<h1 style="text-align:center">DIPLOMA COURSES</h1>

Benefits to learn in a University Institution

1.Have confidence that the Course is credible and has high standards from a credible University.

2.Know that the programme has been designed at the right level, meets its intended outcomes and its assessment methods are robust, secure and appropriate.

3.On successful completion you gain Authenticated Diploma and Transcript from Summit International Institute a chartered University in Burundi.

4) Certificate with Summit International Institute branding and, a global leader in training that adds permanent value to your learning.

Course Duration: 10 months
Course Fees: USD 600
Enrolment: Every Month
Certificate: Diploma Award

Training methodology:
- All training materials will be availed through online or distance learning.
- You are expected to submit monthly assignments via email
- You will receive feedback from our committed instructors.
- Learn at your own time schedule
- At the end of the course you will be issued with a Diploma Certificate.

Other requirements
You will be required to use email, upload and download documents in MS-Word format.

Learning materials
Course materials and Assignments will be provided at the beginning of the course.

Other Details
Course Duration : 40 weeks (10 months)
Target Region : Global
Language : English
General Contact : Email: info@intexservices.co.ke
Website: www.intexservices.co.ke

Table of Contents

1. Monitoring, Evaluation, Accountability and Learning (MEAL)

Course Outcome

This online and distance learning Diploma -level course from Intex Management Institute is comprehensive review of Monitoring, Evaluation accountability and Learning as an important ingredient for effective project implementation. The MEAL Course will introduce learners to tools and techniques to measure and report project/programme results to your stakeholders, including donors, funders, supervisors or the general public. At the end of the course, participants will become familiar with the components of an effective monitoring, evaluation

Accountability and Learning plan, and methods and tools to conduct data collection, statistical analysis and reporting. The course will enable you to prepare the ground for undertaking monitoring and evaluation and analyzing the results. Results Based Monitoring and Evaluation will also help participants understand the key components for effective MEAL in order to improve management performance and evidenced based decision making.

Module One
a) Introduction to Monitoring & Evaluation
b) Logical Framework
c) Project Indicators
d) Evaluation of Project Success
e) M & E Planning, Design and Implementation
f) Developing and Evaluation Plan
g) Participatory Evaluation
h) Choosing Questions and Planning the Evaluation
i) Data Collection: Designing an Observational System
j) Selecting an Appropriate Design for Evaluation
k) Collecting and Analyzing Data
l) Monitoring and Evaluation Data Analysis
m) Report Writing and Use of Monitoring & Evaluation Results

Module Two
a) Introduction to Project Management
b) Project Identification and Formulation
c) Project Appraisal
d) Project Planning and Scheduling
e) Project Team Management
f) Indicators
g) Project Management Techniques of Monitoring
h) Understanding the Initiative
i) Stakeholder Analysis
j) Importance of Monitoring and Evaluation
k) Cluster Development
l) Community Based Participatory Research
m) Participatory Evaluation
n) Why Should You Have An Evaluation Plan?
o) Project Meal Framework
p) Meal Planning and Budgeting
q) Baseline and Evaluation Design and Management
r) Methods of Data Collection in MEAL

Module Three: Project Management

a) Introduction
b) Project Management Growth: Concepts and Definitions
c) Organizational Structures
d) Organizing and Staffing the Project Office and Team
e) Management Functions
f) Communications Management
g) Conflicts
h) The Variables for Success
i) Working with Executives
j) Network Scheduling Techniques
k) Risk Management
l) Contract Management
m) Modern Developments in Project Management

Module Four

a) Research Methodology: An Introduction
b) Sampling Design
c) Methods of Data Collection
d) Choosing questions and planning for Evaluation
e) Information Gathering and Synthesis
f) Qualitative and Quantitative Evaluation Design
g) Selecting appropriate Design
h) Collecting and Analyzing Data
i) Collecting and use of Archival Data
j) Sampling Fundamentals
k) Refining Project based on Evaluation Research
l) The Computer: Its Role in Research

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-monitoring-evaluation-accountability-and-learning

2. Project Planning and Management

Course Overview

The use of projects and project management continues to grow in our society and its organizations. We are able to achieve goals through project organization that could be achieved only with the greatest of difficulty if organized in traditional ways. Though project management has existed since before the days of the great pyramids, it has enjoyed a surge of popularity beginning in the 1960s. A project put U.S. astronaut Neil Armstrong on the moon. A project named "Desert Storm" freed the nation of Kuwait. An annual project brings us Girl Scout cookies as a sign that winter is just about finished. (They were a bit optimistic this year.) The use of project management to accomplish the many and diverse aims of society's varied organizations continues to grow.

This Diploma course helps the learners help you develop a natural project management style, knowledge and skills to meet challenges faced by busy managers in today's dynamic workplace. The course is based on the Project Management Body of Knowledge Guide.

Course Objectives
After completing the Diploma, students will be able to:
- Evaluate and apply project management principles as supported by the new-economy management functions of leading, creating, implementing and improving in both a content and context organizational environment; and
- Understand the complexities of programme management and continuous improvement principles, and apply these to enhance organizational performance; and
- Reflect critically on the role of quality and performance management in the organizational supply chain, in particular the cross-functional programme-managed component thereof, with the aim of improving the performance of the organizational value chain;
- Evaluate the creation of effective and efficient project and process teams, from a behavioral perspective, with the aim of improving the performance of the organization
- Manage people in a project.

Module One:
a) Introduction
b) Materials and Equipment's
c) Human Resources
d) Project Costing and Financing
e) Organizational structures in Projects
f) Formulation of detailed Project Reports
g) Feasibility and technical analysis
h) Integrated Project Control systems
i) Managing transition from Project to Operation
j) Project Completion, Evaluation and Project review

Module Two:
a) Introduction
b) Project uncertainty
c) Project Lifecycle and risks involved
d) Motives for formal Risk Management Process
e) An overview of Generic Risk Management Process
f) Risk Management
g) Introduction to Project Audits
h) Project Monitoring
i) Project Evaluation
j) Project Audit: Processes and Report Writing
k) Audit Methodology according to Individual Phases and Areas

Module Three:
a) Project Information System
b) Materials and Equipment
c) Financial aspect
d) Human Resources
e) Developing a plan for staff Hiring and Training
f) Preparing Job description and Selection Criteria
g) Advertising for Positions
h) Interviewing for positions
i) Developing personnel policies
j) Developing staff Orientation Programmes
k) Developing Training programme for Staff

Module Four:
a) A framework for Programme Evaluation a gateway to tools
b) Community Based Participatory Research
c) Understanding Community Leadership, Evaluators, Funders and their Interests
d) Choosing Evaluators
e) Developing and Evaluation Plan
f) Participatory Evaluation
g) Choosing questions and Planning the Evaluation
h) Data Collection, Design and Observation system
i) Selecting an appropriate Design and Observation System
j) Collecting and Analyzing Data

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-project-planning-management

3. Procurement and Supply Chain Management

Course Overview

The guiding principles of public procurement are based on the concept of stewardship. The term 'stewardship' generally refers to the careful and responsible management of something entrusted to one's care. Moreover managing customer and vendor relationships is a critical aspect of managing supply chains. In many cases, the collaborative relationship concept has been considered the essence of supply chain management. However, a closer examination of supply chain relationships, particularly those involving product flows, reveals that the heart of these relationships is inventory movement and storage. Much of the activity involved in managing relationships is based on the purchase, transfer, or management of inventory. As such, inventory plays a critical role in supply chains because it is a salient focus of supply chains.

This diploma manual will equip learners with necessary concepts I mastering the skills needed to effectively understand and be able to run the process of procurement and supply chain management in their respective organizations.

Course objectives

After going through the course learners will be able to:-
•Describe the principles of effective procurement, the procurement process, and the role of procurement strategy
•Understand the activities associated with effective procurement projects
•Conduct procurement planning and stakeholder management
•Effectively manage the supply chain
•Understand logistics management
•Differentiate and master concepts in procurement and supply chain management

Module 1: Introduction to Logistics Management
a)   Concepts of logistics and distribution
b)   Logistics and Supply Chain Management
c)   Logistics and Distribution Management
d)   Customer service and logistics
e)   Integrated logistics and Supply Chain Management
f)   Channels of distribution
g)   Key issues and challenges for logistics
h)   Planning for logistics
i)   Manufacturing and materials management
j)   Procurement and inventory decisions
k)   Purchasing and supply
l)   Warehousing and Storage

Module 2: Logistics and Supply chain management part 2
a)   Logistics Organization Design and Development
b)   Logistics and Supply Chain Information Systems
c)   International logistics: modal choice
d)   Warehouse Operations
e)   Transportation and Distribution Management
f)   Supply Management
g)   Inventory Planning and Management
h)   Customer Response Principles and Systems

Module 3: Operations and Supply Chain Management
a)   Operations and Supply Strategy
b)   Project Management
c)   Material Requirements Planning
d)   Capacity Management
e)   Total Quality Management
f)   Purchasing
g)   Inventory Fundamentals
h)   Order Quantities
i)   Just-in-Time Manufacturing and Lean Production

Module 4:
a)   Introduction to Procurement
b)   Role of Purchasing Function
c)   Inventory Management
d)   Strategic role in Material management
e)   Product Management
f)   Maritime Transport
g)   Air transport
h)   Road freight transport: planning and resourcing
i)   Cost and performance monitoring
j)   Benchmarking
k)   Outsourcing Management
l)   Information and communication technology in the supply chain
m)   Security and safety in distribution

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-procurement-and-supply-chain-management

4. Water Sanitation and Hygiene (WASH) Management

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-water-sanitation-and-hygiene-wash

Course Overview

Drinking, eating, washing, excreting – these are things we do every day of our lives. But the way we do them can have a major impact on our health. Good hygiene practices are an essential part of daily life and we all need to understand what hygiene means, why it's important for our health and wellbeing, and how we can change our behaviour to safeguard our health. Promoting good hygiene in your community and educating people in ways to protect themselves and their families from ill health is one of the most important aspects of WASH Practitioners.

WASH technicians and other employees of service providers and local bureaus need to have a good understanding of social, cultural, financial and institutional issues at the local level. They also have responsibility to ensure that the service users are aware of their rights and responsibilities, such as how users may influence decision makers, and ensure the service providers are accountable to their customers.

This Diploma course will also consider the challenges for WASH provision in areas of high-density population where lack of space is a problem. It sets out the options for water supply in an urban situation and considers opportunities for improvement and innovation in service delivery and management.

Course Objectives

The participants of this diploma in WASH will be able to:-
- ❖ Describe the significance of environmental health at community level
- ❖ List the environmental risk factors involved in the transmission of communicable diseases
- ❖ Explain the basic components and purpose of environmental health planning.
- ❖ Describe the main categories of environmental health hazards.
- ❖ Explain the basic principles of pollution management.
- ❖ Describe the criteria that are used for evaluating the effectiveness of personal hygiene application
- ❖ Describe the technologies available to provide safe drinking water in urban settings and the main challenges associated with them.
- ❖ Describe how water emergencies can be managed, including the treatment, storage and handling of drinking water in the home.

Module 1
- a) Introduction to Water, Sanitation and Hygiene (WASH)
- b) Water and Sustainable Development
- c) Introduction to the Principles and Concepts of Hygiene and Environmental Health
- d) Environmental Health Hazards
- e) Personal Hygiene
- f) Healthful Housing
- g) Institutional Hygiene and Sanitation
- h) Important Vectors in Public Health
- i) Introduction to the Principles of Food Hygiene and Safety

j) Food Contamination and Spoilage
k) Foodborne Diseases and the Investigation of Disease Outbreaks
l) Food Protection and Preservation Methods
m) Hygienic Requirements of Foods and Drink Service Establishments
n) Hygienic and Safety Requirements for Food of Animal Origin

Module 2
a) Introduction to Water Supply
b) Water and Public Health
c) Water Sources and their Characteristics
d) Water Pollution
e) Water Treatment Technologies for Large-scale Water Supply
f) Operation and Maintenance of Water Treatment and Supply Systems
g) Distribution, Leakage and Illegal Connections
h) Water Safety Plans
i) Duties and Responsibilities of Water Utilities
j) Household Water Collection, Treatment, Storage and Handling
k) Efficient Use of Water
l) Monitoring Water Quality
m) Financing Urban Water Services
n) Water Emergencies and Emergency Water Supply

Module 3
a) Characteristics of Urban Communities
b) Environmental Pollution and Health
c) Existing WASH Service Provision
d) Stakeholders in Urban WASH
e) Social Accountability and Social Responsibility
f) Community Engagement
g) Role of Frontline WASH workers
h) Assessing Behaviour
i) Influencing Behaviour
j) Promoting Improved Hygiene and Sanitation
k) Mobilisation of Urban Communities
l) Advocacy and Networks
m) Sustainability of WASH Services
n) Emergency WASH Behaviour Communication
o) Monitoring and Evaluation

Module 4
a) Introduction to Sanitation and Waste Management
b) The Effects of Poor Sanitation and Waste Management
c) Rapid Assessment of Urban Sanitation and Waste Management
d) Liquid Wastes: Sources, Types and Characteristics
e) Latrine Technology Options for Urban Areas
f) Liquid Waste Management and Treatment
g) Solid Waste: Sources, Composition and On-site Storage
h) Solid Waste Reduction, Reuse and Recycling
i) Storage, Collection, Transfer and Transport of Solid Waste
j) Disposal of Solid Wastes
k) Integrated Solid Waste Management
l) Institutional Sanitation and Waste Management
m) Commercial Opportunities in Urban Sanitation and Waste Management
n) Emergency Sanitation and Waste Management

5. Monitoring and Evaluation

Course Overview

Now more than ever, development programs are expected to deliver results. For everyone involved in development, the value of their ideas, advice, and action produced is increasingly being gauged by whether it improves lives. Moreover, the global economic crisis has doubled the importance of getting the maximum impact from every program, as countries are facing painful tradeoffs. Consequently, every program needs the information to answer two vital questions: "What would constitute success in addressing this problem?" and "How will we know success when we achieve it"? The answers to these questions will help everyone understand which programs are working, which are not, which can be scaled up, and which should be phased out.

It is obvious that achieving results starts with a good design, including a well crafted implementation strategy. However, ensuring that knowledge learned along the way is put to use is equally important. This knowledge can be learned both through periodic detailed analyses of a problem, as well as through the everyday, incremental learning that comes with implementation. Good monitoring and evaluation systems capture both forms of knowledge. This Diploma Manual is designed to equip the learners with relevant know how on how to design and conduct a successful Monitoring and Evaluation which is paramount to every development project

Course Outline
Module one:
Introduction to Monitoring and Evaluation
  a) Introduction
  b) Monitoring and Evaluation as an integral component of Project Planning and Implementation
  c) Evaluation types and Model
  d) Monitoring and Evaluation Methods and Tools
  e) Monitoring and Evaluation Planning, Design and Implementation
  f) Data Analysis and Report writing
  g) Why Monitoring and Evaluation
  h) Putting Planning Monitoring and Evaluation together: Results Based Management
  i) Designing a Monitoring System
  j) Baseline and Damage control

Module Two:

Project Risk and Audit management
  a) Introduction to Project Planning and Management
  b) Project uncertainty
  c) Project Lifecycle and risks involved
  d) Motives for formal Risk Management Process

e) An overview of Generic Risk Management Process
f) Risk Management
g) Introduction to Project Audits
h) Project Monitoring
i) Project Evaluation
j) Project Audit: Processes and Report Writing
k) Audit Methodology according to Individual Phases and Areas

Module Three:
Conducting Monitoring and Evaluation
a) Indicators
b) Project Management techniques in monitoring
c) Understanding the Initiative or The project
d) Stakeholder Analysis
e) Importance of Monitoring and Evaluation
f) Cluster development
g) Community Based Participatory Research
h) Participatory Evaluation
i) Why should have an Evaluation Plan
j) Monitoring Evaluation Accountability and Learning

Module Four:
Making Monitoring and Evaluation work in an organization
a) Making Monitoring And Evaluation work
b) Choosing questions and planning for Evaluation
c) Information Gathering and Synthesis
d) Qualitative and Quantitative Evaluation Design
e) Selecting appropriate Design
f) Collecting and Analyzing Data
g) Collecting and use of Archival Data
h) Refining Project based on Evaluation Research
i) Using and Evaluation Design to answer key questions about your Project
j) Providing Feedback to Improve the Project
k) Communicating Information
l) Evaluation Report outline

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-monitoring-and-evaluation

6. Grants Management

Course Overview

This diploma certificate course is designed to equip participants on the practice of good Grants management. The course will equip participants with the ability to understand the Primary functional areas of Grants Management. The Grants Management Cycle will also be explored in depth. The course is comprehensive on grants management and fundraising, spanning the grants lifecycle from pre-award through grant closeout.

Course Objectives

By the end of this Diploma Manual you should be able to:
- ✓ Understand different perspectives on the scope of the nonprofit sector
- ✓ Describe the key sources of nonprofit income
- ✓ Understand and describe the historic context of fundraising
- ✓ Understand the requirements for fundraising to be considered a profession
- ✓ Understand key components of ethical theory and differentiate between applied and normative ethics
- ✓ Decide which type of ethical system to apply in fundraising contexts to professional ethical dilemmas
- ✓ Understand the significance of enhancing donor loyalty
- ✓ Describe the drivers of donor loyalty
- ✓ Manage grants effectively

Course Outline

Module one
- a) Introduction to the Nonprofit Sector
- b) The Development of a Profession
- c) Fundraising Ethics
- d) Individual Giving Behavior
- e) Social Influences on Giving
- f) Fundraising Planning: The Fundraising Audit
- g) Fundraising Planning
- h) Assessing Fundraising Performance
- i) Direct Response Fundraising
- j) Digital Fundraising
- k) Major Gift Fundraising

Module two
- a) Grants
- b) Grant Fundraising
- c) Fundraising Events
- d) Managing Fundraising Volunteers
- e) Corporate Giving and Fundraising
- f) Leading Fundraising Teams
- g) Managing the Resource Development Function
- h) Managing Information
- i) Managing Public Trust and Confidence
- j) Human Resources

Module three
a) Planning and writing an annual Budget
b) Managing your Money
c) Handling Accounting
d) Understanding Non-Profit status and Tax Exemptions
e) Creating a Financial and Audit Committee
f) Procurement and Change Management
g) Government/Public Procurement
h) Best Practices in Procurement
i) Procurement Strategy and Strategic Option
j) Contracts
k) Overview of Financial Management
l) Interpretations of Financial Statements
m) Cash Flow Management
n) Financial Decisions
o) Financial Reporting And Standards

Module four
k) A framework for Programme Evaluation a gateway to tools
l) Community Based Participatory Research
m) Understanding Community Leadership, Evaluators, Funders and their Interests
n) Choosing Evaluators
o) Developing and Evaluation Plan
p) Participatory Evaluation
q) Choosing questions and Planning the Evaluation
r) Data Collection, Design and Observation system
s) Selecting an appropriate Design and Observation System
t) Collecting and Analyzing Data
u)

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-grant-management

7. Human Resource Management

Course Overview

Successful corporate leaders recognize that their competitive edge in today's market place is their people. They also acknowledge that few organizations know how to manage human resources effectively, primarily because traditional management models are inappropriate in our dynamic work environment.

As the HR Headline indicates, managing people in changing organizations is part of what is currently being done by supervisors, managers, and executives. People as human assets are the "glue" that holds all the other assets, such as financial and physical ones, together and guides their use to better achieve results. Certainly, the cashiers, supervisors, and other employees at Wal-Mart or Walgreen's or the doctors, nurses, receptionists, technical professionals, and other employees at a hospital allow all the other assets of their organization to be used to provide customer or patient services. How effectively people at all levels contribute to organizational results is part of the challenge. Managing people as human resources is essential in organizations of all sizes and types.

This Diploma course will equip you with the necessary skill to help the learners manage the human capital effectively for the benefit of the organization.

Course Objectives

 After the completion of the course the student will be able to
1. Understand nature of Human Resource Management
2. Know the differences Between Personnel Management and Human Resource Management
3. Understand Objectives of Human Resource Management
4. Know the Functions of Human Resource Management
5. Understand Importance of Human Resource Management
6. Understand Legacy of HRM
7. Highlight the future Challenges before the Managers
8. Understand New Role of Human Resource Management

Module 1: Introduction to Human Resource Management
   a) Introduction to Human Resource Management
   b) Human Resource Planning
   c) Responsibilities of a Professional Manager
   d) Tasks of a professional manager
   e) Structuring Human Resource Management
   f) Job Analysis
   g) Strategic Human Resource Management
   h) Recruitment, Selection of Human Resource
   i) Performance Management and Reward System Management
   j) Employee Training, development and Careers
   k) Succession Planning
   l) Employee safety and Healthy
   m) The changing social context and Emerging Issues

Module 2 : Key Human Resource Practices
   a) Concept of Organizational Socialization
   b) Concept of Mobility
   c) Contemporary Trends in Managing Demand and Supply
   d) Introduction to Human Resource Planning
   e) Contemporary approaches to Job Analysis
   f) Changing nature of Roles

g) Performance and Potential Appraisal
h) Career Succession and Planning
i) Orientation
j) Dislocation and Relocation of Employees
k) Selection
l) Recruitment

Module 3 : Strategic Human Resource Management, Human Resource Accounting and Collective Bargaining
a) Introduction & Development of Ideas on Human resources
b) Business and HR Strategy
c) Employment Relationship and Organizational Change
d) Personality and Leadership
e) Leading Effective Teams and working in Groups
f) Learning Organizations and Organizational Learning
g) Human Resource Accounting
h) Human Resource Audit
i) Human Resource Information Systems
j) Managing Trade Unions
k) Issues and trends in Common Bargaining agreement
l) Dealing with Trade Unions
m) Negotiating Skills

Module 4: Organizational Behavior
a) What is Organization Behavior
b) Diversity in organizations
c) Attitudes and Job satisfaction
d) Personality and Values
e) Motivation: From concepts to applications
f) Understanding work teams
g) Communication
h) Leadership
i) Organizational Change and Stress Management

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-human-resource-management

8. Governance, Leadership and Management

Governance, Leadership and Management

Ensuring good governance remains high on the agenda of public bodies and ensuring those promoting good governance have the right knowledge and skills is essential. Good corporate governance is not an end in itself. It is a means to create market confidence and business integrity, which in turn is essential for companies that need access to equity capital for long term investment. Access to equity capital is particularly important for future oriented growth companies and to balance any increase in leveraging.

If management is defined as getting things done through others, then **leadership** should be defined as the social and informal sources of influence that you use to inspire action taken by others. It means mobilizing others to want to struggle toward a common goal. Great leaders help build an organization's human capital, then motivate individuals to take concerted action. Leadership also includes an understanding of when, where, and how to use more formal sources of authority and power, such as position or ownership. Increasingly, we live in a world where good *management* requires good *leaders* and *leadership*. While these views about the importance of leadership are not new. competition among employers and countries for the best and brightest, increased labor mobility and hyper competition puts pressure on firms to invest in present and future leadership capabilities.

Course Outcome

After undertaking the diploma, the learners will be able to**:**
- ✓ Learn who managers are and about the nature of their work.
- ✓ Know why you should care about leadership, entrepreneurship, and strategy.
- ✓ Know the dimensions of the planning-organizing-leading-controlling (PO-L-C) framework.
- ✓ Learn how economic performance feeds social and environmental performance.
- ✓ Understand what performance means at the individual and group levels.
- ✓ Create your survivor's guide to learning and developing principles of management.
- ✓ Determine what mission and vision mean for you.
- ✓ Develop some guidelines for developing your mission and vision.

Course Outline
Module one: Corporate Governance
- a) Overview of corporate governance
- b) Building an Exceptional Board: Effective Practices for Health Care Governance
- a) **Corporate & clinical governance**
- b) **The board of directors**
- c) Role of Company Boards
- d) **Audit, Control & Risk**
- e) Risk management and role of Director
- f) **Hospital sustainability & responsibility**
- g) **Transparency & disclosure**
- h) Successful Strategic Planning: *The Board's Role*

Module two: Introduction to Management

a) Who Are Managers
b) Leadership, Entrepreneurship, and Strategy
c) Planning, Organizing, Leading, and Controlling
d) Economic, Social, and Environmental Performance
e) Performance of Individuals and Group
f) Ancient History: Management Thought the 1990s
g) Contemporary Principles of Management
h) Globalization and Principles of Management
i) Developing Your Values-Based Leadership Skills
j) Developing Mission, Vision and Values
k) Strategizing
l) Communication in organization
m) Essential of control

Module three: Leadership

a) The process of Management and Leadership
b) Role of a manager
c) Role of a Leader
d) Managing for Results
e) Managing Strategically
f) Time Management
g) Managing Performance
h) Managing the Business
i) Management Skills
j) Managing systems and Process
k) Managing Health and Safety
l) Self-Development
m) Leaders and Stress Management

Module four

a) Understanding Organization
b) Designing Organization
c) Organizational Development
d) Process of Change
e) Change Management
f) Decision making and Problem solving
g) Leadership and Team Building
h) Essence of Customer Relations
i) Delivering high levels of Customer Service
j) Quality Management
k) Creativity and Innovation

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-governance-leadership-and-management

9. Leadership and Management

Leadership is a subject that has long excited interest among people. The term connotes images of powerful, dynamic individuals who command victorious armies, direct corporate empires from atop gleaming skyscrapers, or shape the course of nations. The exploits of brave and clever leaders are the essence of many legends and myths. Much of our description of history is the story of military, political, religious, and social leaders who are credited or blamed for important historical events, even though we do not understand very well how the events were caused or how much influence the leader really had. The widespread fascination with leadership may be because it is such a mysterious process, as well as one that touches everyone's life. Why did certain leaders (e.g., Gandhi, Mohammed, Mao Tse-tung) inspire such intense fervor and dedication?

How did certain leaders (e.g., Julius Caesar, Alexander the Great) build great empires? Why did some rather undistinguished people (e.g., Adolf Hitler, Claudius Caesar) rise to positions of great power? Why were certain leaders (e.g., Winston Churchill, Indira Gandhi) suddenly deposed, despite their apparent power and record of successful accomplishments? Why do some leaders have loyal followers who are willing to sacrifice their lives, whereas other leaders are so despised that subordinates conspire to murder them?

This Diploma Manual tries to unravel the subject by considering different conceptions of leadership, different ways of evaluating its effectiveness, and different approaches for studying leadership.

Course Outcome
After undertaking the diploma, the learners will be able to:
✓ Learn who managers are and about the nature of their work.
✓ Know why you should care about leadership, entrepreneurship, and strategy.
✓ Know the dimensions of the planning-organizing-leading-controlling (PO-L-C) framework.
✓ Learn how economic performance feeds social and environmental performance.
✓ Understand what performance means at the individual and group levels.
✓ Understand the different ways leadership has been defined.
✓ Understand the controversy about differences between leadership and management.
✓ Understand why it is so difficult to assess leadership effectiveness.
✓ Understand the different indicators used to assess leadership effectiveness.

Course Outline
Module One: Introduction to leadership and Management
   a) Introduction: The Nature of Leadership
   b) Nature of Managerial Work
   c) Effective Leadership Behavior
   d) Leading Change and Innovation
   e) Participative Leadership and Empowerment
   f) Leadership Traits and Skills
   g) Contingency Theories and Adaptive Leadership
   h) Power and Influence Tactics
   i) Leadership in Teams and Decision Groups

j) Self Development
k) Leaders and Stress Management
l) Change Management
m) Decision Making

Module Two: Introduction to Management
a) Who Are Managers
b) Leadership, Entrepreneurship, and Strategy
c) Planning, Organizing, Leading, and Controlling
d) Economic, Social, and Environmental Performance
e) Performance of Individuals and Group
f) Ancient History: Management Thought the 1990s
g) Contemporary Principles of Management
h) Globalization and Principles of Management
i) Developing Your Values-Based Leadership Skills
j) Developing Mission, Vision and Values
k) Strategizing
l) Communication in organization
m) Essential of control

Module Three : Leadership in Practice
a) The process of Management and Leadership
b) Role of a manager
c) Role of a Leader
d) Managing for Results
e) Managing Strategically
f) Time Management
g) Managing Performance
h) Managing the Business
i) Management Skills
j) Managing systems and Process
k) Managing Health and Safety
l) Self-Development

Module Four: Management in Practice
a) Leaders and Stress Management
b) Introduction to Organizational Behavior
c) Management Functions
d) Strategic Leadership in Organizations
e) Charismatic and Transformational Leadership
f) Ethical, Servant, Spiritual, and Authentic Leadership
g) Cross-cultural Leadership and Diversity
h) Developing Leadership Skills
i) Overview and Integration
j) Essence of Customer Relations
k) Delivering high levels of Customer Service
l) Quality Management
m) Creativity and Innovation
n) Global leaders and culture
o) Women as leaders on global business

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-leadership-and-management

10.   Financial Management

Course overview

Companies do not work in a vacuum, isolated from everything else. It interacts and transacts with the other entities present in the economic environment. These entities include Government, Suppliers, Lenders, Banks, Customers, Shareholders, etc. who deal with the organization in several ways. Most of these dealings result in either money flowing in or flowing out from the company. This flow of money (or funds) has to be managed so as to result in maximum gains to the company.

Managing this flow of funds efficiently is the purview of finance. So we can define finance as the study of the methods which help us plan, raise and use funds in an efficient manner to achieve corporate objectives.

The successful financial manager of tomorrow will need to supplement the traditional metrics of performance with new methods that encourage a greater role for uncertainty and multiple assumptions. These new methods will seek to value the flexibility inherent in initiatives – that is, the way in which taking one step offers you the option to stop or continue down one or more paths. This Diploma Course in Financial Management will not only equip students how to be prudent financial managers but also on how to deal with tomorrow's challenges in the field of Financial Management

Course Objectives

After completing the material in this Diploma Manual, you will be able to:
- Understand the meaning and nature of accounting.
- Differentiate between various types of accounting.
- Explain the importance of accounting
- Evaluate various capital investment alternatives.
- Calculate and interpret net present value (NPV).
- Calculate and interpret internal rate of return (IRR).
- Define working capital.
- Understand working capital management strategies.
- Construct a cash budget.
- Manage receivables and payables
- Analyze the financial statements of health care organizations using horizontal
- analysis, vertical (common-size) analysis, and ratio analysis.
- Calculate and interpret liquidity ratios, profitability ratios, activity ratios, and capital structure ratios

Module 1

a) Introduction to Accounting
b) Accounting Concepts and Conventions
c) Recording Of Transactions- Voucher System, Accounting Process, Journal
d) Ledger Posting and Trial Balance
e) Subsidiary Books of Accounts
f) Preparation of Profit And Loss Account and Balance Sheet
g) Rectification of Errors
h) Accounting of Negotiable Instruments
i) Reconciliation of Bank Accounts
j) Single Entry System
k) Accounting for Depreciation

Module 2
a) Introduction to Financial Management
b) Cost of Capital
c) Operating and Financial Leverage
d) Capital Budgeting
e) Capital Budgeting Evaluation Techniques
f) Capital Budgeting under Risk and Uncertainties
g) Working Capital Management
h) Cash Management and Marketable Securities
i) Management of Receivables
j) Inventory Management
k) Regulation of Bank Finance

Module 3
a) Capital Structure Theories
b) Dividend Decisions
c) Working Capital Financing
d) Making Investment Decisions
e) Capital Budgeting Evaluation Techniques
f) Capital Budgeting and Risk
g) Analyzing the Lease versus Borrow-to-Buy Problem
h) Mergers and other forms of Corporate restructuring
i) International financial management

Module 4
a) Ratio analysis
b) Reporting corporate performance
c) Reporting cash flows
d) Functions of management accounting
e) Classification of costs
f) Product costs: materials, labour and overheads
g) Break-even analysis and short-term decision making
h) Preparing a budget
i) Standard costs
j) Performance evaluation and feedback reporting

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-financial-management

11. Community Development

Community development has evolved over the past few decades into a recognized discipline of interest to both practitioners and academicians. However, community development is defined in many different ways. Most practitioners think of community development as an outcome – physical, social, and economic improvement in a community – while most academicians think of community development as a process – the ability of communities to act collectively and enhancing the ability to do so. This Manual defines community development as both a process and an outcome and explains the relationship between the two while highlighting the process of Community Development..

The aim of this course

To enable the learner gain an understanding of the skills necessary to work effectively in community development work.

Course Outline
Module One
   a. Basic Concepts in Community Development
   b. Principles of Community Development
   c. Developing: A Process
   d. Community Organizational Structure
   e. Strategies for Community Capacity Building, Mobilization and Empowerment
   f. Promoting Participation among Diverse Groups
   g. Cross Cutting Issues in Community Development
   h. Methods of Conducting Potential Participants
   i. Involving Key Influential in the Group
   j. Involving People Most Affected By the Problem
   k. Identifying and Analyzing Stakeholders and Their Interests
   l. Building Capacity for Community and System Change
   m. Evaluating Comprehensive Community Initiatives
   n. Lessons Learned On Community Organization and Change
   o. Framework for Addressing Community Goals and Problems
   p. Understanding Culture and Diversity
Module two
   a. Developing a Plan for Assessing Local Needs and Resources
   b. Understanding and Describing the Community
   c. Conducting Public Forums and Listening Sessions
   d. Collecting Information about the Problem
   e. Analyzing the Community Problem
   f. Conducting Focus Groups
   g. Conducting Needs Assessment Surveys
   h. Identifying Community Assets and Resources
   i. Developing Baseline Measures of Behaviors
   j. SWOT Analysis
   k. Developing and Using Criteria and Processes to Set Priorities
   l. Strategies for Community Change and Improvement: An Overview
   m. Community (Locality) Development
   n. Social Planning and Policy Change
   o. Social Action
   p. Coalition Building
Module Three
   a. Principles of Advocacy

b. Survival Skills for Advocates
c. Understanding the Issue
d. Recognizing Allies
e. Developing a Plan for Advocacy
f. Using Social Media for Digital Advocacy
g. Lobbying Decision Makers
h. Conducting A Petition Drive
i. Seeking a Negotiator, a Mediator or a Fact Finder
j. Seeking Funding For Community Projects
k. Introduction to Grant Management
l. Developing a Plan for Financial Sustainability
m. Establishing Micro-Grant Programme
n. Creating a Business Plan
o. Outline for writing a grant application for Funding
p. Writing a Grant

Module 4
a. Women and Social construction of Gender
b. Sex, Gender roles and Gender Equality
c. Conflict Resolution
d. Types of Interventions to Enhance women income and Productivity
e. Groups and Self Help Groups
f. Women and Labor: Sexual Division of Labor
g. Women in Organized Sector Case
h. Meaning and Classification of disasters
i. Disaster management Cycle
j. Disaster management Recent trends
k. Disaster prevention
l. Vulnerability Analysis and Risk Assessment
m. Resource analysis and Mobilization
n. Disaster mitigation and preparedness
o. Community Based Disaster Management

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-community-development

12.   Managing People and Projects in an Emergencies

Effective responses to complex emergencies require exceptional management skills. Managing people and projects can be difficult at the best of times, but being able to deliver quality outputs on time and under pressure is even more crucial during the chaos and stress of a complex emergency.

The Diploma course focuses on the theoretical and practical application of Disaster Management, management tools, techniques and approaches in the field, and on the nature of working in a humanitarian response.

By the end of the course you will be able to:
- Describe the role and characteristics of an effective manager in humanitarian practice
- List management competencies and examine them in a theoretical and practical humanitarian context
- Apply techniques for managing people and projects to the humanitarian context
- Evaluate and reflect on personal performance in project and people management
- Identify personal strengths and weaknesses in relation to managing people and projects and devise a personal development plan to improve practice

Course outline

Module One: Introduction to Emergency and Disaster Management
a) Nature and impact of Emergencies
b) Basic DM terms & Concepts
c) The Management of Disasters
d) Hazards
e) Community Risk Assessment
f) Mitigation
g) Preparedness
h) Response
i) Recovery
j) Institutional and Organizational Framework for Disaster Risk Management.
k) Community-Based Disaster Risk Management (CBDRM)

Module Two: Introduction to Management
a) Are Managers
b) Management Science: Theory and Practice
c) Economic, Social, and Environmental Performance
d) Functions of Management
e) Organizing
f) Leadership and Group Decision Making
g) Foundations of Group Behavior
h) Teams
i) Conflict
j) Communication
k) Non-Verbal Communications
l) The Process of Controlling
m) Control Techniques & Global Controlling
n) Strategizing

o) Directing
p) Grants and Finance Management

Module Three: Project Management
a) Introduction
b) Project Management Growth: Concepts and Definitions
c) Organizational Structures
d) Organizing and Staffing the Project Office and Team
e) Management Functions
f) Communications Management
g) Conflicts
h) The Variables for Success
i) Working with Executives
j) Network Scheduling Techniques
k) Risk Management
l) Contract Management
m) Modern Developments in Project Management

Module 4: Leadership
a) Introduction: The Nature of Leadership
b) Nature of Managerial Work
c) Effective Leadership Behavior
d) Leading Change and Innovation
e) Participative Leadership and Empowerment
f) Leadership Traits and Skills
g) Contingency Theories and Adaptive Leadership
h) Power and Influence Tactics
i) Dyadic Relations and Followers
j) Leadership in Teams and Decision Groups
k) Leaders & Stress Management
l) Decision-making and problem-solving

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-managing-people-and-projects-in-an-emergencies

13. Food and Nutrition

Course Overview

Nutrition is more than just the food we eat. It is a science that encompasses all the interactions that occur between living organisms and food. These interactions include the physiological processes by which an organism:-

• Ingests
• *Digests*
• *Absorbs*
• *Transports and utilize food.*

Nutrition includes the biological actions and interactions of food with the body and their consequences for health and disease. It also includes the psychological, social, cultural, economic, and technological factors that influence which foods we eat.

- • In this diploma manual we will explore all the aspects of human nutrition as well as dwelling on effects of nutrition to different groups like people living with HIV and AIDS, as well as maternal and child health nutrition

Objectives

By the end of this diploma course you should be able to:
-Define the terminology used in nutrition.
-State nutrient needs of the body.
-State the consequences of poor nutrition
-State the role and qualities of a nutrition counselor
-List the sources of information for the nutrition counselor
-Explain the nutritional implications at the different stages of human development and growth
-Describe the importance of good nutrition in the management of HIV and AIDS

Module One Introduction
- a) Introduction
- b) The Science of Nutrition
- c) Planning a Healthy Diet
- d) Carbohydrates
- e) Lipids
- f) Protein
- g) Vitamins
- h) Digestion
- i) Introduction to Nutrition counselling
- j) The Nutrition Care Process
- k) Models for Understanding and Influencing Dietary Behaviour
- l) Techniques of Nutrition Counselling
- m) Basic Nutrition and Use of Nutrition Supplements
- n) Nutrition counselling in HIV and AIDS
- o) Nutrition counselling in Pregnancy and Lactation
- p) Pediatric Nutrition Counselling: Infancy through Teens
- q) Geriatric Nutrition Counselling
- r) Counselling Vegetarians
- s) Counselling Sports people on Nutrition
- t) Counselling in Various Disease conditions
- u) Nutrition counselling in Weight control, Hyperlipidemia and in Sodium Restriction
- v) Nutrition counselling in alcoholism

Module two
a) Introduction to Module
b) Nutrition and Infections/Disease
c) The Normal and Modified Therapeutic Diets
d) Fevers
e) Gastro Intestinal Tract (GIT) DISORDERS
f) Liver Diseases
g) Kidney Disorders
h) Diabetes Mellitus
i) Cardiovascular Diseases
j) Burns
k) Weight Management
l) Nutrition and HIV and AIDS
m) Maternal and Child Nutrition and Health
n) Nutrition to Healthy Growth and Development
o) Complementary Feeding
p) Infant formulas and other milk sources
q) Pre-School Children Disorders
r) Nutrition during Pregnancy
s) Nutrition during Lactation

Module three
a) Food Nutrition and HIV/AIDS
b) Nutrient Requirements for People Living With HIV (PLHIV)
c) Nutrition for Pregnant and Lactating Mothers Living With HIV
d) Infant and Young Child Feeding In the Context of HIV/AIDS
e) Nutrition Assessment and Diagnosis
f) Care and Support for People Living With HIV
g) Nutrition and Medication in HIV/AIDS
h) Food/Nutrition Based Intervention: Food by Prescription (FBP
i) Food and Nutrition Security and HIV/AIDS
j) Nutrition Counselling In HIV and AIDS, TB and Opportunistic Infections
k) Reporting, Monitoring and Evaluation
l) Introduction to Food Bacteriology
m) Bacteria
n) Fungi
o) Viruses
p) Protozoa
q) Applications of Microorganisms in the Food Industry
r) Food Biotechnology and Its Applications
s) Laboratory Methods in Food Microbiology and Quality Criteria

Module Four
a) Composition and Structures of Foods
b) Deterioration and Spoilage of Foods
c) Principles of Food Preservation
d) Food Processing and Preservation by Moisture Reduction
e) Food Processing and Preservation by Irradiation
f) Food Processing and Preservation Operations by Use of Food Additives, Modified Atmospheres and Fermentation
g) Food Processing and Preservation by Biological Methods
h) Food Packaging
i) Introduction to Foods Analysis
j) Sampling and Data Analysis
k) Determination of Moisture and Total Solids
l) Analysis of Ash and Minerals

m) Analysis of Lipids
n) Analysis of Proteins
o) Analysis of Carbohydrates
p) Role of KEBS in Analytical Standards

http://www.intexservices.co.ke/training/diploma-courses/diploma-course-in-food-and-nutrition