

CIIP

Centre for Improved Institutional Performance



IUM

THE INTERNATIONAL
UNIVERSITY OF MANAGEMENT

COURSE BOOKLET 2026



A Namibian university dedicated to its people's future

Mission

To be a source for the improvement of institutional management performance, at all levels in the private and public sectors.

Delivery

Traditional short courses as well as Soft Skill training on site, for the public and private sectors.

IUM Staff Training

The centre delivers regular-staff training to ensure that IUM delivers best service to its customers.

Certification

- Certificate of Attendance will be awarded for workshop and short courses for whose duration is less than a semester.
- An IUM certificate will be issued for all other short courses whose duration is longer than a year, the delegate must attain a pass mark of 50%.
- The Short course Certificate and Diploma programmes offered by the Centre for Improved Institutional Performance (CIIP) are fully accredited by NQA.

Fees

- Application and registration fees are non-refundable and is paid upon registration.
- 30% of the required tuition fees must be paid before the commencement of class.
- No certificate will be issued unless all fees are settled, and all subjects passed.
- 20% rebate will be given to returning CIIP students.
- All fees must be settled 4 weeks before the final exam

Short courses on offer

1. Administrative Short Courses:

- Certificate Secretarial & Office Administration (NQF 4)
- Diploma: Office Administration (NQF 5)

2. Finance Short Courses:

- Certificate Bookkeeping (NQF 4)
- Diploma: Bookkeeping (NQF 5)

3. Language Courses

- English Foreign/Second Language
- French
- German

4. Preparatory Course

5. Professional Development and Soft Skills Workshop



1. About the course

A qualified and competent Secretary and Office Administrator are central to the smooth running of any business, ensuring day-to-day activities happen most efficiently. Office Administrators require excellent skills in IT, organisation, good composure, flexibility, plus strong interpersonal and communication abilities – all of which they will get from this qualification. The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting link between departments, employees, and management.

The Certificate in Secretarial and Office Administration (Level 4) will therefore equip students with practical skills necessary to become valuable assets in the workplace and become business administrators with strong entrepreneurial skills. This would enable them to succeed in any dynamic business environment. This qualification is designed to provide students with a thorough understanding of business administration techniques and specialized office administration and entrepreneurship skills. Students will be able to manage records and documentation and make decisions to resolve office-related issues. In addition students will develop keyboard skills, master the most common business software packages and apply excellent communication techniques.

2. Who is this Qualification for?

This qualification is aimed at school leavers and office practitioners who aspire to qualify themselves academically in the field of secretarial and office administration.

3. Admission /Entry Requirements

- Students will be admitted into this qualification if they hold Namibia Secondary School Certificate (NSSC) with a minimum of 18 points in five (5) best subjects with a minimum of D in English or equivalent.
- Students may also enter through mature age provided they have at least a pass at grade 10, and will be subjected to an entrance test, which requires a pass for admission.

4. Qualification duration

This qualification will be offered over 1 Year on full-time and part-time blended learning modes. The qualification comprises two (2) semesters per academic year. Semester one (1) runs from January to June and Semester two (2) runs from July to November. Formal and practical exams written in May /June and October /November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

5. Outcomes for whole qualification

Holders of this qualification are able to:

- Apply different strategies and concepts of office and business administration when dealing with different individuals within the organisation.
- Manage records and documentation to enhance their multi-tasking skills.
- Communicate effectively through written and verbal forms.
- Coordinate and organize meetings effectively.
- Make quick decisions and resolve office-related matters.

6. Offering mode

- Full-time
- Part-time
- Online blended learning through CDEL

7. Articulation

The Certificate in Secretarial and Office Administration (Level 4) grants admission to a Diploma in Office Administration and Management (Level 5) or any related qualification at NQF level 5. Interfaculty students can apply for approval with the Deans of other Faculties for assessment to gain admission to any related qualification at NQF level 5.

8. Compulsory Modules

Course Title	Course Code	Hours	NQF Level	Credits
Office Administration I	OA10Sc	100	4	10
Spreadsheets	ISP0SC	100	4	10
Basic IT Skills	BIT41US	100	5	10
Applied English Language Skills	ELB0SC	100	4	10
Keyboard and Basic Typing	KBT0SC	100	4	10
Word Processing	IWP0SC	100	4	10
Basic Numeracy	BN0SC	100	4	10
Introduction to Bookkeeping	IBK0SC	100	4	10

FEE STRUCTURE:

APPLICATION FEE	REGISTRATION FEE	COURSE FEE
N\$150.00	N\$900.00	N\$10,000.00

1. About the course

The Bookkeeping certificate introduces the general accounting duties and covers the basic principles of single and double-entry bookkeeping and its application to business in both a manual and a computerized system. Bookkeeping is an essential function in any business to ensure efficient legal and financial management practices. This qualification will enable students to maintain complete sets of financial records, keep track of accounts and verify the accuracy of procedures used for recording financial transactions. In addition, the qualification will enable students to maintain up-to-date record keeping of financial transactions, apply postings from the books of prime entry and source documents to the ledger accounts and produce an initial trial balance.

The qualification will enable the student to maintain complete sets of financial records, keep track of accounts, and verify the accuracy of procedures used for recording financial transactions. Areas that will be covered include monthly bookkeeping to trial balance (manual and computerized); disclosing profit and financial position; reconciling suppliers, inventory and bank statements; calculating Pay as You Earn (PAYE) payroll tax and other deductions.

2. Who is this Qualification for?

This qualification is designed for students willing to take up the role of assistant bookkeeper, debt collectors and accounting clerks and can maintain up-to-date record keeping of financial transactions.

3. Admission /Entry Requirements

- Students will be admitted into this qualification if they hold Namibia Secondary School Certificate (NSSC) with a minimum of 18 points in five (5) best subjects with a minimum of D in English or equivalent.
- Students may also enter through mature age provided they have at least a pass at grade 10, and will be subjected to an entrance test, which requires a pass for admission.

4. Qualification Duration

This qualification will be offered over 1 Year on full-time and part-time blended learning mode. The qualification comprises two (2) semesters per academic year. Semester one (1) runs from January to June and semester two (2) runs from July to November . Formal and Practical exams are written in May /June and October /November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

5.Outcomes for the whole Qualification

Holders of this qualification are able to:

- Explain the bookkeeping terms and calculations accounting equation and the concepts of reporting on a cash basis for income tax purposes.
- Understand the process of dealing with and accounting for Value Added Tax in the ledgers.
- Understand the purpose and use of the trial balance and Double-entry bookkeeping and notes.
- Prepare reports such as Trial balance, Audit trail, nominal account transaction, Sales and purchase ledger transactions.
- Maintain up-to-date record keeping of financial transactions as well as set up a business in a computerised system.
- Present theoretical concepts and complex ideas in both written and verbal formats appropriate for management audiences.

6.Offering mode

- Full-time
- Part-time
- Online blended learning through CDEL

7.Articulation

The Certificate in Bookkeeping (Level 4) grants admission to a Diploma in Bookkeeping (Level 5) or any related qualification at NQF level 5. Interfaculty students can apply for approval with the Deans of other Faculties for assessment to gain admission to any related qualification at NQF level 5.

8. Compulsory Modules

Courses, Study Time, NQF Level and Credits

Course Title	Course Code	Hours	NQF Level	Credits
Compulsory Courses				
Introduction to Bookkeeping	IBKOSC	100	4	10
Spreadsheets	ISP0SC	100	4	10
Basic IT Skills	BIT4IUS	100	5	10
Applied English Language skills	ELB0SC	100	4	10
Business Accounting	BA0SC	100	5	10
Office Technology and Management	IWP0SC	100	5	10
Basic Numeracy	BN0SC	100	4	10

FEE STRUCTURE:

APPLICATION FEE	REGISTRATION FEE	COURSE FEE
N150.00	N\$900.00	N\$10,000.00



1. About the course

The Diploma in Office Administration and Management (Level 5) is aimed at equipping students with the necessary skills to effectively manage modern office environments independently. Office administrators are regarded as the backbone of any organization and play a crucial role in providing competent and effective management support in the form of administrative services. The success of any business depends upon effective office through their contribution towards the increase in business productivity, and employee satisfaction

2. Who is this Qualification for?

This qualification is designed for students willing to take up office administration and management assignments in both private and public organizations. It is structured to stretch and challenge the students to fulfil their true potential and to become defining players in the management field. The qualification targets those individuals willing to be transformed into professional business administrators.

3. Admission Requirements

- Students will be admitted into this qualification if they hold a Certificate in Secretarial and office Administration (NQF level 4) or an equivalent NQF level 4 qualification.
- Students will be admitted into this qualification if they hold Namibia Secondary School Certificate (NSSC) with a minimum of 20 points in five (5) best subjects with a minimum of D in English or equivalent.

4. Qualification duration

This qualification will be offered over 1 Year on a full-time and part-time blended learning mode. The qualification comprises two (2) semesters per academic year. Semester one (1) runs from January to June and semester two (2) runs from July to November. Formal and Practical exams are written in October /November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

5. Outcomes for the whole Qualification

Holders of this qualification are able to:

- Demonstrate the role of an office administrator in the workplace and describe challenges that affect administrative managers.
- Discuss emerging elements impacting administrative management practices.

- Identify solutions to contemporary problems affecting business management.
- Apply good work ethics and business etiquette and use problem-solving skills to handle problems in the office.

6. Offering mode

- Full-time
- Part-time
- Online blended learning through CDEL

7. Articulation

Students who complete the Diploma Office Administration and Management (Level 5) can apply for approval with the Deans of other Faculties for assessment to gain admission to any degree at NQF level 6 through Recognition of Prior Learning (RPL). Students may, where applicable, move into existing or new related business and management qualifications at NQF Level 6.

8. Compulsory Modules

YEAR 1 (120credits)				
Course Title	Course Code	Hours	NQF Level	Credits
<u>SEMESTER 1 (60 credits)</u>				
Communication Skills	GCS41US	100	5	10
Office Administration II	OA20SC	100	5	10
Customer Service Skills	CSS50US	100	5	10
Advanced Typing & Speed Development	TSD0SC	100	5	10
Computer Studies: IT Security	ISE0SC	100	4	10
Principles of Management	POM50US	100	5	10

<u>SEMESTER 2 (60 credits)</u>				
Critical Thinking Skills	CTS51US	100	5	10
Computer Studies: Standard Profile Presentation	IPT0SC	100	4	10
Business Ethics	BNE50US	100	5	10
Front Office Operations	FOO50US	100	5	10
Computer Studies: Using Databases	IUD0SC	100	4	10
<u>YEAR COURSE(S) (10 CREDITS)</u>				
Course Title	Course Code	Hours	NQF Level	Credits
Introduction to Bookkeeping	IBK0SC	100	4	10

FEE STRUCTURE:

APPLICATION FEE	REGISTRATION FEE	COURSE FEE
N\$150.00	N\$900.00	N\$12,000.00

1. About the course

The Diploma in Bookkeeping (Level 5) is designed to equip students with a clear understanding of the bookkeeping system to meet the needs of a particular business, identify and gather information about transactions, and convert that information into a general ledger. This qualification will enable students to identify the roles and duties of a bookkeeper within the framework of required accounting activities in a business setting and ultimately contribute to National and economic goals. This qualification is most beneficial to professionals with some experience in designing bookkeeping systems who may be at entry-level in an organization.

2. Who is this Qualification for?

This qualification is designed for students willing to take up bookkeeping and accounting assignments in both private and public organisations. The qualification is designed for people who are already in the role, and for those who are aspiring to a role where they are responsible for the detailed recording of all the financial transactions of a business, maintaining these records using books of original entry and double-entry bookkeeping and for ensuring that all monetary transactions made by the business are recorded accurately. Graduates will find employment in the financial and accounting fields in the business world.

3. Admission /Entry Requirements

- Students will be admitted into this qualification if they hold a Certificate in Bookkeeping (NQF Level 4) or an equivalent qualification at NQF level 4.
- Students will be admitted into this qualification if they hold Namibia Secondary School Certificate (NSSC) with a minimum of 20 points in five (5) best subjects with a minimum of D in English or equivalent.

4. Qualification Duration

This qualification will be offered over 1 Year on a full-time and part-time blended learning mode. The qualification comprises two (2) semesters per academic year. Semester one (1) runs from January to June and semester two (2) runs from July to November. Formal and Practical exams are written in May /June and October / November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

5. Outcomes for the whole Qualification

Holders of this qualification are able to:

- Understand the role and duties of a bookkeeper within the framework of required accounting activities in a business setting.
- Explain and apply the concepts of cash and accrual accounting, double-entry bookkeeping and debits and credits.
- Apply generally accepted principles of accounting in bookkeeping work.
- Prepare payroll transactions ranging from paying wages to depositing and reporting taxes.
- Apply appropriate and accurate accounting entries for a variety of financial records.

6. Offering mode

- Full-time
- Part-time
- Online blended learning through CDEL

7. Articulation

Students who complete the Diploma in Bookkeeping (Level 5) can apply for approval with the Deans of other Faculties for assessment to gain admission to any related qualification at NQF level 6 through Recognition of Prior Learning (RPL). Horizontally, students may, where applicable, move into existing or new related business and management qualifications at NQF Level 6.

8. Compulsory modules

Courses, Study Time, NQF Level and Credits

YEAR 1 (120 Credits)				
Course Title	Course Code	Hours	NQF Level	Credits
<u>SEMESTER 1 (70 Credits)</u>				
Communication Skills	GCS41US	100	5	10
Principles of Management	POM50US	100	5	10
Advanced Bookkeeping	ACB0SC	100	5	10
Customer Service Skills	CSS50US	100	5	10
Typing and Speed: Advanced	TSD0SC	100	5	10
<u>SEMESTER 2 (50 Credits)</u>				
Business Ethics	BNE50US	100	5	10
Computer Studies: Standard Profile Presentation	IPT0SC	100	4	10
Financial Accounting	FAC51US	100	5	10
Critical Thinking Skills	GCS41US	100	5	10
Computer Studies: Using Databases	IUD0SC	100	4	10
Computerised Bookkeeping	CBK0SC	100	5	10
Introduction to Financial Statements	IF0SC	100	4	10

FEE STRUCTURE:

APPLICATION FEE	REGISTRATION FEE	COURSE FEE
N150.00	N\$900.00	N\$12,000.00

About this course

The Preparatory Course serves as a bridging course for students who are considering enrolling in academic programmes at IUM. This **excludes admission to Education, Electronics and Health science courses**)

What you will learn

The Preparatory Course provides a good foundation in the knowledge and skills required for studying at university level, so that students are confident and well prepared when they enrol for academic courses at higher education level.

Who should attend?

Students who do not meet the minimum entry point for academic courses and obtained 18 or 19 points at Grade 11/12 in five subjects including English.

Duration: Preparatory year February to November [This period includes **all activities** that will take place, including holidays, class and examination.]

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
Preparatory PREP	Computer Studies: <ul style="list-style-type: none"> • Word Processing IWP0SC • Spread sheets ISP0SC • Computer Essentials ICE0SC • Online Essentials IOE0SC 	February – September Two Continuous (3) assessments will be done after every module and Student should score 50% or more to qualify to write the exam in November.	N\$13,840.00
	Basic Arithmetic Skills PREBAS		
	Introduction to Bookkeeping IBK0SC		
	English for Academic Purposes PREEAP <ul style="list-style-type: none"> • Essay Writing • Note-taking and note-making • Speaking and Listening Skills • Reading and Comprehension of Academic Texts • Writing Standard Academic English • Examination Skills: Preparing for and Succeeding in an Examination 		
	Introduction to Management PREIM		

FEE STRUCTURE:

APPLICATION FEE	REGISTRATION FEE	COURSE FEE
N150.00	N\$900.00	N\$12,790.00

English Language Upgrade Course

About this course: This intensive course will prepare those who have not scored a **D** or better in English at grade 11/12 for the demands of writing University level reports and essays.

What you will learn: Advanced English for Academic Purposes.

Who should attend: Anyone who has scored **E** in Grade 12 English (**Excluding students intending to register or are registered for Education, Electronics and Health science courses**)

Duration: 6 months (Second Semester)

Entry Criteria: None

Tuition Fee: N\$ 2,700.00

PROGRAMME	COST	DURATION
English Upgrade Course SENGL	N\$ 2,700.00	1 semester

Foreign/Second Language Courses

About this course: Each of these courses introduces the language provides many other benefits including greater academic achievement, greater cognitive development, and more positive attitudes towards other languages and cultures. Language learning is necessary for students to effectively function in the modern global marketplace.

What you will learn: Each course is designed to give you basic written and spoken skills in the language course of your choice.

Who should attend: Anyone interested in learning English, French or German as a second language.

Duration: 18 months

Cost: See Table Below

Programme	Cost	Duration
French SFREN	N\$2,700.00 Application (N\$150.00) + Registration (N\$900.00) Total Costs N\$3,750.00	1 year
German SGERM	N\$2,700.00 Application (N\$150.00) + Registration (N\$900.00) Total Costs N\$3,750.00	1 year
English - Foreign/ Second Language SENGB (BEGINNER)	N\$2,800.00 Application (N\$150.00) + Registration (N\$900.00) Total Costs N\$3,850.00	6 Months
English - Foreign/ Second Language SENGB (INTERMEDIATE)	N\$2,800.00 Total Costs N\$2,800.00	6 Months
English - Foreign/ Second Language SENGB (ADVANCED)	N\$3,500.00 Registration (N\$900.00) Total Costs N\$4,400.00	6 Months

PROFESSIONAL DEVELOPMENT AND WORKSHOP COURSES (PDWC) 2026

Course name	Course date	Course duration
Critical Thinking Skills	Jan 2026	1 Day
Environmental Health	Feb 2026	3 Days
Emotional intelligence in the workplace	Feb 2026	2 Days
Client service management strategies	Feb 2026	4 Days
Talent management	Mar 2026	2 Days
Supplier / Bid / Tender Evaluation and the Procurement Act	Mar 2026	3 Days
Conducting and managing disciplinary procedures	Apr 2026	2 days
Digital Marketing	Apr 2026	5 days
Empathy and communication skills for health care workers	May 2026	3 Days
Performance Management	May 2026	3 Days
Public Policy Analysis & Monitoring and Evaluation	May 2026	3 Days
Leadership & Management as effective instruments of the 21st century	May 2026	3 Days
Ethical and service practice for health practitioners	Jun 2026	3 days
Research and product development	Jun 2026	2 Days
SPSS training	Jun 2026	3 Days
Knowledge Transfer and Management	Jun 2026	2 Days
Management Development and Supervisory Programme	Jun 2026	10 Days
Mastering Public speaking	Jul 2026	1 Day
Innovation & Intellectual Property Management	Jul 2026	2 Days
Research Skills and academic writing for Postgraduate	Aug 2026	2 Days
E-policing	Aug 2026	10 Days
Ms Excel for Data Analysis and Reporting	Sep 2026	10 Days
Solid Waste and Environmental Impacts assessment	Nov 2026	4 Days
Project Management	Nov 2026	3 days
Procurement, purchasing and Inventory Management	Nov 2026	4 Days
AUTO CAD	Nov 2026	3 days
Investment & Financial Management	Nov 2026	4 Days

Course roll out is subject to minimum number of students registered for the course.

- *Full payment is required before the course starts.*
- *Venues for the courses will be in Windhoek*
- *Note however that all short courses can be offered anywhere in Namibia at the request of the organization / companies.*

FREE SHORT COURSES FOR IUM REGISTERED STUDENTS AND ALUMNI ASSOCIATION MEMBERS

Course name	Date	Duration	Cost
CV writing and Interview skills for Final year students	March 2026	1 Day	Free
Internship Preparation	April 2026	1 Day	Free
Financial literacy	May 2026	1 Day	Free
Research Strategies for Postgraduate Students	June 2026	1 Day	Free

FREE SHORT COURSE FOR IUM STAFF

Customer Service Excellence	February 2026	1 Day	Free
Health and Occupational Safety	March 2026	1 Day	Free
Leadership training	April 2026	1 Day	Free
Emotional intelligence in the workplace	May 2026	1 Day	Free

*****Please Note: The official dates for PWDC and free short courses will be communicated *****



CIIP STAFF



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WELCOME TO IUM TUTORIAL CENTRE (IUMTC)

About the Centre

The IUM Tutorial Centre was officially registered with the Ministry of Education, Arts and Culture in 2022 under the provisions of the Education Act 3 of 2020. In 2023, the Centre administered its first Grade 11 Namibia Senior Secondary Certificate Ordinary Level (NSSCO) national examinations. As a newly established institution still laying its foundation, the Centre achieved a pass rate of 18%, a humble beginning that marked the start of a journey toward academic excellence.

In 2024, through improved systems, strengthened academic support, and a more experienced team, the Centre administered its second Grade 11 Final Examination. This time, the pass rate rose significantly to 60%, a reflection of the Centre's growth, commitment, and enhanced learner support structures. As we continue to invest in quality teaching, learner engagement, and academic discipline, we are confident that our performance will continue to rise each year. The IUM Tutorial Centre is committed to achieving even greater results, and we remain focused on continuous improvement, innovation, and excellence in education.

Located in the heart of the city along Independence Avenue adjacent to Shoprite, the IUM Independence Branch Tutorial Centre operates under the umbrella of the International University of Management (IUM). As a dedicated private institution, we provide high-quality academic support to learners aiming to upgrade their NSSCO symbols to meet tertiary admission requirements, as well as to those progressing to Grade 12 Advanced Subsidiary (AS) Level for their final national examinations. We are proud to be fully certified under the Education Act 3 of 2020 to administer Grade 11 Namibia Senior Secondary Certificate Ordinary Level (NSSCO) examinations. With the registration process for Grade 12 NSSCAS currently underway, we are committed to becoming a comprehensive academic hub for both NSSCO and NSSCAS learners.

Vision

To encourage and develop an African cadre of men and women who can operate at international standards in business management.

Mission

We aim to offer students customised and comprehensive learning experiences. Through the utilisation of innovative teaching methods, the creation of a supportive environment, and our commitment to personal growth, our mission is to unlock the full potential of each student. This prepares them not just for academic accomplishments but also for success across multiple facets of life.

CORE OBJECTIVES

1. Academic Excellence

- Provide high-quality, curriculum-aligned tutoring services across various subjects and levels.
- Employ experienced and qualified educators committed to student success.

2. Personalized Learning

- Tailor teaching approaches individual learning styles.
- Offer flexible schedules and customizable learning plans.

3. Technology Integration

- Incorporate modern educational technologies to enhance learning.
- Provide online resources, interactive platforms, and digital tools.

4. Continuous Development

- Regularly update teaching methods based on feedback and research.
- Support staff through continuous professional development.

5. Student Engagement and Motivation

- Create a positive and inclusive learning environment.
- Implement motivation programs, rewards, and academic recognition.

6. Parental Involvement

- Maintain open communication with parents about student progress.
- Offer guidance to support learning at home.

7. Community Impact

- Organize educational events, workshops, and outreach programs.
- Contribute to raising educational standards in the local community.

MESSAGE FROM THE HEAD OF IUM TUTORIAL CENTRE



Mr. Imasiku Ntelamo
Head – IUM Tutorial Centre (IUMTC)

It is my great pleasure to welcome you to the IUM Tutorial Centre, an institution deeply rooted in the pursuit of academic excellence, learner-centred support, and community transformation. At IUMTC, we believe that every learner holds the potential to achieve greatness when given the right guidance, resources, and nurturing environment.

Our Centre stands as a beacon of hope for learners seeking quality education that goes beyond the classroom. We are proud to be certified under the Education Act 3 of 2020 to administer Grade 11 NSSCO examinations, and we are in the advanced stages of registration to offer Grade 12 NSSCAS examinations. This means our learners are fully supported at critical academic levels that shape their prospects.

Under the umbrella of the International University of Management (IUM), we remain committed to upholding the highest academic and ethical standards, ensuring that our students are not only prepared for national examinations but are also equipped with lifelong skills essential for personal, professional, and societal development.

Our dedicated team of qualified tutors, supported by a committed administrative staff led by Ms. Loide Nillenge, works tirelessly to create a supportive, innovative, and inclusive learning environment. We pride ourselves on personalized learning, continuous assessment, and the integration of 21st-century teaching methodologies that prepare our learners for the realities of a fast-changing world.

As you embark on your educational journey with us, know that you are not alone. We walk this path with you, encouraging, inspiring, and unlocking your full potential every step of the way.

I invite you to explore the opportunities we offer, take part in our programs, and become part of the IUMTC family where we build not only academic success, but character, confidence, and capacity.

EXPECTATIONS FROM LEARNERS

1. Commitment to Learning: We expect you to be proactive in your learning. Attend your sessions regularly, be prepared with relevant materials, and actively engage with your tutors.

2. Respect and Courtesy: Show respect to your tutors and fellow learners. A positive and respectful attitude contributes to a productive learning environment for everyone.

3. Adherence to Policies: Familiarise yourself with our policies, including those on absenteeism, late coming, and cellphone usage. These policies are in place to ensure that the Centre operates smoothly and effectively.

Achieving Your Goals

Our aim is to help you succeed academically. By utilising the resources and support available at the IUM Tutorial Centre, you can:

- Enhance your understanding of course materials.
- Improve your study habits and time management skills.
- Gain confidence in your academic abilities.
- Achieve higher grades and academic performance.

We are here to support you, but your success also depends on your dedication and effort. Together, we can work towards realising your academic aspirations.

Welcome to IUM Tutorial Centre where your future begins.

Take the First Step Towards Academic Success

Enrolling with the IUM Tutorial Centre is an investment in your future. Do not miss out on the opportunity to enhance your learning experience and achieve your academic goals in 2025. Register today and take the first step towards unlocking your full potential.

For more information on how to register, please visit our website or contact us directly at tutorials@ium.edu.na or +264816413096. We look forward to welcoming you to the IUM Tutorial Centre.



Ms. Loide Niilenge
Administrator: IUM Tutorial Centre

At the core of our day-to-day operations is our dedicated Administrator, **Ms. Loide Niilenge**, whose unwavering commitment and professionalism have made her the heartbeat of the Centre. With a deep sense of responsibility, Ms. Niilenge ensures that all administrative activities are executed efficiently, accurately, and without delay. Her proactive approach, attention to detail, and ability to coordinate with staff, learners, and stakeholders contribute significantly to the smooth functioning of the Centre. Whether it is managing learner registrations, facilitating communication with parents, or ensuring compliance with institutional and national education protocols, Ms. Niilenge approaches every task with excellence and integrity. Her presence is not only instrumental to our operational success but also a pillar of support to both the academic and support teams.

Why Study with IUM Tutorial Centre?

Certified Examinations Centre for Grade (11 NSSCO)

We are registered with the Ministry of Education, Arts and Culture to administer Grade 11 NSSCO National Examinations, ensuring all standards of examination integrity and compliance.

Grade 12 NSSCAS Pending Registration

The process to register for Grade 12 NSSCAS is in progress. Upon completion, we aim to offer certified Grade 12 national examinations to support learners' continued academic journey.

Affiliated with a Recognised Institution

We operate under the International University of Management (IUM), an institution accredited by the **Namibia Qualifications Authority (NQA)** and registered with the **National Council for Higher Education (NCHE)**.

Targeted Academic Support for Grades 11 and 12

- Subject-specific tutorials aligned to NSSCO & NSSCAS syllabi
- Continuous assessments and mock examinations
- Drills using past examination papers and oral practice
- Study skills training and time management workshops
- Holiday revision sessions and small-group tutoring

- Final examination preparation under strict national exam protocols

Subjects Offered

We offer a broad range of **NSSCO and NSSCAS-aligned subjects**, aimed at equipping learners with academic excellence across disciplines:

- **Accounting**
- **Economics**
- **Business Studies**
- **Entrepreneurship**
- **History**
- **Geography**
- **Development Studies**
- **Afrikaans**
- **English as a Second Language**
- **Mathematics**
- **Physics**
- **Chemistry**
- **Biology**

These subjects are taught by experienced educators using innovative teaching methods, aligned with the national curriculum and examination standards.

21st Century Teaching Methodologies

We integrate **21st-century teaching and learning approaches**, including:

- Critical Thinking
- Digital Literacy
- Project-Based Learning
- Collaboration
- Problem-Solving.

This equips learners with practical skills needed for the modern world and future workplaces.



CIIP

Centre for Improved Institutional Performance



IUM

THE INTERNATIONAL
UNIVERSITY OF MANAGEMENT

A Namibian university dedicated to its people's future