioner exams.

### Designed for:

Everyone needing a controlled approach to managing projects. Suitable for project managers, team managers, project support and assurance staff, and managers from any discipline. It is particularly aimed at people who are responsible for managing projects.

### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- People using PRINCE2® Passport achieve a higher score in the Foundation exam
- PRINCE2® Passport is achieving higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

### Package content:

- 12 modules with associated interactive and video presented lessons
- Notes to support each lesson
- Module level exam simulation directly aligned to the PRINCE2® syllabus
- Online support, forums, chat and progress reports
- PRINCE2® Foundation exam simulations
- Interactive exercises to consolidate the learning
- Extensive Exam Approaches module to support the "Objective Testing" Practitioner exam

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[continued]

## PRINCE2® Project Management - Foundation 6th Edition + official exam

### Learning modules:

- 1) Getting Started** - What is a project? Projects vs Programmes; What is Project Management? Why PRINCE2®? Reasons why Projects Fail; Addressing Project Failure.
- 2) Introduction to PRINCE2®** - PRINCE2 Structure; The 7 Principles, Themes and Processes; Processes and Themes Integration; Process Model; Tailoring PRINCE2®.
- 3) Processes (SU and IP)** - Starting Up a Project (SU) Activities and Management Products including the Daily Log, Lessons Log, Project Brief, Project Product Description and Outline Business Case. Initiating a Project (IP) Activities and Management Products including the Management Strategies, Business Case, Product Descriptions, Risk, Issue and Quality Registers and the PID.
- 4) Processes (CS and MP)** - Controlling a Stage (CS) Activities and Management Products including the Issue Report, Checkpoint Report, Plans, Product Descriptions, Configuration Item Record, Product Status Account, Lessons Log, Highlight Report and Work Packages. Managing Product Delivery (MP) Activities and Management Products including the Work Package, Checkpoint Reports, Quality Register and Team Plan.
- 5) Processes (DP, SB and CP)** - The objectives and context of the Directing a Project (DP) process; How the DP process supports the seven PRINCE2 principles; The responsibilities within the activities of the DP process; The activities within the DP process including End Stage Assessments and Exception Assessments. Managing a Stage Boundary (SB) Activities and Management Products including Stage Plan, End Stage Report, Exception Plan, Product Status Account, Lessons Report. Closing a Project (CP) Activities and Management Products including End Project Report, Lessons Report, Benefits Review Plan.
- 6) Organization Theme** - Organisation Structure, Roles and Responsibilities for Project Board, Project Assurance, Change Authority, Project Manager, Team Manager, Project Support
- 7) Business Case Theme** - Outputs, Outcomes and Benefits; Types of Business Case; Benefits Review Plan; Links with the processes. Tailoring.
- 8) Risk Theme** - Risk Management Strategy; Risk Register, Appetite and Tolerances; Risk Responses; Risk Management; Risk Budget. Links with the processes. Tailoring.
- 9) Plans Theme** - Project, Stage and Team Plans; Product Based Planning; Estimating; Scheduling; Links with the processes. Tailoring.
- 10) Quality Theme** - Customer Quality Expectations and Acceptance Criteria, Quality Management Strategy; Quality Audit Trail; Project Assurance vs Quality Assurance; Quality Control, Links with the processes. Tailoring.
- 11) Change Theme** - Issue and Change Control Procedure; Types of Issues; Change Budget; Change Authority; Configuration Management Strategy. Tailoring.
- 12) Progress Theme** - Tolerances and Delegating Authority; Management Stages; Project Controls; Event-based and Time-based controls; Reviewing and Reporting Progress, Escalating Issues and Exceptions; Tailoring.
- 13) Examination Approaches** - Hints and tips on exam approach; Style of questions; Full Foundation and Practitioner exam simulation with references to the PRINCE2 Manual and interactive adaptive reasoning feedback. All modules include related Lessons, Interactive Tasks, Visualisation Mind Maps and Extensive Foundation and Practitioner Exam Simulations.

### How do I book my exams?

The exams must be pre-booked (within the subscription period of your course), and are delivered online via your PC using a remote proctoring system. To book your exam, please contact [info@firstresponsetraining.com](mailto:info@firstresponsetraining.com) with the following details: Your name, company, username (used to access the course), name of the course/exam and your date of enrolment onto the course. It is recommended that you complete your eLearning before booking your exam.

**Cost: £750**



## PRINCE2® Project Management - Foundation & Practitioner 6th Edition

**Seat time:** 32 hours

### About the course:

PRINCE2® provides best practice guidance that gives individuals and organizations the essentials of running a project. PRINCE2 is easy to learn and a flexible method that can adapt to all types of project. Because PRINCE2 is generic and based on proven principles, organizations adopting the method can substantially improve their organizational capability and maturity across various areas such as business change, construction, IT, mergers and acquisitions, research and product development. The best practice is supported by the PRINCE2® certification scheme which provides a two tier Foundation and Practitioner level qualification.

AgilePM® Passport is an accredited eLearning package eLearning package for AgilePM® Project Management. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This package however covers the Foundation level.

### Designed for:

Everyone needing a controlled approach to managing projects. Suitable for project managers, team managers, project support and assurance staff, and managers from any discipline. It is particularly aimed at people who are responsible for managing projects. This course is also suitable for preparing for the Re-Registration exam.

### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- People using PRINCE2® Passport achieve a higher score in the Foundation exam
- PRINCE2® Passport is achieving higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

### Package content:

- 12 modules with associated interactive and video presented lessons
- Notes to support each lesson
- Module level exam simulation directly aligned to the PRINCE2® syllabus
- Online support, forums, chat and progress reports
- PRINCE2® Foundation and Practitioner exam simulations
- Interactive exercises to consolidate the learning
- Extensive Exam Approaches module to support the "Objective Testing" Practitioner exam



[continued]

## PRINCE2® Project Management - Foundation & Practitioner 6th Edition

### Learning modules:

- 1) Getting Started** - What is a project? Projects vs Programmes; What is Project Management? Why PRINCE2®? Reasons why Projects Fail; Addressing Project Failure.
- 2) Introduction to PRINCE2®** - PRINCE2 Structure; The 7 Principles, Themes and Processes; Processes and Themes Integration; Process Model; Tailoring PRINCE2®.
- 3) Processes (SU and IP)** - Starting Up a Project (SU) Activities and Management Products including the Daily Log, Lessons Log, Project Brief, Project Product Description and Outline Business Case. Initiating a Project (IP) Activities and Management Products including the Management Strategies, Business Case, Product Descriptions, Risk, Issue and Quality Registers and the PID.
- 4) Processes (CS and MP)** - Controlling a Stage (CS) Activities and Management Products including the Issue Report, Checkpoint Report, Plans, Product Descriptions, Configuration Item Record, Product Status Account, Lessons Log, Highlight Report and Work Packages. Managing Product Delivery (MP) Activities and Management Products including the Work Package, Checkpoint Reports, Quality Register and Team Plan.
- 5) Processes (DP, SB and CP)** - The objectives and context of the Directing a Project (DP) process; How the DP process supports the seven PRINCE2 principles; The responsibilities within the activities of the DP process; The activities within the DP process including End Stage Assessments and Exception Assessments. Managing a Stage Boundary (SB) Activities and Management Products including Stage Plan, End Stage Report, Exception Plan, Product Status Account, Lessons Report. Closing a Project (CP) Activities and Management Products including End Project Report, Lessons Report, Benefits Review Plan.
- 6) Organization Theme** - Organisation Structure, Roles and Responsibilities for Project Board, Project Assurance, Change Authority, Project Manager, Team Manager, Project Support
- 7) Business Case Theme** - Outputs, Outcomes and Benefits; Types of Business Case; Benefits Review Plan; Links with the processes. Tailoring.
- 8) Risk Theme** - Risk Management Strategy; Risk Register, Appetite and Tolerances; Risk Responses; Risk Management; Risk Budget. Links with the processes. Tailoring.
- 9) Plans Theme** - Project, Stage and Team Plans; Product Based Planning; Estimating; Scheduling; Links with the processes. Tailoring.
- 10) Quality Theme** - Customer Quality Expectations and Acceptance Criteria, Quality Management Strategy; Quality Audit Trail; Project Assurance vs Quality Assurance; Quality Control, Links with the processes. Tailoring.
- 11) Change Theme** - Issue and Change Control Procedure; Types of Issues; Change Budget; Change Authority; Configuration Management Strategy. Tailoring.
- 12) Progress Theme** - Tolerances and Delegating Authority; Management Stages; Project Controls; Event-based and Time-based controls; Reviewing and Reporting Progress, Escalating Issues and Exceptions; Tailoring.
- 13) Examination Approaches** - Hints and tips on exam approach; Style of questions; Full Foundation and Practitioner exam simulation with references to the PRINCE2 Manual and interactive adaptive reasoning feedback.

### Exams/Qualification Info:

Please note that exams are not included with this training course and must be purchased separately.

Foundation: 1 hour, closed book, 75 multiple-choice questions.

Practitioner: 2½ hours, open book (PRINCE2® manual only), 8 scenario-based objective test questions.

**Passing the exams will give you internationally recognised professional qualifications.**

**Cost: £249**



## PRINCE2® Project Management - Foundation & Practitioner 6th Edition + official exam

**Seat time:** 32 hours

### About the course:

PRINCE2® provides best practice guidance that gives individuals and organizations the essentials of running a project. PRINCE2 is easy to learn and a flexible method that can adapt to all types of project. Because PRINCE2 is generic and based on proven principles, organizations adopting the method can substantially improve their organizational capability and maturity across various areas such as business change, construction, IT, mergers and acquisitions, research and product development. The best practice is supported by the PRINCE2® certification scheme which provides a two tier Foundation and Practitioner level qualification.

AgilePM® Passport is an accredited eLearning package eLearning package for AgilePM® Project Management. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This package however covers the Foundation level.

### Designed for:

Everyone needing a controlled approach to managing projects. Suitable for project managers, team managers, project support and assurance staff, and managers from any discipline. It is particularly aimed at people who are responsible for managing projects. This course is also suitable for preparing for the Re-Registration exam.

### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- People using PRINCE2® Passport achieve a higher score in the Foundation exam
- PRINCE2® Passport is achieving higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

### Package content:

- 12 modules with associated interactive and video presented lessons
- Notes to support each lesson
- Module level exam simulation directly aligned to the PRINCE2® syllabus
- Online support, forums, chat and progress reports
- PRINCE2® Foundation and Practitioner exam simulations
- Interactive exercises to consolidate the learning
- Extensive Exam Approaches module to support the "Objective Testing" Practitioner exam



[continued]

## PRINCE2® Project Management - Foundation & Practitioner 6th Edition + official exam

### Learning modules:

- 1) Getting Started** - What is a project? Projects vs Programmes; What is Project Management? Why PRINCE2®? Reasons why Projects Fail; Addressing Project Failure.
- 2) Introduction to PRINCE2®** - PRINCE2 Structure; The 7 Principles, Themes and Processes; Processes and Themes Integration; Process Model; Tailoring PRINCE2®.
- 3) Processes (SU and IP)** - Starting Up a Project (SU) Activities and Management Products including the Daily Log, Lessons Log, Project Brief, Project Product Description and Outline Business Case. Initiating a Project (IP) Activities and Management Products including the Management Strategies, Business Case, Product Descriptions, Risk, Issue and Quality Registers and the PID.
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- 6) Organization Theme** - Organisation Structure, Roles and Responsibilities for Project Board, Project Assurance, Change Authority, Project Manager, Team Manager, Project Support
- 7) Business Case Theme** - Outputs, Outcomes and Benefits; Types of Business Case; Benefits Review Plan; Links with the processes. Tailoring.
- 8) Risk Theme** - Risk Management Strategy; Risk Register, Appetite and Tolerances; Risk Responses; Risk Management; Risk Budget. Links with the processes. Tailoring.
- 9) Plans Theme** - Project, Stage and Team Plans; Product Based Planning; Estimating; Scheduling; Links with the processes. Tailoring.
- 10) Quality Theme** - Customer Quality Expectations and Acceptance Criteria, Quality Management Strategy; Quality Audit Trail; Project Assurance vs Quality Assurance; Quality Control, Links with the processes. Tailoring.
- 11) Change Theme** - Issue and Change Control Procedure; Types of Issues; Change Budget; Change Authority; Configuration Management Strategy. Tailoring.
- 12) Progress Theme** - Tolerances and Delegating Authority; Management Stages; Project Controls; Event-based and Time-based controls; Reviewing and Reporting Progress, Escalating Issues and Exceptions; Tailoring.
- 13) Examination Approaches** - Hints and tips on exam approach; Style of questions; Full Foundation and Practitioner exam simulation with references to the PRINCE2 Manual and interactive adaptive reasoning feedback.

### How do I book my exams?

The exams must be pre-booked (within the subscription period of your course), and are delivered online via your PC using a remote proctoring system. To book your exam, please contact [info@firstresponsetraining.com](mailto:info@firstresponsetraining.com) with the following details: Your name, company, username (used to access the course), name of the course/exam and your date of enrolment onto the course. It is recommended that you complete your eLearning before booking your exam.

**Cost: £1250**





## MSP® Programme Management - Introduction

**Seat time:** 5 hours

### About passport:

MSP® Passport is an accredited e-learning product to support computer-based self-study for the MSP® Programme Management methodology. SPOCE's self-study products aim to provide you with a straightforward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

Please note that exams are not included with this training course and must be purchased separately. Please see our Foundation training course for full syllabus training relating to the exam. 2 modules with associated interactive and video presented lessons, notes to support each lesson and references for further study and reading forums, progress Reports and Email support interactive support materials and exercises to consolidate the learning.

### Benefits:

- Provides a high-level overview of MSP® Programme Management, why it is used and how the corporate vision and its' benefits can be achieved
- Enables team members to appreciate the structure and control ordered by the use of MSP Programme Management
- A cost-effective solution for both individuals and organisations
- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- Online learning gives you the freedom to access from any location.

### Inside the modules

- What is a Programme?
- What is Programme Management?
- Why use Programme Management?
- The characteristics of Portfolios, Programmes and Projects.
- Drivers for change' ;and the programme environment.
- Types of Programme and Programme impacts
- 12 modules with associated interactive and video presented lessons

### Introduction to MSP

- MSP Terminology
- The MSP 'framework'
- MSP structure, including Principles, Themes and The Transformational Flow.

**Cost: £49**



## MSP® Programme Management - Foundation

**Seat time:** 21 hours

### About the course:

MSP® - Managing Successful Programmes creates a structured framework for organizations of all sizes and from all sectors to improve practices, offer better services and more effectively prepare for the future. It is a best practice guide that provides and maintains a strategic view over the set of projects, aligning and co-ordinating them within a programme of business change in support of specific business strategies.

MSP® Passport is an accredited eLearning package for MSP® - Managing Successful Programmes. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation level. This course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Certification/exam:

This course specifically provides the background knowledge for the related certification exam (which learners must pass in order to achieve the formal Foundation Certification). **IMPORTANT:** Please note that the certification EXAM IS NOT INCLUDED with this course. The exam can be purchased with the +official exam option.

### Course objectives:

- Provide Delegates with an understanding of the benefits and principles underlying a structured approach to programme management
- Apply the principles of MSP® to a programme within a work environment
- Operate effectively with colleagues and managers within a structured programme and project management environment
- Enable delegates to understand the MSP® framework to be prepared to sit the APM Group MSP® Foundation and Practitioner exams
- Success in the Foundation & Practitioner Exams provides candidates with the pre-requisites required to sit the MSP® Advanced Practitioner exam (separate course)

### Designed for:

Any organisation or individual seeing the need for a controlled approach to managing its programmes. The course is suitable for programme managers, experienced project managers, programme support team members and senior managers from any discipline.

### Benefits:

- Can be used in harmony with other Best Management Practice guidance, such as PRINCE2® and M\_o\_R® and any international or internal organizational standards
- Highly suitable for business transformation and political/societal change
- Accommodates high levels of complexity, ambiguity and risk
- MSP Principles can be applied to any change, whatever level of its focus, or nature of outcomes
- Programmes are always planned and managed with an end in mind.



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## MSP® Programme Management - Foundation

### Learning modules:

- 1) Getting Started** - What is a Programme? What is Programme Management? Why use Programme Management? The characteristics of Portfolios, Programmes and Projects. 'Drivers for change' and the programme environment. Types of Programme and Programme impacts.
- 2) Introduction to MSP®** - MSP Terminology. The MSP 'framework'. MSP structure, including Principles, Themes and The Transformational Flow.
- 3) Organization and Programme Office** - The MSP Organisation Structure. MSP Roles and Responsibilities, including Sponsoring Group, Programme Board, Senior Responsible Owner, Programme Manager, Business Change Manager and Business Change Team, and the Programme Office.
- 4) Vision** - What is a vision? What are the characteristics of a good Vision Statement? When and how is the Vision Statement developed and maintained?
- 5) Leadership and Stakeholder Engagement** - What is leadership? What is Business Change Management? What is a stakeholder, and what are the steps in the Stakeholder Engagement cycle, including the techniques and documents involved?
- 6) Benefits Management** - What are benefits and dis-benefits? Alignment with corporate objectives. How and why to categorise benefits. The Benefits Management Cycle, including identifying benefits, planning and delivering benefit realisation, and reviewing benefits.
- 7) Blueprint Design and Delivery** - What is the blueprint and how is it designed? What is P.O.T.I.? How to design blueprint delivery, plan step-changes through tranches, and develop a programme schedule.
- 8) Planning and Control** - Developing the programme plan. Planning and managing resources. Designing the Projects Dossier and developing the programme schedule.
- 9) The Business Case** - What is the Business Case and what does it contain? Where does it begin, how is it developed, and how and when is it reviewed?
- 10) Risk and Issue Management** - Sources and perspectives of risks and issues. Managing risks and the Risk Management Framework. Managing issues and the Issue Management Framework. Change Control and Configuration Management.
- 11) Quality and Assurance Management** - What is quality and assurance? The scope of programme quality management. Assurance management approach, principles and techniques.
- 12) Transformational Flow** - Introduction to The Transformational Flow. What are the processes and activities for Identifying a Programme, Defining a Programme, Managing the Tranches, Delivering the Capability, Realising the Benefits and Closing a Programme
- 13) Examination Approaches** - Introduction to the MSP Foundation and Practitioner Exams. Style of questions and recommended approaches. All modules include:
  - Interactive Tasks
  - Visualisation Mind Maps
  - Foundation & Practitioner Exam Simulations

**Cost: £199**





## MSP® Programme Management - Foundation + official exam

**Seat time:** 21 hours

### About the course:

MSP® - Managing Successful Programmes creates a structured framework for organizations of all sizes and from all sectors to improve practices, offer better services and more effectively prepare for the future. It is a best practice guide that provides and maintains a strategic view over the set of projects, aligning and co-ordinating them within a programme of business change in support of specific business strategies.

MSP® Passport is an accredited eLearning package for MSP® - Managing Successful Programmes. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation level. The course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Course objectives:

- Provide Delegates with an understanding of the benefits and principles underlying a structured approach to programme management
- Apply the principles of MSP® to a programme within a work environment
- Operate effectively with colleagues and managers within a structured programme and project management environment
- Enable delegates to understand the MSP® framework to be prepared to sit the APM Group MSP® Foundation and Practitioner exams.

Success in the Foundation & Practitioner Exams provides candidates with the pre-requisites required to sit the MSP® Advanced Practitioner exam (separate course).

### Designed for:

Any organisation or individual seeing the need for a controlled approach to managing its programmes. The course is suitable for programme managers, experienced project managers, programme support team members and senior managers from any discipline.

### Benefits:

- Can be used in harmony with other Best Management Practice guidance, such as PRINCE2® and M\_o\_R® and any international or internal organizational standards
- Highly suitable for business transformation and political/societal change
- Accommodates high levels of complexity, ambiguity and risk
- MSP Principles can be applied to any change, whatever level of its focus, or nature of outcomes
- Programmes are always planned and managed with an end in mind

### Exam/qualification information:

- Foundation: 1 hour, closed book, 75 multiple-choice questions.
  - Practitioner: 2½ hours, open book (MSP® manual only), 8 scenario-based objective test questions.
- Passing the exam will give you an internationally recognised professional qualification.



[continued]

## MSP® Programme Management - Foundation + official exam

### Learning modules:

- 1) Getting Started** - What is a Programme? What is Programme Management? Why use Programme Management? The characteristics of Portfolios, Programmes and Projects. 'Drivers for change' and the programme environment. Types of Programme and Programme impacts.
- 2) Introduction to MSP®** - MSP Terminology. The MSP 'framework'. MSP structure, including Principles, Themes and The Transformational Flow.
- 3) Organization and Programme Office** - The MSP Organisation Structure. MSP Roles and Responsibilities, including Sponsoring Group, Programme Board, Senior Responsible Owner, Programme Manager, Business Change Manager and Business Change Team, and the Programme Office.
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- 5) Leadership and Stakeholder Engagement** - What is leadership? What is Business Change Management? What is a stakeholder, and what are the steps in the Stakeholder Engagement cycle, including the techniques and documents involved?
- 6) Benefits Management** - What are benefits and dis-benefits? Alignment with corporate objectives. How and why to categorise benefits. The Benefits Management Cycle, including identifying benefits, planning and delivering benefit realisation, and reviewing benefits.
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- 8) Planning and Control** - Developing the programme plan. Planning and managing resources. Designing the Projects Dossier and developing the programme schedule.
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- 12) Transformational Flow** - Introduction to The Transformational Flow. What are the processes and activities for Identifying a Programme, Defining a Programme, Managing the Tranches, Delivering the Capability, Realising the Benefits and Closing a Programme
- 13) Examination Approaches** - Introduction to the MSP Foundation and Practitioner Exams. Style of questions and recommended approaches. All modules include:
  - Interactive Tasks
  - Visualisation Mind Maps
  - Foundation & Practitioner Exam Simulations

### How do I book my exam:

The exams must be pre-booked (within the subscription period of your course), and are delivered online via your PC using a remote proctoring system. To book your exam, please contact [info@firstresponsetraining.com](mailto:info@firstresponsetraining.com) with the following details: Your name, company, username (used to access the course), name of the course/exam and your date of enrolment onto the course. It is recommended that you complete your eLearning before booking your exam.

**Cost: £750**



## MSP® Programme Management - Foundation and practitioner

**Seat time:** 32 hours

### About the course:

MSP® - Managing Successful Programmes creates a structured framework for organizations of all sizes and from all sectors to improve practices, offer better services and more effectively prepare for the future. It is a best practice guide that provides and maintains a strategic view over the set of projects, aligning and co-ordinating them within a programme of business change in support of specific business strategies.

MSP® Passport is an accredited eLearning package for MSP® - Managing Successful Programmes. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation level. The course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Course objectives:

- Provide Delegates with an understanding of the benefits and principles underlying a structured approach to programme management
- Apply the principles of MSP® to a programme within a work environment
- Operate effectively with colleagues and managers within a structured programme and project management environment
- Enable delegates to understand the MSP® framework to be prepared to sit the APM Group MSP® Foundation and Practitioner exams.

Success in the Foundation & Practitioner Exams provides candidates with the pre-requisites required to sit the MSP® Advanced Practitioner exam (separate course).

### Designed for:

Any organisation or individual seeing the need for a controlled approach to managing its programmes. The course is suitable for programme managers, experienced project managers, programme support team members and senior managers from any discipline.

### Benefits:

- Can be used in harmony with other Best Management Practice guidance, such as PRINCE2® and M\_o\_R® and any international or internal organizational standards
- Highly suitable for business transformation and political/societal change
- Accommodates high levels of complexity, ambiguity and risk
- MSP Principles can be applied to any change, whatever level of its focus, or nature of outcomes
- Programmes are always planned and managed with an end in mind

### Exam/qualification information:

- Foundation: 1 hour, closed book, 75 multiple-choice questions.
  - Practitioner: 2½ hours, open book (MSP® manual only), 8 scenario-based objective test questions.
- Passing the exam will give you an internationally recognised professional qualification.

Please note that exams are not included with this training course and must be purchased separately. Please see +official exam option



[continued]

## MSP® Programme Management - Foundation and practitioner

### Learning modules:

- 1) Getting Started** - What is a Programme? What is Programme Management? Why use Programme Management? The characteristics of Portfolios, Programmes and Projects. 'Drivers for change' and the programme environment. Types of Programme and Programme impacts.
- 2) Introduction to MSP®** - MSP Terminology. The MSP 'framework'. MSP structure, including Principles, Themes and The Transformational Flow.
- 3) Organization and Programme Office** - The MSP Organisation Structure. MSP Roles and Responsibilities, including Sponsoring Group, Programme Board, Senior Responsible Owner, Programme Manager, Business Change Manager and Business Change Team, and the Programme Office.
- 4) Vision** - What is a vision? What are the characteristics of a good Vision Statement? When and how is the Vision Statement developed and maintained?
- 5) Leadership and Stakeholder Engagement** - What is leadership? What is Business Change Management? What is a stakeholder, and what are the steps in the Stakeholder Engagement cycle, including the techniques and documents involved?
- 6) Benefits Management** - What are benefits and dis-benefits? Alignment with corporate objectives. How and why to categorise benefits. The Benefits Management Cycle, including identifying benefits, planning and delivering benefit realisation, and reviewing benefits.
- 7) Blueprint Design and Delivery** - What is the blueprint and how is it designed? What is P.O.T.I.? How to design blueprint delivery, plan step-changes through tranches, and develop a programme schedule.
- 8) Planning and Control** - Developing the programme plan. Planning and managing resources. Designing the Projects Dossier and developing the programme schedule.
- 9) The Business Case** - What is the Business Case and what does it contain? Where does it begin, how is it developed, and how and when is it reviewed?
- 10) Risk and Issue Management** - Sources and perspectives of risks and issues. Managing risks and the Risk Management Framework. Managing issues and the Issue Management Framework. Change Control and Configuration Management.
- 11) Quality and Assurance Management** - What is quality and assurance? The scope of programme quality management. Assurance management approach, principles and techniques.
- 12) Transformational Flow** - Introduction to The Transformational Flow. What are the processes and activities for Identifying a Programme, Defining a Programme, Managing the Tranches, Delivering the Capability, Realising the Benefits and Closing a Programme
- 13) Examination Approaches** - Introduction to the MSP Foundation and Practitioner Exams. Style of questions and recommended approaches. All modules include:
  - Interactive Tasks
  - Visualisation Mind Maps
  - Foundation & Practitioner Exam Simulations

**Cost: £249**



## MSP® Programme Management - Foundation and practitioner + exam

**Seat time:** 32 hours

### About the course:

MSP® - Managing Successful Programmes creates a structured framework for organizations of all sizes and from all sectors to improve practices, offer better services and more effectively prepare for the future. It is a best practice guide that provides and maintains a strategic view over the set of projects, aligning and co-ordinating them within a programme of business change in support of specific business strategies.

MSP® Passport is an accredited eLearning package for MSP® - Managing Successful Programmes. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This course however covers the Foundation level. The course aims to provide you with a straight forward route to becoming a fully certificated Registered Practitioner in your own time and at your own pace.

### Course objectives:

- Provide Delegates with an understanding of the benefits and principles underlying a structured approach to programme management
  - Apply the principles of MSP® to a programme within a work environment
  - Operate effectively with colleagues and managers within a structured programme and project management environment
  - Enable delegates to understand the MSP® framework to be prepared to sit the APM Group MSP® Foundation and Practitioner exams.
- Success in the Foundation & Practitioner Exams provides candidates with the pre-requisites required to sit the MSP® Advanced Practitioner exam (separate course).

### Designed for:

Any organisation or individual seeing the need for a controlled approach to managing its programmes. The course is suitable for programme managers, experienced project managers, programme support team members and senior managers from any discipline.

### Benefits:

- Can be used in harmony with other Best Management Practice guidance, such as PRINCE2® and M\_o\_R® and any international or internal organizational standards
- Highly suitable for business transformation and political/societal change
- Accommodates high levels of complexity, ambiguity and risk
- MSP Principles can be applied to any change, whatever level of its focus, or nature of outcomes
- Programmes are always planned and managed with an end in mind

### Exam/qualification information:

- Foundation: 1 hour, closed book, 75 multiple-choice questions.
  - Practitioner: 2½ hours, open book (MSP® manual only), 8 scenario- based objective test questions.
- Passing the exam will give you an internationally recognised professional qualification.

Please note that exams are not included with this training course and must be purchased separately. Please see +official exam option





[continued]

## MSP® Programme Management - Foundation and practitioner + exam

### Learning modules:

- 1) Getting Started** - What is a Programme? What is Programme Management? Why use Programme Management? The characteristics of Portfolios, Programmes and Projects. 'Drivers for change' and the programme environment. Types of Programme and Programme impacts.
- 2) Introduction to MSP®** - MSP Terminology. The MSP 'framework'. MSP structure, including Principles, Themes and The Transformational Flow.
- 3) Organization and Programme Office** - The MSP Organisation Structure. MSP Roles and Responsibilities, including Sponsoring Group, Programme Board, Senior Responsible Owner, Programme Manager, Business Change Manager and Business Change Team, and the Programme Office.
- 4) Vision** - What is a vision? What are the characteristics of a good Vision Statement? When and how is the Vision Statement developed and maintained?
- 5) Leadership and Stakeholder Engagement** - What is leadership? What is Business Change Management? What is a stakeholder, and what are the steps in the Stakeholder Engagement cycle, including the techniques and documents involved?
- 6) Benefits Management** - What are benefits and dis-benefits? Alignment with corporate objectives. How and why to categorise benefits. The Benefits Management Cycle, including identifying benefits, planning and delivering benefit realisation, and reviewing benefits.
- 7) Blueprint Design and Delivery** - What is the blueprint and how is it designed? What is P.O.T.I.? How to design blueprint delivery, plan step-changes through tranches, and develop a programme schedule.
- 8) Planning and Control** - Developing the programme plan. Planning and managing resources. Designing the Projects Dossier and developing the programme schedule.
- 9) The Business Case** - What is the Business Case and what does it contain? Where does it begin, how is it developed, and how and when is it reviewed?
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  - Interactive Tasks
  - Visualisation Mind Maps
  - Foundation & Practitioner Exam Simulations

### How do I book my exam:

The exams must be pre-booked (within the subscription period of your course), and are delivered online via your PC using a remote proctoring system. To book your exam, please contact [info@firstresponsetraining.com](mailto:info@firstresponsetraining.com) with the following details: Your name, company, username (used to access the course), name of the course/exam and your date of enrolment onto the course. It is recommended that you complete your eLearning before booking your exam.

**Cost: £1250**



## AgilePM® Passport - Introduction

**Seat time:** 5 hours

### About the course:

AgilePM® Passport is accredited by the APM Group to support self-study computer-based e-learning for the AgilePM® Foundation and Practitioner exams.

### Certification/exam:

This course supports the background knowledge for the related certification exam (which learners must pass in order to achieve the formal Certification).

**IMPORTANT:** Please note that the certification EXAM IS NOT INCLUDED with this course. The exam can be purchased separately.

### Benefits of method:

- Introduction to the Agile way of working
- Simple concise communication does not mean 'no documentation'
- Provides a high-level overview of the AgilePM® methodology, why it is used and where it fits in to the larger 'corporate' picture
- Enables project team members to appreciate the structure of an AgilePM®-managed project and how they fit into that structure
- A cost-effective solution for both individuals and organisations
- Provides flexibility for those wishing to study at anytime, pace and place convenient to them
- Online learning gives you the freedom to access from any location

### Course content:

- 2 modules with associated interactive and video presented lessons
- Notes to support each lesson and references to further suggested reading
- Forums, Progress Reports and Email Support
- Interactive support materials and exercises to consolidate the learning Foundation level sample questions to test and embed the learning
- Practitioner level sample questions to test comprehension of the subject

### Introduction to Agile

Objectives; AgilePM® Source; Concerns and Issues; What is Agile? Agile Approaches; Agile Manifesto

### AgilePM® The Basics

The Basics; What is negotiable? Philosophy; The 8 Principles explained; Focus on the Business need; Deliver on Time; Collaborate; Never Compromise Quality; Build Incrementally from Firm Foundations;

**Cost: £49**



## AgilePM® Passport - Foundation

**Seat time:** 14 hours

### About the course:

The AgilePM® guidance, developed in partnership with the Agile Business Consortium (erstwhile DSDM Consortium), offers a practical and repeatable methodology that achieves an ideal balance between the standards, rigour and visibility required for good project management, and the fast pace, change and empowerment provided by agile. The focus of agile project management is on developing solutions incrementally enabling project teams to react effectively to changing requirements, whilst empowering project personnel and encouraging increased collaboration and ownership.

This course covers the certification by APMG and the Agile Business Consortium / DSDM Consortium that has been created to sit alongside PRINCE2® as an approach to project management. The course is equally divided between the theory of agile project management and practical experience of techniques and disciplines involved. AgilePM® Passport is an accredited eLearning package for AgilePM® Project Management. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification. This specific package however covers the Foundation level.

### Certification/exam:

This course specifically provides the background knowledge for the related certification exam (which learners must pass in order to achieve the formal Certification). **IMPORTANT:** Please note that the certification EXAM IS NOT INCLUDED with this course. The exam can be purchased separately.

### Designed for:

The course is aimed at Project Managers who are adding to their knowledge of traditional approaches such as PRINCE2, or who are operating in an agile environment running more complex and scalable projects.

### Course objectives:

To give delegates a practical understanding of Agile Project Management which is based on the internationally recognised framework of DSDM Atern. This will enable delegates to become immediately productive as a project manager in an agile project environment. To highlight the difference between simple lightweight agile approaches which typically operate at the solution delivery (or 'work package') level and the greater holistic view of how multiple work streams are co-ordinated with the appropriate level of governance and control. The course also prepares delegates for the Foundation and Practitioner exams.

### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- Passport achieves higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

**Cost: £199**





## AgilePM® Passport - Foundation and Practitioner

**Seat time:** 28 hours

### About the course:

The AgilePM® guidance, developed in partnership with the Agile Business Consortium (erstwhile DSDM Consortium), offers a practical and repeatable methodology that achieves an ideal balance between the standards, rigour and visibility required for good project management, and the fast pace, change and empowerment provided by agile. The focus of agile project management is on developing solutions incrementally enabling project teams to react effectively to changing requirements, whilst empowering project personnel and encouraging increased collaboration and ownership. This course covers the certification by APMG and the Agile Business Consortium / DSDM Consortium that has been created to sit alongside PRINCE2® as an approach to project management. The course is equally divided between the theory of agile project management and practical experience of techniques and disciplines involved. AgilePM® Passport is an accredited eLearning package eLearning package for AgilePM® Project Management. It covers the syllabus and competencies for both Foundation as well as Practitioner level study and qualification.

### Certification/exam:

This course specifically provides the background knowledge for the related certification exam (which learners must pass in order to achieve the formal Certification). **IMPORTANT:** Please note that the certification EXAM IS NOT INCLUDED with this course. The exam can be purchased separately.

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### Benefits:

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom based revision day
- A cost-effective solution for both individuals and organisations
- Passport achieves higher pass rates in the Practitioner exam compared to classroom training
- Online learning gives you the freedom to access from any location

**Cost: £249**