

CIIP

Centre for Improved Institutional Performance



IUM

THE INTERNATIONAL
UNIVERSITY OF MANAGEMENT

COURSE BOOKLET 2023



A Namibian university dedicated to its people's future

CREATING JOB CREATORS AND INNOVATORS

ciip@ium.edu.na

ABOUT CIIP

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 the best service to its customers.

Certification

- Certificate of Attendance will be awarded for workshops and short courses 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 Centre for Improved Institutional Performance (CIIP) through The International University of Management (IUM) being a fully accredited Institution.

Fees

- Application and registration fees are non-refundable and are 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.



1. Administrative Short Courses:

- Certificate Secretarial & Office Administration
- Diploma: Office Administration

2. Finance Short Courses:

- Certificate Bookkeeping
- Diploma: Bookkeeping

3. Language Courses

- English Foreign/Second Language
- French
- German

4. Computer Studies

- Basic Computer and IT skills (New)
- Web Development
- Computer Essentials (online)
- Word Processing (Online)
- Spreadsheet (online)
- Online Essentials (Online)
- Using Databases (Online)
- Presentation (Online)
- IT Security (online)

5. Management and Leadership Courses

- Leadership Dynamics (online)
- Investment Portfolio Analysis (online)
- Managing People (Online)

6. Preparatory Course

7. 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, and 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.

To become an efficient office manager, executive secretary, or administrative officer students will have to sharpen their interpersonal skills related to these jobs and tasks. Empowering students with relevant skills and providing them with the knowledge of how to remain in total control of their work environment and achieve their task deadlines is a crucial element towards their ability to effectively contribute to their organizations as well as their growth and success.

2. Who is this Qualification for?

This qualification is designed to develop the student's keyboard skills, teach them how to master the most common business software packages and give them excellent communication techniques that enable them to understand the language of business.

This certificate provides students with the necessary skills to work as a secretary or administrator in any area. It highlights the importance of this role within a company and aims to provide the skills with which the effective secretary can contribute fully to the manager's success through planning and prioritising work and communication with other people.

The Office Administration qualification is aimed at the student who would like to obtain a qualification in the administration of the office environment. Students gain practical and theoretical experience in office-based activities.

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 not meeting the English requirement will be required to do the English Language course.
- Students may also enter through mature age with grade 10 and are required to write a mature age entry exam.

4. Student Articulation

Students awarded the Certificate in Secretarial and office Administration can be granted admission to a Diploma in Office Administration and Management (Level 5). Interfaculty students can apply for approval with the Deans of Faculties for RPL (Recognition of Prior Learning) for admission to relevant academic courses.

5. Qualification duration

This qualification will be offered for over 1 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.

6. Offering mode

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

7. Outcomes for the whole qualification

Holders of this qualification are able to:

- Understand the importance of their role in an organization.
- Apply different tactics when dealing with tasks concerning the management and individuals from different departments.
- Learn the techniques to manage records and documentation, enhancing their multi-tasking skills.
- Implement verbal and written communication approaches.
- Coordinate and organize meetings effectively.
- Learn to make quick decisions and resolve office-related matters.

8. Compulsory Modules

| Course Title | Course Code | Hours | NQF Level | Credits |
|---------------------------------|----------------|-------|-----------|---------|
| Office Administration 1 | OA10Sc | 100 | 4 | 10 |
| Spreadsheets | ISPOSC | 100 | 4 | 10 |
| Basic IT and Computer skills | BIT41US | 100 | 4 | 10 |
| Applied English Language skills | ELBOSC | 100 | 4 | 10 |
| Keyboard and Basic Typing | KBTOSC | 100 | 4 | 10 |
| Word Processing | IWP0SC | 100 | 4 | 10 |
| Basic Numeracy | BN0SC | 100 | 4 | 10 |

Cost: Application fee N\$140.00, Registration Fee N\$850.00 (Non- Refundable)
Plus: + Course fee N\$6,900.00

All fees must be paid 4 weeks before the final exams.

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. 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. This qualification will enable students to have the ability to maintain up-to-date record keeping of financial transactions and be able to apply postings from the books of prime entry and from source documents to the ledger accounts and produce an initial trial balance.

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 not meeting the English requirement will be required to do the English Language course.
- Students may also enter through mature age with grade 10 and are required to write a mature age entry exam.

4. Student Articulation

Students awarded the Certificate in Bookkeeping can be granted admission to a Diploma in Bookkeeping (Level 5). Interfaculty students can apply for approval with the Deans of Faculties for RPL (Recognition of Prior Learning) for admission to relevant academic courses.

5. 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 reg written in October /November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

6. Offering mode

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

7. 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 set up a business in a computerised system.
- Present theoretical concepts and complex ideas in both written and verbal formats appropriate for management audiences.

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 | ISPOSC | 100 | 4 | 10 |
| Basic IT and Computer Skills | BIT41US | 100 | 4 | 10 |
| Applied English Language Skills | ELBOSC | 100 | 4 | 10 |
| Business Accounting | BAOSC | 100 | 5 | 10 |
| Word Processing | IWPOSC | 100 | 4 | 10 |
| Basic Numeracy | BNOSC | 100 | 4 | 10 |

Cost: Application fee N\$140.00, Registration Fee N\$850.00 (Non- Refundable)
Plus: + Course fee N\$6,900.00

All fees must be paid 4 weeks before the final exams

1. About the course

The Diploma in Office Administration and Management will enable students to gain a clear understanding of the most important duties of modern office managers, administrators, supervisors, and personnel; it aims to produce office managers and administrators who can effectively and efficiently supervise services essential to the smooth running of the enterprise. This qualification ensures that students develop a wide range of the skills demanded by today's office managers, whilst contributing to socio-economic development.

Students will leave with the skills and competence to deliver effective results at the office. The qualification has been carefully designed, in collaboration with the major stakeholders, and it will be facilitated by experienced professionals who understand the fundamentals of business and office administration and stay current with new and progressive ideas, and this will enable students to pursue a career in a business-related field.

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 become defining management players. 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 or an equivalent NQF level 4 qualification.
- Students may also enter through mature age with grade 10 and are required to write a mature age entry exam.

4. Qualification duration

This qualification will be offered for 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. Offering mode

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

6. Outcomes for the whole Qualification

Holders of this qualification are able to:

- Recall 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 techniques in the selection and orientation of office staff.
- Discuss the major causes of office personnel problems that affect the well-being of workers and how these may be handled.
- Apply good work ethics and business etiquette and use problem-solving skills to handle problems in the office.

7. Compulsory Modules

| YEAR 1 (120credits) | | | | |
|---|--------------------|--------------|------------------|----------------|
| Course Title | Course Code | Hours | NQF Level | Credits |
| <u>SEMESTER 1 (60 credits)</u> | | | | |
| Critical thinking Skills | CTS51US | 100 | 5 | 10 |
| Office Administration II | OA20SC | 100 | 5 | 10 |
| Introduction to Bookkeeping | IBK0SC | 100 | 4 | 10 |
| Customer Service Skills | CSS50US | 100 | 5 | 10 |
| Advanced Typing & Speed Development | TSD0SC | 100 | 5 | 10 |
| Computer Studies: IT Security | ISE0SC | 100 | 4 | 10 |
| <u>SEMESTER 2 (60 credits)</u> | | | | |
| Business Ethics | BNE50US | 100 | 5 | 10 |
| Computer Studies: Standard Profile Presentation | IPT0SC | 100 | 4 | 10 |
| Principles of Management | POM50US | 100 | 5 | 10 |
| Communication Skills | GCS41US | 100 | 5 | 10 |
| Front Office Operations | FOO50US | 100 | 5 | 10 |
| Computer Studies: Using Databases | IUD0SC | 100 | 4 | 10 |

Cost: Application fee N\$140 .00, Registration Fee N\$850.00 (Non- Refundable)
Plus: + Course fee N\$9,400.00

All fees must be paid 4 weeks before the final exams.

1. About the course

The Diploma in Bookkeeping 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 comprehensive 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. The qualification has been carefully designed, in collaboration with the major stakeholders, and it will be facilitated by experienced professionals who understand the fundamentals of financial accounting and bookkeeping and stay current with progressive ideas.

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 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 or an equivalent NQF level 4 qualification.
- Students may also enter through mature age with grade 10 and are required to write a mature age entry exam.

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 being written in October /November of every academic year. The qualification will only be conferred after the candidates have successfully passed all the courses.

5. Offering mode

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

6. 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.
- Make appropriate and accurate accounting entries for a variety of financial records.



7. Compulsory modules

Courses, Study Time, NQF Level and Credits

| YEAR 1 (120credits) | | | | |
|---|--------------------|--------------|------------------|----------------|
| Course Title | Course Code | Hours | NQF Level | Credits |
| <u>SEMESTER 1 (60 credits)</u> | | | | |
| Critical Thinking Skills | CTS51US | 100 | 5 | 10 |
| Computerized Bookkeeping | | 100 | 5 | 10 |
| Advanced Bookkeeping | ACB0SC | 100 | 5 | 10 |
| Customer Service Skills | CSS50US | 100 | 5 | 10 |
| Advanced Typing and Speed Development | TSD0SC | 100 | 5 | 10 |
| Introduction To Financial Statements | IF0SC | 100 | 4 | 10 |
| <u>SEMESTER 2 (60 credits)</u> | | | | |
| Business Ethics | BNE50US | 100 | 5 | 10 |
| Computer Studies: Standard Profile Presentation | IPT0SC | 100 | 4 | 10 |
| Financial Accounting | FAC51US | 100 | 5 | 10 |
| Communication Skills | GCS41US | 100 | 4 | 10 |
| Principles Of Management | POM50US | 100 | 5 | 10 |
| Computer Studies: Using Databases | IUD0SC | 100 | 4 | 10 |

Cost: Application fee N\$140.00, Registration Fee N\$850.00 (Non- Refundable)

Plus: + Course fee N\$9,400.00

All fees must be paid 4 weeks before the final exams

1. About the course

The ABMA-recognised Essential Business Skills (EBS) course is designed to enable students to stand out amongst their peers, increase their employability opportunities and develop the soft skills that employers greatly value. The course has a practical, rather than a theoretical, basis which can be offered independently or alongside other curricula. Essential Business Skills is an engaging, accredited and certificated course devised by industry experts.

2. Why choose ABMA Skills' EBS course?

- CPD Accredited
- Physical certificate after course completion
- 100% online which brings flexibility to students and lecturers
- The highest possible standards of training
- Unbeatable support, increasing partners' reputation and revenue
- Higher employability rates for students
- 100% recommendation rate
- Access to 5 Bonus short courses via the same learning platform

3. Course Objectives

Upon completion of the course students are able to:

- Demonstrate a significant increase in employability and soft skills,
- Demonstrate an increase in competencies required to contribute effectively in both personal and professional situations and contexts.
- Apply techniques to the personal and professional situations/context/problem
- Demonstrate an ability to work with others through effective communication, respectful interaction and ethical behaviour,
- Reflect on own behaviour and performance, and create a meaningful personal development plan

4. Course structure

1. Developing Key Competencies

- Time Management
- Problem Solving
- Decision Making
- Report Writing
- Presentation Skills
- Coping with Organisational Change
- Critical Thinking

2. Working with Others

- Emotional Intelligence
- Conflict Resolution
- Motivation: Self and Others
- Teamwork
- Leadership
- Coaching and Mentoring
- Networking

Course cost: N\$2200.00

PREPARATORY COURSE

About this course

The Preparatory Course is a qualification which prepares people for study at university.

What you will learn

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

Who should attend?

Students who do not meet the minimum entry point for academic courses.

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

Entry Criteria

Students will be admitted into this Programme if they hold Namibia Secondary School Certificate (NSSC) with a minimum of 18 or 19 points in five (5) best subjects with a minimum of E in English or equivalent. Students not meeting the English requirement will be required to do the English Language course.

Cost: Application fee **N\$140.00**, Registration fee **N\$850.00 (non-refundable)**, plus: Course Fee N\$12,790.00

| Programme | Modules | Duration & Assessments | Cost excl. App & Reg |
|----------------------------|---|---|----------------------|
| Preparatory PREP | Computer Studies: <ul style="list-style-type: none"> • Word Processing IWPOSC • Spreadsheets ISPOSC • Computer Essentials ICEOSC • Online Essentials IOEOSC | February – September Two Continuous (2) assessments will be done after every module and the Student should score 50% or more to qualify to write the exam in November. | N\$13,780.00 |
| | Basic Arithmetic Skills PREBAS | | |
| | 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 | | |

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 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 gives an introduction to the language and 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: 1 year

Entry Criteria: None

Cost: See Table Below

| Programme | Cost | Duration |
|---|--|-----------------|
| French SFREN | N\$2,700.00 Application (N\$140.00) + Registration (N\$850.00) Total Costs N\$3,690.00 | 1 year |
| German SGERM | N\$2,700.00 Application (N\$140.00) + Registration (N\$850.00) Total Costs N\$3,690.00 | 1 year |
| English - Foreign/Second Language SENGB | N\$4,700.00 Application (N\$140.00) + Registration (N\$850.00) Total Costs N\$5,690.00 | 1 year |

PROFESSIONAL DEVELOPMENT AND WORKSHOP COURSES (PDWC) 2023



| Course name | Course date | Course duration |
|--|----------------|-----------------|
| Critical thinking Skills | January 2023 | 1 Day |
| Conflict and Self-management | January 2023 | 2 Days |
| Smart Money Management | February 2023 | 3 Days |
| Emotional intelligence in the workplace | February 2023 | 2 Days |
| Client service management strategies | February 2023 | 4 Days |
| Business communication strategies | February 2023 | 4 Days |
| Protocol, Diplomacy and National Security | February 2023 | 5 Days |
| Professional Web Development –Word Press | February 2023 | 4 Days |
| Talent management | March 2023 | 2 Days |
| Supplier / Bid / Tender Evaluation and the Procurement Act | March 2023 | 3 Days |
| Conducting and managing disciplinary procedures | April 2023 | 2 days |
| Agribusiness Concepts | April 2023 | 5 days |
| Training of Trainers | April 2023 | 4 Days |
| Empathy and communication skills for healthcare workers | May 2023 | 3 Days |
| Performance Management | May 2023 | 3 Days |
| Public Policy Analysis & Monitoring and Evaluation | May 2023 | 3 Days |
| Leadership & Management as effective instruments of the 21st century | May 2023 | 3 Days |
| Ethical and Service practice for health practitioners | June 2023 | 3 days |
| Research and product development | June 2023 | 2 Days |
| SPSS training | June 2023 | 3 Days |
| Knowledge Transfer and Management | June 2023 | 2 Days |
| Management Development and Supervisory Programme | June 2023 | 10 Days |
| Protocol, Diplomacy and National Security | July 2023 | 5 Days |
| Mastering Public speaking | July 2023 | 1 Day |
| Innovation & Intellectual Property Management | July 2023 | 2 Days |
| Research Skills and academic writing for Postgraduate | August 2023 | 2 Days |
| E-policing | August 2023 | 10 Days |
| Ms Excel for Data Analysis and Reporting | September 2023 | 10 Days |
| Self-management | October 2023 | 2 Days |
| Solid Waste and Environmental Impacts assessment | November 2023 | 4 Days |

Course rollout is subject to a 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

| Course name | Date | Duration | Cost |
|---|------------|----------|------|
| CV writing and Interview skills for Final year students | March 2023 | 1 Day | Free |
| Smart Money Moves | March 2023 | 1 Day | Free |
| Mental Health Awareness | March 2023 | 1 Day | Free |
| Exam Preparation skills | April 2023 | 1 Day | |
| Public speaking and professional presentation | May 2023 | 1 Day | Free |
| Research Strategies for Postgraduate students | June 2023 | 1 Day | Free |

FREE SHORT COURSE FOR IUM STAFF

| | | | |
|--------------------------|------------|-------|------|
| Attitude and work Ethics | March 2023 | 1 Day | Free |
| Leadership for women | April 2023 | 1 Day | Free |
| Men mastering Self-Worth | May 2023 | 1 Day | Free |

Please Note: The official dates of when the above-mentioned courses will be taking place shall be communicated in due time.



Contact us at ciip@ium.edu.na or chat to one of our dedicated team member members

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CIIP

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IUM CELEBRATING
20 Years
(2002-2022)
OF DEDICATION TO ITS PEOPLE'S FUTURE