



IUM

GLOBAL HUB FOR MANAGEMENT SCIENCE
AND INFORMATION TECHNOLOGY



IUM

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AND INFORMATION TECHNOLOGY

CIIP

Centre for Improved Institutional Performance

2018 Course Booklet



Content

CIIP

Administrative Short Courses:

Certificate: Secretarial & Office Administration

Diploma: Office Administration

Executive Diploma: Office Administration

Finance Short Courses:

Certificate: Bookkeeping

Diploma: Bookkeeping

Computer Studies Short Courses:

Certificate: Basic

Certificate: Standard

Certificate: Expert

Management Short Courses:

Diploma: Realtors Managers Training Course

Certificate: Managers Development Course [1,2 &3]

Preparatory Course

Certificate

Soft Skill Workshops:

Certificate



Centre for Improved Institutional Performance

Mission

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

Delivering

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

IUM Staff Training

The centre will deliver regular IUM staff training so as to ensure that IUM can deliver to its customers only the best service.

Certification

To be awarded an IUM [International University of Management, CIIP [Short Course] certification, the delegate must attain a **pass mark of 50%**



CERTIFICATE: Secretarial and Office Administration

About this course

A qualified and competent Secretary is central to the smooth running of any business, ensuring day to day activities happen in the most efficient manner. As a Secretary you will require excellent skills in IT, organisation, good composure, flexibility, plus strong interpersonal and communication abilities – all of which you will get from this course.

What you will learn

This course is designed to develop your keyboard skills, teach you how to master the most common business software packages, and give you excellent communication techniques which enable you to understand the language of business.

Who should attend?

Anyone needing the essential skills to be a highly regarded, working under pressure and prioritising workloads which allow executives and managers to work more effectively.

Duration

One Semester [This period includes **all activities** that will take place, including holidays, class and examination.]

Entry Criteria

Grade 10

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus: + Course fee **N\$ 5,800.00**

All fees must be paid 4 weeks before the final exams

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
Certificate: Secretarial and Office Administration SCSOA	Keyboard and Basic Typing KBT0SC	Semester-long. [See note above] Admissions in semester 1 and semester 2 2 x CA 1 x Exam May + Nov	N\$ 5,800.00
	<i>IUM Computer Studies:</i> Base Profile - Word Processing IWPOSC		
	<i>IUM Computer Studies:</i> Base Profile - Spread sheets ISPOSC		
	<i>IUM Computer Studies:</i> Base Profile - Online Essentials IOE0SC		
	<i>IUM Computer Studies:</i> Base Profile - Computer Essentials ICE0SC		
	Office Administration 1 OA10SC		
	Basic Numeracy BN0SC		
English Language Basics ELB0SC			



DIPLOMA: Office Administration

About this course

With this course you will improve on the high quality, office skills training learnt in the Certificate in Secretarial and Office Administration course and you will also learn how to speak the language of business.

What you will learn

You will learn how to master in-demand software packages for presentations, project planning and databases, as well as excellent computer keyboard skills and creating complex business documentation.

Who should attend?

Anyone who has completed the *Certificate: Secretarial and Office Administration*.

Duration

One Semester [This period includes **all activities** that will take place, including holidays, class and examination.]

Entry Criteria

Certificate: Secretarial and Office Administration

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus: + Course fee =
N\$ 8,100.00

All fees must be paid 4 weeks before the final exams

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
Diploma: Office Administration SCDOA	Advanced Typing & Speed Development TSDOSC	Semester-long. [See note above]	N\$ 8,100.00
	<i>IUM Computer Studies: Standard Profile</i> Presentation IPTOSC		
	<i>IUM Computer Studies: Standard Profile Using</i> Databases IUDOSC	Admissions in semester 1 and semester 2	
	<i>IUM Computer Studies: Standard Profile</i> IT Security ISEOSC	2 x CA 1 x Exam May & November	
	Office Administration 2 OA2OSC		
	Business Communication BCOSC		
	Introduction to Bookkeeping IBKOSC		
Business Ethics – BEOSC with <i>reference to CV & Interviews</i> CV1OSC			



EXECUTIVE DIPLOMA: Office Management

About this course

This course is the ideal stepping-stone for anyone seeking a promotion or job upgrade in an office or small business environment.

What you will learn

You will learn to make sure that the office runs smoothly, which includes keeping supplies in stock, making sure administrative and office staff are doing their job, working with vendors, planning events, making sure the facilities are clean, orderly, and safe, and analysing supply and energy consumption to determine cost-saving and efficiency savings.

Who should attend?

This course is designed for people whose job involves organizing, planning and overseeing a large pool of administrative assistants, or working with one or two people in a smaller office.

Duration

One academic year. **[This period includes all activities that will take place, including holidays, class and examination.]**

Entry Criteria *Diploma:* Office Administration plus 1 year administration experience.

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus:

All payments must be completed 4 weeks before entry to final exams)

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
<i>Executive Diploma: Office Management</i> SCEDOM	Understanding Business Organisations UBOOSC	One academic year Admissions in January The modules will be spread over the year. Some will be finalised the first semester while other will run the whole year.	N\$ 10,000.00
	Principles of Team Leading PTLOSC		
	Principles of Accounting POAOSC		
	Principles of Marketing Theory PMTOSC	2 x CA Sem 1 2x CA Sem 2	
	Principles of Customer Relationships PCROSC		
	Business Writing and Report Writing BWROSC		
	Manage Personal Performance and Development PPDOSC		
	<i>IUM Computer Studies:</i> Advanced Word Processing IAWOSC	1 x Exam May & November	
	<i>IUM Computer Studies:</i> Advanced Spread sheets IASOSC		
	<i>IUM Computer Studies:</i> Advanced Presentation IAPOSC		



CERTIFICATE: Bookkeeping

About this course

The purpose of this course is to give students with no prior knowledge of bookkeeping a foundation in the fundamentals of bookkeeping.

What you will learn?

You will learn these main functions:

- Basic English and Numeracy for a better understanding of Bookkeeping terms and calculations.
- The ability to maintain up-to-date record keeping of financial transactions.
- Correct accounting books i.e. Ledger
- Double entry bookkeeping and notes.
- Introduction to financial statements.
- Basic Word Processing.

Who should attend?

This qualification is designed for people who seeking to start a career in bookkeeping or as a financial clerk

Duration

One Semester [This period includes **all activities** that will take place, including holidays, class and examination.]

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus:

Final Payment must be paid 4 weeks before the final exams

Programme	Subject	Duration & Assessments	Cost excl. App & Reg
Certificate in Bookkeeping SCCBK	Introduction Bookkeeping IBKOSC	Semester-long	N\$ 6, 000
	<i>IUM Computer Studies:</i> Base Profile - Word Processing IWPOSC	Admissions in semester 1 and semester 2	
	<i>IUM Computer Studies:</i> Base Profile - Spread sheets ISPOSC		
	<i>IUM Computer Studies:</i> Base Profile - Online Essentials IOEOSC	2 x CA 1 x Exam May & November	
	<i>IUM Computer Studies:</i> Base Profile - Computer Essentials ICEOSC		
	English Language Basics ELBOSC		
Basic Numeracy BNOSC			



DIPLOMA: Bookkeeping

About this course

The purpose of this course is to give students essential skills in, and knowledge of, double-entry bookkeeping.

What you will learn

You will learn these main functions:

- Books of original entries.
- The ability to maintain up-to-date records of all financial transactions in an
- Appropriate format using accounting record books (the ledgers).
- Double entry book-keeping.
- Introduction to financial statements.

Who should attend?

This 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.

Duration:

One Semester [This period includes **all activities** that will take place, including holidays, class and examination.]

Entry Criteria:

Min of one year's previous experience in a finance related role

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus: Course fee N\$ 8,800.00

Programme	Subject	Duration & Assessments	Cost excl. App & Reg
Diploma: Bookkeeping SCCBK	Bookkeeping ACB1SC	Semester-long.	N\$ 8,800.00
	Computerised Accounting PAS0SC		
	<i>IUM Computer Studies: Advanced Spread sheets</i> IAS0SC	Admissions in semester 1 and semester 2 2 x CA 1 x Exam May & November	
	Introduction to Financial Statements		



IUM: Computer Studies

About this course

IUM Computer Studies is based on the world's leading computer skills certification. It is a high-quality, internally-recognized certification designed, validated, and approved by IUM.

What you will learn

IUM Computer Studies offers a wide range of modules including Computer Essentials, Word Processing and IT Security. Candidates take tests in the modules which are most relevant to their educational and professional requirements.

Who should attend?

IUM Computer Studies programmes are for anyone who wishes to become fully competent in the use of a computer and common applications. IUM Computer Literacy skills enable people of all ages to understand and use technology to improve their personal and professional lives. IUM Computer Literacy modules provide a practical programme of up-to-date skills and knowledge areas which are validated by a test.

Duration

One Semester [This period includes all activities that will take place, including holidays, class and examination.]

Entry Criteria: None

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus:

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
<i>IUM Computer Studies:</i> Base Profile SICDLB	Computer Essentials - ICEOSC Online Essentials - IOEOSC Word Processing - IWPOSC Spread sheets - ISPOSC	Semester-long. Admissions in semester 1 and semester 2 Final external exam only May and November	N\$ 4,500.00
<i>IUM Computer Studies:</i> Standard Profile SICDLS	Presentation - IPTOSC Using Databases - IUDOSC IT Security - ISEOSC	Semester-long. Admissions in semester 1 and semester 2 Final external exam only May and November	N\$ 5,100.00
<i>IUM Computer Studies:</i> Expert Profile SICDLE	3 out of 4 Advanced Modules: Advanced Word Processing - IAWOSC Advanced Spread sheets - IASOSC Advanced Databases - IADOSC Advanced Presentation - IAPOSC	Semester-long. Admissions in semester 1 and semester 2 Final external exam only May and November	N\$ 6,100.00



RMTC: Realtors Management Training Course

Course content will be put in



MDP: Management Development Programme *[Only in Windhoek]*

About this course

This course offers the skills you need to evaluate information and address business challenges. You learn fundamental business concepts and proven management analysis tools typically needed on a daily basis to guide your analysis, planning, decision and implementation

What you will learn

Leverage organisational structures, operations and systems to achieve business objectives; Apply finance and accounting techniques to support decision-making; Formulate a comprehensive marketing plan; Integrate business practices to optimise organisational effectiveness; Develop strategies that create on-going competitive advantage

Who should attend?

Managers at all levels, business analysts, IT professionals and anyone who wants a fast-track course to improve their business knowledge and decision-making, or needs to better interact with marketing, sales, finance or operations staff.

Duration: See table below

Entry Criteria

Minimum of 3 years in a fully-appointed supervisory role & one program leads to the next.

Cost: Application fee **N\$ 200.00 (non-refundable)**, Registration fee **N\$ 600.00** plus:

Module	Subject	Duration & Assessments	Cost excl. App & Reg
<i>New Managers:</i> MDP Programme SCNMDP	Leadership skills required of a new manager LSNOSC	Windhoek only. <u>Course</u> is made of : 'contact' sessions with Tutors; Self-study; Research and "Formal" class room work Total Time – 200 hours. Semester-long. <u>Evaluation</u> – Group work, Individual & Examinations.	N\$ 8,500.00
	Goal setting and planning management GSPOSC		
	Time management and communication TMCOSC		
	Business Writing Skills & Report Writing BWROSC		
	Principles of Marketing Theory PMTOSC		
<i>Senior Managers:</i> MDP Programme SCSMDP	Building effective interpersonal interactions BEIOSC	Windhoek only. <u>Course</u> is made of : 'contact' sessions with Tutors; Self-	N\$ 10,500.00
On boarding & Hiring for Success OHSOSC			



	<p>PWPOSC - Developing personal and work group improvement plans</p> <p>Developing High Performance Teams DHPOSC</p> <p>Managing Diversity and Inclusion MDIOSC</p> <p>Professional Supervision & Delegation PSDOSC</p> <p>Professional Performance Reviews PPROSC</p> <p>Managing Disciplinary and Grievances Effectively MDGOSC</p>	<p>study; Research and “Formal” class room work</p> <p><u>Total Time</u> – 250 hours. Semester-long.</p> <p><u>Evaluation</u> – Group work, Individual & Examinations.</p>	
<p><i>Executive Managers: MDP</i> SCEMDP</p>	<p>Finance for Non-Financial Managers FNFOSC</p> <p>Introduction to Corporate Finance ICFOSC</p> <p>Budgets & Money BMOSC</p> <p>GAP Analysis for Strategy Formulation GASOSC</p> <p>Introduction to Business Economics IBEOSC</p> <p>Introduction to Business Statistics IBSO SC</p>	<p>Windhoek only.</p> <p><u>Course</u> is made of : ‘contact’ sessions with Tutors; Self-study; Research and “Formal” class room work</p> <p><u>Total Time</u> – 350 hours. Semester-long.</p> <p><u>Evaluation</u> – Group work, Individual & Examinations</p>	N\$ 12,500.00



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 university level, so that students are confident and well prepared when they go on to higher education

Who should attend?

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

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

Entry Criteria

18 or 19 points at Grade 12

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus:

Programme	Modules	Duration & Assessments	Cost excl. App & Reg
Preparatory PREP	<i>IUM Computer Studies: Base Profile</i> SICDLB	February - September	N\$11 100.00
	Basic Arithmetic Skills PREBAS		
	<i>English for Academic Purposes</i> 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 		
	<i>Examination Skills: Preparing for and Succeeding in an Examination</i> PREEXS		
	<i>Using the Internet for Researching Information</i> PREIRI		
	<i>Critical Thinking and Reasoning</i> PRECTR		
	<i>Introduction to Management</i> PREIM <ul style="list-style-type: none"> • Personal Organisation • Time Management 		



Certificate in Professional Web Design

About this course

This course will provide you the software skills, design knowledge, and professional portfolio needed to effectively compete in this exciting and dynamic field.

What you will learn

You will learn fundamentals of visual design, Adobe Photoshop and Dreamweaver, and learn standards-based Web coding in HTML, CSS, and JavaScript. Your Web design portfolio at the end of the program will include published Web sites that showcase your front-end visual designs and your coding skills

Who should attend?

This course is ideal if you've always wanted to create your own website but lacked the skills or knowledge to do so. Aimed at both the novice and intermediate web-designer, this comprehensive, easy-to-understand course will enhance your understanding of web development tools and techniques.

Duration

One Semester [This period includes **all activities** that will take place, including holidays, class and examination.]

Entry Criteria

Basic IT Skills are essential

Cost: Application fee **N\$ 100.00 (non-refundable)**, Registration fee **N\$ 600.00** plus: + Course Fee
N\$ 4, 500.00

Programme	Module	Duration & Assessments	Cost excl. App & Reg
Certificate in Professional Web Design SCCPWD	HTML Authoring HTMOSC	Semester-long.	N\$ 4, 500.00
	JavaScript JSOSC		
	Dreamweaver DWOSC	Admissions in semester 1 and semester 2	
	CSS CSSOSC		
	Project XPOSC		
	2 x CA 1 x Exam May & November		



SOFT SKILLS: Skill Workshops on site, Public and Corporate

Subjects

Soft Skill subjects will be listed as demand and requirements set.

Costing

Cost of the workshop will be calculated on quotation

Duration

Each workshop will differ in time i.e. one day to max 4



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