



NIPAM

NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT



2019/20 TRAINING CATALOGUE



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ABOUT NIPAM

Founded in 2011, the Namibia Institute of Public Administration and Management (NIPAM) is Namibia's designated training provider for the public sector. Whether you are a young graduate or a civil service veteran of many years, our institute is the right choice to further your career.

At NIPAM we strive to improve the quality of service delivery within Central Government, Regional and Local Authorities and Public Enterprises. We give you the opportunity to pursue a professional career in the public sector and equip you with the tools to climb the ladder.

We are proud to offer you, the client, our celebrated induction and management programmes, our short courses and custom-made training consultancies. Our programmes are world-class and can compete with the best in the field, without taking you away from your workplace for long periods of time.

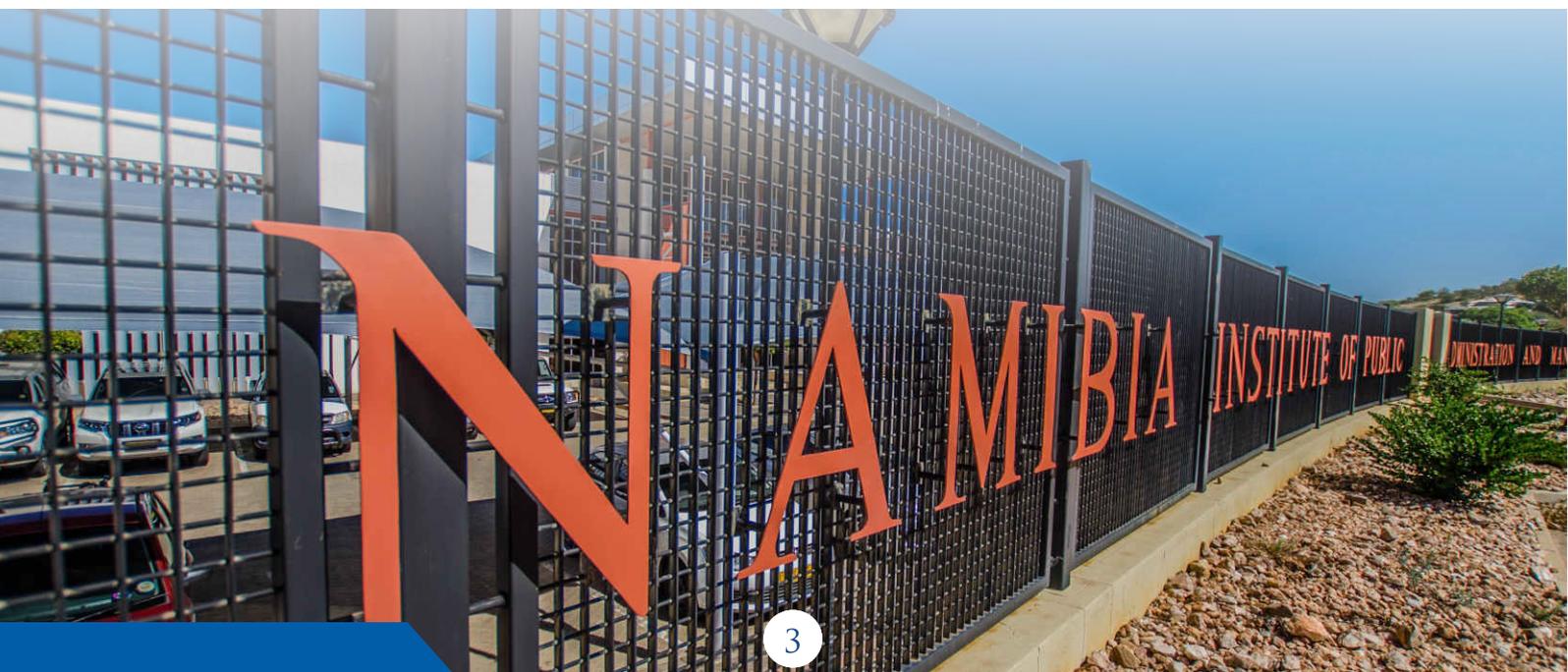
NIPAM is an institute that embraces change. As a public sector think tank we promote dialogue and we understand that diversity is the bedrock of our democracy. We challenge public sector professionals to be part of the solution and promote a culture of continuous learning for a better Namibia.

NIPAM meets the growing demand for professional service delivery in the public sector. The institute plays a central role in moving Namibia towards a knowledge-based society, coordinating training efforts in offices, ministries and agencies. This way we ensure a uniform approach to customer service across the public sphere.

People increasingly choose a career in the public sector, but the changes taking place in our society mean that the demands made on public servants are also progressively higher. Accountability, efficiency and transparency have become key-words permeating the public service. Public sector employees are expected to manage, innovate and interact with the public, displaying empathy, honesty and competence.

The purpose of NIPAM is to transform the public sector in Namibia through improving management, leadership and professional competencies. It also aims to foster a climate of purpose, values and professional traditions amongst public sector employees.

In the past five years NIPAM has trained thousands of public sector employees. We use a modern curriculum which is offered in partnership with world-class institutions. Our courses and programmes are geared towards both new entrants and career civil sector employees.



Mandate

In terms of Section 2(1) of the NIPAM Act, 2010 (Act No. 10 of 2010), NIPAM's mandate focuses on the following:

Training – to provide training or cause such training to be provided, and conduct examinations or tests as a qualification for the appointment, promotion or transfer of persons in or to the public service.

Operational Research – to carry out investigation into and offer practical and implementable solutions that inform national policies, governance practices and challenges/problems of public administration and management and other social, economic and contemporary issues affecting the Government of the Republic of Namibia.

Consultancy - to serve as the official Government consultant to design, evolve new systems, procedures and methods that will prevent waste and leakages and make the public service more efficient and effective in service delivery, decision making, and formulating proposal for reforms.

Capacity Evaluation - undertake regular surveys on capacity gaps in public service institutions for planning and determining training needs as a basis to expand training programmes and other interventions.

In terms of Section 5 of the NIPAM Act, 2010, the objectives for which NIPAM was established are to facilitate.

- Improved performance of a unified Public Service;
- The proper selection of new entrants to the Public Service;
- Management of probation of new entrants in the Public Service;
- Promotion on merits in the Public Service;
- Proper exit from the Public Service;
- Proper coordination of performance improvement interventions in the Public Service; and
- Leadership performance management of a unified Public Service.

MISSION

"To develop the capacity of the Namibian Public Service"

VISION

To be a premier vehicle for capacity development of the Namibian Public Service"

CORE VALUES

- ✓ **People Centred**
- ✓ We put you at the heart of our business.

Empathy

- ✓ "We hear you, we feel you, we are here for you" – we want to see the world through your eyes.

Learning and Innovation

- ✓ We will continuously evaluate and assess our proservices and practical interventions, programmes and products to our clients.

Integrity

- ✓ We will be professional, transparent and adhere to moral values and ethical principles by exhibiting the quality of an intuitive sense of honesty and truthfulness with regard to the motivation of our actions.

Responsiveness

- ✓ We will be flexible, accurate and timely in meeting our customers' expectations

Access

- ✓ We will ensure that all customers enjoy full access to services they are entitled to.
- ✓ cesses and systems in providing innovative, quality

We believe that the elements of “experiential, participatory, life-long learning and transformation” should be embedded in our approach to capacity development. We strive to do this within the broader context of achieving the goals of both the National Development Plans and Vision 2030 for Namibia. To achieve this, the NIPAM capacity building framework, a structure for continuous learning, was developed.

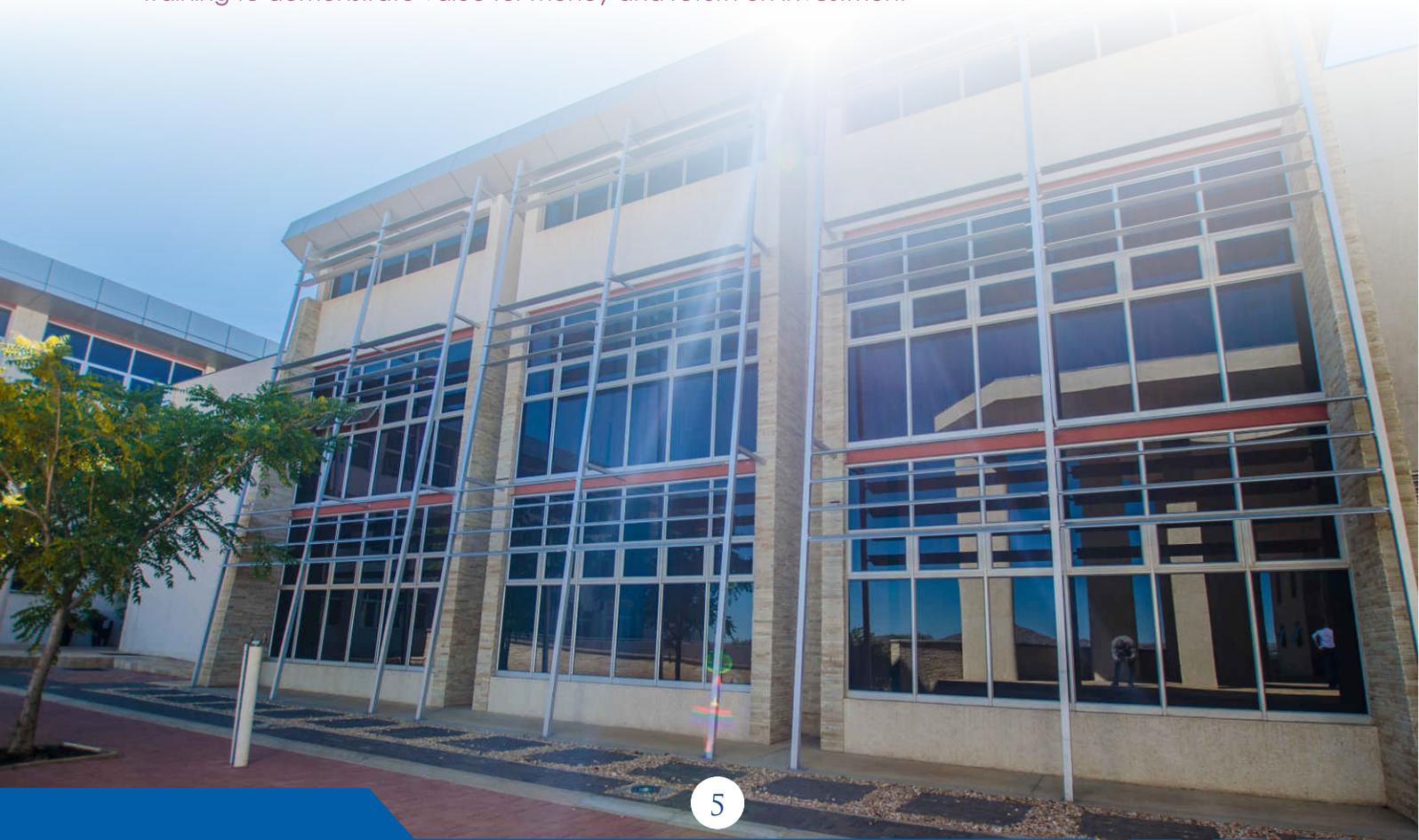
NIPAM's capacity-building framework, which is articulated in both the NIPAM Policy and the NIPAM Act, takes into account the adaptive learning environment. It provides a platform for systems-wide learning to facilitate the development of public servants who share common values, and whose ethos and perspective make for excellence in Namibia's public service.

The entry-level Foundation Programme (FP) is designed to be applied to every public servant upon entry into the public service at supervisory and operational level. It acts as the preparatory programme for the Middle Management Development Programme (MMDP), primarily targeting first level-managers in the public service. This is then followed by the Senior Management Development Programme (SMDP) and the Executive Development Programme (EDP) across all offices, ministries and agencies.

All programmes and courses will eventually be linked to the performance management system to ensure that training and capacity building responds to actual performance challenges in the public service. The flagship programmes offer a comprehensive platform for system-wide learning, and will facilitate the development of common values and practices, combined with crucial skills development at the various levels.

Key features of NIPAM's training philosophy:

- Practical orientation programmes that are academically sound, and which emphasise building and enhancing job competencies (knowledge, skills and attitudes)
- Learner centred approaches and methodologies
- Programme content that is supported by research, case studies and best practise
- ·Assessment and feedback
- ·Training to demonstrate value for money and return on investment



EXECUTIVE DIRECTORS MESSAGE



The Namibia Institute of Public Administration and Management has developed this training catalogue with a deeper understanding that the success and prosperity of our Namibian Nation is directly tied to the performance of its private and public sectors, separately and or in combination. The quality of performance of any of these sectors, in turn, is influenced by the employee education and training being implemented across these sectors.

Our Sovereign State, the Republic of Namibia, in recognition and appreciation of the above facts, established the Namibia Institute of Public Administration and Management to deliver operational research, training and capacity development programmes as well as provide consultancy to Namibia's public sector (offices, ministries, agencies, local and regional authorities, state owned enterprises) and as well as to spill over to the private sector.

As per the government of Namibia's mandate, NIPAM is established to be a central learning institution for the Namibian Public Service and is therefore committed to build capacities in the Public Service, specifically focusing on various areas of capacity development including flagship and functional programmes.

NIPAM is bracing to become a world class centre for excellence and also to become the Sub-Saharan Region's one stop shop for capacity building and transformation of Public Sector Governance, Management and Leadership Development.

I would like to assure you that NIPAM carries a collection of training programmes set to create a sustainable human capital skills and talent growth. These programmes will be the key that unlocks service delivery skills qualities needed by all institutions desiring to encounter growth and positive performance.

The Institute in accordance with its given mandate has developed this Training Catalogue to demonstrate a collection of programmes to be offered during this financial year 2019/2020. I hereby recommend and encourage the use and sharing of this resource to all our audiences in the public sector as well as the private sector organisations to enhance their capacities and upscale the skills of their staff.

Maria N. Nangolo
Executive Director





For all your training needs please contact the Manager; Business Development

In order to deliver on its mandate, the value proposition of NIPAM is based on the following: Integrated Learning Programmes; Functional Development Programmes; Consultancy, Applied Research and the Think Tank; Experiential Learning Approach; and Case Studies.

Applying for one of our courses is quick and easy. Please first familiarise yourself with the programmes on offer and ensure you meet the stipulated criteria. Discuss the course or programme you would like to enrol for with your supervisor. If you require further assistance or advice after identifying a course or programme you wish to enrol for, please contact the relevant business support officer at NIPAM.

Please visit the website and download and fill out the NIPAM Application Form. To confirm your enrolment, we require your completed application form and payment, or an official purchase order. NIPAM courses are divided into Flagship Management Development Programmes, Functional Short Courses and IT Related Courses.



IN-HOUSE TRAINING

Through our internal Research and Capacity Evaluation department NIPAM will take the time to understand your company's learning needs to develop tailored training solutions that satisfy your business objectives. We'll review what you want to achieve and bring our expert trainers to your site to make it convenient for you. This way you save costs and



OVERVIEW OF THE MANAGEMENT DEVELOPMENT PROGRAMME

The Human Resources Development Policy Framework of the Public Service (2012) provide pivotal direction to Public Sector leaders about learning and development. Section 2.4 embodies many tenets that Public Sector managers can use to harness the power of training and development.

Sub-section (k) of the framework specifically dictates that training and development should be connected to broader processes within a government institution, systematically and intrinsically linked to processes such as human resources development, strategic planning, service delivery, and change and budget planning in order to ensure that interventions proactively support the improved performance of Government to accelerate service delivery.

The Management Development Programmes are NIPAM's signature programme aimed at achieving the tenet of linking training to performance management processes within the Government of Namibia. In doing so, the Management Development Programmes ensures that appropriate capacity-building programmes aim to continuously improve institutional capacity to achieve sustainable national development.

Our integrated approach is based on the open system theory. Government as system obtains resources from the management environment (clients, customers and communities) as inputs to the management process, and then processed into services, which represent the output of the government system.

The success and failure of government are then ultimately measured in terms of the outcomes resulting from the preceding processes; that is, by considering whether or not predetermined goals and objectives have been achieved, and if so, to what extent this has been done.

Executive Development Programme (EDP) is designed at an impact level with the view of building competencies of senior executives to be able manage overall performance of Offices, Ministries, Agencies, Regional Councils, Local Authorities and Public Enterprises they lead in meeting the needs of clients, customers and communities served.
Senior Management

Development Programme (SMDP) is designed at an outcome level with a view of building strategic competencies to drive the goals and objectives of Offices, Ministries, Agencies, Regional Councils, Local Authorities and State Owned Enterprises.
Middle Management.

Development Programme (MMDP) is designed at the output level with the view of building tactical competencies of middle managers to be able to direct the production of goods and services to support the outcomes of Offices, Ministries, Agencies, Regional Councils, Local Authorities and Public Enterprises.

Supervisory Development Programme (SDP) and Foundation Programme (FP) are designed at input level with a view of building operational competencies, which includes the tasks, projects, programmes and initiatives performed by the individuals to support the outputs.





The EDP develops executives in central government Offices, Ministries and Agencies, Regional Councils, Local Authorities and Public Enterprises to manage and lead organizations at corporate level in the national and global context to achieve sustainable development.

Namibia being a middle income country, achieving our national Vision 2030 being “A prosperous and industrialized Namibia developed by her human resources, enjoying peace, harmony and political stability” in a turbulent, dynamic and complex world requires results driven organizations. The purpose of this EDP is to lay a firm foundation for those executives who are responsible for strategic public leadership responsibilities, with a joint focus on national, regional and international imperatives. One of the strengths of the EDP is the fact that it seeks to provide a wonderful

opportunity for networking and building relationships that will be mutually beneficial long after the programme has ended. The EDP will assist participants in self-reflection as well as aid in preparation for further learning, training opportunities and career opportunities while at the same time developing knowledge, skills and abilities required for leadership of the public sector.

Programme Learning Outcomes

Upon completion of this programme, the participant will have developed and demonstrated knowledge, qualities, skills and other attributes in the following areas. In particular, participants who have completed the EDP are able to:

- Use knowledge of the public sector culture and reality in making decisions and perceives the impact and implications of such decisions; perceives organizational and political sensitivities and acts accordingly; understands the political environment, management priorities, staff roles and responsibilities, and grasps external factors impacting the public sector;
- Anticipate possible future events and developments in order to set a clear direction for the organisation and spearhead the attainment of the Namibian vision as both a shepherd and steward; Enlist the aid and support of others in the accomplishment of a common task towards a Namibian Development Agenda;
- Inspire and empower individuals to give their best to achieve a desired result and maintain effective relationships with individuals and the organizational team as a whole; ensures that the organisation is equipped to practical and acceptable resolution while valuing diversity and differences in opinion
- Uphold ethics, values and the code of conduct; demonstrate integrity; promote and defend diversity and equal opportunities; does not abuse power or authority; and recognise strength, uniqueness and differences in gender and diversity and take measures to harness it.
- Demonstrate financial and non-financial resource awareness; control costs and think in terms of added and shared value; use best efforts to prevent any prejudice to the financial interests of the organization / public sector; ensure that all applicable procedures are followed in the acquisition or disposal of property and that adequate arrangement is made for the custody, safeguarding and maintenance of

government / public sector property while organising and overseeing work processes to achieve quality results within budgetary provisions.

- Uphold the etiquette and courtesy rules of diplomacy and affairs of office; conduct negotiations and resolve issues through peaceful means between representatives of groups; handle conflict situations or put forward one's point of view without causing offence; demonstrate awareness of the local and international customs on reciprocity such as specific nomenclature for dressing during functions; and keeps the language gender neutral in both verbal and written communication.
- Provide leadership in mainstreaming Information Communications Technology (ICT) and the use of e-governance in public sector operations and reforms for enhanced, effective and efficient service delivery
- Anticipate and minimise the possibility of risk and mitigate losses to government / public sector due to poor, weak and ineffective systems

Programme Modules

Module 1:

Good Governance

Module 2:

Organisational Development

Module 3:

Leadership in the 21st Century

Module 4:

Performance-driven Organisation

Target Audience

The EDP is designed for Accounting Officers / Chief Executive Officers / Chief Regional Officers/ Deputy Accounting Officers / Deputy Permanent Secretaries according to the structures of Central, Regional and Local Authorities as well as Public Enterprises. In this context, Accounting Officers / Chief Executive Officer / Deputy Accounting Officers refer to the cohort that fills the highest management positions in the organisation and accountable for the institutional performance. Mayors and Councillors from Local Authorities are may also find this programme insightful and relevant. Commissioners from the Safety and Security Sector are also encouraged to apply.

SENIOR MANAGEMENT DEVELOPMENT PROGRAMME (SMDP)

Senior managers in central government Offices/Ministries/Agencies, Regional Councils, Local Authorities and Public Enterprises are responsible for achieving specific corporate goals and objectives. These outcomes are very important in Namibia's quest to achieve Vision 2030.

In working towards organizational goals and objectives in today's complex, fast-paced, competitive environment, senior managers must be adept at moving quickly to build new leadership capabilities.

The main goal of the Senior Management Development Programme (SMDP) is to contribute to a process and result in the management development for good corporate governance of all senior managers in public enterprises and the civil service. The learning outcome of the Programme will be to transfer knowledge and competencies to participants in order to understand and to act professionally as public sector leaders, to be leaders who inspire others and innovators for change.

Programme Learning Outcomes

- Contribute to the state's development agenda through involvement in policy making processes and setting strategic direction to policy implementation;
- Evaluate the progress in achieving organisational mission.
- Respond appropriately and pro-actively to continuous organisational improvement, and its relationships with key stakeholders to optimise performance in the context of capacity constraints;
- Initiate and improve good governance practices in Namibia to contribute to sustainable development policies and adherence to constitutional frameworks for the benefit of the Namibian people;
- Ensure value-for-money and strategic purpose with the management of organisational resources that inform institutional capacity;
- Ensure an efficient and continuously developing operating environment through programme, project and change management strategies;
- Ensuring effectiveness in organisational strategy implementation and operations flowing from it to ensure accountability.

Programme Modules

Module 1:

Good Governance in Namibia

Module 2:

Strategic Analysis & Action

Module 3:

Organisational Management

Module 4:

Policy,- Financial, - and Programme Management

Target Audience

SMDP is designed for senior managers according to the structures of Central, Regional and Local Authorities as well as Public Enterprises. In this context, senior managers refer to the cohort that fills the positions higher than the middle management positions (e.g. in the context of central government, it would include: Deputy Directors and Directors). Participants to this programme will be able to use knowledge and skills acquired as a basis for further capacity building in the Executive Development Programme (EDP).

Investment Costs

The cost of attending the SMDP is N\$18 000,- which is delivered in block release over a period of four (4) weeks. The programme costs exclude lunch and refreshments

The role of middle managers in influencing the direction of performance in the public sector cannot be overstated. Middle managers provide the vital link between strategy and operations, communicating and creating knowledge centers within the organization and translating strategic goals into outputs for sustainable development.

The purpose of this qualification is to provide participants with intermediate knowledge and ability to relate to staff above and below their levels. It introduces or builds knowledge, skills and abilities to plan, organize, direct the work of others and self, integrate the critical reflective practice, and learning in action. This qualification provides participants with the requisite qualities required to effectively and efficiently manage performance for better service delivery in the areas of finance, human capital management and leadership, project management, and communication. In addition, this qualification prepares participants to be future ready for more complex assignments that might be required at current and next level of employment.

Learning Outcomes:

- Discharge their duties in compliance with the values and principles of Namibian Public Sector.
- Apply the principles and guidelines related to effective communication in their work context.
- Manage the work of others and self in line with the organisational and national strategic objectives.
- Provide leadership and guidance towards the realization of organisational and national objectives.
- Apply financial propriety and systems to safeguard public funds assets.
- Implement policies and solutions associated with their own work as part of innovation and creativity in the public sector.

Programme Modules

Module 1:

Core Values of Public Administration and the New Public Management

Module 2:

Organisational Development

Module 3:

Relationship Management

Module 4:

Tactical Policy -, Financial,-and Programme Management

Target Audience

The Middle Management Development Programme (MMDP) is designed for middle managers according to the structures of Central, Regional and Local Authorities as well as Public Enterprises. In this context, middle managers refer to the cohort that fills the positions lower than the senior management positions. For example, Chief Human Resource Officers, Chief Policy Analysts, Control Administrative Officers, Inspectors of Education and School Principals in the context of central government. Participants to this programme will be able to use knowledge and skills acquired as a basis for further capacity building in the Senior Management Development Programme (SMDP).

Investment Costs

The cost of attending the MMDP is N\$16 000,- which is delivered in block release over a period of four (4) weeks.

The programme costs exclude lunch and refreshments.

First-Line supervisors in the public sector organizations face a formidable challenge in ensuring that public services and goods are delivered in line with Vision 2030, National Development Plans, Harambee Prosperity Plan and their institutional Strategic Plans.

The challenges they face include complex issues, conflicting demands from the community, changes in technology, increasing diversity. As public servants, they must face these challenges and lead their sections, team and communities in ways that do not only provide safety and prosperity, but also in a manner that engenders public support.

The Supervisory Development Programme was designed to give public sector supervisors a deep understanding of leadership, management and supervision concepts and equip them to play an organisation, fair and effective role in service delivery in the public sector.

Programme Learning Outcomes

- Demonstrate knowledge of the structure and role of the State sector, Parliament and Government
- Manage own performance and the performance of others
- Apply effective communication skills to both staff and external stakeholders
- Ensure harmonious customer relations in service delivery
- Apply principles of performance management while using the tools and techniques to deliver quality service
- Manage performance oneself and direct reports/ reporting staff in the execution of duties;
- Apply project management tools and techniques to deliver quality service.

Programme Modules

Module 1:

Public Sector Practices and Management

Module 2:

Communication and Information Management Technology

Module 3:

Performance Management for Effective Service Delivery

Module 4:

Project Management for Effective Service Delivery

Target Audience

The Supervisory Development Programme (SDP) is designed for supervisors according to the structures of Central, Regional and Local Authorities as well as Public Enterprises. In this context, supervisors refer to the group that fills the positions between operational and middle management positions. For example, Senior HR, Senior Policy Analysts, Education Officers, Schools Head of Department in the context of central government. Participants to this programme will be able to use knowledge and skills acquired as a basis for further capacity building in the Middle Management Development Programme (MMDP).

Investment Costs

The cost of attending the SDP is N\$4 500,- which is delivered over a period of five (5) days. The programme costs exclude lunch and refreshments.

SHORT COURSES (FUNCTIONAL COURSES)

Over and above Management Development Programmes, NIPAM through stakeholder engagement has developed short functional training products to meet customer's technical skills capacity. As part of the product roadmap, some of the functional programmes are going to be consolidated into flagship programmes depending with the market demand and requirements.

Short Courses offered by NIPAM focuses on practical learning to meet a specific learning need in the Namibian Public Sector. The Short Courses offered at NIPAM can update or broaden skills and knowledge in a specific area to enable lifelong learning. In this manner, functional course assist public sector employees with their continuing professional development by upgrading their skills and knowledge in newly developed areas.

Courses offered at NIPAM

Leadership and Management Courses

- Leadership & Change Management
- Strategic Management
- Emotional Intelligence
- Corporate Governance Programme
- Board Induction Programme

Finance and Accounting Courses

- Financial Report analysing
- Bookkeeping / Basic and Advanced
- Data capturing and Data processing techniques

- Budget Formulation for the Public Service
- Budget Analysis for the Public Service
- Fraud Prevention and Ethics
- Municipal Finance Management Programme
- Internal auditing for the Public Sector
- Understanding and Analysing Financial Statements
- Finance for Non - Financial Managers
- Enterprise Risk Management

Project Management Courses

- Monitoring & Evaluation
- Project Management
- Record Management
- Business Process Reengineering

Diplomacy Courses

- Protocol & Etiquette Training

Local and Regional Government Courses

- Councillor Development Programme
- Standing Rules and Orders for Regional Councils
- Understanding Decentralisation

Client Relations Courses

- Public sector Social media training
- Public relations in the public sector
- Communications Skills
- Customer Care
- Presentation Skills

Office Administration Courses

- Business Writing Skills
- Secretarial Skills
- Front office duties
- Personal assistant and Executive Secretarial skills
- Events and conferencing Management

Human Resources Courses

- HR for non HR professionals
- Performance Management
- Disciplinary procedure
- Managing Training in an Organisation and Training needs assessment and Evaluation
- Talent management
- Managing Workplace conflict

Health, Safety and Waste Management Courses

- Managing HIV and AIDS in the workplace
- Wellness committee training
- Occupational Health and Safety Management
- Cleaning and House Keeping



FOUNDATION PROGRAMME

For many new entrants into the public sector, serving the public presents its own unique opportunities and challenges. The expectations of the public are ever increasing and also the standards at which they want these services to be delivered are generally high.

It is about delivering excellent service to all citizens of Namibia and our visitors from all over the world in a manner that is in line with our public service charter on non-discrimination, consultation and choice, information, standards, openness, quality of service, value for money, courtesy and helpfulness and accountability.

The Foundation Programme was designed to prepare newly appointed staff members in central government Offices, Ministries and Agencies, Regional Councils, Local Authorities and Public Enterprises to adapt effectively to demands and expectations placed upon them.

The Foundation Programme is a complete learning resource providing basic knowledge of how the public sector works. From democracy, daily challenges of a public sector employee, official communication, public sector organization websites, standards of integrity and HIV/Aids in the workplace, it is all covered in the Foundation Programme.

Programme Learning Outcomes

- Interpret the Namibian public sector structures and systems to position themselves in it for optimal personal, ethical, professional and organisational benefit and development
- Explain the integration of health, wellness, safety and security and organizational performance improvement and productivity and service delivery
- Develop a range of personal development skills and abilities such as effectively integrating individual and organizational needs, managing personal finances, own emotions and time
- Explain key public sector service delivery challenges and national strategies to deal with those challenges
- Outline essential rules, procedures, systems and processes in public sector human, financial and performance management that must be complied with in performance of duties and functions.

Programme Modules

Module 1:

Public Sector Structures and Functions

Module 2:

Staff Wellness and Risk Management

Module 3:

Public Service Delivery

Module 4:

Public Sector Resource Management

Target Audience

The Foundation program (FP), is an entry-level program to be applied to all operational staff across the public sector in their probation period. It is an ideal programme for new entrants to the public service and serves as the preparatory program for the supervisory development programme (SDP) for first line and overhead supervisory staff. Therefore, the primary target group is Operational and Frontline Staff.

Investment Costs

The cost of attending the FP is N\$4 000,- which is delivered over a period of five (5) days. The programme costs exclude lunch and refreshments.



OFFICE ADMINISTRATION COURSES

NIPAM's short courses in office administration are designed to increase the skills of support personnel across a range of disciplines. The courses identify and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient office or support team. These elements include interpersonal, communication, organizational and time management competencies. Featuring skills that are essential for professional development across the whole spectrum of Public Sector roles such as writing effectively, improving productivity and time management; and organising events.



BUSINESS WRITING SKILLS



Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees :	N\$ 4,100.00

Training Dates:
08 – 12 April;
19 – 23 August;
11 – 15 November

Programme Modules

Module 1:
Writing memo's and Letters

Module 2:
Takes Minutes

Module 3:
Writing Business Reports

Module 4:
Writing Submissions

Course overview

The NIPAM Business Writing Skills course have been designed to provide public sector employees with principles, techniques and practical knowledge for analysing, structuring and writing memoranda, minutes, reports and submissions for improved communication within public sector organisations. The course also covers analysing and writing police statements.

It draws insights from the concept of genres of organizational communication which makes it very unique in the Namibian context. It also emphasizes both the product and process, thus representing a departure from traditional approaches to teaching writing skills that focus on products at the expense of processes that writers go through in crafting business communications.

Course Learning Outcomes

- Write memos, letters, take minutes, reports and submissions;
- Identify purpose and audience in written communications;
- Analyse different written business communications using the genre approach;
- Apply appropriate register when writing;
- Reflect and evaluate their products;
- Develop strategies to improve their products;
- Edit their written texts

Who Should Attend ?

This course is designed for all Public Sector employees who are responsible for writing reports, submissions and take minutes

SECRETARIAL SKILLS



Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees :	N\$ 4,100.00

Training Dates:
10 – 14 June 2019

Programme Modules

Module 1:

Progressive Role of the Executive or Personal Assistant

Module 2:

Staff Wellness and Risk Management

Module 3:

Effective Interpersonal Communication

Module 4:

Optimizing the Relationship with the Boss

Course Overview

This course will equip any executive or personal assistant with the competence needed to excel on the job. It will give you an in-depth understanding of the principles and best practices of successful senior administrators. It will also increase your impact and visibility at the office and it will enable you to derive several action plans for taking on more challenges and raising your career up a notch.

This course will give delegates vital insights on ways to increase their tolerance to stress and be in control of your time. Organizing professional meetings, including writing effective agendas and minutes of meetings, is also an important element of this course. The last segment of this course provides the know-how of professional dealing with visitors, internal and external customers and how to make your department and company more customer friendly.

Course Learning Outcomes

- Practice advanced administration techniques to effectively run the office of a senior manager
- Develop excellent relationships with the manager to maximize productivity
- Acquire modern communication concepts and strategies to facilitate work flow
- Apply professional business writing techniques in e-mails
- List the main causes of stress and prepare an action plan to keep them under control
- Prepare and organize a professional meeting, write its agenda and take minutes accurately
- Demonstrate professional skills in serving internal and external customers effectively

Who Should Attend?

Participants on this course usually are experienced senior assistants of PS's, Deputy PS's, Directors and Deputy Directors. Hence, you will have the opportunity to exchange experiences and discuss the challenges facing you.

PERSONAL ASSISTANT AND EXECUTIVE SECRETARIAL SKILLS

Venue : Windhoek, NIPAM
Campus: Ongwediva
Duration: 4 days
Fees : N\$ 3 600.00

Training Dates:
01 – 05 July;
18 – 21 November

Course Overview

This course is designed to enable executive assistants and other office professionals to realize their value and pivotal role in the organisation. By unpacking present demands and requirements from executive leaders of today and top executive assistants, delegates will add relevance to their profession and the emerging roles that are required of the executive secretary in today's global environment. The role of the Executive Personal Assistant/Secretary, is growing exponentially.

Executive Personal Assistants/Secretaries now have a highly visible and demanding role in the blue chip corporations and government organisations. This demanding role makes it imperative that the Executive Personal Assistant/Secretary has sufficient

knowledge and understanding of the key fundamentals of Strategic Thinking, Project Management, Corporate Finance and Reporting, Leadership, HR, Procurement and Informational Technology. Being a well-trained Executive Personal Assistant/Secretary is therefore a source of security, prosperity and power!

Course Learning Outcomes

- Delegates to Learn the secrets of supporting senior executives
- Delegates learn to master their behaviour and emotion
- Learn how to manage conflict
- Master the art of Multi-tasking
- Act within agreed Protocols & with Diplomacy
- Appreciate the importance and benefits of people management and leadership
- Understand the art of effective communication

Who Should Attend?

This highly practical and interactive course has been specifically designed for: Executive Personal Assistants; Executive Secretaries; Executive Assistants; Personal Assistants; Personal Secretaries; Office Managers.

Programme Modules

Module 1:
Principles of Modern Organisation Behaviour

Module 2:
People Management & Leadership

Module 3:
Effective Communication & Conflict Management

Module 4:
Problem Solving, Multitasking & Dealing with Complexity

Module 5:
Business Etiquette, Protocol & Diplomacy

Module 6:
Using technology in the 21st century



FRONT OFFICE DUTIES



Venue :	Windhoek, NIPAM Campus: Ongwediva
Duration:	2 days
Fees :	N\$ 1 820.00

Training Dates: 05 – 07 August

Programme Modules

Module 1:

Importance of Guests to and establishment & caring for Guests

Module 2:

Introduction to Front Office department

Module 3:

Handling Front Office equipment, room keys and room changes

Module 4:

International Communication

Course Overview

This course will equip delegates with knowledge and skills required to work a reception area. Delegates will develop knowledge and skills required for handling guest arrivals and departure. They will also be able to understand the importance of using correct communication when interacting with guests.

Importantly delegates will develop an understanding of the role played by demographics, culture and nationality and how this can assist in interacting with guests and providing a more personalised service. In addition, delegates will through practical activities develop confidence in handling guest requests and dealing with challenges that typically arise during a guests during check in and out.

Course Learning Outcomes

- Understand the role and function of the Front of Office
- Understand the importance of communication and knowledge of guests background
- Know the procedures for checking in guests
- A Know how to deal with the departure of guests
- Know how to deal with guest requests during their stay

Who Should Attend?

This course is suitable for all professionals from any industry who are involved in managing or assisting in a front office environment within the organization.

TIME MANAGEMENT AND PRODUCTIVITY

Venue :	Windhoek, NIPAM Campus: Ongwediva
Duration:	3 days
Fees :	N\$ 3 600.00

Training Dates:

13 – 15 May;

22 – 24 July;

07 – 09 October

Course Overview

Using time effectively is a challenge we all face. Making sure we are getting the right things done at the right time. Balancing short-term tasks with long terms goals. Maintaining our focus on the task in front of us, while the external environment presents more distractions with each passing week. Managing stress levels in an 'always on' world. Make Time Work is a new breed of this Time Management and Productivity training.

Delegates will learn how to increase their ability to focus and to consciously use low levels of stress to generate action. They will be given you skills to create motivating goals that allow them to quickly filter the important from the trivial. Furthermore delegates will learn how to align their most creative, energetic times of day with the right pieces of work.

Course Learning Outcomes

- Personal time-wasters and the value of your time
- Define goals and establish important and valid priorities
- Create a realistic and productive schedule
- Deal with self-distractions and interruptions
- Increase productivity by using technology efficiently
- Prioritize and create boundaries and balance
- Create a personal "no" script
- Look for opportunities to delegate appropriate tasks/projects to others
- Work effectively as a team member
- Balance competing priorities to meet ever-changing demands

Who Should Attend?

This program will deliver most benefit for any professional in fast moving, high pressure working environments. Senior-level executives can gain greater benefit from tailored, one-on-one coaching.

Programme Modules

Module 1:

Mtime Management Is Self-Management

Module 2:

Planning Your Success

Module 3:

Concentration, Focus, and Organization

Module 4:

Creating Boundaries and Balance

Module 5:

Managing Technology

EVENTS AND CONFERENCING MANAGEMENT

Venue :	Windhoek, NIPAM Campus: Ongwediva
Duration:	4 days
Fees :	N\$ 3 600.00

Training Dates:
02 – 06 September;
11 – 15 November.

Course Overview

Event management is an exciting and rapidly expanding field. This course allows delegates to build their understanding of the foundational knowledge, theory and methodology underpinning modern event management. The course incorporates case studies and guest speakers to provide a contemporary context for examining best practice. Delegates will gain a comprehensive understanding of the planning and logistics of event management.

Course Learning Outcomes

- Understand events management as a whole
- Know how to handle the first meeting with the client.
- Compile budgets
- Understand the purpose of risk management
- Know how to handle programmes that are planned
- Know how to work with technology and staging on the day of the event
- Manage suppliers
- Manage sponsorships
- Market an event
- Manage the day

Who Should Attend?

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Programme Modules

Module 1:

Introduction to event management

Module 2:

Event technology and staging

Module 3:

Evaluations and reporting

Module 4:

Risk management and budgeting



STRATEGIC MANAGEMENT

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees :	N\$ 7,150.00

Training Dates:
17 – 21 June;
14 -18 November

Course Overview

Strategic Management Course has been designed and developed to equip the trainees in the Namibian Public Sector with the necessary knowledge, skills and application of strategic management. This will improve the productivity of public sector employees and bring effective and efficient service delivery to the public.

The overall outcome is to enhance the skills of senior public sector officials to drive the development, implementation, monitoring and evaluation of Strategic and Annual Plans in the Namibian Public Sector in order to provide improved service delivery to the public.

Course Learning Outcomes

- Explain the strategic management process in the Public Service of Namibia;
- Conduct a situational analysis in order to identify challenges that impact on the organisation performance in the public sector;
- Formulate the organisational vision, mission and principle values;
- Formulate organisational strategy to position the Namibian public sector organisations to respond to changes in the environment;
- Develop organisational risk assessment framework;
- Draft Strategic Plans;
- Develop operational plans in the form of Annual Plans/ Business & Financial Plans;
- Monitor the implementation of the Strategic and operational plans; and
- Evaluate the performance of the organization in the context of the outgoing strategy.

Who should Attend?

This course is targeting executive directors, chief executive officers, chief regional officers, senior and middle managers, Ministerial Implementation Teams (MITs)/ Committees in the Namibian Public Sector (Offices, Ministries, Agencies, Regional Councils, Local Authorities and Public Enterprises), who are involved in the development, implementation, monitoring and evaluation of Strategic and Annual Plans.

Programme Modules

Module 1:

Strategy Formulation:

Module 2:

Strategy Implementation:

Module 3:

Strategy Evaluation:



EMOTIONAL INTELLIGENCE

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees :	N\$ 6, 500.00

Training Dates:
05 – 09 August

Course Overview

Pressure has never been greater for those working in the Public Sector, as the fast pace, large scale projects and increased public scrutiny can lead to an incredibly demanding environment. Emotional intelligence is a vital tool for managers to possess when helping lead their teams through stressful times to meet organisational goals.

This training introduces the key concepts of emotional intelligence and equips delegates with the skills and knowledge to lead their teams through this time of challenge. As well as giving an introduction to Emotional Intelligence, delegates will understand how EI competencies relate to awareness and management of self and others, an introduction to different leadership styles and an opportunity to discover their own natural leadership styles.

Course Learning Outcomes

- Understand the importance of using Emotional Intelligence
- Create an environment for productive work relationships
- Guide their responses to difficult and challenging situations
- Approach for more intentional actions
- Self-motivate while tempering negative responses
- Gain team communication skills for running effective meetings, decision-making, and creative problem-solving
- Gain one-on-one communication skills for constructive feedback and conflict management
- To practice and applying tools and skills through individual and group exercises
- Gain confidence to deal with resistance and negativity
- Demonstrate leadership qualities that promote trust, motivation, and commitment to results gain skills in "outcome thinking".

Who should Attend?

The course is open to everyone employed in the unified Public Sector, private firms and individuals interested in the subject.

Course Contents

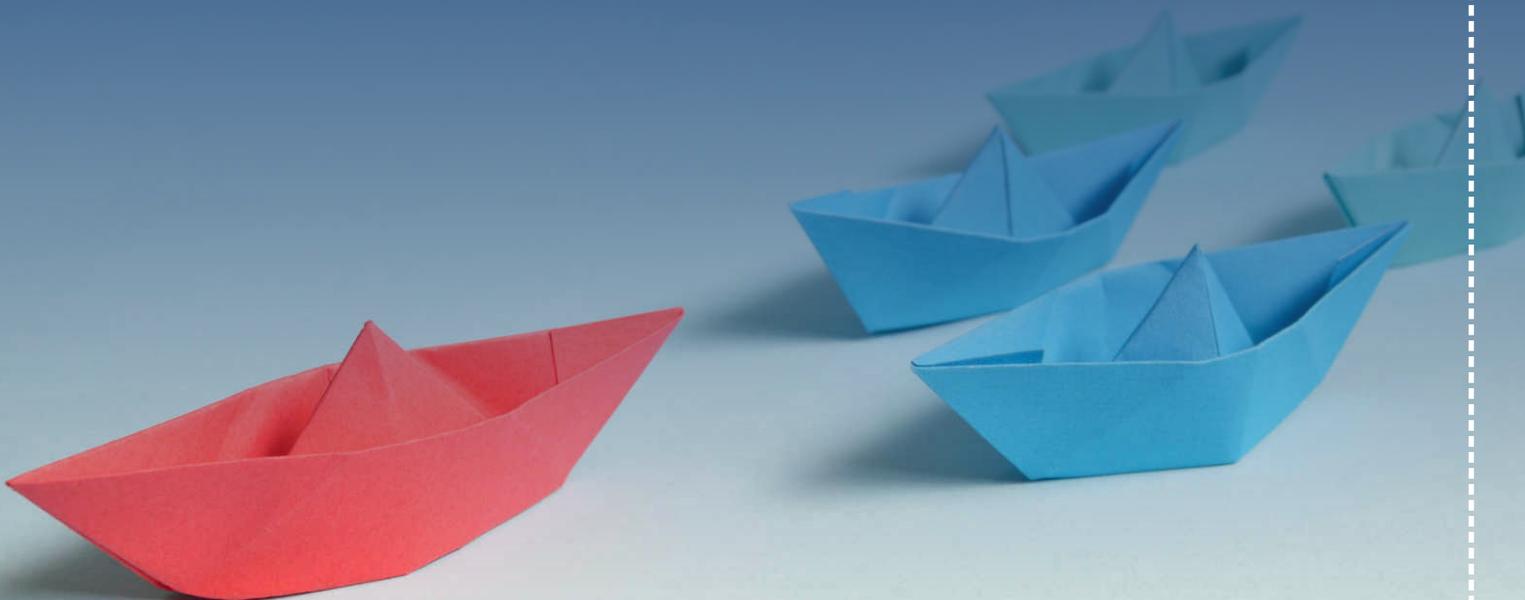
- Define Emotional Intelligence (EQ)
- Identify the benefits of having higher emotional intelligence
- Learn the four core skills required to practice emotional intelligence
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
- Successfully communicate with others in a non-verbal manner
- Verbally communicate with others with emotional awareness
- Interpret and manage your emotions in any situation

LEADERSHIP AND MANAGEMENT

Good leaders are vital in helping the public sector to adapt and solve 'wicked' problems, and they are also integral to the reform and modernization of public governance.

Competent, empowered leaders develop from strong foundations and though one leadership style does not fit all, we offer numerous programmes that are tailored to address a variety of leadership challenges.

Replete with real-world case studies and examples, and including material from the Ghana, South Africa, USA, Europe and India. NIPAM's courses on Leadership and Management gives delegates a truly international outlook on the subject and offers a clear understanding of the significance of leadership, strategic management and public services reform.



LEADERSHIP AND CHANGE MANAGEMENT

Venue : Windhoek, NIPAM Campus
Duration: 5 days
Fees : N\$ 7,150.00

Training Dates:
09 – 31 September;
04 – 08 November (Swakopmund)

Course Overview

The course content is based on traditional theoretical material, practical experience and current research in three main areas: Organisational studies, Leadership perspectives and Change management. The focus of this course is increasing ortant to the public sector. the effectiveness of leadership and change management skills at an individual and organisation level. Leadership and change management are increasingly seen to be key factors affecting the performance of contemporary organisations and are important areas of study in the fields of management and organisational behaviour. Effective leadership and change management of organisations are imp

Course Learning Outcomes

- Understand Change
- Describe how to implement a Change Program
- Identify and overcome Obstacles to Change
- Using the knowledge gained, and contributing in effective change in their organization
- Understand the impact of change in the organization
- Understand the requirement for a sound change process within the organization
- Compare the success/failure of strategic leadership practices across cultures
- Review and apply the change management process to organizational sustainability
- Critically analyse changes within industrial and technology intensive operations from a system perspective

Who Should Attend ?

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

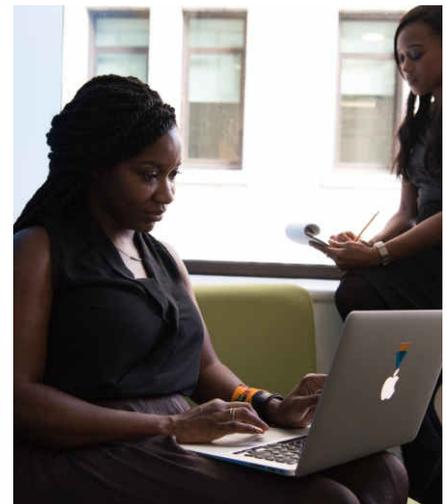
Programme Modules

Module 1:
Sustainability

Module 1:
Leadership

Module 3:
Change management

Module 4:
Applying Strategic Leadership and to Change Management Sustainability



Course Overview

The programme aims to equip boards and staff in State-Owned Enterprises (SOEs) in Namibia with the necessary skills to enhance the performance of their respective enterprise to ensure good service delivery to the citizens.

Course Learning Outcomes

At the end of the training programme, participants are expected to:

- Develop a common understanding regarding SOEs in Namibia;
- Analyse the business environment in Namibia;
- Apply the principles of good corporate

- governance in the management of SOEs; and
- Understand the importance of financial systems, procurement systems and performance management in SOEs.

Who should Attend?

The target group for this programme includes:

- Board members & Board Committees
- Executive and Middle Managers
- Company Secretaries of State-Owned Enterprises, other Public and Private Sector Institutions.



Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees :	N\$ 7, 200.00

Training Dates:

13 – 17 August;

01 – 05 July;

09 – 13 September

Programme Modules

Module 1:

Business Environment and State Owned Enterprises

Module 2:

Good Corporate Governance

Module 3:

Professional Development of Boards

Module 4:

Financial and Risk Management

Module 5:

Communication

Module 6:

People Management

Module 7:

Public Procurement

HUMAN RESOURCES COURSES

New public management approaches in the public sector emphasise the application of business-like techniques to the delivery of public sector services. One of the most prevalent HRM implications of this trend has been the increasing use of Performance Management by public organisations. The purpose of NIPAM Human Resource Courses is to provide delegates with an understanding of fundamental critical issues, concepts, and functions of human resources for the public sector. The intent, in part, is to improve Public Sector institutions chances of success through understanding of the business practice and regulatory factors that influence and direct the personnel actions of employers.



Course Overview

The purpose of this course is to provide participants with tools that would guide them in managing performance in the public service. This module will focus on performance agreements and performance reporting in the context of performance management in the Namibian Public Service.

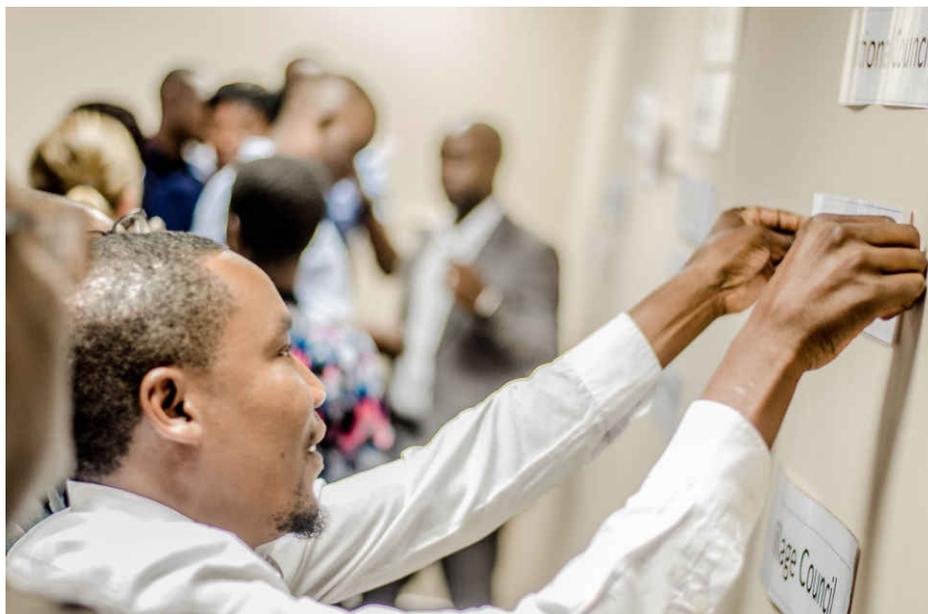
The effectiveness of the public service depends on the capacity of its human resources in terms of performance management. An effective performance management depends on proper planning at all levels and reporting as a way to monitor performance and that provide opportunity for coaching and mentoring during performance review meetings. In addition, issues regarding disputes and appeals resulting from appraisal are clarified in line with the PMS Policy of the Namibian Public Service, 2011 and the Public Service Staff Rules E VI.

Course Learning Outcomes

- Explain how performance agreement fits in the Performance Management System (PMS) framework;
- Develop Performance Agreements and Personal Development Plans (PDPs) for staff members at all levels in the public service;
- Conduct 'One on One' (performance review meeting);
- Compile performance reports both quarterly and annual reports; and
- Handle disputes and difficult people (staff) professionally

Who Should Attend?

The purpose of this course is to equip all staff members in the Namibian Public Sector with the necessary knowledge and skills to be able to develop performance agreements (PA) and compile performance reports.



Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees :	N\$ 7, 200.00

Training Dates:
05 – 09 August;
16 – 20 September;
10 – 14 February 2020

Course Content

- PMS Framework and Performance Agreement;
- Performance Agreements and Personal Development Plans;
- Performance Reporting; and
- Handling disputes and difficult people (staff).

DISCIPLINARY PROCEDURES

Course Overview

The aims of this disciplinary procedure course are 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 growth and benefit as well as for their interaction in the work environment.

This course covers 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 course ensures that employees are familiar with the rules and regulations governing their conduct to ensure that staff members understand and adhere to all the guidelines and procedures.

Course Learning Outcomes

- Develop an understanding of the Legal Framework for disciplinary procedures in the Public Service.
- Identify different types of Misconduct and Action 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
- Evaluate the arbitration and appeal process.

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Course Content

This course covers the following pertinent topics in misconduct and disciplinary procedures as per the Public Service Staff Rules. The content covered is as follows:

1. The Legal Framework (Public Service Act of 1995, Public Service Staff Rules, The Labour Act)
2. Different Types of Misconduct and Action to be Considered (Major Offences, Serious Offences, Minor Offences)
3. Fundamental Procedures to be followed in the Disciplinary Process
4. Appointment, and Roles and Responsibilities of the Disciplinary Committee
5. Guidelines for Disciplinary Inquiry
6. Formulating Charges of Misconduct
7. The Arbitration and Appeal Process

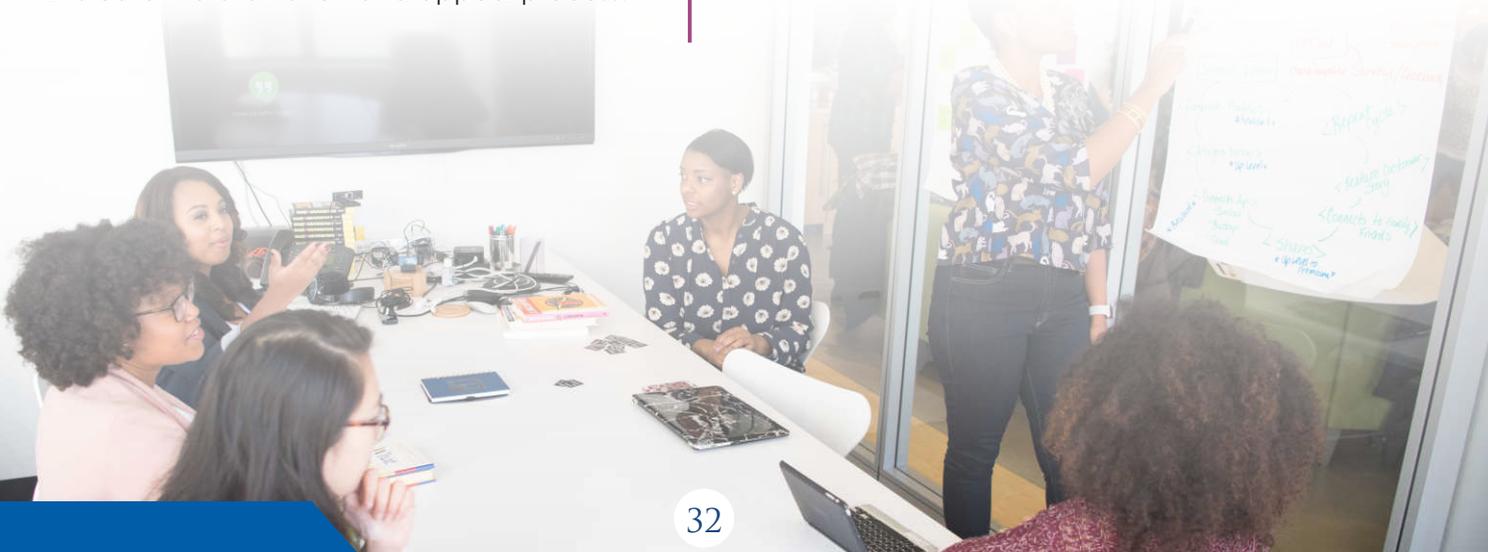
Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees :	N\$ 4,100.00

Training Dates:

10 – 14 June;

22 – 26 July;

07 – 11 October



MANAGING TRAINING AND DEVELOPMENT FUNCTION

Course Overview

Training management acumen is not necessarily something that you can pick up as you go along. As good managers develop, they recognize the fact that they need to enhance their essential skills to really perform in their organisations.

This course deals with the process of training and developing people in organisations. It covers a variety of approaches to instruction and learning and contrasts these with their practical application. It also includes the study of core functions of human resource development and the development of an understanding of workplace competency standards. You will learn to design and conduct needs analyses and to plan, implement and evaluate training programs. You will also learn training techniques and the skills required to deliver a training program.

Course Learning Outcomes

- Manage effectively the training and or learning on the organisation;
- Plan, cost effectively coordinate and control training activities;
- Prepare training plans and proposals;
- Carry out identified training needs..

Who Should Attend?

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Course Topics

- Training Policy formulation and administration
- Training Needs Analysis
- Design and evaluation of effective training programmes and plans
- Performance improvement programming
- Budgeting and Costing of Training



Venue :	Windhoek, NIPAM Campus; Swakopmund
Duration:	5 days
Fees:	N\$ 6,000.00

Training Dates:
24 – 29 June;
16 – 20 September (Swakopmund)



Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 6,000.00

Training Dates:
 13 – 17 May; 22 – 26 July;
 25 – 28 November;
 27 – 31 January 2020

Programme Modules
Module 1: Talent Management Definition
Module 2: Understanding Talent Management
Module 3: Clarifying Talent
Module 4: Retaining Top Talent: The Big Challenge

Course Overview

Talent management involves individual and organizational development in response to a changing and complex operating environment. It is not just limited to attracting the best people from the industry but it is a continuous process that involves sourcing, hiring, developing, retaining and promoting them while meeting the organization's requirements simultaneously. This training course will equip the participant with the necessary skills and knowledge required for talent recognition, management, retention and development; a sure way to ensure continuity and success.

Course Learning Outcomes

- Through the trainer's expertise and practical knowledge, you will be able to define the key concepts associated with talent management and you will be able to:
 - Identify types of talent.
 - Identify key phases for implementing a talent management program.
 - State the importance and benefits of talent management.
 - Compare talent management with replacement planning and traditional processes.
 - Identify methods to determine talent for a position.
 - Build up questions that help

- you recognize talent.
- Use measures to retain talent

Who Should Attend

Senior HR professionals, middle line managers, HR supervisors, training managers as well as all those involved in designing and setting up talent management systems that will allow the organization to create organizational excellence and continuously improve its bottom line.

MANAGING WORKPLACE CONFLICT

Course Overview

Learning how to manage and resolve conflict is a key skill for anyone who works in a team, communicates directly with customers or has a supervisory or managerial role. Resolving interpersonal conflict can be very empowering and should be a part of everyone's professional development goals.

This course introduces delegates to the various forms of workplace conflict management in both unionized and non-unionized work environments. The course focuses primarily upon mediation but will also explore other forms of dispute resolution, like: facilitation in collective bargaining union-management relationship building, conflict coaching and workplace conflict management systems analysis and design. Students will be introduced to "workplace cultures" and will be provided with an appreciation for the meaning of "client" in the workplace context.

Course Learning Outcomes

In this course participants will:

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Learn to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

Who Should Attend?

Senior HR professionals, middle line managers, HR supervisors, training managers as well as all those involved in designing and setting up talent management systems that will allow the organization to create organizational excellence and continuously improve its bottom line.

Venue :	Windhoek, NIPAM Campus
Duration:	3 days
Fees:	4,100.00

Training Dates:
20 – 22 May;
12 – 14 August;
07 – 09 October

Programme Modules

Module 1

Conflict – is it all bad?

Module 2

Understanding Your Response to Conflict

Module 3

What makes up conflict?

Module 4

Resolving Conflict Between Others

Module 5

When Conflict Involves You

Module 6

Implementing Agreements

Module 7

Reflections

HEALTH, SAFETY AND WASTE MANAGEMENT

NIPAM has been at the forefront of Public Sector workplace health and safety education for many years.

Our Health, Safety and Waste Management courses, give delegates the opportunity to study with industry experts who will guide them through the essential knowledge and offer practical solutions for maintaining a safe and clean work environment.



EXCELLENCE IN CLEANING AND HOUSEKEEPING

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 4,100.00

Training Dates:
05–09 August;
16–20 September;
14–18 October;
11–15 November

Course Overview

This course is designed to develop the necessary skills for success as a worker in Government providing cleaning services in all places in the Public Service. The course examines workplace duties and responsibilities, protocol behaviour, hygiene and cleanliness, and effective ways of controlling and managing waste, the equipment and materials used for cleaning.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Develop a deeper awareness of the environment they are responsible for
- Develop a clear understanding of their responsibilities as cleaners and housekeepers
- Differentiate between an expected clean environment and unclean territory
- Distinguish between different types of waste and waste management techniques (including recycling methods)
- Practice methods of housekeeping and cleaning excellence
- Develop protocol and etiquette behaviour
- Work as a team member to attain excellence
- Develop professional attributes as housekeepers and cleaners
- Investigate and utilize different types of cleaning materials and equipment.

Who should Attend?

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Course Content

- The content of this course are as follows:
- Environmental awareness
- Duties and responsibilities of housekeepers and cleaners
- The clean environment and terrain
- House, office and terrain checklist
- Care for the office, house, environment and terrain
- The different types of waste
- Waste management techniques including recycling
- Methods of excellence in housekeeping and cleaning
- Professionalism, protocol and etiquette
- Enhancing team work
- Interaction with co-workers, Public Service officials and guests

MANAGING HIV AND AIDS IN THE WORKPLACE

Course Overview

This course has been developed to meet the needs of public sector institutions who desire to respond with compassion and understanding to HIV and AIDS challenges encountered in the workplace. The aim of the course is to provide professionals with a deeper knowledge of HIV and AIDS, as well as the skills to manage the impacts of this dreaded disease.

The training will be based on adult educational principles and is highly interactive. We use workbooks that include case studies, simulations, group activities and individual questionnaires. The course content covers the knowledge, skills and attitudes necessary for effective HIV/AIDS workplace management...

Course Learning Outcomes

- Framework for participation
- Definition and scope of dreaded diseases
- How to Deal with HIV/AIDS
- How to Deal with Stigma and Discrimination
- HIV Attitudes, Awareness and Testing
- Rights of People Living with Dread Disease
- Goals and Objectives to Mitigate HIV Impacts
- Dread Diseases: Managing Workplace Issues
- Test Your Knowledge
- The Gender Dimensions
- Counselling and Testing
- Counselling
- Workplace Policy
- HIV/AIDS Program

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	3 days
Fees:	N\$ 4,100.00

Training Dates:

13 – 15 May;

28 – 30 August (Ongwediva);

28 – 30 October

11 – 13 November

Programme Modules

Module 1

Counselling, Testing and Treatment

Module 2

Preparing to deal with the effects of HIV/AIDS in your unit

Module 3

Promoting a non-discriminatory work environment

Module 4

Workplace HIV/AIDS Policy and Programmes



WELLNESS COMMITTEE TRAINING

Course Overview

This course provides delegates with the essential insights and knowledge of Employee Wellness Programmes (EAPs) and their important role in ensuring happy and satisfying places of work. Employees are an important aspect of profitability in organisations, and it has been found that happy employees are productive employees. The course specifically focuses on the application of interpersonal skills to improve employee productivity while also enhancing employee social functioning. Delegates will also develop skills to conduct a wellness survey, build a business case for wellness to gain management's support, integrate services and efforts, and monitor and celebrate success.

Course Learning Outcomes

After successfully completing this course, you will be able to

- conduct a wellness survey
- build a business case for wellness
- gain management support
- serve as a role model
- integrate services and efforts,
- and
- monitor and celebrate success.

Who Should Attend?

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.



Venue :	Windhoek, NIPAM Campus
Duration:	3 days
Fees:	N\$ 5,000.00

Training Dates:
24 – 26 April;
01- 03 July;
05 – 07 August;
14 – 18 October

Programme Modules

Module 1
Establishing a worksite wellness strategy

Module 2
Best practices in worksite wellness programming

Module 3
Employee Health and Wellness Mentorship

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

Course Overview

This course is an introduction to major concepts and issues in occupational health and safety. Work-related hazards are described in terms of recognition and control. This course relies on the synthesis of knowledge in the behavioural sciences, industrial hygiene, injury epidemiology, safety, nursing theory, toxicology and epidemiology while applying these within a program development and management framework.

Delegates will gain the practical skills needed to address and promote good standards of occupational health and safety within their institution. The course also looks at ways for public sector institutions can become compliant with Namibian Occupational Health and Safety Act this course goes a long way towards improving employee satisfaction and increasing financial returns.

Course Learning Outcomes

After successfully completing this course, you will be able to

Introduction to workplace health

- Effects of health on work
- Effects of work on health
- Management of attendance
- Management of mental health at work
- Management of people with musculoskeletal disorders
- Workplace health promotion
- Workplace health support

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.



Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 4,100.00

Training Dates:

02 – 06 September;

04 – 08 November

Course Modules

Module 1 :

Organisation of health and safety management

Module 2 :

Risk assessment and control

Module 3 :

Preventing, preparing for and responding to fires

Module 4:

Managing hazardous substances

Module 5:

Managing health and safety performance

FINANCE AND ACCOUNTING

These days Government Bodies and Public Figures are constantly scrutinised for the justification of any public spending, so it is essential that those overseeing projects know how to complete it in on (or under) budget, as well as on time. Often the failure that projects are too costly can be solved by simply working with project overseers to recognise where value for money is not being met, as well as where terms of the contract need to be re-negotiated.

Our Finance and Accounting courses cover both introductory and in-depth aspects of each area, helping to improve delegates understanding of liabilities and responsibilities leading to increased core skills, understanding, efficiency and confidence.



FINANCIAL REPORT ANALYSING

Course Overview

The objective of this course is to provide delegates with a framework for analysing public sectors past performance, estimating its future performance, and valuing its equity. The course integrates key concepts from accounting, finance, economics, and business strategy and applies them to financial decision-making. The course focuses on teaching you to interpret numbers in the financial statements. Delegates should leave the course with the ability to generate reasonably accurate (or at least logically consistent) forecasts of a firm's future financial performance, including revenues, earnings, asset balances and free cash flows.

Course Learning Outcomes

After successfully completing this course, you will be able to

- Understand the relation between the expected return and risk of investment alternatives and the role financial statement analysis plays in providing information about returns and risk.
- Understand the need to recognize the scale of operations in analysing performance. Scale is incorporated by the use of ratios.
- Understand the usefulness of return on equity (ROE) and return on assets (ROA) as measures of profitability, and the relation between these two measures
- Understand the distinction between short-term liquidity risk and long-term liquidity risk and the financial ratios used to assess each.
- Develop skills to compare performance both over-time and across-firms. (Trend analysis, Comparative analysis etc)
- Develop skills to prepare pro forma financial statements

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	1 and a half Days
Fees:	N\$ 3,500.00

Training Dates:

20 & 21 June;

03 & 04 September;

25 & 26 November

Course Modules

Module 1

Business Strategy Analysis

Module 2

Introduction to financial reporting and analysis

Module 3

Forecasting

Module 4:

Introduction to Ratio Analysis

Module 5:

Valuation Application:
Predicting Returns at Earnings

BOOKKEEPING / BASIC AND ADVANCED

Course Overview

Learn about the essential numerical skills required for accounting and bookkeeping. This course, explains the fundamental rules of double-entry bookkeeping and how they are used to produce the balance sheet and the profit and loss account.

Course Learning Outcomes

After successfully completing this course, you will be able to

- understand and apply the essential numerical skills required for bookkeeping and accounting
- understand and explain the relationship between the accounting equation and double-entry bookkeeping
- record transactions in the appropriate ledger accounts using the double-entry bookkeeping system
- balance off ledger accounts at the end of an accounting period
- prepare a trial balance, balance sheet and a profit and loss account.

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	3 Days
Fees:	N\$ 5,000.00

Training Dates:

10 – 12 June;

12 – 14 August;

11 – 13 November

Course Modules

Module 1

Essential numerical skills required for bookkeeping and accounting

Module 2

Double entry and the balance sheet

Module 3

Accounting records and financial statements



DATA CAPTURING AND DATA PROCESSING TECHNIQUES

Course Overview

This course part will be split into the topic «Data Processing» and the «visualization. This course focuses on the details of data management. The course emphasizes creating scripts that extend the basic features provided by NIPAM. Hands-on examples explore features for efficiently organizing and presenting data, providing a practical set of tools for further data analysis.

Course Learning Outcomes

After successfully completing this course, you will be able to

- understand and apply the essential of data processing techniques
- understand and explain the relationship between data capturing and data analysing
- record data in the appropriate processing technique
- able to process data
- prepare report indicating captured data

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	2 Days
Fees:	N\$ 4,100.00

Training Dates:
29 & 30 August;
3 & 4 October;
25 & 26 November

Course Modules

Module 1

Importing data

Module 2

Organizing data

Module 3

Exporting data



BUDGET FORMULATION FOR THE PUBLIC SECTOR

Course Overview

This highly interactive course offers a theoretical background and also the practical tools and techniques necessary for the development of budgeting and their related functions. It will also provide opportunity for delegates to focus on developing and enhancing their knowledge and practical application of all the concepts, processes, and techniques involved in budgeting for optimal performance.

This course will assist individuals at every level in the organisation in their involvement in the budget process. The course provides the practical skills for delegates to take back to their jobs, along with insights needed to adapt principles to specific work environments.

Course Learning Outcomes

After successfully completing this course, you will be able to

- Develop the appropriate techniques for effective budgeting as part of the planning process
- Design various budgeting models for all elements of a budget
- Explain the use of activity based budgeting, compared with other budgeting methods
- Develop and effectively control budgets
- Provide budgeting knowledge that can be shared for the benefit of your company

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.



Venue :	Windhoek, NIPAM Campus
Duration:	2 Days
Fees:	N\$ 5,700.00

Training Dates:

1st & 2nd July;

14 & 15 October;

02 – 03 December;

Course Modules

Module 1

Forecasting

Module 2

Budgeting

Module 3

Using a budget as a management tool

Module 4

Capital Budgeting (CAPEX)

BUDGET ANALYSIS FOR THE PUBLIC SECTOR

Course Overview

The course covers essential financial skills such as understanding and interpreting numbers to build the bigger picture, utilizing tools to make rational financial decisions, and communicating analytical conclusions persuasively and with impact.

Course Learning Outcomes

After successfully completing this course, you will be able to

- Understanding the content of, and relationships between, primary financial statements (income statement, balance sheet, cash flow statement)
- Utilizing financial statements to evaluate the financial and strategic performance of an organization
- Appreciation of discounted cash flow (DCF) techniques and their application to financial decision making
- Identifying key success factors, early warning signs, and financial momentum signals in your own industry sector
- Understanding of EVA (Economic Value Added), RONA (Return on Net Assets) and other indicators, as performance metrics

- Framing the value creation/destruction process in mergers and acquisitions from the market's perspective and recognizing signals from the market to management
- Building a realistic budget, under a base case, upside and downside scenarios
- Identification and utilization of financial and business data sources that give insights into business and financial strategies
- Constructing and using rigorous excel spreadsheets for financial analysis, from the basics to more complex models
- Enhancing your professional and personal networks among colleagues of similar background, talent and potential

Who Should Attend

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	1 and half Days
Fees:	N\$ 2,200.00

Training Dates:

11 & 12 April;

3 & 4 July;

12 & 13 November;

28 & 29 January

Course Modules

Module 1

Getting started with financial analysis

Module 2

Moving beyond the basics

Module 3

Evaluating information

Module 4

Budgeting and the management process



FRAUD PREVENTION AND ETHICS

Course Overview

The Fraud Prevention and Ethics course aims to foster a critical understanding of the concepts, issues and practices pertaining to fraud prevention in any organisation, and a practical approach to the application of ethical standards in fraud prevention.

Topics to be covered

Topics covered in the Fraud Prevention and Ethics course include:

- The PwC Global Economic Crime Survey – February 2017
- Statistics and the fraud triangle;
- Definitions and manifestations of fraud;
- A comprehensive approach to preventing fraud;
- High-level fraud risk identification;
- Development of a draft fraud policy and fraud prevention plan;
- Critical issues in the Code of Conduct related to fraud;
- Fraud red flags; and
- Detecting fraud.

Who Should Attend

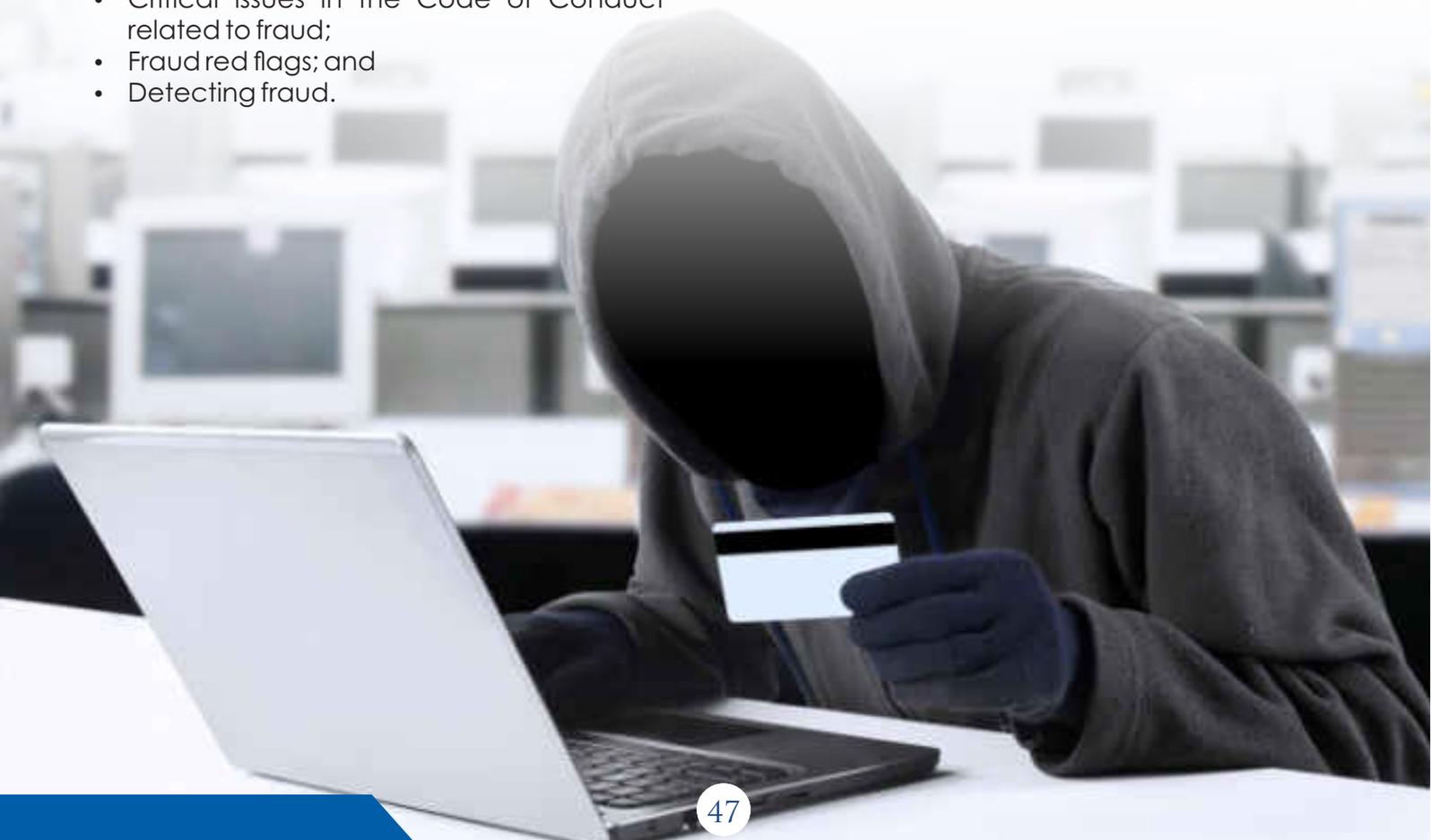
- Board members, Company Secretaries and management of State-Owned Enterprises and other Public & Private Sector Institutions, forensic investigators, internal auditors, compliance officers and risk managers.
- Public Servants such as Taxation Officers, Customs & Excise Officers, Immigration Officials and officials that are dealing with inspections and procurement (auxiliary services).

Venue :	Windhoek, NIPAM Campus
Duration:	3 Days
Fees:	N\$ 7,500.00

Training Dates:

26 – 28 June

26 – 28 September



MUNICIPAL FINANCE MANAGEMENT COURSE

Course Overview

The purpose of the course is to enable delegates to apply strategic level financial management competencies to ensure effective, efficient and economical utilisation of public funds and resources at local government level. Delegates will develop competencies to manage the budgeting processes, financial management processes and internal control, auditing and reporting processes. The course serves to provide the opportunity for new and existing public sector employees to gain financial management competencies.

Course Learning Outcomes

- After successfully completing this course, you will be able to
- Demonstrate knowledge and critical understanding of municipal finance issues in general, and their areas of focus in particular.
- Plan a municipal budgeting and reporting cycle.
- Revenue and cost analysis for municipalities and town councils
- Apply economic principles to municipal finance management
- Assess foundations and principles of municipal practice in Namibia
- Implement well-grounded and systematically developed principles in municipal financial management.
- Project management and self-management in a municipal environment.
- Manage a municipality's assets and liabilities.
- Support as a strategic management leader in the field of municipal finance management.

Who Should Attend

- Municipal or town Council employees
- Councillors
- Employee in procurement in Town Councils or Municipalities

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 7,100.00

Training Dates:

19 – 23 August

14 – 18 October

Course Modules

Module 1

Strategic Management, Budgeting Implementation and Performance Management

Module 2

Municipal Accounting and Risk Management

Module 3

Governance and Legislation

Module 4

Cost and Capital Planning

Module 5

Municipal IT Support and Project Management

Module 6

Supply Chain Management and Public Private Partnerships



INTERNAL AUDITING FOR THE PUBLIC SECTOR

Course Overview

This course offers an overview of the elements of a successful integrated risk management approach by reviewing best practices in public sector risk management and Internal Audit, from the adoption of enterprise risk management to the implementation of standards issued by the Institute of Internal Auditors (IIA) in the day-to-day operation of the internal audit. The course will cover in overview the documentation process for conducting Internal Audit assignments, elements to be included in the working papers and how findings are reflected in the audit report. The course also examines how to structure and Internal Audit Department and the various skills needed with changes in the public sector environment.

Course Learning Outcomes

After successfully completing this course, delegates will be able to

- Gain knowledge of risk management best practices
- Develop understanding of internal audit concepts
- Review and understand the IIA Standards
- Learn the details of internal audit engagements
- Understand the importance of risk management and internal audit in the public sector

Who Should Attend

- Managers with responsibility for setting up risk management functions in government departments, agencies and local government
- Risk managers operating in the public sector
- Internal auditors operating in the public sector
- Qualified Internal Auditors and risk managers that needs a refreshing course
- Those returning to working in risk management or internal audit
- Personnel within the public sector who need a better understanding on risk management and the internal audit role



Venue :	Windhoek, NIPAM Campus
Duration:	4 Days
Fees:	N\$ 6,000.00

Training Dates:

23 – 26 April

22 – 25 July

25 – 28 November

Course Modules

Module 1

Risk management

Module 2

Internal audit

Module 3

Working papers and reporting

Module 4

Internal audit department and audit skills

FINANCE FOR NON-FINANCIAL MANAGERS

Course Overview

The field of finance is broad and dynamic. Finance directly affects everyone's life, whether you are an individual or organisation. Basic principles of finance can be applied in business organisations of different types. Many of these principles are applicable to an individual personal financial life. A basic understanding of finance will benefit most adults by enabling them to make better personal financial decisions. For those who work in non-financial positions will benefit by being able to understand basic financial concepts, reading and interpreting financial statements, which will assist in making informed financial decisions. It will additionally enable them to interact effectively with the firm's financial staff, processes, and procedures.

Course Learning Outcomes

- Explain/define the basic finance/accounting terms
- Compile business unit, household or own financial statements
- Analyse the entity's financial performance using ratios
- Distinguish the budget cycle of the Government
- Able to compile own unit's and personal budgets
- Able to cost a project

Who Should Attend

This course is principally meant for non-financial functional managers and other professionals with limited knowledge of finance in the Namibian Public Sector (Offices, Ministries, Agencies, Regional Councils, Local Authorities and Public Enterprises). These should be in positions to manage and run their own business units, divisions and section's budgets and participates in the organization's budget preparations.

Course Content

- Unit 1:** Introduction to Finance
- Unit 2:** Financial Literacy for Non-Financial Managers
- Unit 3:** Financial Statements
- Unit 4:** Interpretation and Analysis of Financial Statements
- Unit 5:** Budget and Control

Venue :	Windhoek, NIPAM Campus
Duration:	3 Days
Fees:	N\$ 6,000.00

Training Dates:

23 – 26 April

22 – 25 July

25 – 28 November



ENTERPRISE AND RISK MANAGEMENT

Course Overview

This course provides an introduction to the main areas of enterprise risk management (ERM). The industry accepted categorisation of risks, i.e. market risks, credit risks and operational risks, and components of each category will be discussed in detail. Risk management processes and strategies will also be covered. Numerous case studies from different business areas and projects on real life issues will illustrate the increasing importance of ERM in today's business world. This course is also intended to provide to a high level understanding of what is risk and what does an ERM process look like for organizations including some common challenges and pitfalls of institutionalizing an ERM culture.

Course Learning Outcomes

The over-arching aim of this course is to provide an overview of risk management principles and ensure delegates gain a strong grounding in the risk management discipline and provide an opportunity to apply a contextual risk management framework. The course will

- Provide students with the knowledge and skills appropriate to the practice of risk management in preparation for a possible career that touches on the broad area of risk management.
- Provide delegates with a framework, process, skills and tools for the critical analysis of issues relating to an enterprise risk management (ERM) program
- Explain how an organization applies strategic risk management, project risk management and operational risk management
- Explain the concepts of organizations risk position including risk appetite and risk tolerance.
- Demonstrate risk assessment and risk response methods and techniques
- Explain key risk modelling methods, and associated limitations of risk modelling
- Explain how an organization's internal culture and external environments relate to its risk management program

Course Content

Unit 1: Foundations of Enterprise Risk Management

Unit 2: Risk Analysis

Unit 3: Solution Assessment

Unit 4: Decision Process

Unit 5: System Administration

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 6,000.00

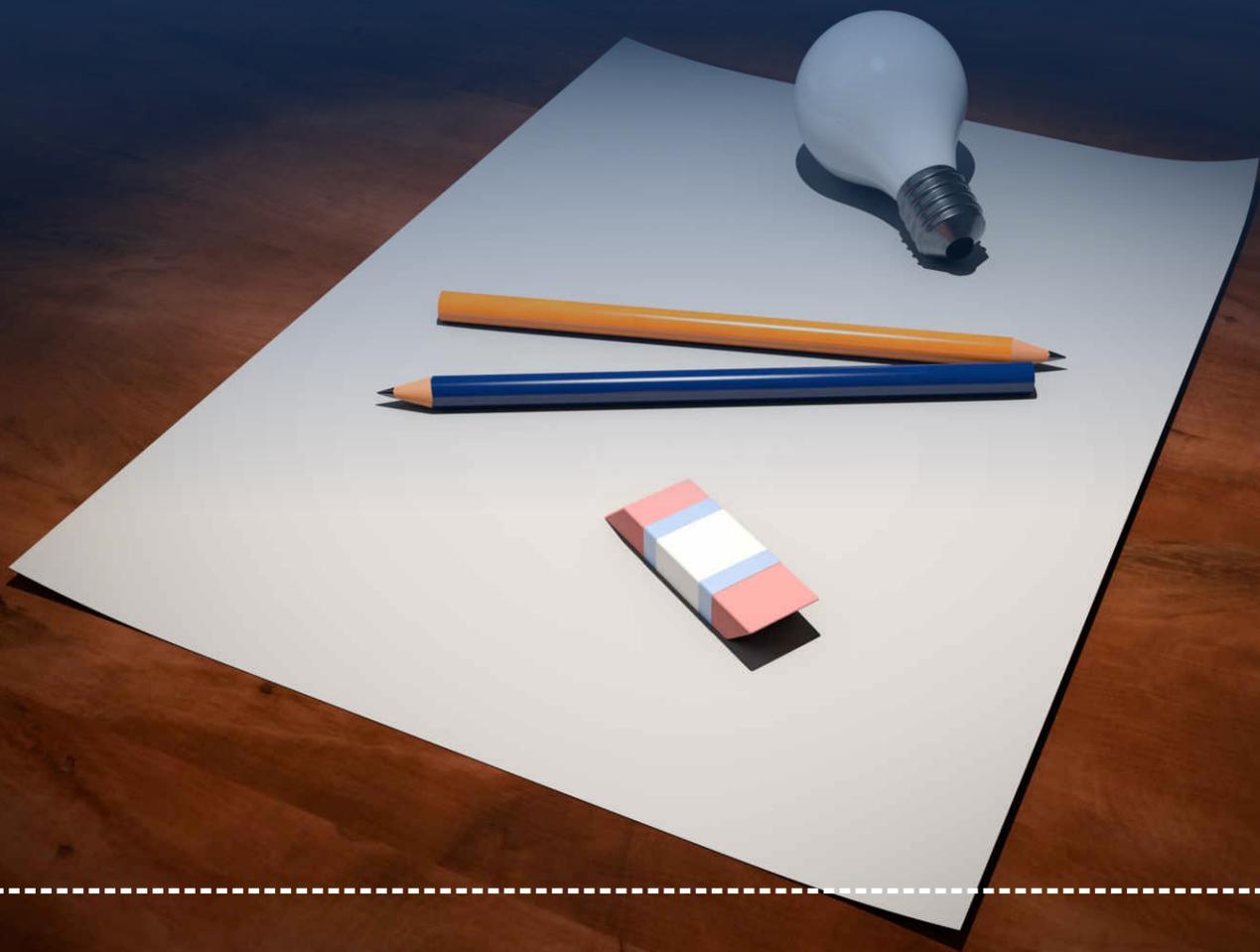
Training Dates:

09 – 13 September



PROJECT MANAGEMENT

NIPAM project management courses develop a foundation of concepts and solutions that supports the planning, scheduling, controlling, resource allocation, and performance measurement activities.



BUSINESS PROCESS REENGINEERING (BPR)

Course Overview

With all time high public demand for efficient public services and quality products across all Industries and organisations, compounded with stiff competition due to globalisation, it has become inescapable for the public sectors and industries to review the way they do business in order to meet the expectations of the citizens or customers and remain competitive in the world market. Business Process Reengineering is a Namibian reform initiative to radically improve the processes to deliver efficient services and products. This programme is designed to equip participants with skill and knowledge to successfully implement the BPR reform initiative by designing new processes that radically improve turnaround time, reduce cost, improve quality and improve the profitability.

Course Learning Outcomes

- Compile a Business case to motivate process improvement
- Project planning and governance
- Understand change management
- Conduct process analysis
- Build AS-IS process maps
- Validate processes
- Establish process measurement
- Identify Change initiatives
- Set performance goals
- Design/Redesign business process
- Build TO-BE Business Process
- Develop performance controls & management reports
- Pilot new business process and measure performance of new process

Who Should Attend

The target audience are the process owners, supervisors, subject matter experts (SME) at different levels, senior executives, individuals from reengineering teams, managers from business units, corporate planners and quality assurance managers.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 6,300.00

Training Dates:

10 – 14 June

09 – 13. September

18 – 22 November

Course Modules

Module One:

Process Planning & Governance

Module Two:

Process Analysis & As-Is Process Mapping

Module Three:

Process Design /Redesign

Module Four:

TO-BE Process Mapping & Implementation

MONITORING AND EVALUATION

Course Overview

This course focuses on monitoring and internal/external evaluations and shows how these processes are used to measure the results of a project. It provides a step-by-step guide on how to monitor and evaluate projects and adapt them if and when necessary.

Development projects need continuous tracking in addition to periodic assessments in order to be effective and efficiently. Stakeholders, project implementation team, beneficiaries and general public's require constant feedback on project performance. Consequently, the M & E training workshop will equip you with advanced Project Monitoring and evaluation skills including developing an appreciation of the components of an effective M & E Plan, Data collections methods, tools, ethical considerations in data collection, statistical analysis, processing, storage, sharing and feedback mechanisms and reporting to enhance your capacity of managing the project effectively and efficiently to deliver on the expected intervention outcomes.

Course Learning Outcomes

- Distinguish between process-, outcome-, and impact-level evaluations
- Explain the different monitoring and evaluation conceptual approaches and frameworks
- Identify key stakeholders in program monitoring and evaluation
- Identify methods for overcoming barriers to effective monitoring and evaluation
- Identify appropriate indicators for each technical area
- Design systems to manage and use data and provide feedback to appropriate staff
- Design country/site-specific monitoring flow process based on organizational structure (e.g., single country office, field office, or regional office)
- Design and implement a monitoring and evaluation work plan for a country/site program,
- taking into consideration donor requirements

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 6,000.00

Training Dates:

01 – 05 July

09 – 13 September

18 – 22 November

Course Modules

Module 1:

Introduction to Monitoring and Evaluation

Module 2:

Collecting, Analysing, and Using Monitoring Data

Module 3:

Developing a Monitoring and Evaluation Work Plan



Course Overview

Projects are how organisations make things happen. Projects deliver changes that improve services to customers, increase operational effectiveness and process change. Staff in all types of roles participate in projects, so what exactly is project management?

This short course takes you through the cycle of a project, from early conception and defining the scope through to the evaluation and lesson learned. Throughout the short course you look at tools, techniques and standards developed by professional organisations such as PMBOK but also explore what is used in your own organisation. This short course will help those new to project management to lead and/or contribute to projects more effectively.

Course Learning Outcomes

- Define project management and articulate the role of the project manager
- Demonstrate an understanding of Project Management as a contemporary management
- approach with unique benefits in comparison to traditional management approaches
- Demonstrate a comprehensive understanding of the project cycle and the applications of project
- management knowledge areas and process groups at different stages of project management
- Understand the factors that contribute to a successful project outcome and why a project may fail
- Have an awareness of different project management techniques and how they may be useful



Who Should Attend

The course is aimed at all and every employee in public institutions who may be involved with or who is interested in "project-type" work, similarly all people who may be responsible for planning and executing projects be it small or medium in size and ranging from low to medium complexity, aspirant project managers, junior project managers, assistant project managers, operations managers, project planners, project controllers, but even senior managers and PS's or CEO who need to gain a basic understanding of and appreciation for the dynamic nature, unique body of knowledge and potential advantages which may be gained by project management.

Venue :	Windhoek, NIPAM Campus
Duration:	4 Days
Fees:	N\$ 7,200.00

Training Dates:

17 – 21 June

05 – 09 August

21 – 25 October

04 – 08 November

Course Modules

Module One:

Introduction to project management dynamics

Module Two:

Project management philosophy, strategy and systems

Module Three:

Project management leadership and organisation

Module Four:

Project planning and scheduling

Module Five:

Project control and closure

Course Overview

This course provides a survey of principles and practices that archivists and records managers apply, as well as issues that they confront. Delegates will discuss the nature of documentation and recordkeeping in contemporary society and the different types of institutions with responsibility for records. Delegates will also examine the archival profession, its internal diversity and its relationships with allied professions.

Course Learning Outcomes

- Understand why societies, cultures, organizations, and individuals create and keep records.
- Become familiar with the evolution of methods and technologies used to create, store, organize, and preserve records.
- Become conversant in the terminology and concepts used in records management and archival administration.
- Be aware of the ways that organizations and individuals use archives and records for research, ongoing operations, accountability, litigation, and organizational memory.
- Become familiar with the basic components of records management and archival programs including inventory, appraisal, disposition, acquisition, arrangement, description, preservation, access, use, and outreach. Understand the relationships among these program elements.
- Be aware of the various environments where records are created, managed, and used - from very informal settings to well-established records management programs and archival institution techniques and how they may be useful

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 6 300.00

Training Dates:

12 – 16 August

Course Modules

Module One:

Overview of Archives & Records Management

Module Two:

The evolution and nature of written communications

Module Three:

Historical evolution of archives and archival programs

Module Four:

Users and uses for archives

Module Five:

Archives and accountability

CLIENT RELATIONS

Clients need a good listener, one who says: "Please tell me more." Those four simple words will do more to reveal important and relevant information about your clients than anything else you can do or say.

Is that all there is to becoming a great listener? "Please, tell me more," is a good start, but you have to master another challenge: restraint.



SOCIAL MEDIA TRAINING COURSE

Course Overview

Social media services such as Facebook and Twitter represent a new class of communication platforms that have become quickly interwoven into the everyday lives of millions of people around the world. In this course we will draw on competing communication perspectives to explore the reasons behind the widespread popularity of these platforms. In doing so we will consider the role of individual choice, social influence, technological influence, and how these three perspectives can be combined. We will further explore the implications of social media for personal relationships, youth culture, organizations, social research, and personal privacy.

Course Learning Outcomes

By the end of this course delegates will be able to:

- Apply multiple communication perspectives to make sense of social media adoption and use, through class discussion, the theory paper and the final projects.
- Understand the various methodological approaches that can be used to study social media by applying class discussion to reading material.
- Discuss social media intelligently using appropriate language and terminology derived from scholarly papers and class discussion.
- Understand the implications of social media for a variety of social issues through the course readings and class discussion.
- Think abstractly about the role of social media in personal and organizational contexts during class discussion and while writing the theory paper and final project.

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	3 and half days
Fees:	N\$ 6 300.00

Training Dates:

07 – 09 August

18 – 22 November

Course Modules

Module 1:

The Social Media Revolution

Module 2:

Key Things to Remember about Social Media

Module 3:

Evaluating Your Social Media Landscape / Establishing a Social Media Listening System

Module 4:

Social Media Strategy Development

Module 5:

Strategy Implementation

Module 6:

Blogging

Module 7:

Performance Measurement and Business



COMMUNICATION SKILLS

Course Overview

This Communications Skills Course helps people communicate effectively, appropriately and clearly in all situations. This is a great course for public servants as the benefits can have a positive effect on every aspect of their professional and personal lives.

Communication plays a pivotal role in the day to day running of any business. As such, it needs to be properly managed as it has the power to either make or break business contacts. Communication can be considered as the heart of all public sector enterprises and the most important of all business skills. The ability to transmit information helps both clients and employees feel they can communicate with and ultimately trust each other.

Learn to understand how you communicate, how others communicate and adjust to meet their needs. This will help them receive your message more clearly and improve relationships in general.

Course Learning Outcomes

- Understand the importance of communication in business operations
- Identify the different stages in the communication process
- Identify and understand the barriers to communication
- Understand the various reports available in business.
- Describe the functions, types, and directions of communication channels in their organisation.
- Learn to actively listen and obtain feedback to understand others and build rapport
- Read non-verbal communication signals
- Increase the credibility and clarity of messages they send to others
- Understand the impact of unethical communication

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 4,100.00

Training Dates:

24 – 28 June

07 – 11 October

Course Modules

Module 1:

Understanding yourself and others

Module 2: *Understanding Communication Barriers and*

Module 3:

Paraverbal Communication Skills and Speaking like a Star

Module 4:

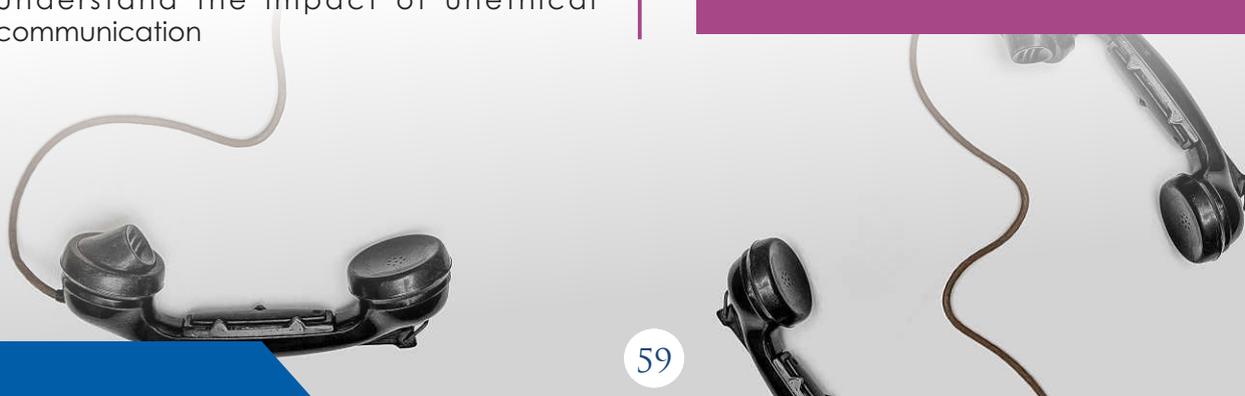
Active Listening Skills; Appreciative Inquiry and Mastering the Art of Conversation

Module 5:

Non-Verbal Communication and Conversational Psychology

Module 7:

Performance Measurement and Business Impact



Course Overview

This course is designed to develop the necessary skills for success as a customer service provider. The course examines various service situations and develops an attitude of superior customer service which is critical to success in all organizations.

As a customer, you have been participating in customer service activities for many years and are the most important element in the customer service process. With growing access to information and alternative products, customers can choose where to do business based on the level of service they receive. Total customer satisfaction is not just a buzz phrase; it is a way of life that companies are adopting in order to gain and maintain market share. The world is full of "customers"; profit and for non-profit organizations' failure to properly handle them may be the demise of your business.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Establish and maintain standards of good customer service
- Explain customer service in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return for business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customerse

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 4,100.00

Training Dates:

10 – 14 June

12 – 16 August

21 – 25 October

Course Content

1. Public Service Customer Service Charter
2. Standards of Good Customer Service
3. Professional Behaviour (The Image of the Office, Making First Impressions, Personal Appearance, Receiving Visitors, and Dealing with Difficult Customers)
4. Identifying and Addressing Customer Needs
5. Competence focusing on Role Clarity and World View
6. Responsibility and Ownership
7. Follow Through (Getting other to Perform, Superior service, Getting feedback)
8. Personal Effectiveness (Maximizing telephone and email etiquette).



PUBLIC RELATIONS FOR THE PUBLIC SECTOR

Course Overview

This course is designed to provide a broad-based understanding of public relations / communication strategies and their applicability to public sector institutions. It is intended to enable public sector communication specialists to manage their communication and publicity efforts strategically. It develops a special knowledge of public communication campaigns that addresses a variety of social issues related to the environment, culture, education, public health, and many other social programs and services.

Course Learning Outcomes

Understand the role of public relations in the public sector.

- Understand the distinction between public relations and advertising as well as between publicity/press agency.
- Evaluate and analyse the ethical and legal responsibilities of the PR writer
- Analyse and evaluate the use of specific language to bring about desired results, e.g., the language of news writing, advertising copy, and direct mail appeals.
- Write types of materials used in public relations, especially the press release and the public service announcement.
- Practice and understand the skills and techniques used to deal with media for positive public relations and in crisis situations.
- Write print and radio advertising copy and buying space and time.
- Create a short-term public relations campaign plan and budget.
- Create a long-term public relations program and budget.

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 6,000.00

Training Dates:

09 -13 September

04 – 07 November

Course Modules

Module 1:

Public Sector Public Relations Writing: Definitions, Roles and Responsibilities

Module 2:

Public Sector Ethical and Legal Responsibilities of the PR Writer

Module 3:

*Writing Speeches and Other Presentations
List the types of speeches most often written by public relations professionals*

Module 4:

Writing Newsletters, Brochures, and Annual Reports

Module 5:

Crisis Communication and the Planning Process



PRESENTATION SKILLS

Course Overview

Delivering a brilliant, memorable and interactive presentation requires a number of skills including effective planning, choosing the right delivery method(s), developing outstanding customised content, professional group facilitation, the efficient use of technology, effective communication skills and more.

NIPAM Training Presentation Skills Training Course provides you with this in-depth knowledge and skill building in the planning, preparation and delivery of truly engaging presentations. You'll learn how to use specific tools and techniques for presentation creation and delivery which will enable you to conduct powerful presentations that engage your audience every time. As part of this professional development training event, you will have an opportunity to develop and present to your peers and receive feedback from the group.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Learn to design effective & engaging presentations
- Select the most suitable delivery method based on the audience, the environment & the message being delivered
- Master powerful & effective verbal & non-verbal communication techniques
- Gain insight into effective techniques for calming nerves
- Learn to create fantastic flip charts to support the key messages
- Learn the effective use of colours
- Create compelling PowerPoint presentations
- Use videos and audio to enhance the experience
- Learn different tricks to add diversity & interest to engage the audience
- Learn to pump it up a notch to deliver higher energy presentations

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 4,100.00

Training Dates:

17 – 21 June

01 – 05 July

02 – 06 September

11 – 15 November

Course Modules

Module 1:

Presentation Preparation

Module 2:

Communication Skills – Verbal and Non Verbal

Module 3:

Create Compelling Presentations

Module 4:

Pumping it up a Notch

Module 5:

Wrapping Up

DIPLOMACY

Cultural and public diplomacy have been probably the most effective international resources in the service of global peace and promoting mutual cooperation between states. Recently, non-state actors, private institutions and NGOs have contributed to the ever growing role of cultural diplomacy in the world, so that, potentially, any public institution should be interested about and able to manage the more and more diverse aspects and strategies in the field.



DIPLOMACY, PROTOCOL AND ETIQUETTE

Course Overview

The Diplomacy, Protocol and Etiquette course is a hands-on learning provision that has been designed and developed to equip participants in the unified Public Sector with the necessary knowledge, skills and field application in the said areas. The course will assist in improving the conduct of public sector employees in diplomacy, protocol and etiquette, and bring effective and efficient service delivery to the public.

Course Learning Outcomes

- Demonstrate knowledge of state protocol principles
- Demonstrate knowledge of the flag protocol
- Demonstrate understanding of state and diplomatic ceremonies
- Identify titles and forms of address
- Perform calling and calling cards
- Practise proper introductions and their responses, invitations and replies, official entertainment
- and private parties
- Illustrate knowledge of table seating etiquette, state house and diplomatic corps, global gift giving practices, and dining etiquette
- Appraise and evaluate security issues in protocol.

Who Should Attend

Applicants must be appointed officials in central, regional and local government and Public Enterprises.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 6,000.00

Training Dates:

08 – 12 April

15 – 19 July

14 – 18 October

Course Content

This course covers the following pertinent topics in diplomacy, protocol and etiquette:

- 1) State protocol principles
- 2) Flag protocol and flag precedence
- 3) State and diplomatic ceremonies
- 4) Title and forms of address



LOCAL AND REGIONAL GOVERNMENT

It is NIPAM's vision that a strong local democracy, in which governments and citizens work constructively together, has a significant impact on stability, quality of services and socio-economic development in Namibia. Moreover, we see a Namibia of increasing decentralisation and urbanisation, in which the role of local governments in tackling global issues is growing. With our local and regional government programmes we aim to promote practices of governance that are participatory & responsive, accountable & transparent, equitable and inclusive.



COUNCILLOR DEVELOPMENT PROGRAMME

Course Overview

One of the challenges that all councillors face is finding time for learning and development while managing a large workload. The NIPAM offers a range of professional development opportunities to assist councillors in their roles and provide skills and shared experiences that enhance learning and understanding throughout the journey as a councillor.

Our Councillor Development Programme has been designed to provide the essential knowledge and skills to support councillors to perform their role as prescribed in the Local Government Act 1989. This training offers newly elected and returning councillors training

Course Learning Outcomes

- To apply the theories and practices of Intergovernmental and International Relations in the Namibian Regional and Local Government;
- To apply key governance and management processes in the Namibian Regional and Local Government
- To apply organisational systems and processes in the Namibian Regional and Local Government
- To use key management applications for the Namibian Regional and Local Government

Who Should Attend

Councillors and CEOs in Regional and Local Government.

Venue :	Windhoek, NIPAM Campus
Duration:	5 Days
Fees:	N\$ 7,000.00

Training Dates:

24 – 28 June

27 – 30 August

24 – 27 September

14 – 18 November

Course Content

- The Namibian Agenda
- Protocol and International Relations
- Namibian Regional and Local Government Legislative Framework
- Traditional Leaders
- Community Engagement and citizen involvement
- Personal and Leadership skills
- Corporate Governance
- Employee Management and Development
- Financial Management
- Specialised Regional and Local Government Applications



INFORMATION TECHNOLOGY

Computer technology is essential in today's business world. It allows Public sector institutions to maximize productivity and potential. The use of computers in operations has over the years become essential.

The information technology unit is primarily responsible for providing instructional technology resources for participants and instructors, for developing programs and services that promote and support technology-enhanced learning, and for providing educational-technology related professional development opportunities and resources.

A commitment has been made to maintain new computer systems capable of running the latest software for education. A dedicated network connection provides participants and instructors with always-available Internet access. NIPAM is committed to expanding the use of technology in support of learning, and the IT unit is leading in this effort.

PROGRAMMES / COURSES

NIPAM offers a variety of technology courses and educational opportunities. These trainings are for individuals who are employed by any institution in the Namibian public sector. To see a list of available workshops, please select a category on the next page:

Take a class to improve your technology skills!

CUSTOM TRAINING

We also offer customized training for your department, unit or organisation.

DEPARTMENT VISION

Transform the public sector through technology. Whether working internally as an IT service provider to NIPAM departments, or providing trainings to our clients, the IT department will help transform the Namibian Public Sector through technology.



COURSE TITLE:
COMPUTER LITERACY WINDOWS 10 BEGINNERS

Prerequisite:

Basic literacy and numeracy

Description:

The course is designed for learners who wish to gain the foundational understanding of the use of a computer desktop. The course teaches uses on the use of a keyboard and a mouse. The course also explains to the learners the different types of hardware, software and operating system.

Course Learning Outcomes

- Use the keyboard fully
- Use the mouse fully
- Know different types of hardware
- Know what Software is
- Know what an Operating System is

Duration: 1 Day

Fees: N\$1 265.00

COURSE TITLE:
COMPUTER LITERACY WINDOWS 10 INTERMEDIATE

Prerequisite:

Computer Literacy Windows 10 Beginners or equivalent Experience

Description:

This course will help you to define what a PC is, and familiarize you with the Windows 10 user interface and its basic capabilities. In this course, you will explore Windows 10 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users.

Course Learning Outcomes

- Perform basic work-related tasks on a PC running the Windows 10 operating system
- Access Windows 10.
- Use Windows apps and desktop applications to complete day-to-day tasks, including installing new apps and multitasking with multiple programs.
- Work with files and folders by using File Explorer and OneDrive.
- Use Cortana as your virtual personal assistant and use Edge for web browsing.
- Customize the Windows 10 environment.
- Install and remove printers and peripheral devices.
- Use Windows 10 security features to create more secure passwords and protect your device against common attacks.

Duration: 2 Days

Fees: N\$2 530.00



COMPUTER LITERACY

COURSE TITLE:
COMPUTER LITERACY WINDOWS 10 ADVANCED

Prerequisite:

Computer Literacy Windows 10 Intermediate or equivalent experience

Description:

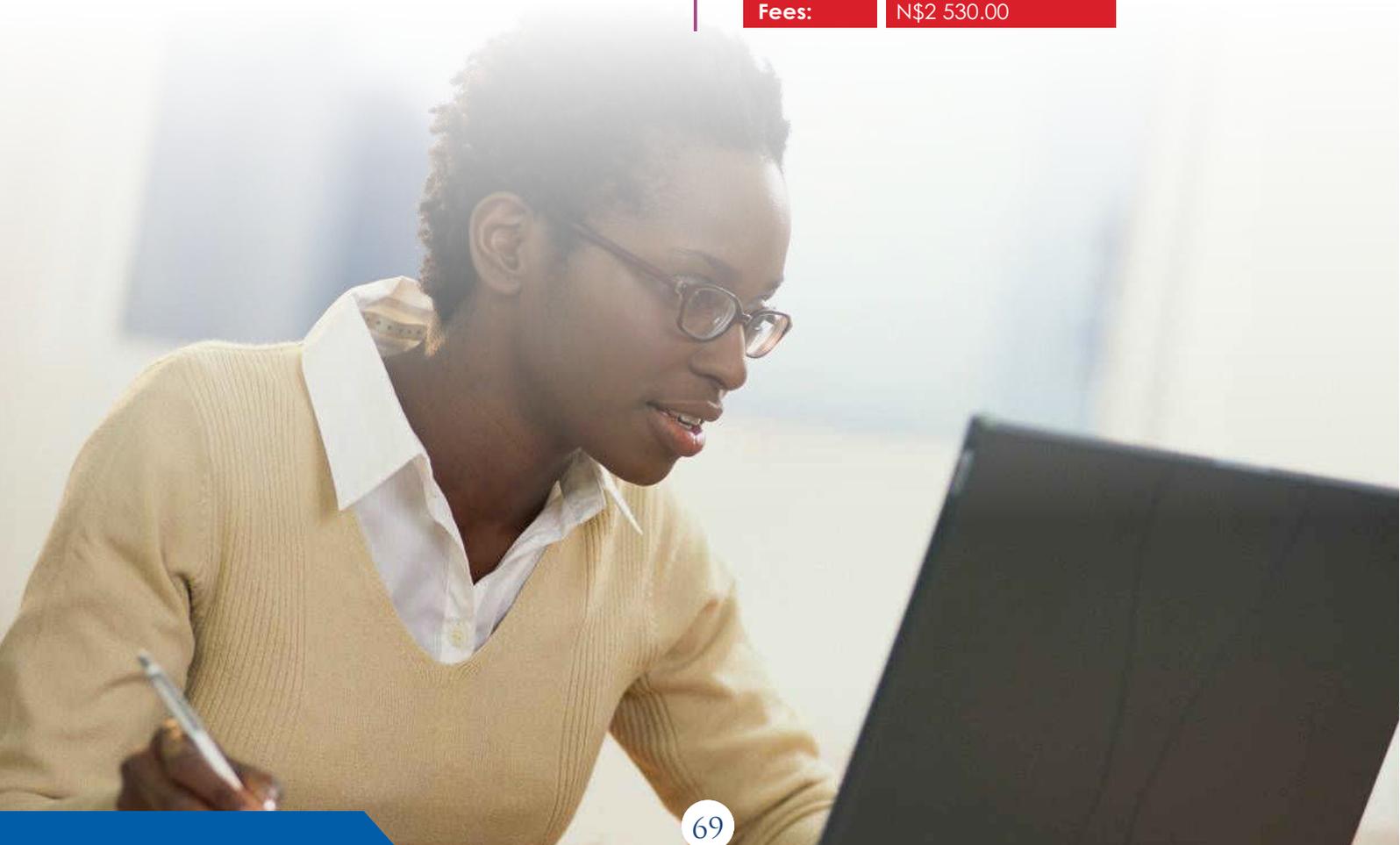
The course is designed for learners who wish to gain a full understanding of the use of the Internet and the World Wide World. The course teaches the candidates on ways they can use the Internet to improve their productivity at the work place.

Course Learning Outcomes

- Know what the Internet and the World Wide Web is.
- Know what an email is and how to send one
- Protect their computers
- Handle security threats
- Understand and implement computing ethics
- Use digital lifestyles (Audio, Video & Photography)
- Create an Internet Email Account
- Fully utilize search engines for finding resources
- Efficiently implement search techniques when searching for information on the Internet
- Effectively use focused researches to get information from the Internet
- Use web-based resources to make their work more productive
- Engage and use blogs, instant messaging, personal networking sites, etiquette and security

Duration: 2 Days

Fees: N\$2 530.00



MICROSOFT OFFICE WORD

COURSE TITLE:
MICROSOFT WORD 2016 BASIC

Prerequisite:

Windows Computer Literacy or equivalent experience

Description:

This Introduction to Microsoft Word 2016 training class is designed for students new to working with Microsoft Word in Windows. Students will learn to create, edit, format, and print Microsoft Word documents.

Course Learning Outcomes

- Create and edit Microsoft Word documents.
- Use Ribbon file tab functions
- Create new documents and use Word templates.
- Format Word documents.
- Add page numbers, headers and footers, and spell and grammar check documents.

Duration: 1 Day

Fees: N\$1 265.00

COURSE TITLE:
MICROSOFT WORD 2016 INTERMEDIATE

Prerequisite:

Microsoft Word 2016 Basic or equivalent experience

Description:

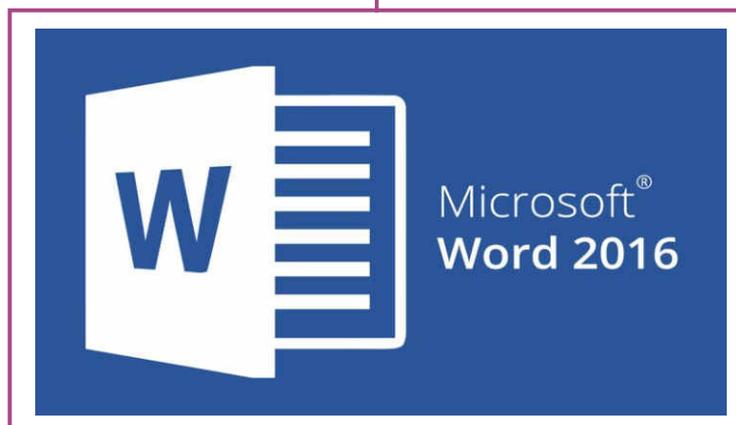
Students in this Intermediate Word 2016 training class should already be able to create, edit, and print Word 2016 documents on Windows. In this Word 2016 class, students will learn advanced formatting, use Word 2016 drawing tools, create and manage tables, and work with column layouts.

Course Learning Outcomes

- Use Word 2016's advanced editing tools
- Work with images, including placing and sizing images, wrapping text around images, and using borders and effects.
- Adjust page orientation and layout.
- Work with columns.
- Work with page and section breaks.
- Document views, using the navigation pane, and viewing multiple windows.

Duration: 2 Days

Fees: N\$2 530.00



MICROSOFT OFFICE WORD

COURSE TITLE:
MICROSOFT WORD 2016 ADVANCED

Prerequisite:

Microsoft Word 2016 Intermediate or equivalent experience

Description:

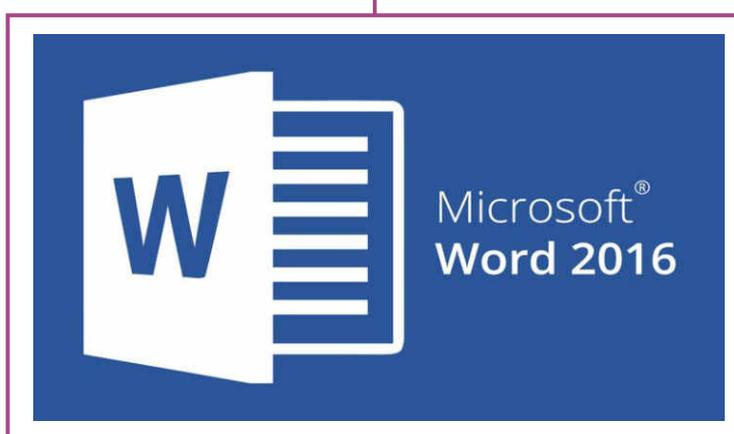
In this Microsoft Word 2016 training class, students learn advanced techniques, such as working with tables of contents, footnotes, and endnotes, adding comments, tracking changes, comparing and combining documents, creating envelopes and labels, using Mail Merge, and protecting documents. This class is for Word 2016 on Windows.

Course Learning Outcomes

- Work with tables of contents.
- Work with footnotes and endnotes.
- Insert bibliographies and indexes.
- Use comments.
- Use track changes including accepting and rejecting changes.
- Compare and combine documents.
- Use Mail Merge and create envelopes and labels.
- Protect documents.
- Use bookmarks, add watermarks, and customize the Ribbon.

Duration: 2 Days

Fees: N\$2 530.00



MICROSOFT OFFICE EXCEL

COURSE TITLE:
MICROSOFT EXCEL 2016 BASIC

Prerequisite:

Windows Computer Literacy or equivalent experience

Description:

: In this Introduction to Microsoft Excel 2016 training class, students will create and edit basic worksheets and workbooks. This course is designed for students who want to gain the necessary skills to create, edit, format, and print basic Microsoft Excel 2016 worksheets.

Course Learning Outcomes

- Create basic worksheets using Microsoft Excel 2016.
- Perform calculations in an Excel worksheet.
- Modify an Excel worksheet.
- Modify the appearance of data within a worksheet.
- Manage Excel workbooks.
- Print the content of an Excel worksheet.
- Learn how to use handy features new in 2016

Duration: 1 Day

Fees: N\$1 265.00

COURSE TITLE:
MICROSOFT EXCEL 2016 INTERMEDIATE

Prerequisite:

Microsoft Excel 2016 Basic

Description:

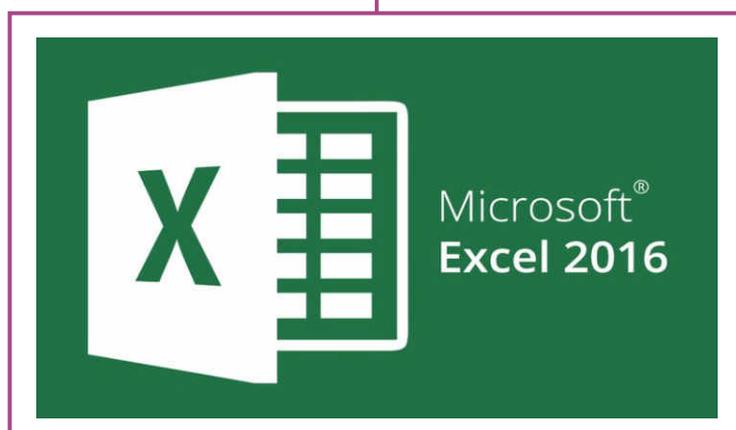
This Intermediate Microsoft Excel 2016 training class is meant for students who want to advance their skill set by learning to work with advanced formulas, lists, and illustrations. Students will also work with charts and advanced formatting including styles.

Course Learning Outcomes

- Learn to use formulas and functions.
- Create and modify charts.
- Convert, sort, filter, and manage lists.
- Insert and modify illustrations in a worksheet.
- Learn to work with tables.
- Learn to use conditional formatting and styles.

Duration: 2 Days

Fees: N\$2 530.00



MICROSOFT OFFICE EXCEL

COURSE TITLE:
MICROSOFT EXCEL 2016 ADVANCED

Prerequisite:

Microsoft Excel 2016 Intermediate

Description:

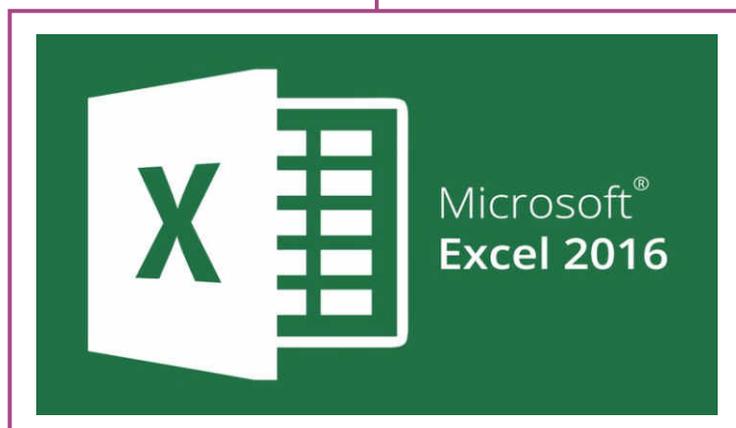
This Advanced Microsoft Excel 2016 training class is designed for students to gain the skills necessary to use pivot tables, audit and analyse worksheet data, utilize data tools, collaborate with others, and create and manage macros.

Course Learning Outcomes

- Create pivot tables and charts.
- Learn to trace precedents and dependents.
- Convert text and validate and consolidate data.
- Collaborate with others by protecting worksheets and workbooks.
- Create, use, edit, and manage macros.
- Import and export data.

Duration: 2 Days

Fees: N\$2 530.00



MICROSOFT OFFICE OUTLOOK

COURSE TITLE:
MICROSOFT OUTLOOK 2016 BASIC

Prerequisite:

Windows Computer Literacy or equivalent experience

Description:

This Microsoft Outlook training class introduces the 2016 interface and gets students up and running quickly working with messages, calendars, and contacts.

Course Learning Outcomes

- Work with new features in Outlook
- Work with the Ribbon, Tabs, Groups, and Commands.
- Work with the Backstage View.
- Set up accounts and work with messages.
- Work with calendars and contacts.
- Use the Tell Me feature and other new features in 2016

Duration: 1 Day

Fees: N\$1 265.00

COURSE TITLE:
MICROSOFT OUTLOOK 2016 ADVANCED

Prerequisite:

Microsoft Outlook 2016 Basic or equivalent experience

Description:

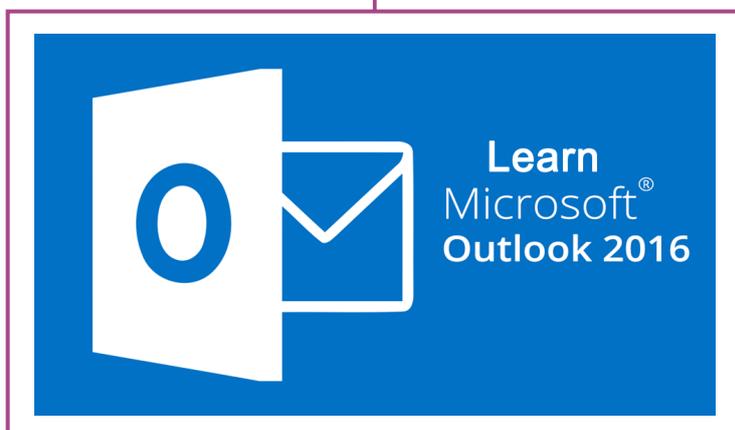
This Microsoft Outlook training class builds on basic skills in Outlook and teaches students to work with some of the more advanced features of Outlook.

Course Learning Outcomes

- Work with tasks and notes.
- Work with signatures and themes.
- Manage the inbox including filtering, creating search folders, and archiving.
- Work with multiple accounts.

Duration: 2 Day

Fees: N\$2 530.00



MICROSOFT OFFICE POWERPOINT

COURSE TITLE:
MICROSOFT POWERPOINT 2016 BASIC

Prerequisite:

Windows Computer Literacy or equivalent experience

Description:

This Introduction to PowerPoint 2016 training class is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2016. Students will explore the PowerPoint environment and create a presentation. Students will format text on slides to enhance clarity and add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form and then finalize a presentation.

Course Learning Outcomes

- Start and end a PowerPoint session.
- Edit a presentation.
- Create different types of slides.
- Use the Outline tab.
- Add Clipart to a slide.
- Format slides and use templates.
- Use the Slide Sorter to reorganize a presentation.
- Apply Tables and Charts to a presentation.
- Print various components of a presentation.
- Run a slide show.

Duration: 1 Day

Fees: N\$1 265.00

COURSE TITLE:
MICROSOFT POWERPOINT 2016 ADVANCED

Prerequisite:

Microsoft PowerPoint 2016 Basic or equivalent experience

Description:

This Advanced Microsoft PowerPoint 2016 training class is for PowerPoint 2016 users who want to build upon their basic skills. Students will use advanced techniques such as working with Masters and Special Effects within their presentations

Course Learning Outcomes

- Create customized presentations with templates.
- Add special effects.
- Use the slide, notes, and handout masters.
- Create, edit, and import charts.
- Manage hyperlinks.
- Create custom shows.
- Secure and share presentations.

Duration: 2 Day

Fees: N\$2 530.00



COMPUTER LITERACY FOR EXECUTIVES

Course Overview:

NIPAM recognise the busy schedule of executives inclusive of Ministers, members of parliament, Regional and Local Authority Councillors, Permanent Secretaries, Deputy Permanent Secretaries, Chief regional offices, Chief Executive officers, etc. who do not have time to sit in class for many days to upgrade their computer skills. This course is tailor made train executives one on one at their convenient time and location. The purpose of this course is to capacitate executives to use IT optimally using the basic cutting edge computer functionalities

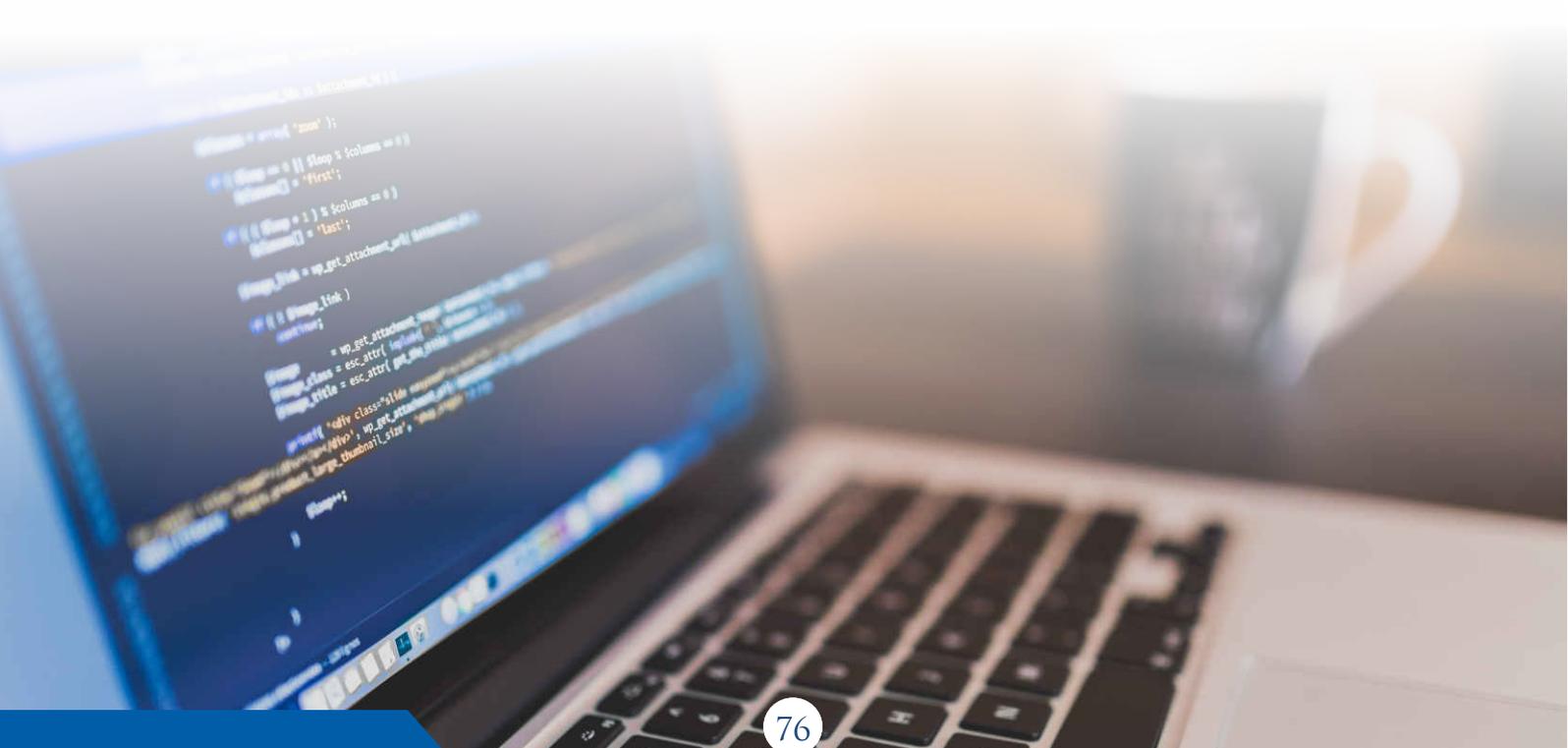
Programme Learning Outcomes

- Understand basic computer hardware components and functions
- PC security and User information security
- Understand basic computer network
- Use of the internet
- Use Microsoft Word, Excel and PowerPoint
- Use of email, Calendar and tasks

Who should attend?

- Executives and anyone who cannot attend group training due to time constraints.

Venue :	Windhoek, NIPAM Campus
Duration:	20 hours, Flexible time arrangement between the Client and NIPAM
Fees:	N\$ 22,500.00



Course Overview:

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for service management without further guidance.

Programme Learning Outcomes

- Service management as a practice (comprehension)
- The ITIL service lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness) Selected functions (awareness) Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness).

Who should attend?

Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.

IT professionals working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme.

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 6,432.81

COBIT 5 FOUNDATION

Course Overview:

COBIT 5 is the only business framework for the governance and management of enterprise IT. Launched in April 2012, COBIT 5 helps maximize the value of information by incorporating the latest thinking in enterprise governance and management techniques, and provides globally accepted principles, practices, analytical tools and models to help increase the trust in, and value from, information systems.

Learn the importance of an effective framework to enable business value. Developed into the elements of ISACA's evolutionary framework to understand how COBIT 5 covers the business end-to-end and helps you effectively govern and manage enterprise IT. Developed for anyone interested in obtaining foundation-level knowledge of COBIT, the course explains the COBIT framework and supporting materials in a logical and example-driven approach.

Programme Learning Outcomes

- How IT management issues are affecting organizations
- The need for an effective framework to govern and manage enterprise IT
- How COBIT meets the requirement for an IT governance framework
- How COBIT is used with other standards and best practices
- The functions that COBIT provides and the benefits of using COBIT
- The COBIT Framework and all the components of COBIT
- How to apply COBIT in a practical situation

Who should attend?

Applicants must be employed in the Public Sector Information Technology sector with an ICT qualification.

Venue :	Windhoek, NIPAM Campus
Duration:	5 days
Fees:	N\$ 5,785.95





NIPAM

NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT

