

# NIPAM NEWSLETTER

## NIPAM'S BUSINESS PLAN AND NEW STRUCTURE

It is business unusual at the Namibia Institute of Public Administration and Management (NIPAM) as Executive Director; Mr. Andrew Ndishishi implements the Business Plan for 2017/18 to 2021/22 and realigns the structure of the institution from 2018/19.

The new structure is envisaged to improve the performance of the institution by increasing operational efficiency and drive growth and profitability with the current staff levels. The realignment will support the full integration of all NIPAM services and all the mandate pillars will be fully addressed. With promotion of specialized functions, it will become easier to allocate resources to the pillars that drive the institution.

The new business plan is centered on positioning the company to offer high demand training and development interventions in the Public Sector, using minimal incremental capital investment and operational costs. As such, NIPAM has opted to realign the staff to drive growth and profitability while maintaining the current staff levels. Therefore, the marginal increase in operational cost and capital investment will be low and profitability maximized.

The business plan has a rolling budget, which enables annual reviews and adjustments without changing the committed overall 5-year strategic objectives. While the NIPAM Business Plan has been developed to provide guidance and direction during the five years, it is updated annually in order to incorporate market, technology and environmental changes into the plan and corresponding changes within NIPAM's customer needs.

### The Key Business Drivers

**Optimal structure:** NIPAM will ensure alignment and optimization of the current structure.

**Strategic partners:** Partnerships can be in the form of financing/funding partnerships, human resources skills capacity partnerships and infrastructure capacity partnerships.

**Accreditation and Certifications:** NIPAM will be guided by locally, regionally and internationally recognised best practices in ensuring quality training and give well recognised certifications.

**Improve operational efficiency:** Conduct Business Process re-engineering steps to ensure that all the processes are harmonized and support the business agenda, including the performance management processes to achieve the set objectives.

**Financial capacity and Human Resource Capacity:** All the core processes of the organization need to be adequately supported by the necessary capacity in all the required resources.

**Implementation of Government Policy:** The Human Resource Development Policy from the Office of the Prime Minister (OPM) state that OMA's & Regional Councils are to allocate 20% wage bill for Training & Development (T&D), and 25% of that allocation is to be utilized for NIPAM courses. So, implementation of the policy is a critical business driver.

## OFFICIALS UNDERWENT DISCIPLINARY PROCEDURE TRAINING



About 70 officials from the Office of the Judiciary undertook a weeklong training course on "Disciplinary Procedures" at NIPAM.

The aim of the course is to provide a framework within which managers can work with employees, to maintain satisfactory standards of conduct and to encourage improvement when necessary. This course is developed to enable the staff members in the Public Service to gain a deeper comprehension of the disciplinary procedures as per the Staff Rules for their own professional spheres.

The weeklong programme covered the legal framework, different types of misconduct, the disciplinary process, roles and responsibilities of the disciplinary committee, guidelines for disciplinary inquiry, formulating charges of misconduct, and arbitration and appeal process. The participants were taken through the rules and regulations governing their conduct to ensure that staff members understand and adhere to all the guidelines and procedures.

By the end of the course, these officials will be able to develop an understanding of the Legal Framework for disciplinary procedures in the Public Service, identify different types of misconduct and actions to be considered, explain the procedures to be followed in the disciplinary process, clarify organizational, legal policies, procedures for instituting disciplinary action, formulate charges of misconduct and evaluate the arbitration and appeal process.

## NIPAM AND NSI SIGNS COOPERATION AGREEMENT



The Namibia Institute of Public Administration and Management (NIPAM) and the Namibian Standards Institution (NSI) have signed a five-year Memorandum of Understanding (MoU). The objective of the MoU is to promote co-operation and understanding of common public sector training standards across public sector entities.

Both institutions recognize the value of cooperation in upholding international standard, best practices, accreditation, research and certification in national capacity development.

The NSI will collaborate with NIPAM on the development and adoption of standards relevant to the mandate of NIPAM and the public sector which are benchmarked by ISO 9001:2015. The ISO 9001:2015 is an internationally recognized Quality Management System. Institutions should comply with this system to demonstrate the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.

In this regard, the signing of the MoU is part of NIPAM's drive to enhance international best practices, improve the quality of Namibian services and products, as well as for industrial efficiency.

Speaking at the signing ceremony in Windhoek, NIPAM's Executive Director Andrew Ndishishi stated that NIPAM intends to become a certified ISO 9001:2015 institution with the assistance of the NSI. "ISO 9001 Certification will assist NIPAM to operate on quality management systems and the foundation of its operations to improve customer service levels, staff motivation and continuous improvement."

The NSI's CEO Chie Wasserfall stated that quality is only possible if institutions, businesses and governments apply standards as a basis, and conduct certification to ensure compliance to the standards applied. He further asserted that the NSI has relevant Namibian and international standards that NIPAM can have access to; therefore through this agreement for collaboration, NSI will offer discounted rates to NIPAM on generic ISO 9001 training, standards and certification services.

The two institutions will develop an action plan to ensure the implementation of the MOU. The collaboration agreement will be valid from the 8 March 2018 for a period of five (5) years.

The main motive for establishing Professional Norms and Standards is to provide a good level of quality training and development for all Facilitators, Providers and Learners; to meet the need of skills development in the public service; and to provide more attention to issues of training management, leadership and governance at NIPAM.

## SUPERVISORY DEVELOPMENT TRAINING

Regional Town	1st Quarter / 2018			2nd Quarter / 2018			3rd Quarter / 2018			4th Quarter / 2018		
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Windhoek		14-18		23-27	06-10	03-07	08-12	12-16	03-07	21-25	11-15	05-08
					20-24	10-14	15-19					11-15
Swakopmund - UNAM			04-08			24-28			03-07			18-22
Keetmanshoop - UNAM			25-29				22-26					
Oshakati - UNAM			18-22		27-31			26-30			18-22	
Rundu - UNAM		28-01		16-20		03-07				28-01		

## FOUNDATION TRAINING PROGRAMME

Regional Town	1st Quarter / 2018			2nd Quarter / 2018			3rd Quarter / 2018			4th Quarter / 2018		
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Windhoek	15-19	14-18	25-29	23-27	27-31	24-28	22-26	26-30	21-25	18-22	25-29	
		28-06	25-29	23-27	27-31	24-28	22-26	26-30	21-25	18-22	25-29	4-8
			25-29	23-27	27-31	24-28	22-26	26-30	21-25	18-22	25-29	4-8
						17-21				25-01	5-8	
Mariental						24-28						
Swakopmund			4-8				1-5				11-15	
Gobabis			11-15				8-12				18-22	
Oljwarongo			18-22				15-19				25-29	
Opuwo				2-6				5-9				
Outapi				9-13				12-16				
Oshakati				16-20				19-23				
Ehnhana					6-10				14-18			
Oshikoto					13-17				21-25			
Nkurenkuru					20-24				28-1/2			
Rundu						3-7				4-8		
Katima Mulilo						10-14				11-15		

### FOR MORE INFORMATION ON TRAINING PROGRAMMES:

Katoole Ipinge, Business Development Manager, Tel: (061) 296 4798, Mobile: 081 126 1628, Email: kipinge@nipam.na

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