

2010 Course Schedule AFA Consultancy and Training Services



“Refresh your qualifications...”



Contents

Consultants	2
PRINCE2® Project Management	3 - 4
MSP® Programme Management	5 - 6
P3O® Portfolio, Programme and Project Offices	7 - 8
M_o_R® Risk Management	9
Change Management	10
APM	11
ITIL®	12
Practices for Delivering Change	13
Portfolio Management	14
Outcome and Benefits Management	15
Consultancy	16
Post Course Training Support	17

About AFA

AFA was established fifteen years ago, originally as a management consultancy organisation. AFA quickly established a reputation for being able to deliver training courses that combine excellent exam pass rates with realistic and practical guidance ensuring maximum skills transfer. The advantages of using AFA to fulfil your management training requirements include:

- Courses are delivered by experienced trainers who also undertake consultancy assignments, ensuring that training covers the syllabus but remains pragmatic. As well as offering a wide range of management subjects, AFA trainers & consultants are involved in updating the published guidance so the training provided is consistent and fully up-to-date.
- AFA open courses are scheduled at a number of locations in well equipped, professional venues. All course options are available at least once a quarter; more popular courses are available more frequently. Pricing includes exam fees and there are no hidden extras.
- As well as being able to offer in-house delivery of everything that is available in the AFA public schedule, we can tailor courses to suit specific client requirements. AFA has experience of many industry sectors through previous consultancy & training assignments.
- AFA's fully trained admin team provides delegates with considerable pre- and post-course support. The information provided both before & after training is comprehensive & timely.

Consultants



„We seem to be climbing out of the recession and it is more important than ever to do the “Right Projects Right”. A whole series of developments have come together just when we needed them. P3O, which relies heavily on both maturity modelling and programme management (MSP), is proving to be tremendously popular and just the tool businesses need. We have complimented our full set of P3O courses with our new Master-Classes; across one week, I will be covering the whole range of Practices for Delivering Change followed by Portfolio Management and Benefits Management. Finally we must not forget that the PRINCE2 Refresh is now bedding in; as well as offering many options for PRINCE2 training we will also be offering courses leading to two APM project management certificates. So why not refresh your qualifications with AFA?’

Alan Ferguson, AFA Managing Director



Mary Andrew is AFA's senior **M_o_R** specialist. As a qualified auditor she has led a number of extensive operational audits. She also uses her considerable experience to deliver AFA Project and Risk training.



Nico Viergever is based in Holland. He has a vast amount of experience in project and programme management consultancy and provides his services to AFA clients throughout Europe as well as the UK.



John Vivian is AFA's senior **MSP** specialist, with over 30 years experience in managing high technology, time-critical projects. He has a wide range of experience in both large and small organisations.



Lyle George has been working in and around Business and IT Change for nearly 30 years. As well as being an approved **PRINCE2** trainer he also works as a mentor and interim programme manager.



Frances Murray has been delivering training for more than eight years. A **PRINCE2** Registered Practitioner and **MSP** Advanced Practitioner, Frances has implemented and used both these frameworks extensively.



Paul de Havilland's career started in electronics. He migrated to project management and in 1990 completed an MSc in the subject. He is now a trainer, a role that he thoroughly enjoys.

PRINCE2® Project Management

AFA has always offered a range of booking options on scheduled open courses. This year we are offering two different types of **PRINCE2** open course with additional booking options:

- Five-day Foundation & Practitioner courses with three booking options – **Overview** (Monday), **Foundation** (Monday-Wednesday) and **Foundation & Practitioner** (Monday-Friday)
- Three-day Conversion courses again with booking options aligned to delegate background
 - Those who first passed the PRINCE2 Practitioner approximately five years ago book as **Re-registration** delegates (Wednesday-Friday)
 - Those who have a PRINCE2 Foundation qualification based on study of the 2005 version of the guidance should book as **Transition Conversion** delegates (Wednesday-Friday)
 - Those who have a PRINCE2 Foundation qualification based on study of the 2009 version of the guidance should book as **Practitioner Conversion** delegates (Thursday-Friday)

2010 Dates	Location	Overview (1 day)	Foundation (3 days)	Foundation & Practitioner (5 days)	Practitioner Conversion (2 days)	Transition Conversion (3 days)	Re-Registration (3 days)
25 – 29 January	Exeter	•	•	•			
25 – 29 January	London	•	•	•			
01 – 05 February	Cambridge	•	•	•			
08 – 12 February	Ipswich	•	•	•			
08 – 12 February	Belfast	•	•	•			
24 – 26 February	Norwich				•	•	•
01 – 05 March	Norwich	•	•	•			
08 – 12 March	Belfast	•	•	•			
08 – 12 March	Edinburgh	•	•	•			
15 – 19 March	Peterborough	•	•	•			
22 – 26 March	Ipswich	•	•	•			
14 – 16 April	London				•	•	•
19 – 23 April	Norwich	•	•	•			

2010 Dates	Location	Overview (1 day)	Foundation (3 days)	Foundation & Practitioner (5 days)	Practitioner Conversion (2 days)	Transition Conversion (3 days)	Re-Registration (3 days)
26 – 30 April	Glasgow	•	•	•			
26 – 30 April	London	•	•	•			
10 – 14 May	Cambridge	•	•	•			
17 – 21 May	Ipswich	•	•	•			
26 – 28 May	Norwich				•	•	•
07 – 11 June	Norwich	•	•	•			
14 – 18 June	Peterborough	•	•	•			
05 – 09 July	Edinburgh	•	•	•			
05 – 09 July	Cambridge	•	•	•			
12 – 16 July	Ipswich	•	•	•			
12 – 16 July	London	•	•	•			
19 – 23 July	Norwich	•	•	•			
21 – 23 July	London				•	•	•
06 – 10 September	Norwich	•	•	•			
13 – 17 September	Cambridge	•	•	•			
20 – 24 September	London	•	•	•			
29 Sept – 1 October	Norwich				•	•	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Overview	£295+VAT
Foundation	£895+VAT
Foundation & Practitioner	From £1295+VAT
Practitioner Conversion	£695+VAT
Transition Conversion	£895+VAT
Re-Registration	£895+VAT



MSP[®] Programme Management

The **MSP** framework was designed by practicing programme managers to enable the delivery of transformational change and the achievement of an organisation's strategic objectives.

Since its initial publication in 1999, **MSP** has become recognised as the global standard for programme management. It has been adopted by hundreds of organisations worldwide. **MSP** is regarded as equally applicable to both large and small organisations in either the public or private sectors.

The **MSP** guidance, and associated training courses, cover the following topics:

- Programme Management Principles
- Governance Themes
- Organisation
- Vision
- Leadership & Stakeholder Engagement
- Benefits Realisation Management
- Blueprint Design & Delivery
- Programme Planning & Control
- The Business Case
- Risk Management and Issue Resolution
- Quality Management
- Transformational Flow
 - Identifying a Programme

- Defining a Programme
- Managing the Tranches
- Delivering the Capability
- Realising the Benefits
- Closing a Programme
- Programme Office

The qualification system associated with **MSP** is fully supported by AFA's training courses which can be accessed either as closed corporate events or through our extensive schedule of open courses.

The following levels of qualification are available:

The **Foundation** qualification is ideal for those newly appointed to a programme role. AFA offers a 3-day course including the exam.

The **Foundation & Practitioner** qualification, for those with full-time responsibility within a programme, can be acquired either on a 4-day course or on a 2-day Foundation to Practitioner Conversion.

Advanced Practitioner is the highest qualification available. AFA offers a 3-day Practitioner to Advanced Practitioner Conversion course.

In addition AFA can provide 1-day **Overview** or **Awareness** sessions and **Seminars** or **Briefings for Senior Managers** which are usually 2-6 hours in duration.

"I thought my course was very good with good examples and experience beyond the course notes"

2010 Dates	Location	Overview (1 day)	Foundation (3 days)	Foundation & Practitioner (4 days)	Practitioner Conversion (2 days)	Advanced Practitioner (3 days)
18 – 21 January	Cambridge	•	•	•		
08 – 12 February	London*				•	•
22 – 25 February	London*	•	•	•		
29 March – 01 April	Reading	•	•	•		
10 – 13 May	Norwich	•	•	•		
14 – 17 June	London*	•	•	•		
21 – 25 June	Cambridge				•	•
19 – 22 July	Reading	•	•	•		
06 – 09 September	Cambridge	•	•	•		
04 – 07 October	London*	•	•	•		
08 – 11 November	Reading	•	•	•		
08 – 12 November	London*				•	•
13 – 16 December	Norwich	•	•	•		

Please see our website for latest course dates, offers, availability and booking

*Please contact us for London pricing and information

Course	Cost	Accommodation
Overview	£350+VAT	None
Foundation	£1250+VAT	2 nights D,B&B
Foundation & Practitioner	£1650+VAT	3 nights D,B&B
Practitioner Conversion	£850+VAT	1 night D,B&B
Advanced Practitioner	£1250+VAT	2 nights D,B&B



P30[®] Portfolio, Programme & Project Offices

P30 stands for **Portfolio, Programme and Project Offices** and is the latest guidance to be developed by the Office of Government Commerce.

A **P30** model provides a decision enabling and/or delivery support structure for all change within an organisation. This may be provided through a single permanent office which can exist under several different names such as Support Office, Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office. It can otherwise be provided through a linked set of offices (portfolio office, programme offices, project offices), which can be either permanent or temporary, offering a mix of central and localised services.

The **P30** guidance, and associated training courses, cover the following topics:

- Project Management Concepts
- Programme Management Concepts
- Portfolio Management Concepts
- P30 Overview
- P30 Maturity
- Why Have a P30?
- P30 Models

- P30 Roles
- Tools, Techniques and Functions
- Models and Tailoring
- Implement and Re-Energise
- Tools and Techniques

The qualification system associated with **P30** is fully supported by AFA's training courses which can be accessed either as closed corporate events or through our extensive schedule of open courses.

The following levels of qualification are available:

The **Foundation** qualification is ideal for those newly appointed to a portfolio role. AFA offers a 3-day course including the exam.

The **Foundation & Practitioner** qualification, for those with full-time responsibility within a portfolio office, can be acquired either on a 5-day course or on a 2-day Practitioner Conversion.

AFA has scheduled public **P30 Practitioner and Foundation** courses in London, Norwich, Manchester and Cambridge throughout 2010. We also deliver these five-day events on client sites as well as offering short **Briefing** and **Overview** sessions.

Lead Author Sue Vowler hopes that P30 will provide a;

'single source of information on setting up an effective delivery support office.'

2010 Dates	Location	Overview (1 day)	Foundation (3 days)	Foundation & Practitioner (5 days)	Practitioner Conversion (2 days)
25 – 29 January	London	•	•	•	•
01 – 05 March	Cambridge	•	•	•	•
01 – 05 March	Germany*	•	•	•	•
19 – 23 April	Manchester	•	•	•	•
24 – 28 May	London	•	•	•	•
07 – 11 June	Germany*	•	•	•	•
05 – 09 July	Norwich	•	•	•	•
06 – 10 September	London	•	•	•	•
27 Sept – 01 October	Germany*	•	•	•	•
04 – 08 October	Manchester	•	•	•	•
25 – 29 October	Reading	•	•	•	•
15 – 19 November	Cambridge	•	•	•	•
13 – 17 December	London	•	•	•	•

Please see our website for latest course dates, offers, availability and booking

*Please contact us for Germany pricing and information

“Graham was well versed with the right experience and knowledge”

Course	Cost
Overview	£295+VAT
Foundation	£895+VAT
Foundation & Practitioner	£1395+VAT
Practitioner Conversion	£695+VAT



M_o_R[®] Risk Management

A certain amount of risk taking is inevitable if your organisation is to achieve its objectives. Effective management of risk helps you to improve performance by contributing to:

- Increased certainty & fewer surprises
- Better service delivery
- Effective management of change
- More efficient use of resources
- Better management at all levels through improved decision making

M_o_R qualifications are gaining acceptance & prestige across a wide range of market sectors including finance & health. AFA courses supporting these qualifications can be accessed via either in-house or publicly scheduled training events.

The **Foundation** exam is usually taken after 3 days of training; a minimum of 5 days training is usual before taking the **Practitioner** exam. **Overview** and **Briefing** events are also available.

2010 Dates	Location	Overview (1 day)	Foundation (3 days)	Foundation & Practitioner (5 days)	Practitioner Conversion (3 days)
08 – 12 February	London	•	•	•	•
22 – 26 March	Romania*	•	•	•	•
22 – 26 March	Cambridge	•	•	•	•
17 – 21 May	Reading	•	•	•	•
19 – 23 July	London	•	•	•	•
20 – 24 September	Cambridge	•	•	•	•

Please see our website for latest course dates, offers, availability and booking

*Please contact us for Romania pricing and information



Course	Cost
Overview	£325+VAT
Foundation	£995+VAT
Foundation & Practitioner	£1495+VAT
Practitioner Conversion	£995+VAT

Change Management

Dealing with change and, more importantly, the impact of change, is a high priority for all organisations. Building on the concepts of Esther Cameron and Mike Green's book "Making Sense of Change Management" a series of training courses has been developed to help organisations and individuals come to terms with the reality of change. Information additional to that in the Cameron-Green book is provided on the People Alchemy website.

AFA offers a five-day course comprising the **Change Management** Foundation

and Practitioner qualification, dealing with the theories of how change impacts on and is affected by:

- the Individual
- the Team
- the Organisation
- the Change Leader

During the course delegates take both the Foundation and Practitioner exams.

Training can be split into 3-day (Foundation) plus 2-day (Conversion) blocks for both public scheduled courses and in-house delivery.

2010 Dates	Location	Foundation (3 days)	Foundation & Practitioner (5 days)	Practitioner Conversion (2 days)
22 – 26 February	Cambridge	•	•	•
12 – 16 April	Reading	•	•	•
24 – 28 May	Cambridge	•	•	•
19 – 23 July	Reading	•	•	•
04 – 08 October	Cambridge	•	•	•
22 – 26 November	Reading	•	•	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Foundation	£995+VAT
Foundation & Practitioner	£1495+VAT
Practitioner Conversion	£750+VAT



APM

Introductory Certificate - This qualification is designed to enable candidates to understand the language of project management and the structure of a successful project. After attending the course delegates will be able to take an active part in a project team and make a positive contribution to any project environment.

Attendance on this course does not require any prior knowledge or experience of project management. The qualification is designed for anyone looking to start a successful career in project management and for those wanting to understand the principles of project management excellence.

APMP is a knowledge based qualification. Successful candidates go on to use the knowledge gained to work more effectively on both large and small projects. APMP is internationally recognised in many industry sectors as the basis for a complete understanding of project management.

The course is aimed at project managers and aspiring project managers who wish to demonstrate their acquired knowledge. The APM Introductory Certificate is not a pre-requisite.

A PRINCE2 Foundation or Practitioner qualification is compatible with taking the APMP qualification.

Introductory Certificate 2010 (2 days)

10 – 11 February	London
12 – 13 May	Cambridge
23 – 24 June	London
15 – 16 September	Cambridge
03 – 04 November	London

APMP 2010 (5 days + exam*)

22 – 26 February	London
17 – 21 May	Cambridge
12 – 14 July	London
04 – 08 October	Cambridge
29 Nov – 03 December	London

*The APMP exam is taken two weeks after the end of the course

Please see our website for latest course dates, offers, availability and booking



Course Cost

Introductory Certificate	£695+VAT
APMP	£1650+VAT

ITIL (IT Infrastructure Library) provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- Reduced costs
- Improved IT services through the use of proven best practice processes
- Improved customer satisfaction through a more professional approach to service delivery

- Standards and guidance
- Improved productivity
- Improved use of skills and experience
- Improved delivery of third party services

AFA is again running a schedule of **ITIL V3 Foundation** courses at venues throughout the UK. The 3-day courses are delivered by highly experienced trainers and culminate with the multiple choice Foundation exam.

2010 Dates	Location	Foundation (3 days)
13 – 15 January	Exeter	•
10 – 12 February	Norwich	•
03 – 05 March	Edinburgh	•
07 – 09 April	Ipswich	•
28 – 30 April	Exeter	•
26 – 28 May	Cambridge	•
02 – 04 June	Edinburgh	•
14 – 16 July	Norwich	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Foundation	£795+VAT

ITIL training delivered by ISEB accredited providers



Practices for Delivering Change

This event has evolved from AFA's accredited training offerings which include programme, project risk & change management.

The objectives of this event are:

- To appreciate the context within which you are delivering change
- To gain a coherent and wide ranging overview of current Practices for Delivering Change
- To assess your own and your organisation's capability in each of

these areas

- To look at the concepts underpinning each of the Practices

This event has been developed for Non-Executive Directors and Directors, members of the Senior Management Team, SROs, Directors of Change, Programme Boards, Programme Directors, Portfolio Managers and Programme Managers.

Project Managers or P3O Specialists needing a wider perspective would benefit from attending the event.

2010 Dates	Location	Practices for Delivering Change (1 day)
26 April	London	•
24 May	Manchester	•
05 July	Cambridge	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Practices for Delivering Change	£395+VAT

The following topics will be covered during the event:

Use of the Change Readiness Assessment Tool, Portfolio Management Concepts Change Management Introduction, Programme Management Concepts, Project Management Concepts, P3O Concepts, Benefits Management Concepts & Portfolio, Programme & Project Maturity

Portfolio Management

When delivering change, it has always been necessary to understand the scale of the challenge. Increasingly the totality of an organisation's investment in programmes and stand alone projects is known as the Portfolio. Portfolio Management is emerging as the discipline whereby the organisation balances the competing demands of Changing the Business while Running the Business.

The objectives of this event are:

- Understand Best Practice in Portfolio Management

- Put Portfolio Management in context with other practices for delivering change
- Study related practices including Strategic Planning and Change Management
- Understand your current way of managing the portfolio and your Maturity

This event has been developed for Non-Executive Directors & Directors, Senior Management Team, SROs, Directors of Change, Programme Boards etc.

2010 Dates	Location	Portfolio Management (2 days)
27 – 28 April	London	•
25 – 26 May	Manchester	•
06 – 07 July	Cambridge	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Portfolio Management	£795+VAT

The following topics will be covered during the event:

Portfolio Management Concepts & Introduction, Portfolio Definition Cycle, Portfolio Delivery Cycle, Portfolio Management Maturity, Strategic Planning, Benefits Modelling & Change Management Overview

Outcome and Benefits Management

One of the most effective techniques for modelling the scale of the challenge represented by an organisation's portfolio of programmes and stand alone projects is Benefits Management with the related discipline of Outcome Modelling.

The PRINCE2 2009 Refresh has also introduced for the first time the ideas of benefits management within a project. The objectives of this event are to understand:

- How to identify & clearly define benefits at the outset & link them to

strategic outcomes

- How business areas can become committed to realising „their’ defined benefits
- How to drive forward the process of realising benefits

This event has been designed for staff within a Portfolio Office, Strategic Planning Unit or Centre of Excellence, as well as to Portfolio Analysts, Enterprise Project Management software experts & P3O Specialists needing more detail on Benefits.

2010 Dates	Location	Outcome and Benefits Management (2 days)
29 – 30 April	London	•
27 – 28 May	Manchester	•
08 – 09 July	Cambridge	•

Please see our website for latest course dates, offers, availability and booking

Course	Cost
Outcome and Benefits Management	£795+VAT

The following topics will be covered:

Outcome Modelling, Benefits Identification, Benefits Definition, Benefits Preparation, Benefits Realisation, Benefits Tracking & The Benefits Framework

Consultancy Services

Independent Review - Derived from OGC's Gateway Review process, this brief but probing review highlights to senior managers the strengths and weaknesses within the projects and programmes for which they are responsible. AFA's preferred approach is to combine external objectivity with internal knowledge in order to provide robust but realistic findings. If required we can, in partnership with the client, develop these findings into recommendations for remedial action. For a very modest outlay AFA can save considerable sums that would otherwise be wasted on activity that will not result in the required & expected benefits & outcomes.

Implementation - For organisations considering the adoption of in-house project or programme management standards, AFA provides an implementation and tailoring service. Starting from the standards currently in use, or from a structured methodology, AFA develops guidance and procedures of an appropriate level of detail for use on all projects and programmes within an organisation. Similarly standards for corporate governance can be developed in line with best practice, organisational culture and relevant legislation. Once such standards have been approved & adopted by the organisation, tailored training courses can be developed which combine generic guidance from OGC with in-house standards and culture.

Capability Maturity

AFA has developed a unique P3M3™ calibration service to give organisations a preliminary assessment of their maturity against the five levels of the P3M3 framework. Clients are finding this provides a sound basis for making specific and achievable improvements to working practices; at a minimum, clients gain a low impact but objective and incisive analysis of their programme and project culture.

P3M3 gives valuable insights into how to improve project productivity and reliability. AFA can continue to work with clients to plan next steps, helping raise capability maturity to the level required, within a timescale and budget that suits internal constraints.

Contact Susan Ferguson on 01362 655423 to discuss your consultancy requirements.

Mentoring

Less experienced programme, project, and risk managers often need post-training mentoring. The objective of this support is to ensure embedment into working practices of the concepts learnt during training. AFA has considerable experience in providing this type of support which typically includes activities such as:

- One-to-one sessions with individuals to support them in their new or enhanced role
- Briefings or workshops for small groups with specific roles or responsibilities
- Remote support to review management documentation and/or discuss specific challenges
- Compilation of post-project reviews and lessons learned reports

Post Course Support

AFA is now offering delegates who have attended a course including one or more exams, a unique and free post-course support service. This service provides delegates with support and advice when first implementing their new skills in the workplace.

AFA is delighted to announce free post-course support for **PRINCE2 Project Management**, **MSP Programme Management**, **Portfolio, Programme & Project Offices P3O**, **ITIL**, **M_o_R Risk Management**, **APMP** and **Change Management** delegates. This exciting new development is open to all delegates who book directly onto an AFA scheduled course which includes one or more exams. The aim is to offer delegates help and support once they have returned to the workplace. Delegates can ask accredited experts

up to five questions about the relevant methodology. Delegates make contact with the experts via email; we guarantee that all questions are answered within five working days.

Stuart Flatt, AFA Training Manager said:

"Often after an intensive course, delegates find it hard to start embedding what they have learnt into their daily work. This is our way of helping our delegates well beyond taking the examinations."

Further Information

AFA delivers a wide range of public training events throughout the UK and Europe. All trainers and consultants delivering AFA courses have been approved by the relevant examining body. All AFA courseware is frequently updated to ensure that it reflects the latest version of published guidance, Best Practice thinking and the current exam format. AFA's exam pass rates are consistently high.

Venue details and pre-course study materials are issued to delegates 2-3 weeks before the course start date. Confirmation of overnight accommodation, and whether or not an evening meal is included, is sent to open course delegates at the same time.

Daytime refreshments are included in the cost of all public, scheduled courses. Special requirements (e.g. dietary, access) should be notified to AFA at time of booking. An invoice is raised shortly after receipt of each open course booking form; this should be paid prior to attending the course.

Cancellation terms are laid out both on the AFA booking forms and on our website.

Meet the Head Office team...

Susan Ferguson is AFA's Commercial Director. She joined AFA in 1999 and has since established strategic partnerships with organisations within the UK and throughout Europe.

Stuart Flatt joined AFA in 2003. He manages the AFA training department and is the senior account manager for some of AFA's largest clients.

Toni Lewis was the first member of staff to join AFA back in 1996. Toni is now part time due to other responsibilities but continues to support a number of special projects.

Sam Hagan began work with AFA as a training administrator in June 2000; she continues to work in and helps to develop the administration office.

Jenna Chapman joined AFA's training admin team in September 2006. Jenna is currently on maternity leave but we are looking forward to her return to AFA in March 2010. Meanwhile **Katie Kellett** has temporarily taken over her responsibilities.

Colin Rae came to AFA in October 2006, after a wide-ranging & varied career in the public sector. Colin heads up our accounts department.

Natalie Thatcher joined AFA in September 2007. She now works full-time in the training administration office and is responsible for all exam administration.

Roni Holmes arrived at AFA in September 2008. Roni's responsibilities include the co-ordination of material production and distribution, as well as the design of this brochure.

AFA

SERAF House
65 Stone Road
Dereham
Norfolk, NR19 1LH

T: 0845 838 9918 F: 01362 655429

E: general@AFAProjects.com W: www.AFAProjects.com

PRINCE2® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. M_o_R® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. MSP® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. P3O® is a Registered Trade Mark of the Office of Government Commerce. . ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. The Swirl logo™ is a Trade Mark of the Office of Government Commerce

AFA, SERAF House, 65 Stone Road, Dereham
Norfolk, NR19 1LH
T: 0845 838 9918 F: 01362 655429
E: general@AFAProjects.com W: www.AFAProjects.com



AFA Public Course Locations & Addresses

Reading

Copthorne Hotel, Pingewood
Reading, Berkshire
RG30 3UN

Norwich

Holiday Inn Norwich
Ipswich Road
Norwich, NR4 6EP

Cambridge

Holiday Inn, Lake View
Bridge Road, Cambridge
CB24 9PH

Manchester

Regus, Peter House
Oxford Street
M1 5AN

Ipswich

Ramada Encore
Ranelagh Road
Ipswich, IP2 0AD

London

Thistle Barbican, Central
Street, Clerkenwell
EC1V 8DS