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

# Outsourcing vs In-house Support: Decision Framework 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 24, 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

Tel: +254 724 527 104 | +254 734 969 612

Email: training@datastatresearch.org

www.datastatresearch.org

# Outsourcing vs In-house Support: Decision Framework Training Course

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

## Course Overview

Outsourcing vs In-house Support: Decision Framework Training Course equips professionals with a strategic toolkit to evaluate cost-efficiency, scalability, risk management, and operational performance.

### Key Skills & Software Tools Covered

Cost-benefit analysis • operational assessment • quality evaluation • strategic decision-making

## 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** |

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|---|---|---|---|
| **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** |

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| **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** |

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| **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** |

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| **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** |

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| **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** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 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** |
| **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** |

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| **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** |

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| **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** |

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| **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** |

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| **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** |

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| **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** |

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| **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** |

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| **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** | 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** |
| **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** |
| **18 Oct 2027 – 22 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |

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| **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** | 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** |
| **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** |
| **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** |

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| **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** |

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| **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

**Outsourcing vs In-house Support: Decision Framework Training Course**

**Introduction**

**In today's rapidly evolving business landscape, organizations face critical decisions about whether to manage support functions in-house or leverage outsourcing partners. Outsourcing vs In-house Support: Decision Framework Training Course equips professionals with a strategic toolkit to evaluate cost-efficiency, scalability, risk management, and operational performance. Participants will gain actionable insights on balancing control, flexibility, and innovation while driving business growth. Leveraging real-world case studies, best practices, and decision-making frameworks, this training empowers leaders to make data-driven choices that optimize resource allocation and enhance customer satisfaction.**

**The course emphasizes hands-on learning and interactive engagement, blending strategic analysis, performance metrics, vendor management, and operational benchmarking. Participants will explore the latest trends in outsourcing, including AI-driven support, remote workforce management, and hybrid service models. By the end of the program, learners will confidently navigate complex scenarios, align support strategies with business objectives, and implement frameworks that maximize efficiency, quality, and ROI. Whether you are a manager, strategist, or executive, this course provides a structured approach to transform support operations into a competitive advantage.**

**Course Duration**

**5 days**

## Course Objectives

- Analyze cost-benefit scenarios between outsourcing and in-house support.
- Evaluate operational efficiency using key performance indicators (KPIs).
- Understand risk management frameworks for outsourcing decisions.
- Assess vendor selection strategies and performance metrics.
- Develop strategic workforce planning for hybrid support models.
- Implement service-level agreements (SLAs) for quality assurance.
- Leverage AI-driven tools and automation in support operations.
- Compare scalability and flexibility in outsourcing vs. in-house solutions.
- Optimize customer experience (CX) through support channel analysis.
- Design cost optimization strategies for support functions.
- Conduct benchmarking and best practice analysis.
- Navigate legal, compliance, and data security considerations in outsourcing.
- Apply decision frameworks for sustainable support strategy planning.

Target Audience

- Operations Managers
- Customer Support Leaders
- IT Service Managers
- HR & Workforce Planning Professionals
- Procurement and Vendor Managers
- Business Strategy Executives
- Digital Transformation Leads
- Decision-makers evaluating outsourcing or hybrid support models

Course Modules

## Module 1: Introduction to Support Models

- Overview of in-house vs outsourcing paradigms
- Key drivers for support model decisions
- Historical evolution of outsourcing trends
- Strategic importance of customer support operations
- Metrics for evaluating support efficiency

Case Study: Comparing global tech companies' shift from in-house to outsourced support

## Module 2: Cost and ROI Analysis

- Cost structures of in-house vs outsourced teams
- ROI calculation frameworks
- Hidden costs and risk assessment
- Total cost of ownership (TCO) methodology
- Scenario-based financial modeling

Case Study: A retail chain reducing support costs by 30% through hybrid outsourcing

## Module 3: Risk Management and Compliance

- Identifying operational and financial risks
- Legal and regulatory considerations
- Data privacy and security risks

- Mitigation strategies and contingency planning
- Risk monitoring and reporting frameworks

Case Study: Financial services firm avoiding penalties through compliance-focused outsourcing

### Module 4: Vendor Selection and Management

- Vendor evaluation and scoring criteria
- Contract negotiation and SLAs
- Performance monitoring and KPIs
- Vendor relationship management best practices
- Exit strategies and transition planning

Case Study: IT firm selecting a multi-vendor support model to increase service coverage

### Module 5: Workforce Planning and Hybrid Models

- Talent acquisition and retention strategies
- Hybrid staffing models and flexibility
- Aligning workforce with business strategy
- Training and skill development programs
- Productivity measurement techniques

Case Study: Healthcare provider implementing hybrid in-house + outsourced support to meet demand spikes

### Module 6: Technology and Automation in Support

- Role of AI and RPA in support operations
- Self-service portals and chatbots
- Knowledge management systems
- Integration with existing IT infrastructure
- Performance improvement through automation

Case Study: Telecom company reducing ticket resolution time by 40% using AI-powered support

### Module 7: Customer Experience Optimization

- Measuring CX across support channels
- Aligning support strategy with customer expectations
- Feedback loops and continuous improvement
- Personalization strategies for enhanced engagement
- Metrics for CX benchmarking

Case Study: E-commerce platform enhancing customer satisfaction through strategic outsourcing

### Module 8: Decision Framework and Implementation

- Decision-making frameworks for outsourcing vs in-house
- Multi-criteria evaluation techniques
- Pilot testing and phased implementation
- Change management and adoption strategies
- Continuous monitoring and optimization

Case Study: Global logistics company implementing a decision framework to balance in-house and outsourced support

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/outsourcing-vs-in-house-support-decision-framework-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.