Garnet
Garnet Global Training Center

GGT-OT-116

Operators, Technicians & Supervisors

Utilities Operator Program

برنامج مشغلي المرافق

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

Utilities Operator Program helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Hands-on programs that build safe, competent people at the front line of operations. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run Utilities Operator Program as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

Who should attend

Operators, technicians, foremen, new graduates and first-line supervisors. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Plant and equipment basics
- Safe work practices
- Reading drawings and procedures
- Tools and measurement
- Shift communication
- Practical assessment

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Utilities Operator Program: the management framework

- Plant and equipment basics
- Regional and international case studies

Day 2 Planning, resources and budgets

- Safe work practices
- Reading drawings and procedures

Day 3 Performance measurement and control

- Tools and measurement
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Shift communication
- Group discussion and peer review

Day 5 Management case study and action plan

- Practical assessment
- Measurement and reporting

10-day outline

Day 1 Utilities Operator Program: the management framework

- Plant and equipment basics
- Regional and international case studies

Day 2 Planning, resources and budgets

- Safe work practices
- Reading drawings and procedures

Day 3 Performance measurement and control

- Tools and measurement
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Shift communication
- Group discussion and peer review

Day 5 Management case study and action plan

- Practical assessment
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
18–22 Jan 2027	5-day classroom	Dubai	English	4,750
14–25 Feb 2027	10-day classroom	Kuwait City	English	8,950
5–9 Jul 2027	5-day online	Live online	Arabic	2,950
15–19 Nov 2027	5-day classroom	Kuala Lumpur	English	4,750
17–28 Jan 2028	10-day classroom	Paris	English	8,950
1–5 May 2028	5-day classroom	Vienna	English	4,750
19–30 Jun 2028	10-day online	Live online	Arabic	5,450
12–16 Nov 2028	5-day classroom	Amman	Arabic	4,750
8–12 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
4–8 Jun 2029	5-day classroom	London	English	4,750
5–16 Nov 2029	10-day classroom	Abu Dhabi	English	8,950
16–20 Dec 2029	5-day classroom	Amman	English	4,750
21 Jan – 1 Feb 2030	10-day online	Live online	Arabic	5,450
17–28 Mar 2030	10-day classroom	Manama	English	8,950
21–25 Apr 2030	5-day classroom	Muscat	English	4,750
9–13 Sep 2030	5-day classroom	Dubai	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/