

2025 TRAINING CALENDAR

Specialised ICT Training & End-User
Courses

YOUR TRAINING PROVIDER OF CHOICE



We have over 25 years of experience helping professionals develop their skills across Africa and advance their careers with our specialised technical skills courses, end-user productivity courses & soft skills training.

We offer training in the following delivery modes:

- **Instructor-led Training:** In-person training at our facilities in Commerce Park, Lusaka or at a location of your choice.
- **Virtual instructor-led Training:** The instructor is remote and you can either attend at our facilities or the comfort of your home/office or join from our facilities.
- **Self Paced Learning:** Using Videos on demand, online study material, or exam prep material.

ABOUT OUR TRAINING



- IT-IQ is an accredited Education and Training Provider with the Botswana Qualifications Authority.
- We have a select number of courses accredited with the Human Resources Development Council [HRDC] in Botswana.
- The ITIL® 4 Foundation course is offered by IT-IQ Botswana, an ATO, accredited by PeopleCert.
- We are a CompTIA authorised delivery partner, CBP Delivery Partner, CertNexus partner, Microsoft Training Services Provider and a Pearson VUE Select Test Center.
- Training from our partners is delivered with authentic digital manuals and cloud based labs were applicable.
- Self-study material, practice exams are also available for select courses.
- In-person training includes the cost of our facilities, and meals for the duration of the training.

OUR PARTNERSHIPS

Our partnerships with global brands ensure our clients always have access to the latests in authentic technical training content, authorised labs and exams.



END-USER PRODUCTIVITY TRAINING

Empower your user community with essential tech skills



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
END-USER PRODUCTIVITY TRAINING															
Data Protection Awareness Training	VILT/ILT		2	16-17	13-14		10-11		19-20		07-08	18-19		06-07	
Microsoft Office 365 Power User	VILT/ILT	55283	3	15-17		03-05		07-09			25-27			05-07	
O365 End User Workshop	VILT/ILT	55154	1	24	18	10	07	26	20	18	05	01	10	10	01
Microsoft Digital Literacy Course	VILT/ILT	MDLC	2	21-22			24-25			10-11			02-03		
Cybersafe end-user training	VILT/ILT	028IG	0.5	31	28	21	12	23	28	25	23	26	17	22	
Emerging Technologies for Business Executives	VILT/ILT		2		07-08	20-21		08-09		17-18	26-27				04-05
Microsoft Excel Basic	VILT/ILT	091055SE	1	20	24	17		12		07		08	27	25	
Microsoft Excel Intermediate	VILT/ILT	091056SE	2	21-22	25-26	18-19		13-14		08-09		09-10	28-29	26-27	
Microsoft Excel Advanced	VILT/ILT	091057SE	2	23-24	27-28	20-21		15-16		10-11		11-12	30-31	28-29	
Microsoft Word Basic	VILT/ILT	091048SE	1	13	10		07		16		04	15		03	
Microsoft Word Intermediate	VILT/ILT	091049SE	2	14-15	11-12		08-09		17-18		05-06	16-17		04-05	
Microsoft Word Advanced	VILT/ILT	091050SE	2	16-17	13-14		10-11		19-20		07-08	18-19		06-07	
Microsoft Outlook Basic	VILT/ILT	091058SE	1		05	18		06		15		01			02
Microsoft Outlook Advanced	VILT/ILT	091059SE	1		06	19		07		16		02			03
Microsoft Powerpoint Basic	VILT/ILT	091060SE	1		04	17		05		14		01			01
Microsoft Powerpoint Advanced	VILT/ILT	091061SE	1		05	18		06		15		02			02
Microsoft Project - Basic	VILT/ILT	091062SE	1		06	19		07		16	25				03
Microsoft Project - Advanced	VILT/ILT	091063SE	2		07-08	20-21		08-09		17-18	26-27				04-05
Microsoft Access (L1,L2,L3)	VILT/ILT	46SE, 47SE	3	15-17		24-25			09-10		25-26		13-14		

EMERGING TECH COURSES

AI, IoT, Data Science, Data Ethics, and Cybersecurity

TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
EMERGING TECHNOLOGIES															
Incident Response for Business Professionals	VILT/ILT	IRBIZ	1		05	18		06		15		02			02
Data Science for Business Professional	VILT/ILT	CNX0009	1.5	23-24	27-28	20-21		15-16		10-11		11-12	30-31	28-29	
CyberSec First Responder	VILT/ILT	CFR	5	27-31		03-07		12-16	16-20		18-22		27-31		08-12
Artificial intelligence for Business Professionals	VILT/ILT	CNX0017	0.5	31	28	21	12	23	28	25	23	26	17	22	
Internet of Things for Business Professionals	VILT/ILT	IoTBI	0.5	20	24	17		12		07		08	27	25	
Data Ethics for Business Professionals	VILT/ILT	CNX0014	1	06	19		'07		16	25				03	
Generative Artificial Intelligence	VILT/ILT	CNX0019	1	13	10		07		16		04	15		03	





Executive Committee

EMERGING TECHNOLOGIES WORKSHOP

Overview

For the adoption and implementation of digital transformation to be effective it requires that **business decision makers** have a reasonable knowledge of **emerging technologies**.

This 1-day workshop will provide board members & key business decision makers a fundamental level of understanding of emerging technologies.

Emerging technologies are technologies whose **development, practical applications, or both** are still **largely unrealised** and their adoption into the workplace **undeveloped**.

Focusing on AI, GenAI, IoT, Data Science, Cybersecurity, Data Ethics and Data Protection

SOFT SKILLS TRAINING

Businesses thrive when employees possess soft skills



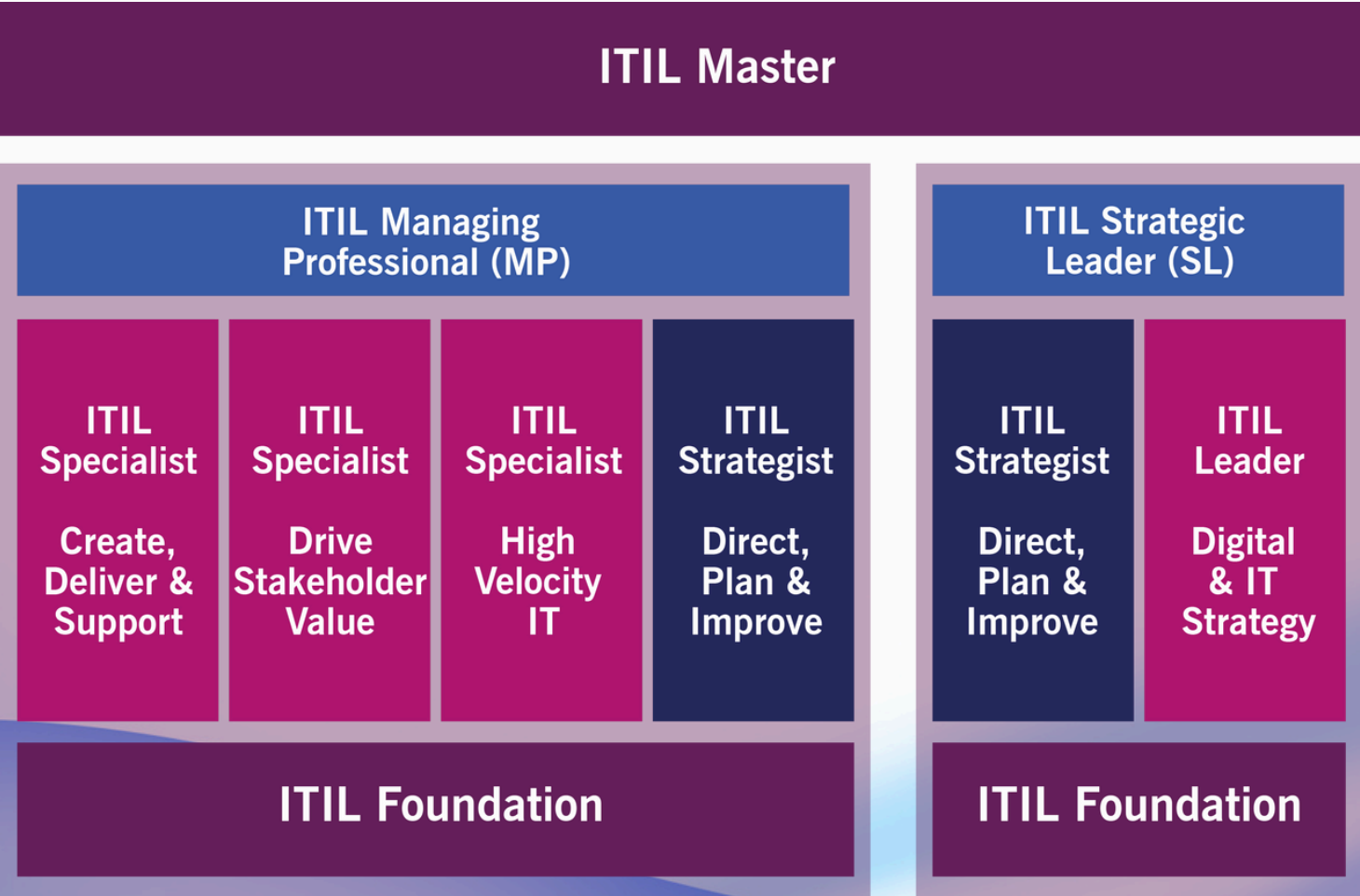
TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
SOFT SKILLS TRAINING															
CBP™ Customer Service	VILT/ILT	CBP-CS	2	21-22		17-18			09-10				02-03		
CBP™ Leadership	VILT/ILT	CBP-LS	2	23-24	27-28	20-21		15-16		10-11		11-12	30-31	28-29	
CBP™ Business Communication	VILT/ILT	CBP-BC	2	21-22		17-18			09-10				02-03		
CBP™ Business Etiquette	VILT/ILT	CBP-BE	2	16-17	13-14		10-11		19-20		07-08	18-19		06-07	
CBP™ Sales	VILT/ILT	CBP-SA	2		11-12		08-09		17-18		05-06	16-17		04-05	
CBP™ English Grammar for Business	VILT/ILT	CBP-EG	2		07-08	20-21		08-09		17-18	26-27				04-05
CBP™ Marketing	VILT/ILT	CBP-MA	2	16-17	13-14		10-11		19-20		07-08	18-19		06-07	

THE BEST IN IT SERVICE MANAGEMENT

ITIL® 4 FOUNDATION



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
IT SERVICE MANAGEMENT															
ITIL 4 Foundation Course (exam included)	VILT/ILT	ITIL-FO	3	15-17	10-12	03-05	07-09	26-28	16-18	28-30	11-13	01-03	20-22	10-12	08-10



COMPTIA

VENDOR-NEUTRAL TECHNICAL SKILLS

CompTIA
Authorized Partner

DELIVERY
PARTNER



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
COMPTIA															
CompTIA A+ Core Series	ILT/SS	1101+1102	5	27-31		03-07		12-16	16-20		18-22		27-31		08-12
CompTIA Network+	ILT/SS	N10-008	5		03-07	'10-14		19-23		07-11	18-22		20-24		
CompTIA Security+	ILT/SS	SY0-701	5	13-17		31-04			09-13				13-17		
CompTIA Server+	ILT/SS	SK0-005	5	20-24	24-28		07-11		02-06		04-08	15-19			08-12
CompTIA Linux+	ILT/SS	XKO-005	5			03-07		12-16	16-20		18-22		27-31		08-12
CompTIA Cloud+	ILT/SS	CV0-003	5			17-21			09-13			22-26		'03-07	
CompTIA Project+	ILT/SS	PK0-005	5		10-14	17-21		19-23		14-18			06-10		
CompTIA CySA+	ILT/SS	CS0-003	5	03-07	10-14		19-23		07-11			08-12		18-22	
CompTIA CASP+	ILT/SS	CAS-004	5	13-17		31-04			09-13				13-17		
CompTIA DATA+	ILT/SS	DAQ-001	5			17-21			09-13			22-26		03-07	

CCNA

CISCO NETWORKING



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
CISCO NETWORKING															
Implementing and Administering Cisco Solutions (CCNA)	VILT/ILT	200-301	5	27-31		03-07		12-16	16-20		18-22		27-31		08-12

IT-IQ offers CCNA 200-301as scheduled ILT or VILT training.
All other Cisco Training is scheduled upon request. E-learning options are available.
Exam sold separately.



MICROSOFT

MODERN WORKPLACE M365 & AZURE



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
MODERN WORKPLACE M365															
Microsoft 365 Fundamentals	VILT/ILT	MS-900T01	1	24	18	10	07	26	20	18	05	01	10	10	01
Microsoft 365 Administrator Essentials	VILT/ILT	MS-102T00	5	03-07	10-14		19-23		07-11			09-13		18-22	
Microsoft 365 EndPoint Administrator	VILT/ILT	MD-102T00	5		10-14	17-21		19-23		14-18			06-10		
Employee Experience Platform Specialist	VILT/ILT	MS-080T00	1		04	17		05		14		01			01
Managing Microsoft Teams	VILT/ILT	MS-700T00	4	14-17			01-04		10-13				14-17		
Collaboration Communications Systems Engineer	VILT/ILT	MS-721T00	4	28-31		04-07		13-16	17-20		19-22		28-31		07-12
AZURE															
Microsoft Azure Fundamentals	VILT/ILT	AZ-900T00	1	20	24	17		12		07		08	27	25	
Microsoft Azure Administrator	VILT/ILT	AZ-104T00	4	28-31	25-28		01-04			08-11	05-08		28-31		
Configuring and Operating Microsoft Azure Virtual Desktop	VILT/ILT	AZ-140T00	4		11-14	24-27		12-15	23-26		11-14				
Microsoft Azure Architect Design	VILT/ILT	AZ-305T00	4		10-13	17-20		19-22		14-17			06-09		
Designing and Implementing Microsoft Azure Networking Solutions	VILT/ILT	AZ-700T00	3	15-17		24-25			09-10		25-26		13-14		
Infrastructure	VILT/ILT	AZ-800T00	4	28-31		04-07		13-16	17-20		19-22		28-31		07-12
Configuring Windows Server Hybrid Advanced Services	VILT/ILT	AZ-801T00	4	14-17			01-04		10-13				14-17		

MICROSOFT

SECURITY, DATA & AI



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
SECURITY															
Microsoft Security, Compliance, and Identity Fundamentals	VILT/ILT	SC-900T00	1		05	18		06		15		02			02
Microsoft Azure Security Fundamentals	VILT/ILT	AZ-500T00	4	03-06	10-13		19-22		07-10			08-11		18-21	
Microsoft Security Operations Analyst	VILT/ILT	SC-200T00	4		11-14	24-27		12-15	23-26		11-14				
Microsoft Cybersecurity Architect	VILT/ILT	SC-100T00	4	14-17			01-04		10-13				14-17		
Microsoft Identity and Access Administrator	VILT/ILT	SC-300T00	4	03-06	10-13		19-22		07-10			08-11		18-21	
Administering Information Protection and Compliance in Microsoft 365	VILT/ILT	SC-400T00	4	28-31		04-07		13-16	17-20		19-22		28-31		07-12
DATA & AI															
Microsoft Azure AI Fundamentals	VILT/ILT	AI-900T00	1	24	18	10	07	26	20	18	05	01	10	10	01
Microsoft Azure Data Fundamentals	VILT/ILT	DP-900T00	1		04	17		05		14		01			01
Power BI Data Analyst	VILT/ILT	PL-300T00	4	28-31		04-07		13-16	17-20		19-22		28-31		07-12
Develop AI Solutions with Azure OpenAI	VILT/ILT	AI-050T00	1	13	10		07		16		04	15		03	
Designing and Implementing an Azure AI Solution	VILT/ILT	AI-102T00	4	28-31	25-28		01-04			08-11	05-08		28-31		
Querying Data with Microsoft Transact-SQL	VILT/ILT	DP-080T00	2	21-22		17-18			09-10				02-03		
Designing and Implementing a Data Science Solution on Azure	VILT/ILT	DP-100T01	4	14-17			01-04		10-13				14-17		
Data Engineering on Microsoft Azure	VILT/ILT	DP-203T00	4	28-31		04-07		13-16	17-20		19-22		28-31		07-12
Administering Microsoft Azure SQL Solutions	VILT/ILT	DP-300T00	4		10-13	17-20		19-22		14-17			06-09		

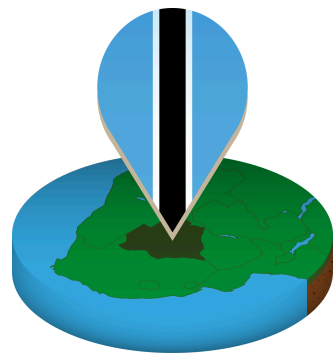
MICROSOFT

BUSINESS APPLICATIONS, DIGITAL & APP INNOVATION AND SHAREPOINT



TRAINING AREAS	Mode Of Delivery	Course Code	Duration	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
BUSINESS APPLICATIONS															
Microsoft Dynamics 365 Fundamentals (CRM)	VILT/ILT	MB-910T00	1		06	19		'07		16	25				03
Microsoft Dynamics 365 Fundamentals (ERP)	VILT/ILT	MB-920T00	1	13	10		07		16		04	15		03	
Microsoft Power Platform Fundamentals	VILT/ILT	PL-900T00	1	24	18	10	07	26	20	18	05	01	10	10	01
Microsoft Power Platform Developer	VILT/ILT	PL-400T00	5	27-31		03-07		12-16	16-20		18-22		27-31		08-12
A Power Platform Solution Architect	VILT/ILT	PL-600T00	4		10-13	17-20		19-22		14-17			06-09		
Microsoft Dynamics 365 Sales	VILT/ILT	MB-210T01	2	21-22		17-18			09-10				02-03		
DIGITAL & APP INNOVATION															
Developing solutions for Microsoft Azure	VILT/ILT	AZ-204T00	5	03-07	10-14		19-23		07-11			09-13		18-22	
Designing and Implementing Microsoft DevOps solutions	VILT/ILT	AZ-400T00	4		11-14	24-27		12-15	23-26		11-14				
SHAREPOINT															
Sharepoint 2016 Power User	VILT/ILT	55200	2	23-24	27-28	20-21		15-16		10-11		11-12	30-31	28-29	
Microsoft Sharepoint 2016 Owner	VILT/ILT	091069SE	1	20	24	17		12		07		08	27	25	
Microsoft Sharepoint 2016 Site User	VILT/ILT	091068IE	1	13	10		07		16		04	15		03	
Workflow Administration	VILT/ILT	091070IE	1	06	19		'07		16	25				03	

Validate Your Skills



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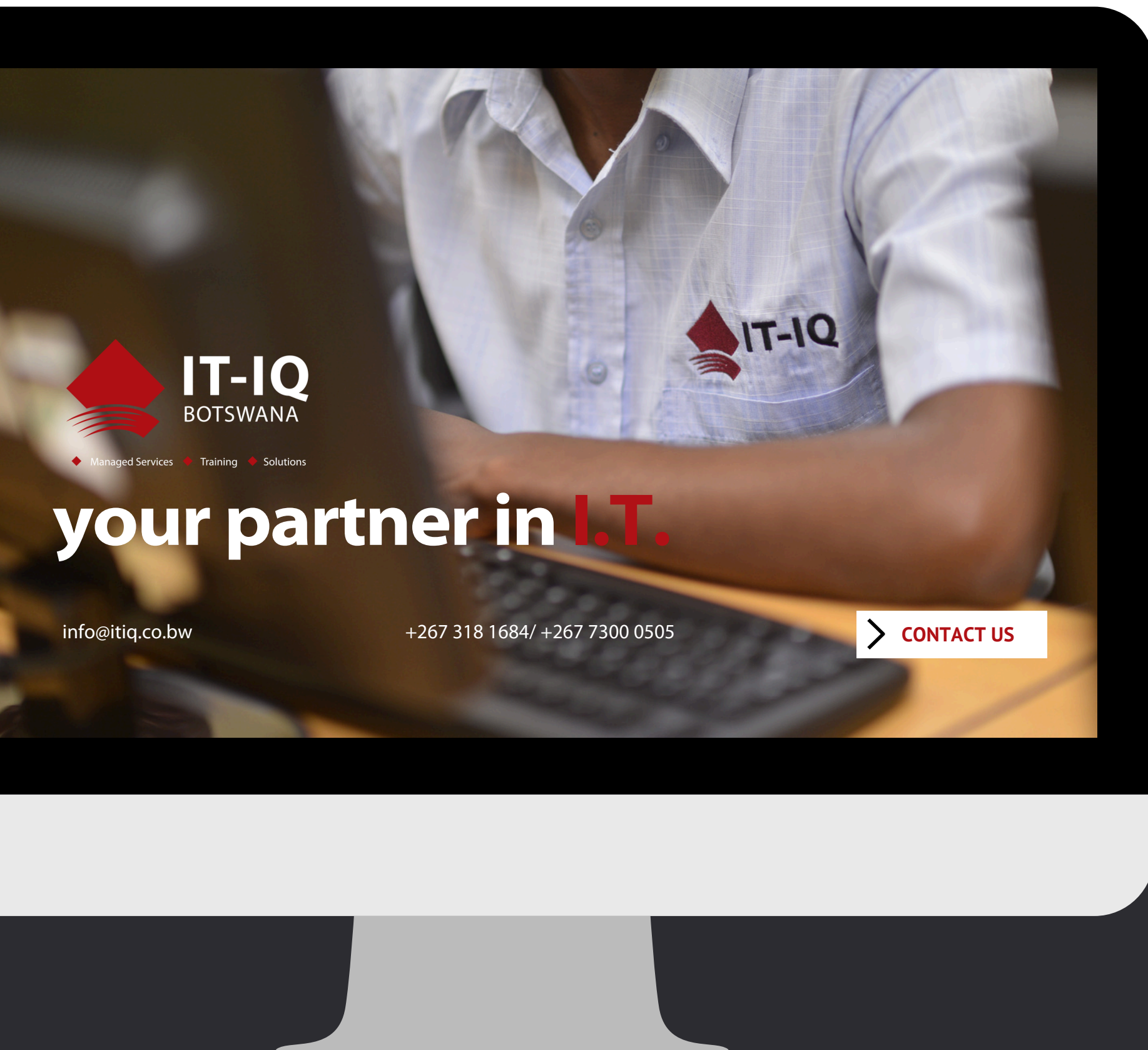
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**Our Training Calendar
and Course Outlines
are available online.**

www.itiq.tech

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