INTEX MANAGEMENT INSTITUTE

*Human Resource Management & Development, Online Trainers and Research Consultants*

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NAIROBI KENYA

## CERTIFICATE COURSES: NOVEMBER 2026 - JANUARY, 2027

**Start Date: 5th November, 2026**

**End Date: 15th January, 2027**

**Registration Deadline: 4th Nov, 2026**

**USD 250**

**Training methodology:**

- All training materials will be availed through online or distance learning.
- You are expected to submit by weekly 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 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.

**Course Assignments**

Participants will be required to submit 4 assignments for the period of 2 months to demonstrate their understanding of the course content.

Upon successful completion of the course, the participant will receive a Certificate of Merit.

**Other Details**

| | | |
|---|---|---|
| **Course Duration** | **:** | **8 weeks (2 months)** |
| **Target Region** | **:** | **Global** |
| **Course Fee** | **:** | **USD 250** |
| **Language** | **:** | **English** |
| **General Contact** | **:** | **Email: info@intexservices.co.ke** |

Simplifying the Complex

## 1. Community Development Course

This is where particular community members come together and have collective action, generating solutions to solve their problems. This covers environmental, social, cultural and economic activities of a particular community.

The aim of this course
To enable the learner, gain an understanding of the skills necessary to work effectively in community development work.

**Course Content**

- Introduction to Community Development
- Principles and Concepts of Community Development
- Processes of Community Development
- Organizational Structures in community development
- Leadership methods
- Community Capacity Building Strategies
- Mobilization/Empowerment
- Community Development Cross Cutting Issues

**Course Outcome**

By the end of training the learners will have knowledge on how to:

- Implement and develop community programs
- Support community actions
- Support and develop community leadership
- Lead community engagement to enhance participation
- Implement strategies for community development
- Promote and manage diversity

**Eligibility**

The course is designed for project development managers, project leaders and team leaders, NGO staff, Community offers and leaders involved in implementing and designing community-based programs.

http://www.intexservices.co.ke/training/certificate-courses/community-development

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## 2. Financial Management

Organizations face challenges of fictitious financial transactions, embezzlement, fraud and various forms of financial risk. Most of these challenges are due to weak and ineffective financial management.

**The aim of this course**

The training will enable participants implement good financial management skills that will safeguard their business transactions.

**Course Content**

- Finance and accounting
- Key Financial ratios
- Cash flow management
- Presentation and managing financial performance
- Financial reporting and standards
- Understanding financial statements

**Course Outcome**

By the end of training the learners will have knowledge on how to:

- Interpret financial information
- Apply common financial analysis framework in evaluating new projects
- Effectively communicate operational and financial strategies

**Eligibility**

The course is designed for managers, Directors, Company officers and professionals at all levels who are responsible for using financial information to make business decisions.

http://www.intexservices.co.ke/training/certificate-courses/financial-management

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3. **Project Planning and Management**

Project management is the application of processes, methods, knowledge, skills and experience to achieve the project objectives. It is the initiation, planning and control of a wide range of tasks required to deliver this end product. Essentially it is aimed at producing an end product that will effect some change for the benefit of the organization that instigated the project. This project management course covers the activities in each of the five processes of Project Management (PM), namely Initializing, Planning, Executing, Controlling and Closing.

**The aim of this course**

This will provide learners with skills and competences on the best practices in project planning, project performance and management as well as project controls.

**Course Content**

- What is project management
- Concepts of project management
- Project initiation overview
- Project planning, implementation, control and close
- Scheduling and planning
- Effective implementation and completion of project
- Project implementation constraints
- Project budgeting
- Development of work plan
- Approaches of project management cycle
- Logical framework
- Project indicators
- Risk analysis
- Project monitoring and evaluation
- Reporting

**Course outcome**

By the end of training the learners will learn how to:

- Clearly define project scope and management
- Develop a realistic schedule which meets the project constraints
- Prepare a plan, understand its purpose and why it comprises more than just a schedule
- Identify the project's quality objective and implement appropriate controls to ensure they are achieved
- Develop status reports which reflect reality
- Identify and continually manage risks which could derail the project
- Manage stakeholders to ensure they remain committed to be involved in the project
- Build effective teams which are committed to the project goals
- Evaluate performance of the team
- Estimate and control project budgets

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**Eligibility:**

The course is designed for Project managers, Project leaders, Project team members, engineers, project procurement staff, project accountants and all those who have the responsibility for project management.

http://www.intexservices.co.ke/training/certificate-courses/project-management

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## 4. Community Based Disaster Risk Management

Community Based Disaster Risk Management is a process to enhance the safety of communities vulnerable to natural disasters and protect common property and community resources in disaster prone areas through appropriate capacity building measures at community level. It also enhances livelihood opportunities through community-based disaster mitigation initiatives.

**The aim of this Course**

The aim of the course is to help the learner to understand the concepts, tools and mechanisms that help design and implement community-based disaster risk management programs to build community capacity and promote the culture of safety.

**Course Content**

- Concepts and terminologies of CBDRM
- Community based disaster risk management
- Understanding disaster risk reduction at family level
- Community Participatory tools &Techniques
- Understanding risk
- Risk management strategy and plan
- Community preparedness and response
- Disaster response systems and practices
- Participatory Monitoring and Evaluation

**Course Outcome**

**By the end of the training the learner will:**

- Explain the conceptual framework in reducing risk
- Design and conduct community-based vulnerability and capacity assessment
- Identify measures for hazards and vulnerability and capacity assessment
- Prepare risk reduction plans and understand how to integrate them into development programmes
- Document best practice and lesson learnt in community-based disaster risk management

**Eligibility**

Project staff, advisers, volunteers, humanitarian workers, disaster risk managers and consultants involved in community-based projects.

http://www.intexservices.co.ke/training/certificate-courses/community-based-disaster-risk-management

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5. **Grants Management**

This 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**

Upon completion of this training course, participants will be able to;

- Identify and understand the critical terms and conditions of grant aid for donor-funded projects.
- Ensure compliance with donor terms and conditions.
- Understand the donor requirements in relation to supporting documents, correct procurement of goods and services and meeting financial reporting requirements.
- Managing multiple-funded programmes.
- Understand proposal writing and project planning
- Prepare a donor financial report to match with a project narrative report.
- Describe the phases in the grant management cycle clarify key responsibilities and routines
- Develop grants management planning implementation and reporting tools.
- Develop proposal writing skills, project planning and project problem analysis.

**Course Outline**

- Introduction: Fundamentals of Grants Management
- Overview of Grants Management Cycle
- Basic concepts in grant management
- Key challenges in grant management
- The grant management life cycle
- Developing proposal
- Project proposal writing
- Project Planning
- Project problem analysis
- Grant Award Contract
- Fundraising Tips, Implementation, Compliance
- Budgeting
- Managing key relationships for successful grant management
- Types of costs
- Procurement Procedures
- Programme evaluation
- Grant Reporting
- Financial Documentation and Reporting

**Course Organizers**

Intex Management Institute was registered in 1983. We have been offering a wide range of Human Resource Management training programs both online and open

workshops, building capacity to enhance effective service delivery for NGOs, CBOs, Public and Private sector.
http://www.intexservices.co.ke/training/certificate-courses/grants-management

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## 6. HIV/AIDs

Acquired Immunodeficiency Syndrome (AIDS) is a chronic diseases and life threatening that is cause by the Human Immunodeficiency Virus (HIV). HIV damages the immune system. This interferes with the body's ability to find the organisms that causes diseases. HIV/AIDs is a global disaster which is affecting everybody irrespective of their socio-economic status both in the urban and rural areas alike.

**The aim of this course**

The main aim of this Training is to create awareness and empower the participant on HIV/AIDs impact, management and support systems. It will also enable individual and collective action towards prevention of HIV infection through behavioral change, care and support for those who are infected and affected.

**Course Content**

- Meaning and Current Status of HIV/AIDS
- Family Life education & HIV/AIDS
- Adolescence and HIV/AIDS
- Deviant behavior, HIV/AIDS and Alcohol and Drug Abuse
- Impact of HIV/AIDS
- Management of HIV/AIDS

**Course outcome**

By the end of training the learners will learn how to:

- Explain the meaning of HIV/AIDS and their relationship
- Explain the origin and classification of HIV/AIDs
- Explain the relationship between HIV and Sexually Transmitted Diseases (STDs)
- Identify Factors that contribute to the spread of HIV/AIDS
- Define terms family sexuality, family life education
- Explain the effects of HIV/AIDS on the family
- Define the terms adolescent, youth and teenage, sexuality
- Identify stages of growth
- Identify problems associated with adolescent period
- Describe drug use and addiction
- Explain how deviant behavior is learned

**Eligibility**

The course is designed for development professional, social workers, health workers, administration personnel, Human Resource Managers, religious leaders, Peer Educators and Counselors.

http://www.intexservices.co.ke/training/certificate-courses/hiv-aids

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## 7. Human Resource Management

The overall aim of modern human resource management is to ensure that the organization is able to achieve its objectives through its staff. In order to reach its objectives an organization needs not only qualified staff but also effective and efficient HRM department. This is a function designed to manage employees' performance in an organization. The responsibility of a Human Resource Manager falls into three categories i.e. staffing, employee compensation and benefits, defining and designing work.

**The aim of this Course**

The purpose of this course is to enhance learning, human potentials and high performance in HRM work-related systems.

**Course Content**

- Introduction to human resource management
- Human resource activities and roles
- Strategic Human Resource Management
- Human resource policies
- Employee resourcing
- Recruitment and selection
- Performance management
- Reward system management
- Human resource development
- Employee relations
- Talent and competency management
- Employee turnover and retention
- Employee development, training and careers
- Succession Planning
- Performance Appraisal
- Reward management
- Labor relations

**Course Outcome**

- Gain an understanding of key concepts and practices in HRM
- Identify and analyze problems in the field of HRM and provide solutions
- Identify and appreciate the significance of ethical issues in HR practices
- Attain practical skills required in HRM
- Gain proficiency in communication skills, independent action and team working

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**Eligibility**

HR managers, it is also for those who need to gain better insight of human resource management organization aspects of being valuable, resourceful and always focused.

http://www.intexservices.co.ke/training/certificate-courses/human-resource-management

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## 8. Leadership and Management

A leader is far more than a label – leadership is about taking actions to create sustained, positive transformations within an organization. Great leaders align their own values and vision with those of their organizations and help operationalize them for the future.

**The aim of this course:** This course will equip learners with leadership skills and principles that are commonly required to managing and leading others in the corporate, private and public organizations

**Course Content**

- Leadership fundamentals
- Leadership theories
- Leadership skills
- Management Planning
- Management communication
- Management techniques
- Managing performance
- Managing change
- Managing meetings
- Time management
- Stress management
- Effective Management
- Staff development
- Self-management
- Organizational behavior
- Motivation
- Managing performance
- Personal development

**Course Outcome**

By the end of training the learners will:

- Gain knowledge and understanding of leadership foundational theories
- Demonstrate ability to use theories and practice of leadership
- Understand how to lead with integrity
- Demonstrate practice of ethical leadership
- Understand group dynamics and effective teamwork
- Illustrate effective verbal and written communication skills

**Eligibility:**

The training is for anyone who interacts with internal and external customers, project team leaders, employees who serve on teams or managers who want to enhance their leadership skills development in order to achieve outstanding results.

http://www.intexservices.co.ke/training/certificate-courses/leadership-and-management

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## 9. Monitoring & Evaluation Accountability and Learning

Monitoring represents an on-going activity to track project progress against planned tasks. Evaluation can be defined as a structured process of assessing the success of a project in meeting its goals and to reflect on the lessons learned An evaluation should be structured so that there is some thought and intent as to what is to be captured, how best to capture it, and what the analysis of the captured data will tell us about our program Therefore Monitoring, evaluation, accountability, and learning (MEAL) are a daily part of programmes management. They are the critical components to the success of all Projects, including those operating in fragile contexts. Without an effective MEAL system we would be unable to track progress, make adjustments, discover unplanned effects of programmes, or judge the impact that we have made on the lives of those with whom we are working. A MEAL system also helps us to be accountable to our stakeholders through information sharing and developing a complaints or feedback mechanism which can help to guide programme implementation.

**The Aim of the Course:**

This online and distance learning certificate -level course is comprehensive review of Monitoring , Evaluation Accountability and Learning as an important ingredient for effective project implementation .

**Course Content**

- Introduction
- Monitoring and Evaluation as an integral component of the Project Planning and Implementation process
- Evaluation Types and Modules
- Monitoring and Evaluation tools
- Designing a Monitoring System
- Project MEAL plan and Focus
- Plan for Data Collection and Management
- Understanding the Target Audience
- Getting the MEAL message across

**Course Outcome**

After completing the course the leaner will be able to:

- Identify tools and techniques to measure and report project/programme results to stakeholders, donors, funders, supervisors or the general public.
- Familiarize with the components of an effective monitoring, evaluation Accountability and Learning plan,
- Familiarize with methods and tools to conduct data collection, statistical analysis and reporting.
- To prepare the ground for undertaking monitoring and evaluation and analyzing the results.

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- Understand the key components for effective MEAL through Results Based Monitoring and Evaluation in order to improve management performance and evidenced based decision making.

**Eligibility**

This is a cross-cutting programme designed for those who are involved or tasked with the design, implementation management and of monitoring, evaluation accountability and Learning of public and private programmes and other interventions. More specifically, the following people will find the course of value to: Researchers and consultants tasked with evaluation studies, M&E officers in government, industry and civil society organizations, Project managers in government research and planning units and directorates, NGO employees involved in social, health and educational research activities, Social policy analysts and advisers, Social science methodology lecturers, Other interested individuals from public and private sectors.

http://www.intexservices.co.ke/training/certificate-courses/monitoring-evaluation-accountability-learning

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**10. Monitoring and Evaluation**

Monitoring is an ongoing task to tract progress against planned tasks. Monitoring aims at providing regular oversight of the implementation of an action in terms of input delivery, work schedules targeted outputs. The data got through monitoring is used for evaluation. Project Evaluation represents a systematic and objective assessment of ongoing or completed projects or programs in terms of their design, implementation and results. Evaluation deals with strategic issues such as program/project relevance, effectiveness, efficiency in light of specified objectives as well as project impact and sustainability.

**The aim of this course**

This will equip you with the necessary knowledge to collect, tabulate and interpret data and information in an organized manner which will guide management decisions in M& E process.

**Course Content**

The course content will cover the following:

- Concepts of monitoring and evaluation
- Problem analysis
- Result based management
- Monitoring and Evaluation readiness assessment
- Monitoring and evaluations Frame work
- Types of framework
- Selecting indicators
- Outcome statements
- Data collection, capture and quality checks
- How to define data quality, quantitative and qualitative methods and data analysis
- Techniques for monitoring and evaluation
- Preparation and implementation of monitoring and evaluation

**Course Outcome**

After completing the course the learner will be able to:

- Understand the concepts of monitoring and evaluation
- Appraise and determine best fit monitoring methods
- Appreciate evaluation in the context of development work
- Understand the framework of analytical categories of evaluation
- Undertake a problem analysis
- Determine relevant indicators and data necessary for evaluation
- Prepare for and implement a monitoring and evaluation process
- Develop a data indicators grid

**Eligibility**

M & E Officers, Project accountants, finance managers, project officers and managers, project planners and analysts, Audit staff and anyone interested to improve their Monitoring and Evaluation skills in NGOs and the private sector.

http://www.intexservices.co.ke/training/certificate-courses/monitoring-evaluation

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**11. Perfect and Effective Personal Assistant**

An Effective Personal Assistant provides a wide variety of support services to a business leader to help him/her manage his personal and business schedules, as well as work responsibilities. Services often include maintaining a calendar, addressing client enquiries and correspondence, arranging appointments and making travel arrangements. Besides possessing high energy and enthusiasm coupled with effective organization, multi-tasking and good communication skills, a good PA makes enormous contribution to organization's effectiveness. It is a task that requires tact, diplomacy and the ability to communicate at all levels.

**The aim of this Course**

This training will comprehensively review core PA skills to fill gaps in PA know-how and refresh PA skills. It will revisit and introduce new ideas and fineness in the area of executive travel planning, meetings planning, time management, email management, diary management, minute taking, business writing and professional development. In addition to this, the training will review the PA's approach to their working partnership with their bosses and introduce strategies to improve productivity.

**Course Content**

**The role of an Effective Personal Assistant**

- The role of an Effective Personal Assistant
- What is needed to stand out in this role

**Working with management**

- Establishing the objectives of the modern PA
- Strategies for working with multiple bosses
- Managing and organizing your boss
- Strategies for improving your relationship with your boss

**Email and Diary Management and Effective Meetings Planning**

- Effective email management and etiquette
- Dairy management techniques
- Planning effective meetings
- Taking minutes/action points at meetings

**Managing time, information flow & travel planning**

- Time management techniques
- Strategies for priotizing your tasks
- Improving information flow
- Going the extra mile when planning executive travel

**Business Writing and continuous professional development**

- Business writing : writing for your audience

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- Strategies for improving your performance appraisal scores
- Staying on tract in your professional development
- Using other tools as a PA development resource

**Course Outcome**

As a result of the training in this course, PAs will fill gaps in the PA knowledge and have improved planning strategies for going one step beyond the obvious. PAs will have new ideas and ways of looking at every task and strategies for raising their own productivity.

**Eligibility**

Personal Assistants, Office Administrators, Company Secretaries, Client Relationship Staff Customer Service/ Front Office staff, Logistics and Operations teams and Human Resource Administrators. It is also for those who need to gain better insight into the organization aspects of being valuable, resourceful and always focused.
http://www.intexservices.co.ke/training/certificate-courses/effective-personal-assistant

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## 12. Procurement and Supply Chain Management

Procurement is the process of getting goods and /or services your company needs to fulfill its business model. A supply chain consists of everybody involved in getting the goods and/or services to the end user.

**Course Content**

- Introduction to procurement
- Procurement and organizational strategy
- Procurement and managing change
- Procurement planning
- Tendering process
- Writing specifications and terms of reference
- Selection of methods (RFQ, ITB and RFP)
- Preparation of solicitation documents
- Bid receipt and opening
- Evaluating bids and proposals
- Tender evaluation
- Selection criteria
- Tender negotiations
- Contract approval process
- Committee submissions and approvals
- Contract award and management
- Contract management terms and skills
- Risk management
- Supplier relationship management
- New supplier engagement
- Contracts administration and contract management
- Contract law
- Monitoring supplier performance
- Procurement ethics
- Supply market analysis
- Engaging and managing stakeholders
- Performance monitoring
- Dispute management
- Ethics and integrity in procurement

**Course Outcome**

The learner will be able to:

- Describe the principles of effective procurement process and strategy
- Understand the process of effective procurement projects
- Carry out procurement planning and stakeholder management
- Write specifications and effective terms of reference (TOR)
- Understand procurement methods (RFQ, ITB, RFP)

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- Select advertisement method and type of competition
- Understand do's and don'ts when drafting bidding documents
- Invite and evaluate bids and proposals
- Practice ethics and integrity in procurement
- Understand what rules and procedures apply to and public procurement
- Appreciate the relevance of these rules and understand why they exist

**Eligibility**

All heads of department in organizations, General Managers, Finance Managers, HR/Administration Management, Teams in Research and Development, Operations, Technical, Commercial, Fleet Management, Audit, Security, Sales and Marketing, Project Management, Communications and Public Relations, Bank Officers, Credit Control, Company Secretaries and Legal Advisors, Contractors, Procurement and other who want to enhance their skills in strategic and business planning.

http://www.intexservices.co.ke/training/certificate-courses/procurement-supply-chain-management

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**13. Water Sanitation and Hygiene (WASH) Management**

Access to clean water, good sanitation and hygiene is very important and plays a key role in the good health practices and wider community development. Poor WASH practices can lead to diseases such as diarrhea, cholera, typhoid, pneumonia, trachoma, malaria, yellow fever and many others.

It is widely accepted that provision of WASH services will only bring benefits if the people using the services are willing to recognize their own role and responsibilities, by adopting good hygiene practices and new methods of waste disposal. The users should also be able to participate in, or at least be aware of, the planning, design and management of WASH services.

**Aim of the Course**

The course provides learners with an understanding of WASH principles to improve sustainable access to domestic water supply, sanitation and hygiene behaviors.

**Course Content**

1. Introduction to WASH
2. Role of Frontline WASH workers
3. Introduction to the Principles and Concepts of Hygiene and Environmental Health
4. Environmental Health Hazards
5. Public Health
6. Sanitation
7. Assessing public health in emergency and development setting
8. Emergency WASH Behavior
9. Water provision, control and pollution
10. Treatment of Drinking Water at Household and Community Level
11. Community Drinking Water Source Protection
12. Urban WASH
13. Existing WASH Service Provision
14. Stakeholders in Urban WASH
15. Sustainability of WASH services
16. Monitoring and Evaluation

**Course Outcome**

By the end of the training the learners will be able to:

- Describe the characteristics of urban communities and how they can affect behaviour and environmental responsibility.
- Explain the importance of social accountability and community involvement for effective and sustainable WASH services.
- Discuss the different approaches that are available to influence people's behaviour in the home, in schools and other institutions, and in the wider community.
- Plan and undertake community engagement activities to achieve sustainable change in WASH behaviour.

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- Explain how monitoring and evaluation should be used to assess impact of WASH interventions.
- Examine indicators of performance in WASH and wider environmental health

**Eligibility:**

This course is suitable for people working in civil society of Non-governmental organizations, government institutions, water industries, those working os supporting work in low- and middle-income areas/countries, and any other individual who wants an understanding of approaches to WASH situations especially in the developing world.

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

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