



NIPAM

*Transforming through
Capacity Building.*

BULLETIN

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Welcome

July 2025 was a month of significant achievement for the Namibia Institute of Public Administration and Management (NIPAM), defined by strategic partnerships, the recognition of public service excellence, and impactful capacity-building initiatives. The Institute's activities throughout the month underscored its unwavering dedication to driving transformation and fostering a culture of high performance within Namibia's public sector.

NIPAM & Grootfontein Municipality Formalise Strategic Partnership



On 9 July 2025, NIPAM and the Municipality of Grootfontein formalised their commitment to collaborative governance with the signing of a Memorandum of Understanding (MoU) at the NIPAM Campus. This landmark agreement establishes a framework for cooperation in training, consultancy, research, and capacity development, reinforcing a mutual commitment to enhancing institutional performance. The agreement was signed by Dr. Heroldt Murangi, Executive Director of NIPAM, and Mr Indileni Lungameni, Acting CEO of Grootfontein Municipality. The signing ceremony was witnessed by senior officials and management from both institutions, underscoring the collective commitment to this strategic partnership. A Joint Technical Committee, co-chaired by the Executive Director of NIPAM and the Acting Chief Executive Officer of the Grootfontein Municipality, has been constituted to ensure the diligent implementation of the MoU's objectives, thereby contributing to sustainable development and service excellence.



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NIPAM INAUGURAL Public Sector Awards

In a historic first, NIPAM hosted its inaugural Public Sector Awards Ceremony on 11 July 2025. This prestigious event, held at the NIPAM Campus, was a culmination of the Institute's efforts to champion professionalism and continuous development. The awards were meticulously designed to formally honour public institutions for their outstanding commitment to capacity building and staff development, acknowledging the significant progress made throughout the 2024/2025 financial year.

The ceremony was made possible through the generous support of our key sponsors, Namport and FNB Namibia, whose partnership highlights a shared dedication to fostering a high-performing public sector. The event, which was live-streamed on NIPAM's official Facebook page and broadcasted live on NBC, garnered wide public attention, shining a spotlight on the importance of human capital investment and superior service delivery. By honouring these outstanding contributions, the inaugural awards have set a powerful precedent for acknowledging institutional commitment to learning, leadership, and transformative progress. The resounding success of the event has created an inspiring legacy, ensuring that the Public Sector Awards will become a highly anticipated annual highlight.





Award Winners:

CATEGORY 1: REGIONAL COUNCILS

- BRONZE: Oshana Regional Council
- SILVER: Khomas Regional Council
- GOLD: Oshana Regional Council

CATEGORY 2: LOCAL AUTHORITIES

- BRONZE: Ondangwa Town Council
- SILVER: Oshakati Town Council
- GOLD: Ongwediva Town Council

CATEGORY 3: OFFICES, MINISTRIES & AGENCIES

- BRONZE: Ministry of Urban & Rural Development
- SILVER: Ministry of Agriculture, Fisheries, Water & Land Reform
- GOLD: Ministry of Home Affairs, Immigration, Safety & Security – NAMPOL

CATEGORY 4: PUBLIC ENTERPRISES

- BRONZE: Road Fund Administration (RFA)
- SILVER: Namibian Broadcasting Corporation (NBC)
- GOLD: Namibia Institute of Pathology (NIP)

OVERALL WINNER: Ministry of Home Affairs, Immigration, Safety & Security - NAMPOL



NIPAM Team

Demonstrates Unity and Sportsmanship at the 10th Soe Games

The 10th State-Owned Enterprises (SOE) Games, held in Swakopmund from 24th to 26th July 2025, commenced with a significant Annual General Meeting (AGM) on the 22 July 2025. During the AGM, attended by approximately 120 representatives from various state-owned enterprises, Mr Sankwasa Mubita, Manager: Strategy and Operational Performance, delivered a high level presentation about NIPAM. The event also featured a Gala Dinner on Wednesday, 23 July, attended by the Executives and other esteemed guests. Following the official proceedings, NIPAM proudly joined over 60 parastatals in a showcase of camaraderie and competition. Under the leadership of Executive Director Dr. Heroldt Murangi, the NIPAM team competed with exceptional resilience and sportsmanship in volleyball, netball, tug of war, and the 10km marathon. NIPAM's active participation in the SOE Games highlights its internal commitment to team building, staff wellness, and nurturing a collaborative institutional culture that aligns with its broader public service values.





NIPAM Team
@ the 10th SOE Games



Training and Consultancy

Throughout the month, a total of one hundred and forty-seven (147) participants took part in various training interventions facilitated by NIPAM. These training programmes focused on leadership development, technical upskilling, governance, and performance management, reinforcing NIPAM's dedication to professionalising public service delivery.

Media Engagement & Public Speaking – Khomas Regional Council

From 30 June to 4 July, NIPAM delivered a tailored training programme for twenty-six (26) participants from the Khomas Regional Council in Swakopmund. Facilitated by Ms. Helena Ngaifiwa and Ms. Helena Shigwedha, this programme was designed to empower public officials with the confidence and skills required for effective public communication. The curriculum covered essential areas such as mastering public speaking, effective media handling, compelling storytelling, and strategic crisis communication. A key highlight included practical, simulated NBC interview sessions, offering participants invaluable real-time media engagement experience.



Customer Care Training – Namibian Broadcasting Corporation (NBC)

Eighteen (18) staff members from the Namibian Broadcasting Corporation (NBC) participated in a customer care training session facilitated by Dr. Donald Hlahla from the 14 – 18 July 2025. This initiative provided essential strategies for service excellence and forms a crucial part of the ongoing partnership between NIPAM and NBC. The training aimed to equip staff with the tools to enhance customer satisfaction, build positive public relations, and elevate the overall service delivery standard of the national broadcaster.



Monitoring and Evaluation – Ministry of Gender Equality and Child Welfare

Held at the NIPAM campus from the 30 June – 4 July 2025, twenty-four (24) participants from the Ministry of Gender Equality and Child Welfare received comprehensive training on Monitoring and Evaluation (M&E). The programme, expertly facilitated by Mr. Havelinus Shemuteka, focused on developing robust M&E systems, effective data collection and analysis techniques, and impactful reporting. This training is essential for public institutions seeking to measure the effectiveness of their programmes, ensure accountability, and drive evidence-based decision-making.



Highlights cont.



Cleaning and Housekeeping – Ohangwena Regional Council

From 30 June to 4 July, five (5) participants from the Ohangwena Regional Council received cleaning and housekeeping training from Ms. Beatrix Akwaake. This programme focused on professional hygiene standards and ensuring workplace cleanliness, providing participants with practical skills to maintain a safe, healthy, and professional work environment, which is a foundational element of effective institutional operations.

Microsoft Excel Advanced – Oshana Regional Council

Facilitated by Ms. Sinte Mutelo, two sessions were conducted from 30 June to 4 July and 7–11 July, respectively. A total of eighteen (18) participants from the Oshana Regional Council significantly improved their technical proficiency in advanced Excel functions, data analysis, and report generation. This programme empowers public servants to handle data tasks with greater efficiency and accuracy, leading to enhanced productivity and better-informed decision-making.

Disciplinary Hearing Training – Namibia Wildlife Resorts (NWR)

From 7–11 July, nine (9) staff members from Namibia Wildlife Resorts (NWR) received training from Dr. Kenneth Mundia. The programme focused on equipping participants with the knowledge and skills to effectively handle disciplinary processes in strict accordance with legal and institutional guidelines. This training is crucial for ensuring fair, transparent, and consistent application of workplace policies.



Performance Management System (PMS) – Bethanie and Gibeon Village Councils

Six (6) participants from the Bethanie and Gibeon Village Councils were trained by Ms. Christine Nesongano and Mr. Lister Chaka from the 2 – 4 July 2025. The training focused on aligning individual performance with broader organisational objectives through effective planning, structured feedback mechanisms, and professional development. This programme is vital for creating a performance-driven culture and ensuring that all staff contributions are directly linked to the institution's strategic goals.

NQF Accredited Public Sector Management Programmes

NIPAM offers accredited Public Sector Management Programmes, strategically designed to empower public servants with critical skills for exemplary governance and efficient service delivery. These rigorous programmes are instrumental in cultivating a professional, highly capable, and performance-driven public sector workforce.

NQF Level 6, Module 1 (Public Policy Management)

Delivered by Mr. Joshua Mario from 7–11 July and attended by six (6) entry level and middle managers, this foundational programme equips middle managers with competencies vital for effective policy formulation, process understanding, analysis, implementation, and evaluation. It deepens trainees' understanding of the economic, social, and political forces that shape public policy and their implications for both urban and rural development.



NQF Level 7, Module 1 (Public Governance and Policy in Namibia)

From 14–18 July, this module was facilitated by Dr. Vincent Mwangi and attended by fifteen (15) senior managers. It provides comprehensive knowledge of public governance, in-depth policy analysis, and the multifaceted factors influencing policy formulation and implementation within the Namibian public sector, while also offering crucial insights into the principles of good governance, professional values, and ethics.

NQF Level 8, Module 1 (Public Governance for Quality Service Delivery)

Conducted by Mr. Lawrence Kaimu from 21–25 July, this advanced module welcomed eleven (11) senior executive public officials. It is tailored to equip leaders with the sophisticated knowledge required to appraise and strategically devise policies and strategies that enhance good governance and ensure effective service delivery across the public sector. The curriculum covers intricate governance structures, comprehensive policy frameworks, and the principles of ethical public leadership.

Business Process Re-engineering (BPR)

From 21–25 July, eight (8) officials from Swakopmund Municipality, City of Windhoek and Rehoboth Town Council participated in this essential workshop, facilitated by Mrs. Hannelie Eksteen. The training was specifically focused on redesigning operational processes to significantly enhance efficiency and streamline service delivery within the local authority, enabling participants to identify and implement transformative changes.





Consultancy Services

Government Institutions Pension Fund (GIPF)

NIPAM has commenced a significant consultancy project with the Government Institutions Pension Fund (GIPF) to undertake a comprehensive Business Process Mapping (BPM) exercise. The kick-off meeting for this vital project was held on Monday, 28 July 2025, with NIPAM's Lead Consultant Hannelie Eksteen and Consultant Support Lister Chaka leading the engagement.

This initiative aims to enhance GIPF's operational excellence and strengthen its institutional capabilities. NIPAM's role involves validating and refining GIPF's existing business processes, documenting new ones, and building internal BPM capabilities within GIPF through an Agile methodology. Key deliverables for NIPAM include the development of a comprehensive Project Charter and an Inception Report, underscoring its commitment to driving strategic organisational improvement for public institutions.

The comprehensive range of activities in July 2025 demonstrates NIPAM's enduring commitment to strengthening institutional capacity, fostering strategic partnerships, and delivering impactful training and consultancy services. As the Institute continues its mission to support public sector transformation, its focus remains on collaboration and the continuous development of the people and systems that drive service excellence in Namibia.

NIPAM – Shaping the Future of Public Sector Excellence!

