

Training Calendar 2009-2010



Visa Business School | Developing Leaders in Payments

Acquiring & Acceptance	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
Optimizing your Acquiring - VE						2 - 3 Dubai	13-14 Johannesburg			13 - 14 Moscow*		
Merchant Acceptance Practices - VE						4 Dubai	15 Johannesburg			15 Moscow*		
Bankcard Fundamentals	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
Visa First			30 Nov - 4 St Petersburg* 14 - 18 Casablanca	11 - 15 London	8 - 12 Moscow*	15 - 19 Johannesburg		10 - 14 Moscow*	7 - 11 Lagos	5 - 9 London 19 - 23 Nairobi		6 - 10 Moscow*
Bankcard Strategy & Management	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
The Card Profitability Workshop NEW		23 - 24 Dubai		18-19 Casablanca*		1 - 2 Moscow*			14 - 15 London			
International Bankcard Management School						22 - 26 Miami, US						
Chargebacks & Disputes	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
Basic Dispute Resolution - VE NEW			6 - 8 Dubai		22-24 Johannesburg		18 - 20 Cairo	17 - 19 Moscow* 10-12 Casablanca*			11 - 13 Almaty*	
Advanced Dispute Resolution - VE NEW			9 - 10 Dubai		25-26 Johannesburg		21 - 22 Cairo	20 - 21 Moscow* 13-14 Casablanca*				
Operations & Technology	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
Implementing Chip with VSDC	28 - 29 London			26 - 27 Cairo		30 -31 Riyadh	25 - 26 Dubai		29 - 30 Moscow*			
Authorization Skills - VE			7 - 8 Moscow*				18 - 19 Dubai			26 - 27 Almaty*		20 - 21 Johannesburg
VisaNet Financial Management Workshop - VE			9 - 11 Moscow*			10 - 12 Casablanca*	20 - 22 Dubai			28 - 30 Almaty*		22 - 24 Johannesburg
VisaNet Operations Management NEW					23 - 25 London			TBD Riyadh			10 - 12 Moscow*	
Products & Marketing	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
Introduction to Credit Cards				12 Amman			19 London		16 Moscow*			
Credit Risk: Best Practice				13 - 14 Amman			20-21 London		17 - 18 Moscow*			
Branch Staff Workshop		17 Cairo							23 Dubai			
Enhancing Current Account Profitability with Debit Cards		18 Cairo			10 Moscow*				24 Dubai			
Marketing for Card Professionals				20 Casablanca*	11 Moscow*							
Risk & Security	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10
The Business of Fraud Risk Management Workshop - VE NEW		23 - 24 Johannesburg			TBD Dubai	16 - 17 London				1 - 2 Moscow*	3 - 4 Lagos	

All dates and locations are subject to change.

* Simultaneous translation provided.

For more details about any of these workshops and other training services offered, visit our website or e-mail us at visabsccemea@visa.com

www.VisaBusinessSchool.com