



NIPAM
NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT

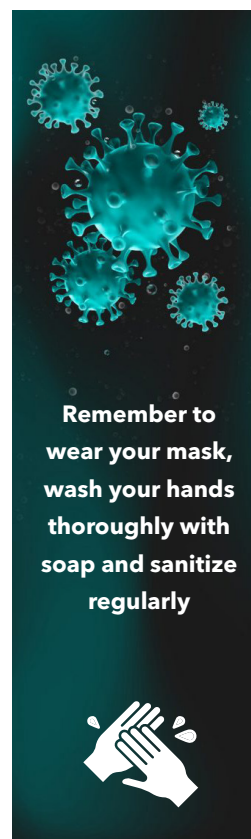
WEEKLY BULLETIN

ISSUE NO2

28 September - 2 October 2020

TRAININGS & CONFERENCING FACILITIES

Companies	Dates	Venue	Confirmation	# of people
LAUN - Trustee Meeting	28 September			
NIPAM – Board Induction of the EUBOA	30 September	LB01	Confirmed	8
Investment Group (PTY) Ltd				
NIPAM – TDB MEETING	01 October 2020	1st Floor Board Room	Confirmed	15
NIPAM – MMDP Module 4	05 - 09 October 2020	LB01	Confirmed	20
EUBOEA Investment Group – Strategic Planning Session	06 October 2020	1st Floor Board Room	Not confirmed	6



OFFICIALS UNDERWENT CUSTOMER CARE TRAINING NIPAM

About 12 officials divided into two groups from New Era and S & S Management Properties, Muluti & Partners Legal Practitioner and Adv.S.S. Makando Chambers undertook a weeklong training course on “Customer Care” at NIPAM.

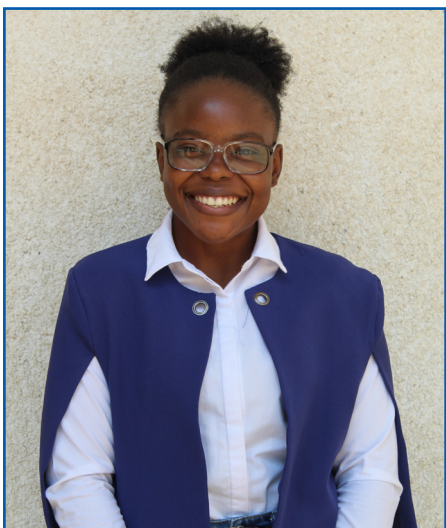
This course is developed to enable the staff members in the Public Service to gain a deeper comprehension of the importance of customer service at a workplace and maintain a respectful and healthy environment for both the employee and customer.

AIMS OF THE TRAINING

By the end of the course, these officials will be able to develop an understanding of Customer Care in the Public Service, identify different types of customers and actions to be considered, when they encounter difficult customers and do it a professional way.

“TRANSFORMING THROUGH CAPACITY BUILDING”

INTERVIEW WITH A PARTICIPANT ON HER EXPERIENCE ON THE TRAINING.



“I would like to express my gratitude for the continuous cooperation between the Adv. S.S. Makando Chambers and the Namibia Institute of Public Administration and Management (NIPAM) for a successful, fun and knowledgeable training programs offered to our employees.

The facilitator was reliable, I would recommend NIPAM to other public sector institutions who wish to enhance their capacity in Customer Care & Administration, with the aim of improving service delivery and performance.”

**Ms. Amelia Fragoso Office Administrator -
Adv. S.S. Makando Chambers**

NIPAM LEARNING RESOURCES CENTRE (LRC)

Main function of Lrc is to provide flexible learning opportunities and platform that support nipam activities through provision of authentic information resources, documentation and records management.

THE FUNCTIONS OF LIBRARY SERVICE:

The Library service provides specialised information resources on particular subjects that are related to NIPAM activities.

- Acquire and organize information resources in various formats (books, audio-visual, periodicals, e-resources and other materials) for effective teaching-learning, research and consultancy activities in line with the demands of the curriculum and the needs of participants – collection development.
- Provide access to information technologies, print resources, and systems which help Library users to improve their personal and professional developments – Library Information Management System.
- Promote and market LRC services to all NIPAM stakeholders.
- Keep the LRC open in order to allow users greater access to the information resources they need.
- Maintain the electronic resources necessary for NIPAM activities.

On-line and face to face training approach

NIPAM offers a blended learning approach mixing both classroom training and on-line training in the courses provided. The institute has recently upgraded its Learning Platforms with the introduction of a full fledged on-line based courses. This means that clients will be able to choose their preferred mode of training delivery between on-line and in class. Our Management Development Programmes are currently undergoing the process of accreditation and will also be offered on-line once the accreditation process is finished.

“TRANSFORMING THROUGH CAPACITY BUILDING”