Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

CUSTOMER SERVICE AND CUSTOMER EXPERIENCE

Knowledge-Centered Service (KCS) Best Practices Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
5 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 25, 2026

Academic & Professional Training Year: 2026

DATASTAT TRAINING INSTITUTE

P.O. Box 102802-00101, Nairobi, Kenya

Training Centers: Nairobi • Mombasa • Kigali • Dubai • Live Virtual Academy

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Email: training@datastatresearch.org

www.datastatresearch.org

Knowledge-Centered Service (KCS) Best Practices Training Course

Customer Service and Customer Experience • 5 Days Intensive • Accredited Certification

Course Overview

Knowledge-Centered Service (KCS) Best Practices Training Course empowers organizations to capture, structure, and leverage collective knowledge, transforming support functions into strategic value centers.

Key Skills & Software Tools Covered

Knowledge article creation • content reuse strategies • workflow integration • performance measurement

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
30 Nov 2026 – 4 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
30 Nov 2026 – 4 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
7 Dec 2026 – 11 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
14 Dec 2026 – 18 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**

14 Dec 2026 – 18 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
21 Dec 2026 – 25 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
4 Jan 2027 – 8 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**

18 Jan 2027 – 22 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**

8 Feb 2027 – 12 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**

8 Mar 2027 – 12 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**

29 Mar 2027 – 2 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**

26 Apr 2027 – 30 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
3 May 2027 – 7 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
3 May 2027 – 7 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
10 May 2027 – 14 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
10 May 2027 – 14 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
17 May 2027 – 21 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
17 May 2027 – 21 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**

17 May 2027 – 21 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
24 May 2027 – 28 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
24 May 2027 – 28 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**

14 Jun 2027 – 18 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**

12 Jul 2027 – 16 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**

2 Aug 2027 – 6 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**

30 Aug 2027 – 3 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**

20 Sep 2027 – 24 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**

18 Oct 2027 – 22 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**

8 Nov 2027 – 12 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**

6 Dec 2027 – 10 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Knowledge-Centered Service (KCS) Best Practices Training Course

Introduction

In today's dynamic business environment, effective knowledge management is pivotal for delivering exceptional customer service and driving operational efficiency. Knowledge-Centered Service (KCS) Best Practices Training Course empowers organizations to capture, structure, and leverage collective knowledge, transforming support functions into strategic value centers. This training equips participants with industry-leading KCS best practices, innovative problem-solving techniques, and actionable knowledge strategies to enhance service delivery, reduce resolution times, and foster continuous improvement.

By integrating KCS principles into daily workflows, organizations can achieve high-performance knowledge management, seamless collaboration, and data-driven decision-making. This training emphasizes practical applications, real-world case studies, and interactive exercises to ensure participants not only understand the theory but can implement KCS practices effectively. Participants will gain skills in knowledge creation, reuse, maintenance, and measurement, enabling a culture of knowledge-sharing, innovation, and operational excellence.

Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

- Understand the core principles and framework of Knowledge-Centered Service (KCS).
- Develop strategies for knowledge capture, structure, and reuse.
- Implement best practices for knowledge maintenance and quality assurance.
- Leverage KCS to improve first-contact resolution and customer satisfaction.
- Apply analytics and metrics to measure knowledge effectiveness.
- Foster a culture of continuous knowledge sharing and collaboration.
- Integrate AI and automation in knowledge management workflows.
- Optimize self-service portals and knowledge base performance.
- Align KCS practices with ITIL and service management frameworks.
- Conduct knowledge gap analysis and content audits.
- Enable cross-functional knowledge collaboration within teams.
- Utilize case studies and real-world scenarios to implement KCS effectively.
- Enhance employee onboarding and training through structured knowledge workflows.

Target Audience

- Customer support managers
- Knowledge managers and content strategists
- Service desk and IT support professionals
- Process improvement specialists
- Business analysts
- Learning and development coordinators
- IT operations managers
- Organizational change and transformation leaders

Course Modules

Module 1: Introduction to KCS

- Overview of Knowledge-Centered Service principles
- History and evolution of KCS in service organizations
- Benefits of implementing KCS best practices
- Understanding the KCS workflow model
- Case study: Successful KCS adoption in a multinational IT firm

Module 2: Knowledge Capture & Structuring

- Techniques for effective knowledge capture
- Categorization and indexing best practices
- Avoiding duplication and ensuring content accuracy
- Using structured templates for knowledge articles
- Case study: Reducing resolution time through structured knowledge

Module 3: Knowledge Reuse & Sharing

- Encouraging knowledge reuse across teams
- Creating a culture of knowledge sharing
- Integrating knowledge into support workflows
- Leveraging knowledge to improve first-contact resolution
- Case study: Improving customer satisfaction via KCS adoption

Module 4: Knowledge Maintenance & Quality Assurance

- Regular content reviews and audits
- Measuring content effectiveness and relevance

- Version control and article lifecycle management
- Peer review processes for accuracy and clarity
- Case study: Maintaining knowledge quality in a global support team

Module 5: KCS Metrics & Analytics

- Key performance indicators for knowledge management
- Measuring reuse, contribution, and impact
- Using analytics to drive continuous improvement
- Reporting dashboards and actionable insights
- Case study: Data-driven decisions improving support efficiency

Module 6: AI & Automation in KCS

- Leveraging AI for knowledge suggestions
- Automating repetitive knowledge tasks
- Integration with self-service and chatbots
- Reducing manual intervention in knowledge workflows
- Case study: AI-assisted knowledge base optimization

Module 7: Implementing KCS in Your Organization

- Steps to plan and execute KCS adoption
- Overcoming organizational resistance and barriers
- Change management and stakeholder engagement
- Training and onboarding staff on KCS principles
- Case study: Enterprise-wide KCS implementation roadmap

Module 8: Continuous Improvement & Advanced Practices

- Evolving KCS practices with business needs
- Advanced strategies for collaboration and innovation
- Monitoring trends and emerging technologies in KCS
- Building a sustainable knowledge culture
- Case study: Continuous knowledge improvement in a service organization

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/knowledge-centered-service-kcs-best-practices-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.