Deloitte UNHCR Trainings Proposals

An overview of the proposed training programs

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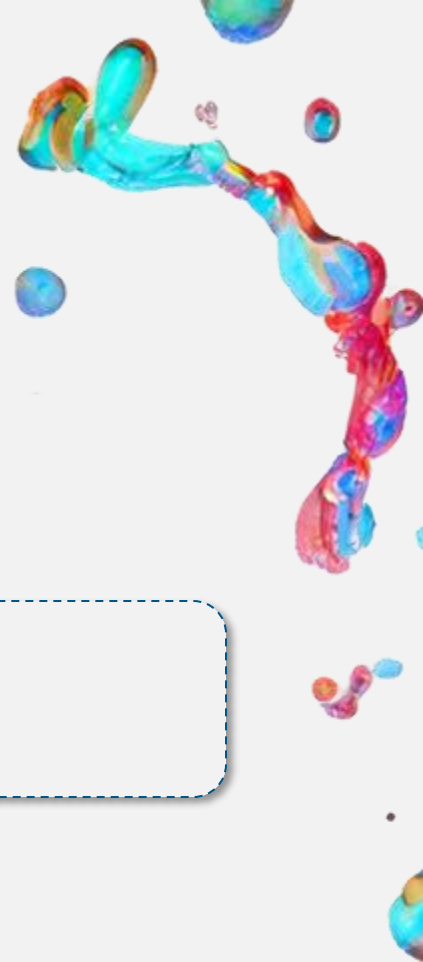
Training programs objectives

Deloitte's and UNHCR's collaboration is to train the refugees in 2025 as a part of the Higher Education Alliance.

Project Management program objective

➢ Deloitte aims to equip university students with **foundational project management skills**.
➢ The main focus of the program is to explore **project management principles, planning,** and **project execution.**

Salesforce Bootcamp program objective

➢ Deloitte aims to equip students with a **comprehensive understanding of the fundamental concepts of Salesforce**.
➢ The main focus of the program is to explore **Salesforce and CRM fundamentals, Salesforce development path,** and **administrator path.**

Project Management Training
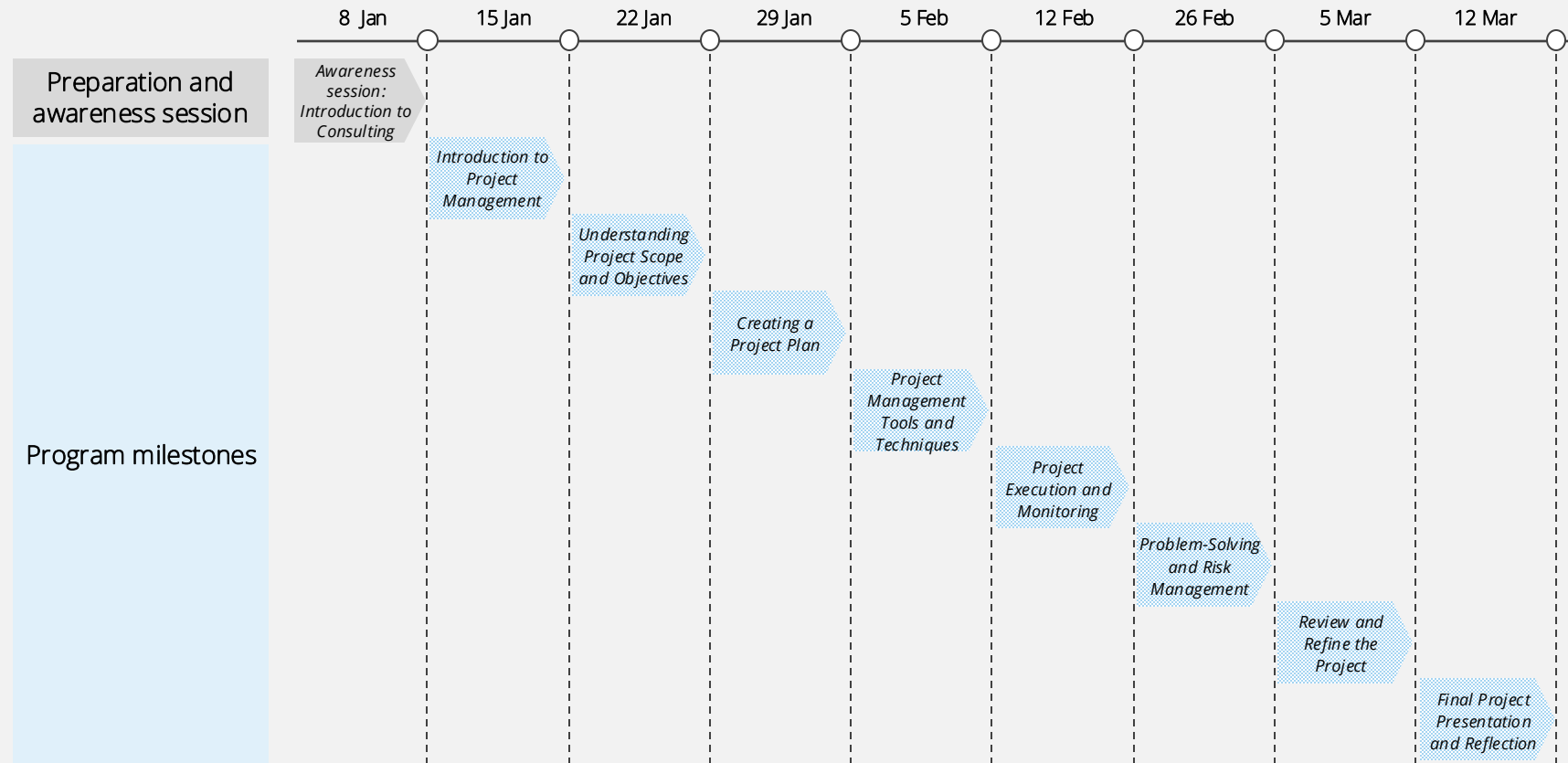
Project Management: program overview

Project management program overview that will be covered in the UNHCR program

Program overview

- ➢ **Understand Project Management Principles:**
    - ❑ Teach main concepts and methodologies of project management and how to apply theoretical knowledge on real – life scenarios
- ➢ **Develop a Project Plan:**
    - ❑ Facilitate the creation of a project plan to achieve specific goals
- ➢ **Implement and Manage the Project:**
    - ❑ Apply management methods and tools on the selected project
    - ❑ Reflect applied knowledge on the project's success

Project Management: proposed program timeline

Training timeline, execution approaches and the project management perspective that will be covered in Project management program

	8 Jan	15 Jan	22 Jan	29 Jan	5 Feb	12 Feb	26 Feb	5 Mar	12 Mar

Preparation and awareness session

Awareness session: Introduction to Consulting

Program milestones

Introduction to Project Management

Understanding Project Scope and Objectives

Creating a Project Plan

Project Management Tools and Techniques

Project Execution and Monitoring

Problem-Solving and Risk Management

Review and Refine the Project

Final Project Presentation and Reflection

Interactive approach

Each session will combine lectures, discussions, and practical exercises. Deloitte professionals will share their experiences, and students will have the opportunity to experience real – life consulting project samples and guidance throughout

Project management perspective

We will ensure that both theoretical and hands on work is covered in each session, providing students with a comprehensive understanding of how these areas intersect in project management

Project Management: detailed program structure

Training timeline, execution approaches and the project management perspective that will be covered in the UNHCR program

Week 1
Introduction to Project Management

➢ Definition and importance of project management.
➢ Overview of project life cycle (Initiation, Planning, Execution, Monitoring, Closing).

Week 2
Understanding Project Scope and Objectives

➢ Defining project scope and objectives.
➢ Identifying project stakeholders and their needs

Week 3
Creating a Project Plan

➢ Elements of a project plan (Timeline, Resources, Budget).
➢ Setting SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound).

Week 4
Tools and Techniques for Project Management

➢ Introduction to project management tools (e.g., Gantt charts, etc.).
➢ Techniques and tools for tracking progress and managing tasks.

Week 5
Project Execution and Monitoring

➢ Strategies for effective project execution.
➢ Monitoring project progress and making adjustments.

Week 6
Problem-Solving and Risk Management

➢ Identifying potential risks and issues.
➢ Developing risk management strategies and solutions.

Week 7
Review and Refine the Project

➢ Reviewing project progress and performance.
➢ Refining project plans based on feedback and results.

Week 8
Final Project Presentation and Reflection

➢ Presenting final project outcomes.
➢ Reflecting on the project management process and lessons learned.

Salesforce Bootcamp Training

Salesforce bootcamp: overview and proposed timeline

Deloitte's Salesforce bootcamp provides intensive training led by experienced and qualified professionals who closely support students in achieving success in their training, Salesforce certification, and starting their career in Salesforce and consulting.

WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK12	WEEK 13	WEEK14
Jan 5	Jan 12	Jan 19	Jan 26	Feb 2	Feb 9	Feb 16	Feb 23	Mar 2	Mar 9	Mar 16	Mar 23	Mar 30	Apr 6

General Path | **Developer Path** | **Certification Preparation** | **Schedule Exam**

Administrator Path

♦ Final exams | ♦ Ramadan | ♦ Eid

- The initial weeks of the training program focus on providing a comprehensive understanding of the **fundamental** concepts of Salesforce.
- Once this period concludes, students will have the opportunity to select their preferred career path: **Administrator** or **Developer**.

- The two paths will run **concurrently**, allowing students to pursue their chosen specialization.
- The focus will shift towards specific topics relevant to the chosen path.

- During these weeks students will prepare for their first certification. **Developers** will work towards obtaining the Salesforce Platform App Builder certification, while **Administrators** will aim for the Salesforce Administrator certification.
- Students will be given a **final exam** to enhance their exam readiness
- Students will be given a **mini-project** to provide more practical experience with Salesforce.

Students are required to schedule their exams and attend as scheduled.

♦ *Students' progress may be slower during these weeks*

Student's selection criteria

Year of Study
- Recent graduates
- Last year/semester

GPA
- Good performance (Grade B GPA or above)
Good performance is equivalent to 3.00/ 4.00 and 70-79/100

Time Management
- Prioritize tasks effectively
- Commitment to responsibilities
- Deliver high-quality outcomes

Student Specialty
- Computer Engineering
- Software Engineering
- Computer Information
- system
- Mathematics
- Engineering

English Comprehension
- Strong listening skills
- Proficient reading skills
- Effective verbal communication

Willing to Learn
- Eagerness to engage in training activities
- Willingness to new learning opportunities

Salesforce bootcamp: detailed training structure

Training timeline, execution approaches and the Salesforce topics that will be covered in the UNHCR program

Week	Topic	Path
Week 01	Introduction to Salesforce	General
Week 02	Data Modeling and User Management	General
Week 03	Salesforce Flows	General
Week 04	Salesforce Collaboration, Reporting & Analytics	General
Path Split to Admin/ Developer		
Week 05	• App Builder	• Developer Path
	• Salesforce Configuration & Setup	• Admin Path
Week 06	• Advance Flows	• Developer Path
	• Sales & Marketing Applications	• Admin Path
Week 07	• Apex & SOQL	• Developer Path
	• Service & Support Applications	• Admin Path
Week 08	• Visual force pages & LWC	• Developer Path
	• Introduction to Salesforce Apps	• Admin Path

Week session division

First hour

- Week topic brief and explanation
- Quiz exam
- Brief on the mini-project task of the week

Second hour

- Students work on the assigned project task
- Evaluation of the assigned task and answer questions

Deloitte's previous trainings

Deloitte is a globally recognized professional services firm with extensive experience in implementing and managing Salesforce solutions. Deloitte's training instructors are Salesforce-certified professionals with practical experience in implementing Salesforce solutions for clients across different industries. They possess in-depth knowledge of the platform and can provide valuable tips, and guidance to help students maximize their Salesforce skills.

Previous Salesforce Bootcamp training

University of Jordan Salesforce Bootcamp Training – First Cohort

The program was successfully concluded in September 2022, shortlisting the best candidates. Out of **16** students attending, Deloitte shortlisted **3** top scorers and recruited **2** candidates.

By aligning the program with industry demands, graduate students were better prepared for the job market.

University of Jordan Salesforce Bootcamp Training – Second Cohort

The program was successfully concluded in December 2023. Training **20** students, consisting of **14** Developers & **6** Admins. Out of the **20** students, **6** got certified. The students gained a high understanding of the Salesforce ecosystem.

The program supported the students to build confidence and embark on their path with Salesforce.

Deloitte's Salesforce Bootcamp Training (HTU, PSUT, GJU) – Third Cohort

The program sessions were successfully concluded in August 2024. Training **13** students, consisting of **8** Developers & **5** Admins. Students are currently preparing for their certification.

The training provided the students with strong skills that would support them to start their careers with confidence.

In recognition of Deloitte's significant community contributions, Salesforce awarded Deloitte with 'Community Impact Partner of the Year' for the years 2023 & 2024 during the Salesforce World Tour Dubai

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