



# Student Handbook

2025/2026



# Message from the CEO

I believe that ability is not defined by circumstance—it's defined by courage, by the will to grow, and by the determination to keep moving forward, even when the path is difficult.

Whether you're stepping into healthcare, developing new technical skills, or simply building the confidence to take your next step—your journey matters. Your voice matters. And your dreams deserve every opportunity to thrive.

To the People of Determination and to every passionate learner: you carry within you remarkable strength, purpose, and potential. Your abilities are unique, and your future is full of possibility. You deserve the chance to grow, to be supported, and to succeed in every space you enter.

I want you to know—we're with you. Every step. Every skill. Every breakthrough.

Because you're not just building a future. You're building confidence, careers, and meaningful change.

Empowering lives through training in Healthcare and Technical skills. Creating real pathways to employment and inclusion for People of Determination.



  
**Mr. Ray Gilani**  
Founder / Owner

## Mission

Our mission is to cultivate potential and provide the highest quality learning experience through efficient training solutions. We are dedicated to creating an affordable and effective environment where students can acquire valuable skills to support their journey toward becoming professionals, in a setting that emphasizes the connection between career preparation and employment opportunities.

By bridging the gap between personal development and organizational advancement, we strive to establish a symbiotic ecosystem where learning drives both individual growth and corporate success.

Integral to our mission is bringing awareness to the inclusion and empowerment of people of determination, enhancing a more inclusive and supportive society.

## Vision

To be the UAE's leading advocate for the empowerment and inclusion of People of Determination while setting the benchmark for excellence in professional healthcare training.

Over the next decade, we will drive innovation in education and workforce integration, ensuring that every learner—regardless of ability—has access to world-class training that leads to meaningful career opportunities.

Through strong partnerships with government entities, businesses, and communities, we will develop cutting-edge, inclusive learning solutions that shape the future of both healthcare and accessibility-focused training.

Our commitment to excellence, inclusivity, and national development will position us as a key contributor to the UAE's vision of a knowledge-driven, empowered society where People of Determination and healthcare professionals thrive.



# Copyright

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We Aspire does not guarantee and accepts no legal liability whatsoever arising from, or connected to, the accuracy, reliability, currency, or completeness of any information contained herein.

Users should inform themselves or seek appropriate independent advice prior to relying on, or entering into any commitment based on, information published here.

All information is provided purely for reference purposes only.

## Introduction

We Aspire Education Support Services LLC, KHDA Permit No. 631521, is a KHDA approved training provider offering a range of professional and skills-based courses. Your course will provide you with the essential skills and knowledge needed to succeed in your chosen industry, and we are committed to supporting you to ensure your training experience is both enjoyable and rewarding.

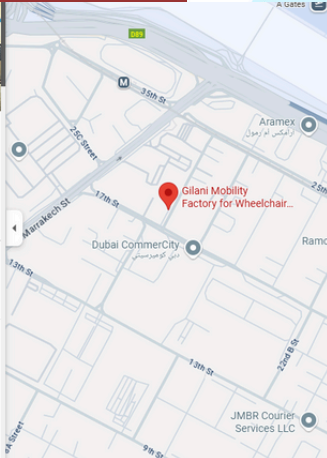
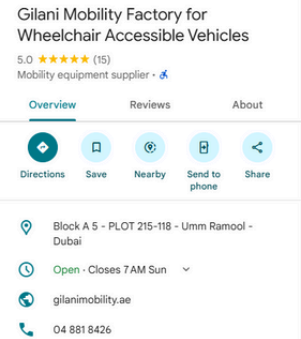
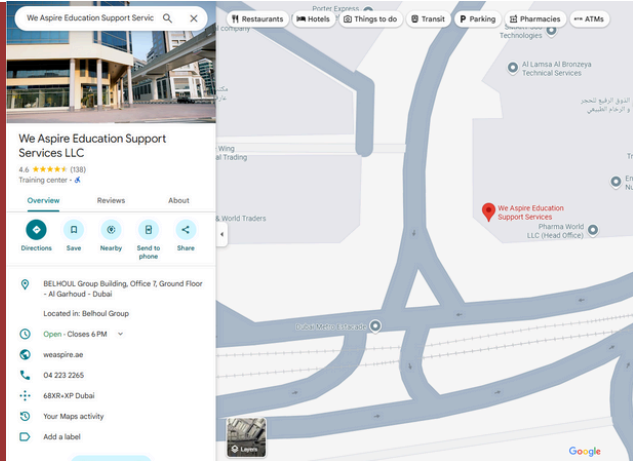
This handbook contains important information about your rights and responsibilities as a student, as well as our responsibilities as your training provider. If you have any questions, please feel free to speak with our staff or trainers —we are here to help.



# LOCATION

## Main Branch

Belhoul Group Building, Al Garhoud, Dubai, UAE



## Branch - Welding Course

Gilani Mobility (Sister Company of We Aspire) Umm Ramool, Dubai, UAE





**We Aspire Education Support Services LLC**, our organizational structure is designed to support students throughout their training journey.

The chart below outlines the key roles and departments involved in delivering our educational services and ensuring smooth operations.

# Owner/Founder

## Mr. Ray Gilani



# Organizational Structure

This will help you understand whom to approach for academic support, enrollment queries, student welfare, and other services related to your training experience.

## Operations Manager

Mr. Jacob Rosero



## Business Development and Marketing Manager

Ms. Lesley Pascual



## Student Support, Finance & Alumni Relations Officer

Ms. Irma Carrera



## Head of Academic

Ms. Kristine Dela Cruz

## Healthcare Trainer

Ms. Maria Elma Malaluan



## Barista Trainer

Mr. Bryan Lwgun



## Student Recruitment & Academic Head Adviser

Ms. Patricia Gumabol



## Student Recruitment & Academic Adviser

Mr. Ian Medina



# Organizational Structure

**Student Recruitment & Academic Adviser**

Ms. Shaira Concepcion



**Videographer & Editor**

Mr. Arnel Mago



**Social Media Specialist**

Mr. Paul Andre Futol



**Web Developer & IT Support**

Mr. Osama Kolachi



**SEO Specialist**

Ms. Shameem Anish



“The strength of the team is each individual member. The strength of each member is the team.”



# HEALTHCARE COURSES



# HEALTHCARE COURSE

## Healthcare Assistant (Allied Service for Personal Development Training)

Healthcare Assistant or Allied Service refers to qualified professionals who often work alongside nurses and within a multidisciplinary health team to provide specialized services. It includes Nursing Assistants, who play a vital role in the healthcare system. The course duration is 6 months, and it covers patient rights, effective communication, managing stress, and preventing abuse and neglect. Students will also learn about infection control, service plans, and assisting with self-administration of medication.

### Course Details

**Duration:**  
24 Weeks/  
72 Hours

**Schedule:**  
Weekdays and  
Weekends

### Accreditation



### Work Opportunity

Homecare, clinic, hospital, private caregiver





# HEALTHCARE COURSE

## Certificate IV in Ageing Support

Certificate IV in Ageing Support is 5 weeks training designed to provide individuals with a comprehensive understanding of the fundamental principles and practices necessary for providing proper, effective, and safe care and assistance in activities of daily living for families.

### Course Details

**Duration:**  
5 Weeks/  
15 Hours

**Schedule:**  
Weekdays and  
Weekends

### Accreditation



This institution is approved  
and permitted by KHDA

### Work Opportunity

Private caregiver



# HEALTHCARE COURSE

## Neurodiversity Training (Diversity Training)

This training program is designed to enhance participants' awareness, knowledge, and sensitivity toward individuals with neurodevelopmental disorders. The course focuses on stimulating inclusion, empathy, and appropriate support strategies in various environments, such as workplaces, schools, and public spaces. Participants will gain a foundational understanding of conditions such as Autism Spectrum Disorder (ASD), Down Syndrome, Attention-Deficit/Hyperactivity Disorder (ADHD), and Cerebral Palsy. Through interactive sessions, real-life scenarios, and expert guidance, this training promotes a more inclusive and respectful approach to diversity in all areas of life.

### Course Details

**Duration:**  
5 Weeks/  
15 Hours

**Schedule:**  
Weekdays and  
Weekends

### Accreditation

**This institution is approved  
and permitted by KHDA**

### Work Opportunity

Private caregiver



# HEALTHCARE COURSE

## Elderly Care Training

The course will help nannies and family members be equipped with essential knowledge and skills necessary for providing quality care to elderly individuals. The focus is to understand the aging process, daily care routines, basic nutrition and management of chronic diseases commonly affecting the elderly.

### Course Details

**Duration:**  
1 Day/  
8 Hours

**Schedule:**  
Weekdays

### Accreditation

**This institution is approved  
and permitted by KHDA**

### Work Opportunity

Nannies and family members



# HEALTHCARE COURSE

## Medical Coding

This is an exam preparatory training following the AAPC curriculum. It is designed to equip the students with the skills to accurately assign medical codes using CPT, ICD, and HCPCS systems—an essential part of clinical documentation and healthcare data management. Ideal for those pursuing a role in coding within hospitals, clinics, or insurance companies.

### Course Details

**Duration:**  
12 weeks/  
36 Hours

**Schedule:**  
Weekdays Night  
classes/  
Weekends Day

### Accreditation

**This institution is approved  
and permitted by KHDA**

### Work Opportunity

Working in the hospitals, clinics and Insurance companies  
(On-site and remote)



# HEALTHCARE COURSE

## Basic Life Support Training

The Basic Life Support (BLS) Training Course is designed to provide individuals with knowledge and skills necessary to respond to medical emergencies and provide immediate care to victims of sudden cardiac arrest, choking, and other life-threatening conditions.

### Course Details

**Duration:**  
1 day/  
4 Hours

**Schedule:**  
Weekdays and  
Weekends

### Accreditation



American  
Heart  
Association®

**AMERICAN SAFETY & HEALTH INSTITUTE**  
Approved Training Center No. 2008149

### Work Opportunity

Adds value to your skills especially working in a Healthcare environment



# HEALTHCARE COURSE

## First Aid Training

Our First Aid courses provide essential training in how to recognize and respond to common medical emergencies. Participants learn how to manage bleeding, burns, fractures, sudden illnesses, and environmental emergencies until professional help arrives. The training is designed for individuals with little or no medical experience but who want to be prepared in case of an emergency. Ideal for workplace responders, parents, teachers, and caregivers.

### Course Details

**Duration:**  
1 day/  
4 Hours

**Schedule:**  
Weekdays and  
Weekends

## Accreditation



## Work Opportunity

Adds value to your skills especially working in a Healthcare environment





# HEALTHCARE COURSE

## Nanny and Housekeeper Training

This training program is designed for families to equip domestic helpers with essential skills in childcare, housekeeping, safety, hygiene, and professional etiquette. Developed with family well-being and household harmony in mind, the course provides structured, hands-on learning across two core tracks: Nanny Training Modules and Maid Training Modules.

Whether caring for infants or managing a household, participants will gain the confidence, knowledge, and professionalism needed to meet the highest standards of home care and support. At the end of the course, participants will be trained for First Aid Training under the accreditation of American Safety and Health Institute (ASHI)

### Course Details

#### Duration:

2 day/ 16 Hours

8 Hours per session

#### Schedule:

Weekdays and

Weekends

### Accreditation



This institution is approved and permitted by KHDA

### Work Opportunity

Adds value to your skills especially working in a Healthcare environment



A photograph of a coffee station. In the background, there are two shelves. The top shelf holds a black coffee grinder, a glass coffee pot, and a metal coffee pot. The bottom shelf holds a golden teapot, a glass coffee pot, a silver coffee pot, and a manual coffee press. In the foreground, a white round table holds a woven basket of wooden stirrers, a smaller woven basket of sugar packets, and a disposable coffee cup with a white lid. The cup has text on it: "the aromatic cream. Espresso is the best... with caramelized... sensory delight... topped with flavor... intensity reveals".

# HOSPITALITY COURSE

# Hospitality Course

## Barista Course

The Comprehensive Barista Training is a complete, all-in-one program designed for those who want to master the full journey of a professional barista. Covering three progressive levels—Junior, Senior, and Head Barista—this hands-on course equips students with the technical skills, customer service techniques, and leadership abilities required to succeed in the specialty coffee industry.

This program is inclusive and accessible, welcoming People of Determination and ensuring that all learners receive the support and guidance they need to thrive. Our training center provides an empowering, respectful, and skills-based environment where everyone can achieve success in coffee service and hospitality.

Ideal for beginners, current baristas, and future café managers, the training blends practical coffee preparation with operational knowledge, customer service excellence, and team leadership development.

### Course Details

**Duration:**

3 Months/ 12  
Weeks/ 42 Hours

**Schedule:**

Weekdays and  
Weekends

### Accreditation

**This institution is approved  
and permitted by KHDA**



# Hospitality Course

## Customer Service Training

This enhanced Customer Service Training Program is designed to equip employees with the essential skills to deliver exceptional, inclusive, and empathetic customer service, with a special focus on understanding and supporting neurodiverse individuals. Participants will learn how to communicate clearly, respond compassionately, and adapt their service approach to meet the diverse needs of customers and colleagues alike.

The training integrates core customer service principles with a dedicated module on Neurodiversity Awareness, helping teams understand conditions such as autism, ADHD, dyslexia, and more. Learners will explore how neurodiverse customers may experience service interactions differently and how to create accessible, respectful, and accommodating environments.

Through interactive activities, real-world scenarios, and expert insights, employees will gain confidence in delivering high-quality service that reflects modern expectations for inclusion, equity, and empathy.

### Course Details

**Duration:**  
3 Months/ 12  
Weeks/ 36 Hours

**Schedule:**  
Weekdays and  
Weekends



YOU WANT TO SAY!

# LANGUAGE COURSE



# Language Course

## Spoken English Course

This practical 36 Weeks Spoken English course is designed to build confidence and fluency in daily communication for domestic helpers, nannies, and household staff. Through interactive sessions, role-play, and real-life scenarios, participants will learn essential vocabulary, grammar, and conversational skills required for effective communication at home and in professional environments.

The course emphasizes clear pronunciation, active listening, and respectful interaction—empowering learners to understand and respond confidently in English-speaking households.

### Course Details

**Duration:**  
3 Months/ 12  
Weeks/ 42 Hours

**Schedule:**  
Weekdays and  
Weekends

## Accreditation

**This institution is approved  
and permitted by KHDA**



# Language Course

## Basic Mandarin Course: Beginner

This beginner-level Mandarin course is designed to introduce learners to the fundamentals of spoken Mandarin Chinese for everyday use. Ideal for domestic staff, customer service workers, and anyone looking to communicate with Mandarin-speaking families or employers, the course focuses on essential vocabulary, simple sentence structures, and practical conversation skills.

Through guided practice, role-play, and listening exercises, participants will build a strong foundation in Mandarin, enabling them to engage politely and effectively in basic daily interactions.

### Course Details

**Duration:**  
3 Months/  
12 Weeks

**Schedule:**  
Weekdays and  
Weekends

## Accreditation

**This institution is approved  
and permitted by KHDA**



# Language Course

## Spoken Arabic (Beginner)

This introductory course is designed for learners with little to no prior knowledge of Arabic. It focuses on practical, everyday spoken Arabic to help students communicate in real-life situations. Emphasis is placed on listening, speaking, and developing basic conversational skills using common phrases, greetings, and vocabulary.

### Course Details

**Duration:**  
3 Months/  
12 Weeks

**Schedule:**  
Weekdays and  
Weekends

## Accreditation

**This institution is approved  
and permitted by KHDA**



# Language Course

## IELTS Exam Preparation

This intensive IELTS preparation course is designed to help learners achieve their desired band score on the International English Language Testing System (IELTS) exam. Whether you're preparing for academic or general training, this course equips you with the skills, strategies, and confidence needed to succeed in all four components of the test: Listening, Reading, Writing, and Speaking.

Led by experienced IELTS instructors, the course includes targeted practice, timed mock exams, personalized feedback, and tips to improve test performance and language proficiency.

### Course Details

**Duration:**  
4 Weeks

**Schedule:**  
Weekdays and  
Weekends



A woman wearing a light-colored hijab and a pink sweater is sitting at a wooden desk. She is looking at a silver laptop in front of her and gesturing with her right hand. The background is a modern office or study area with blue and red lighting. The text "Computer and Digital Skills Courses" is overlaid in white on a dark red background.

# Computer and Digital Skills Courses

# Computer and Digital Skills Courses

## Digital Marketing Course

Learn the fundamentals of digital marketing in this 12-week beginner-friendly course. Covering everything from website creation and SEO to content marketing, social media, email campaigns, paid ads, mobile marketing, and analytics, this hands-on program is tailored for professionals and entrepreneurs in the UAE. With practical projects, up-to-date tools, and real-world strategies—including WordPress, Google Ads, and WhatsApp marketing—you'll gain the skills needed to build effective digital campaigns and earn a certificate upon completion.

### Course Details

**Duration:**  
3 Months/  
12 Weeks

**Schedule:**  
Weekdays and  
Weekends

### Accreditation

**This institution is approved  
and permitted by KHDA**



# Computer and Digital Skills Courses

## Basic Microsoft Office Course

Master the core Microsoft Office programs used in workplaces around the world. This beginner-friendly course covers Microsoft Word, Excel, PowerPoint, and Outlook, equipping you with the essential digital skills needed for office work, academic tasks, or day-to-day productivity.

Whether you're writing documents, managing data, creating presentations, or handling emails, this course will help you gain the confidence to use Microsoft Office effectively and professionally.

### Course Details

**Duration:**  
3 Months/  
12 Weeks

**Schedule:**  
Weekdays and  
Weekends

## Accreditation

**This institution is approved  
and permitted by KHDA**



# Computer and Digital Skills Courses

## Advance Excel Course

Take your Excel skills to the next level with our Advanced Microsoft Excel Training. This course is designed for learners who already understand the basics and want to master powerful tools such as advanced formulas, pivot tables, data analysis, charting, and automation using macros. Ideal for professionals, analysts, and office staff who want to boost productivity and make data-driven decisions with confidence.

### Course Details

**Duration:**  
4 Weeks

**Schedule:**  
Weekdays and  
Weekends

## Accreditation

**This institution is approved  
and permitted by KHDA**



A close-up photograph of a person wearing a grey welding mask and brown leather gloves, using a blue-handled torch on a metal surface. Another person's hands are visible, assisting with the process. The background is slightly blurred, showing a workshop environment. A large red semi-transparent banner is overlaid on the top half of the image, containing the text 'Welding Courses' in white.

# Welding Courses

## Welding Course

### Advanced Shielded Metal Arc Welding Course (SMAW)

This comprehensive course provides in-depth training in Shielded Metal Arc Welding (SMAW) on both plate and pipe materials. Designed for beginners and those looking to build practical skills, the course covers welding safety, equipment use, joint preparation, and welding in various positions. Students will learn to perform high-quality welds on flat plates and cylindrical pipes, preparing them for work in industries such as construction, manufacturing, shipbuilding, and oil & gas. The course blends theory with extensive hands-on practice, leading to certification upon successful completion.

### Metal Inert Gas Welding Course (MIG)

Master the fundamentals of Metal Inert Gas (MIG) Welding with We Aspire's hands-on training program. This course equips students with the essential knowledge and practical skills required to perform MIG welding safely and effectively. Ideal for beginners and aspiring welders, the course covers welding techniques, safety procedures, equipment handling, and welding applications in various industries. Upon completion, students will be prepared for entry-level welding roles or further technical training.

### Tungsten Inert Gas Welding Course (TIG)

Learn the precision and technique of Tungsten Inert Gas (TIG) Welding through We Aspire's specialized training program. This course is designed to equip students with the skills required to perform high-quality welds on a variety of metals including stainless steel and aluminum. With a strong focus on safety, accuracy, and control, learners will gain hands-on experience in TIG welding processes used across manufacturing, automotive, aerospace, and construction industries.





## Eligibility

To enroll in this course, you must have basic to intermediate English language skills and the ability to listen, comprehend, and actively participate in training sessions.

## Help with Literacy and Numeracy

If you require support with reading, writing, or basic numeracy skills before attending one of our training programs, please contact our team. We will do our best to refer you to appropriate local learning support resources or tutoring services available in Dubai or online.

## Course Delivery

**We Aspire** delivers training through a combination of engaging, practical, and learner-focused methods:

- Face-to-face classroom training with qualified trainers
- Role plays and interactive simulations
- Written assessments to test knowledge
- Practical demonstrations using real-life industry scenarios
- Observation of simulated or actual workplace performance

Clustered assessments to reflect current industry practices



## Enrollment

### Unique Student Identifier (USI)

At We Aspire, we issue internal student IDs to track your academic progress. If applicable under future accreditation standards, you may be required to obtain an official learner ID. You will be guided accordingly during your enrollment.

### Pre-enrolment Information

All applicants are required to speak with a Student Recruitment and Academic Adviser before enrolling. This step ensures that the course aligns with your goals and that we can provide any support you may need.

You will need to complete an Enrolment Form with your personal details, and may also take a short skills test to identify areas where you might need additional assistance during the course.

### Fees

You can find the latest course fees and payment information at our office or on our website. Fee structures may vary depending on whether you enroll in a full course, a short course, or a specific unit.

### Payment Methods

- We Aspire accepts Buy Now, Pay Later (BNPL) services such as Tabby and Tamara for flexible payments.
- Cash, Bank transfer, and card payments are also accepted.
- Cheques are not accepted.

Please note: **Certificates of Completion** or **Statements of Attainment** will only be issued once all outstanding fees are paid in full.



## Trainers and Assessors

We **Aspire**, our trainers and assessors are selected for their **academic qualifications, real-world industry experience, and instructional expertise**. Each trainer holds accredited certifications and licenses and maintains up-to-date knowledge and practical insight to ensure that you receive high-quality education that reflects current industry standards. Our goal is to help you not only succeed in the classroom but also to prepare you for meaningful and sustainable employment in your chosen field.

## Your Rights and Responsibilities

As a KHDA-approved training institution, We Aspire Education Support Services LLC is responsible for the quality of education and assessment services delivered to students. We are also responsible for issuing your Certificates of Completion, Records of Results, or Statements of Attainment in compliance with KHDA standards.

As a learner at We Aspire, you have the right to:

- Receive clear and accurate information about your course, its structure, and your progress
- Be treated fairly and respectfully by staff, trainers, assessors, and fellow students
- Learn in a safe, inclusive, and supportive environment, free from discrimination, harassment, or victimisation
- Receive training, assessment, and learner support that is suitable to your needs
- Have your concerns, complaints, or appeals handled promptly, confidentially, and fairly
- Have your personal information handled securely and in accordance with privacy laws
- Access your own training records upon request.



## Complaints and Appeals

At **We Aspire Education Support Services LLC**, we are committed to maintaining a fair, respectful, and professional learning environment. If you have a **complaint**, concern, or **wish to appeal a decision**, we have a clear policy and procedure in place to ensure your issue is addressed thoroughly and fairly.

You have the right to appeal decisions made by We Aspire, including those relating to academic performance, assessments, disciplinary action, or general grievances.

We will manage and respond to complaints or appeals involving:

- **We Aspire's policies, procedures, or decisions**
- **Conduct of trainers, assessors, or other staff**
- **Conduct of fellow students**

## Assessment Appeals

If you disagree with an assessment result, you may file an academic appeal. This allows you to formally request a review of the decision.





## Inclusive Learning and Equality

We Aspire Education Support Services LLC are proud to foster a learning environment that is inclusive, respectful, and supportive of all individuals, regardless of their background, identity, or abilities.

We believe that education should be accessible to everyone, and we are committed to upholding the values of diversity, equality, and inclusion in every aspect of our training programs.

### Our Commitment:

- We do **not tolerate discrimination** on the basis of **disability, gender, age, race, religion, nationality, language, sexual orientation, or socioeconomic status.**
- We proactively **support People of Determination (PoD)** by offering tailored learning strategies, assistive technologies, and physical accessibility accommodations.
- We ensure **equal access** to learning opportunities, materials, and assessments for all students.
- Trainers and staff are trained to apply **inclusive teaching practices** and recognize the unique needs of each learner.

We encourage a **safe, respectful, and culturally sensitive environment** that celebrates the diversity of our learners.





## Reasonable Adjustments:

If you have a learning difficulty, health condition, or disability, please let us know during enrolment or at any time during your training. We will work with you to:

- Provide reasonable adjustments in your learning or assessment environment.
- Offer alternative formats of learning materials if required.
- Ensure you are treated with respect, dignity, and confidentiality.

We Aspire follows KHDA guidelines and UAE government frameworks, promoting inclusion in education.

If you have concerns or suggestions related to inclusive practices, please reach out to Student Support Services or email us at [management@weaspire.ae](mailto:management@weaspire.ae).

## Our Commitment:

We Aspire ensures that:

- All complaints and appeals are handled in line with the principles of natural justice and procedural fairness (your right to be heard, unbiased judgment, and decisions based on evidence).
- Our Complaints and Appeals Policy is publicly available through our website or by request.
- We acknowledge receipt of all complaints and appeals in writing and work toward resolving them as quickly as possible.
- If resolution is not achieved internally, we offer review by an independent third party, agreeable to both parties.

If more than 60 calendar days are required to process the complaint or appeal, you will be informed in writing, including the reason for the delay. You will also receive regular progress updates.



### **We Aspire will:**

- Maintain secure records of all complaints, appeals, and outcomes.
- Identify patterns or causes of complaints to improve services and prevent recurrence.

To initiate a complaint or appeal, please contact Student Services or email us at **management@weaspire.ae**.

## **Course Marketing Permission**

We Aspire occasionally capture photographs, videos, feedback, and testimonials during our training sessions for marketing and promotional purposes.

We will not use your image, video, or written feedback without your express written permission.

Our enrollment form includes a section where you can consent to the use of your content for promotional materials such as brochures, social media, or website publications.

Participation is entirely optional, and your decision will not affect your learning experience or course outcomes in any way.





# EVENTS WE PARTICIPATED





**BE ONE OF THEM**  
**BE MORE WITH *ASPIRE***



## Contact us:

-  +971 4 223 2265
-  +971 50 605 9884
-  [salesteam@weaspire.ae](mailto:salesteam@weaspire.ae)
-  Office 7, Ground Floor Belhoul  
Group Building, Deira, Dubai  
(Al Garhoud Metro Station, Exit 2)
-  [www.weaspire.ae](http://www.weaspire.ae)



[www.weaspire.ae](http://www.weaspire.ae)

AD  
CARE  
SIONAL

OLL NOW!

- CURSES:
- First Aid Training
  - Diversity Training (Neurodiversity)
  - Nanny and Housekeeper Training
  - Certificate IV in Ageing Support

411 Student Handbook