DIRECTORY of Learning Products 2020 - 2021

Management Institute for National Development



Management Institute for National Development An Agency of the Office of the Cabinet, Government of Jamaica

Building Capability for Public Service Excellence





-o. K.s. al

National Anthem

Eternal Father, bless our land, Guard us with Thy mighty hand, Keep us free from evil powers, Be our light through countless hours. To our leaders, Great Defender, Grant true wisdom from above.

Justice, truth, be ours forever, Jamaica, land we love. Jamaica, Jamaica, land we love.

Teach us true respect for all, Stir response to duty's call, Strengthen us the weak to cherish, Give us vision lest we perish. Knowledge send us, Heavenly Father, Grant true wisdom from above.

National Pledge

Before God and All mankind. I pledge the love and loyalty of my heart The wisdom and courage of my mind, The strength and vigour of my body in the service of my fellow citizens.

I promise to stand up for justice, Brotherhood and Peace, to work diligently and creatively, To think generously and honestly, so that, Jamaica may, under God, increase in beauty, fellowship and prosperity, and play her part in advancing the welfare of the whole human race.

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Finance for Non-Financial Managers

COMMUNICATION SKILLS

Administrative Management: Level 1

Administrative Management: Level 2

Administrative Management: Level 3

(Executive Administrative Management)

Administrative Management: Level 4

Secretarial Qualifying Examinations

Minute Writing

(Advanced Executive Administrative Management)

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- **Training Needs Analysis (TNA)**
- **Training Impact Evaluation (TIE)** Associate of Science Degree: Human Resource Management

Post Graduate Diploma **Human Resource Management**

Train the Trainer

CUSTOMER SERVICE

Customer Service Excellence Customer Service Management



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INDUSTRIAL RELATIONS

Professional Certificate in

Industrial Relations [PCIR]

CUSTOMS REGULATION

Professional Certificate in Customs Regulations, Processes and Brokerage

17 MANAGEMENT

Strategic and Corporate Planning

Post Graduate Diploma: **General Management Programme**

Supervisory Management



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An Agency of the Office of the Cabinet, Government of Jamaica Building Capability for Public Service Excellence

National Development

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PROJECT MANAGEMENT Fundamentals of Project Management	4
PUBLIC SECTOR MANAGEMENT Preparing Cabinet Submissions Performance Management and Appraisal Systems (PMAS)	4
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Caribbean Journal List of Caribbean Journals (Back issues available)

PROGRAMME/COURSE CERTIFICATION AWARDS

POST GRADUATE DIPLOMAS

- Post Graduate Diploma General Management
- Post Graduate Diploma Human Resource Management
- Public Sector Senior Management
 Development

DEGREES

Bachelor of Science Degree Programme

• MIND/UWI Bachelor of Science Degree Public Sector Management

Associates of Science Degree Programme

- Associates of Science Degree Accounting
- Associates of Science Degree
 Human Resource Management
- Associates of Science Degree
 Management Studies

DIPLOMAS

- Auditing Levels 1 3
- Government Accounting Levels 1 3
- Administrative Management
- Project Design, Implementation and Management
- Supplies Management: Modules 1 4

PROFESSIONAL CERTIFICATES

- Professional Certificate in Customs Regulations, Processes & Brokerage
- Professional Certificate in Industrial Relations

CERTIFICATES

- Finance for Non-Financial Managers
- Audit Fundamentals Modules 1 4
- Receivables Management
- Government Accounting Level 1: Modules 1 - 5
- Budget Preparation and Management

- Fundamentals of Project Management
- Microsoft Office Application Levels 1 2
- Ethics in Business and Governance
- Governance Through Consultation
- Making Effective Public Policy
- Preparing Cabinet Submissions
- Customer Care Excellence
- Customer Service Management
- Supervisory Management
- Records and Information Management
- Advanced Records and Information Management
- Supplies Management Modules 1 4
- Certificate in Administrative Management Levels 1 - 4
- Secretarial Qualifying Examination
- Minute Writing
- Inventory Management for Administrators
- Service Skills for Ancillary Workers
- Public Speaking and Presentation Skills
- State Protocol and Related Etiquette
- Corporate and Events Planning
- Effective Corporate Governance
- Performance Management and Appraisal System (PMAS)
- Training Impact Evaluation
- Training Needs Analysis
- Train-The-Trainer
- Strategic and Corporate Planning
- Effective Report Writing
- Environmental Stewardship
- Information Technology Audit

WORKSHOPS



MESSAGE from the CHIEF EXECUTIVE OFFICER

Ruby M. Brown, PhD.



The Management Institute for National Development (MIND) is proud to present its *Directory of Learning Products*. MIND stands on the brink of a new future, full of promise and opportunity, with increased potential for meeting the needs of its stakeholders. The potential of the MIND to grow to become the best that it can be, having prevailed, in spite of the challenges, is vast.

For over 25 years, the Management Institute for National Development has been *building capability for public service excellence*, and for the last 20 years we have been doing so as an Executive Agency of the Cabinet Office, Government of Jamaica (G0J).

As the issues countries face in their development process become more complex, governments the world over, are going through major programmes of reform to deliver efficiencies and establish a new relationship with stakeholders across all sectors. At the heart of the reform process is the imperative to establish *effective Governance* throughout the public service and the wider public sector. As such, the Agency continues to successfully deliver on its mandate, as we provide the training and development support needed for a transformed public sector, and to realize our vision of becoming, "the pre-eminent and preferred public service training, organizational and leadership development institute in Jamaica serving the Caribbean."

MIND is committed to providing the knowledge base required for globally competent and ethical public sector leaders to advance the fulfillment of their organization's mandate, in the interest of creating and sustaining national and regional growth and development and become world-class exemplars of good governance in the global community.

Whether the need is to develop leaders, stimulate innovation, promote diversity, improve skills in policy, the key professions, or address specific challenges arising from Government priorities, MIND is ready to engage with you, and respond effectively, with all of its rich and dynamic resources, to satisfy your need, through capability development. One of our critical goals at this time is to make leaders and organizations more effective by equipping them with the requisite knowledge, skills and competencies to develop to the highest standard.

As we unite in sharing the dynamic exchange of knowledge, experiences and ideas, we celebrate the fact that the vast and inextricable web of linkages that connect all our worlds, all our enterprise, all our hopes and vision for the future, is strong only with the knowledge and appreciation that, in the end, *what is at stake is the sum total of the impact of all our contribution, all our expertise and all our resources to society and the connection between the fulfillment of our vision and mission.*

Thank you for affording us the opportunity to meet your training and development needs as we continue steadfast in *building capability for public service excellence*.



Management Institute for National Development An Agency of the Office of the Cabinet, Government of Jamaica Building Capability for Public Service Excellence



Management Institute for National Development

An Agency of the Office of the Cabinet, Government of Jamaica

Building Capability for Public Service Excellence

The Values that drive MIND's team and underpin our leadership development, management training and supporting services are:

Inclusivity

Accountability

Integrity & Impartiality

Gervice Excellence





www.mind.edu.jm



Our Mandate

MIND's Mandate is to "provide effective leadership development programmes and management training appropriate to all levels, and in line with the demands of a modern and competitive public service"

CD 32/93 of 6 Sept, 1993

Vision Statement

To be the pre-eminent and preferred public service training, organisational and leadership development institute in Jamaica serving the Caribbean.

Mission Statement

To provide public servants with quality leadership development options, management training, supporting services and outreach that sustain a culture of enterprise, efficiency and responsiveness to the public they serve.

Management Institute for National Development





Building Capability for Public Service Excellence

The Management Institute for National Development (MIND) is pleased to present the Agency's Directory of Learning Products 2020 – 2021

The Directory introduces a dynamic selection of leadership development and management training programmes and courses that respond effectively to human resources development needs of the public sector, with extensions of interest and relevance to the private and other sectors.

MIND delivers an all year round schedule of Post Graduate Diploma, Associate of Science Degree, Diploma and Certificate programes and courses that span the categories of Administrative Management, Auditing, Communication Skills, Customs Regulation, Processes and Brokerage, Customer Service, Finance and Accounts, General Management, Human Resource Management, Industrial Relations, Procurement Management, Fundamentals of Project Management, Public Sector Management, Records and Information Management, Policy Development, Supplies and Inventory Management, Leadership Development and Professional Development.

As an Agency of the Government of Jamaica, MIND is a premier provider of public sector professional development training in Jamaica and the wider Caribbean community. The Agency has achieved benchmark status as an excellent results oriented institution among key stakeholders and has been recognized as the only institution in the Caribbean with the expressed mandate for public sector leadership development. MIND, given its mandate endeavours to develop a wide range of programmes and courses that are aligned to Government's priorities and policy direction. MIND is a registered tertiary institution with the University Council of Jamaica (UCJ) and is focused and committed in its efforts to guarantee the highest quality of training. At MIND, we ensure that our pool of Associate Faculty members are chosen from credible industry practitioners in the public and private sectors and academia.

MIND prides itself on establishing and leveraging partnership arrangements to develop and deliver relevant learning interventions. Over the years we have partnered with local, regional and international organizations to strengthen the Agency's capability to respond to the needs of our clients. Some of our partners include the Caribbean Centre for Development Administration (CARICAD), National College for Education Leadership, Associate of Chartered Certified Accountants (ACCA) Caribbean, Cave Hill School of Business and Management, and Centre for Creative Leadership (CCL).

MIND's progress to date is directly attributed to the valuable support that you have provided. Thank you for your show of confidence and we look forward to our continued partnership, as we strive to consistently anticipate and respond effectively to current human resource development needs and realities of all our stakeholders. Capability for Public Service Excellence

The Power of the MIND

Reaching, Extending, Achieving Excellence...

The MIND is very powerful It is unlimited in potential . . . Once you begin to understand the reach, capacity and ability of the MIND to create and sustain positive change, so much professional and leadership success can be achieved for the individual, the organization and the society. he imperatives of the new environment impacting the public sector, as well as the education/training industry nationally and regionally, with all the challenges of globalization - economic, political, social, cultural and environmental - has compelled the **Management Institute for National Development**, (**MIND**) to apply all due diligence, with a greater degree of urgency, to strengthen our mission to be the *preferred and pre-eminent* public sector training institution, leading the way, as *adviser, consultant*, *developer, presenter, broker, evaluator, and monitor,* of human resource development programmes and services, that result in the full professionalization of the public service, that effectively impacts nation building and citizen satisfaction.

The exigencies of our current realities, such as new and emerging customer needs, increasing competition, fiscal restraints, and the urgent need to create more relevance and greater value to our service position, as providers of quality training interventions, to serve as a critical link in the process of enabling government to respond to the demands and dynamics of a modern and efficient public service, led MIND to engage in the serious process of strategic repositioning.

The mutuality of our interest in working towards securing for the public sector, quality leadership and management standards that impact the performance outcomes of the service that Government provides for the citizenry, compel all our attention towards the creation, facilitation and/or development of the kind of MIND training, that demands interest, utilization and application, that drives professionalism, engineers the best performance outcomes and guides a nation towards achieving excellence in all areas.

As such, even as we present to you, in this MIND Training Directory, our scheduled programmes/ courses, customized training through *Your Place or MIND*, a dynamic range of professional support services through *MIND Consulting services* and important outreach that support learning such as *Conference, Public Lectures, Policy Forums,* and the *Caribbean Journal of Public Sector Management*, we are, simultaneously, developing a quality range of management and leadership development programmes/courses that are aligned appro-priately with the strategic objectives of the public sector and other allied non-Government stakeholders, to underpin the creation of an accountable, innovative and responsive public service.

We look forward to your full engagement with, and support of our efforts as we continue **Building Capability for Public Service Excellence**





Management Institute for National Development

An Agency of the Office of the Cabinet, Government of Jamaica

Building Capability for Public Service Excellence

SEGRETARIA QUALIFYING EXAMINATION (SQE)



Delivery Mode:ONLINE (Tutorial and Examination)Days:Thursday & FridayTime:1:00 p.m. - 5:00 p.m.Course Fee:\$10,000.00 (Cost Includes Tutorial)

(SQE Tutorial: Friday, Nov. 20, 2020 | 9:00 a.m.- 4:30 p.m.)

MIND Kingston

235A Old Hope Road, Kingston 6, Jamaica W.I. **Phone:** 876 927-1761 | **Fax:** 876 977-4311

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Management Institute for National Development An Agency of the Office of the Cabinet, Government of Jamaica

Building Capability for Public Service Excellence



ADMINISTRATIVE MANAGEMENT

MIND's suite of Administrative Management programmes/courses are designed to provide participants with a thorough and up to date understanding of the duties and responsibilities of Administrative Staff within the public sector and other persons desirous of developing their administrative management skills and competencies.

PROGRAMMES AND COURSES

- Administrative Management: Level 1
- Administrative Management: Level 2
- Administrative Management: Level 3
 (Executive Administrative Management)
- Administrative Management: Level 4
 (Advanced Executive Administrative Management)
- Minute Writing
- Secretarial Qualifying Tutorial and Examination



www.mind.edu.jm

Administrative Management: Level 1

Purpose

The MIND Administrative Management: Level 1 course is designed to provide participants with an introduction to general office functions, equipment, computer software as well as focusing on personal and professional development. The course also exposes participants to their rights and responsibilities as employees and citizens. The course forms the basis to progress through the higher levels of the Administrative Management Programme.

Benefits

Organization: Competent professional support from Administrative Assistants, resulting in an increased standard of performance efficiency and effectiveness.

Individual: Trained and qualified professionals with increased capacity to deliver strong and competent administrative support, with the added advantage of consideration for appointment and/or promotion.

Entry Requirements

2 CXC/CSEC or GCE 'O' Level passes including English Language, Mathematics or Accounts.

Key Course Features

- Effective Communication (written and oral)
- Effective Customer Service
- Effective Telephone Etiquette and Utilization
- Records Management and Utilization
- Effective Minutes and Note-taking
- Basic Business Calculations
- Basic Word Processing Skill
- Ethical Practices in Administrative Management
- Environmental Practices at the Workplace

Target Group

• Persons desirous of upgrading or acquiring Secretarial/Office Administration training and certification; and Administrative Assistants seeking appointment to Secretarial Series Level I and II positions in public sector organization

Duration: 150 hours

Award:MIND Certificate of AchievementCost:\$83,200.00

DAY OFFERING

Start Date: February 20, 2021Days:Mondays - ThursdaysTime:9:00 a.m. - 1:30 p.m.

EVENING OFFERING

Start Date: February 1, 2021Days:Mondays - ThursdaysTime:5:30 p.m. - 8:30 p.m.



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Management Institute for National Development

Administrative Management: Level 2

Purpose

The MIND Administrative Management: Level 2 course provides advanced training and development in Administrative Management and ensures the adaptation of international standards and best practices to enable effective performance in the modern office.

Benefits

Organization: Competitive advantage and excellent performance results with the support of a cadre of Administrative Professionals who are trained, qualified and equipped to manage efficiently and effectively.

Individual: Trained, qualified professional with the skill, competence and confidence to deliver quality administrative performance; with the added advantage of consideration for appointment and/or promotion.



Entry Requirements

- Successful completion of MIND Administrative Management Level 1 (AM1) or successful completion of CPS within the last five (5) years
- Successful completion of the MIND Secreterial Qualification Examination

Key Course Features

- Types of Methods of Communication: Meeting Organisational Standards
- Records and Information Management
- Ethical Practices in Administrative Management
- Delivering High Quality Service to Customers
- Simulation Exercises that Highlight the Primacy of Customers
- Organizational Behaviour and People Management
- Spreadsheet: Organising and Presenting Financial Data

Target Groups

- Senior Secretaries/Administrative Professionals
- Persons who have successfully completed the MIND Administrative Management *Level 1*

Duration: 150 hours

Award:MIND Certificate of AchievementCost:\$107,900.00

DAY OFFERING

Start Date:	January 18, 2021
Days:	Mondays - Thursdays
Time:	9:00 a.m 1:30 p.m.

EVENING OFFERING

Start Date	: January 4, 2021
Days:	Mondays - Thursdays
Time:	5:30 a.m 8:30 p.m.

Building Capability for Public Service Excellence

Administrative Management: Level 3

Executive Administrative Management

Purpose

The MIND Administrative Management: Level 3 (Executive Administrative Management - EAM) course provides advanced training and continued development of Senior Secretaries and Administrative Assitants specifically for the purpose of providing high standards of administrative management services to Ministers of Government, Permanent Secretaries and other Senior Officers in the public sector, and Senior Executives and Heads of Department in the private sector.

Benefit

Organization: Effective administrative management at the highest standard and increased performance quality delivered by a cadre of trained, qualified and skilled professionals.

Individual: Trained, qualified professional with the skill, competence and confidence to deliver quality administrative management support to Senior Officers/leaders in the organization.

Entry Requirements

Successful completion of MIND Administrative Management Level 2.

Key Course Features

- Preparing Summaries and Briefs for Maximum Client Impact
- Cabinet Submissions: Impacting the Highest Level of Governance
- Public Relations and Media Management
- Effective Customer Service
- Becoming the Star Performer in the Customer Service Area
- Government Accounting Procedures
- Human Resource Management: Maximising Human Capital
- Business and Conversational Spanish
- Project Management

Target Groups

SECRETARIAL SERIES - Level 4 Executive Secretary 1

• Provides secretarial services to Ministers of State and Parliamentary Secretaries, Heads of Departments and other Executives of similar status

SECRETARIAL SERIES - Level 5 Executive Secretary 2

• Provides secretarial services to Ministers, Permanent Secretaries, and other Executive of similar status

SECRETARIAL SERIES - Level 6 *Executive Secretary 3*

• Provides secretarial services to Governor General, the Chief Justice, the Honourable Prime Minister and the Honourrable Deputy Prime Minister

Duration: 90 hours

Award:MIND Certificate of AchievementCost:\$67,600.00

DAY OFFERING

Start Date: March 30, 2021Days:Mondays - WednesdaysTime:9:00 a.m. - 4:30 p.m.

EVENING OFFERING

Start Date:January 4, 2021Days:Mondays - WednesdaysTime:5:30 a.m. - 8:30 p.m.



Management Institute for National Development An Ageny of the Office of the Calment Building Capability for Public Service Excellence

Administrative Management: Level 4

Diploma in Administrative Management

Purpose

The MIND Diploma in Administrative Management course is designed to further develop the expertise and advance the Administrative Management skills and competencies of Administrative professionals.

Benefit

Organization: Reliable, competent and effective administrative management support that will enable increased standards of management performance.

Individual: Trained, qualified professional with the skill, competence and confidence to deliver quality administrative management support, with the added advantage of qualifying for training in General Management.

Entry Requirement

Successful completion of MIND Administrative Management Level 3.

Key Course Features

- Protocol & Business Ethics: Achieving Organizational Ideals
- Maximizing Visual Appeal Through
 Publishing Software
- The Customer Service Professional and the International Business Community
- Effective Stress and Time Management
- Event Planning: Preparation and Management of Meetings, Conferences, Travel and other Events

NB. Modules will be evaluated through projects as well as through the successful organization and execution of an event

Target Group

• Senior Secretaries/Administrative professionals who have successfully completed MIND Administrative Management I, II & III

Duration: 90 hours

Award:MIND Certificate of AchievementCost:\$100,000.00

DAY OFFERING

Start Date: February 1, 2021Days:Mondays - WednesdaysTime:9:00 a.m. - 4:30 p.m.

EVENING OFFERING

Start Date: February 1, 2021Days:Mondays - WednesdaysTime:5:30 a.m. - 5:30 p.m.



Building Capability for Public Service Excellence

Minute Writing

Purpose

The MIND Minute Writing course is designed to provide participants with a general understanding of the underlying principles when taking minutes and its importance to institutional memory.

Benefits

Organization: Organizations can be confident that the information captured by the minute taker is a reliable source of institutional memory.

Individual: Trained professionals with the requisite shills essential to capture accurate and concise information for organizational use.

Key Course Features

- Written Communication in the Modern Organization
- Essential Elements of Good Writing
- Arrangement of Details in a Logical Sequence
- Effective Proofreading and Editing
- Minute Taking and Preparation

Target Groups

- Administrative and Clerical Personnel
- Board Secretaries

Duration:12 hoursAward:MIND Certificate of AchievementCost:\$16,000.00

DAY OFFERING ONLY

 Start Date:
 June 5 & 12, 2020
 September 11 & 18, 2020

 Days:
 Fridays
 Fridays

 Time:
 9:00 a.m. - 4:30 p.m.



An Agency of the Office of the Cabinet, Government of Jamaica Building Capability for Public Service Excellence

WE CAN GET YOU THERE...





Associate of Science Degree Programmes





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ADMINISTRATIVE MANAGEMENT

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Management Institute for National Development



MIND's range of communication courses are designed to equip participants with high levels of communication skills and strengthen professional and personal development

PROGRAMMES AND COURSES

- Effective Report Writing
- Public Speaking and Presentation Skills



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Management Institute for



PUBLIC SPEAKING & RESENTATION SKIL

Develop and deliver dynamic engaging and effective oral presentations. Get to know and utilize appropriate speaking tools and techniques.

Since enrolling at MIND, I have become more aware of my daily speaking interactions with internal and external customers, colleagues and family members and this is a sentiment shared by every single member of my cohort. Thank you MIND for the excellent experience garnered through the delivery of the Public Speaking & Presentation Skills Course.

Joan Brown Director, Human Resource Management **Ministry of Local Government** & Community Development I found the course "Public Speaking and Presentation Skills quite relevant to my development. Our facilitator demonstrated knowledge of communication by example, taking us through vocal practice in pronunciation, diction and speech delivery. I grew to see the importance of not just what I say but how I say it. I learned how crucial it is to use language to effectively communicate ideas to an audience in speeches and how my physical manner and poise before the lectern can affect how my message is received. Our facilitator was passionate about teaching us and took great pains to address our needs individually, even under the time constraints of a sizeable group of course participants. As an aside, I must mention that I found the staff at MIND to be quite helpful, providing excellent customer service."

> Lisa Downie Head of Translation Department Language Training Centre Ltd.

Course Location: MIND Kingston

235A Old Hope Road, Kingston 6, Jamaica W.I. Phone: 876 927-1761 | Fax: 876 977-4311

Award: Certificate of Participation

Key Course Features

- Goals of Public Speaking
- Types of Speeches
- Using Technology to **Enhance** Techniques
- Speech Writing

MIND IS REGISTERED WITH THE UNIVERSITY COUNCIL OF JAMAICA (UCJ)



Effective Report Writing

Purpose

The MIND Effective Report Writing course will enable participants to adopt a systematic approach to writing, developing and presenting reports that are clear, logically structured, comprehensive, appealing and engaging.

Benefit

Organization: Improved quality of written reports and documentation leading to greater levels of accountability, effectiveness and efficiency within the organization.

Individual: Heightened level of professional confidence and satisfaction resulting from the ability to write and present quality reports that contribute to organizational efficiency.

Key Course Features

- Preparing Reports that get the Desired Results
- Underpinning the Report with Excellent Research
- Report Writing: Purpose and Process
- Maximizing the Visual and Persuasive Appeal of Reports

Target Group

• Persons whose job functions include report writing and presentation, or persons interested in acquiring the skill

Duration: 60 Hours

Award:MIND Certificate of AchievementCost:\$60,000.00

DAY OFFERING ONLY

Start Date: October 28, 2020Days:Wednesdays & FridaysTime:9:00 a.m. - 4:30 p.m.

Public Speaking and Presentation Skills

Purpose

The MIND Public Speaking and Presentation Skills course is designed to enable persons to deliver more dynamic and effective oral presentations that create impact and achieve results utilizing appropriate tools and techniques.

Benefit

Organization: A confident, dynamic corps of professionals with the skills and ability to represent the company with distinction, via the delivery of effective oral presentations to any audience on every occasion.

Individual: A dynamic, capable and confident professional who delivers added value to the organization via the ability to succeed at public speaking.

Key Course Features

- Prepare and Deliver Well Researched, Audience-Appropriate Speeches
- Display Appropriate Diction, Projection and Voice Modulation
- Eliminate Common Speech Errors
- Receive Informed Critique on Speeches Delivered
- Develop and Use Presentation Props and Audio Visuals that Maintain Audience's Attention

Target Group

• Professionals in both the private and public sectors and other interested persons desirous of developing and/or strengthening effective Public Speaking skills

Duration: 30 Hours

Award:MIND Certificate of AchievementAward:MI

DAY OFFERING ONLY

Days:Tuesdays & ThursdaysTime:9:00 a.m. - 4:30 p.m.

9



Customer Service Excellence

Build a culture of Customer Service Excellence throughout your Organization



Deliver Effective & Exceptional Customer Service

Customer Service Management

Key Course Features

- Principles of Customer Service Management
- Elements of Customer Service Management
- Utilizing the Service Quality model to identify gaps in the organization's service delivery process
- Utilizing High Five Techniques to build and maintain a high performance team
- Applying the principles of transformational leadership to energize and inspire the customer service delivery team

Target Groups

 Persons desirous of developing their skill and expertise in creating, strengthening and sustaining a culture of customer service excellence throughout the organization.

Key Course Features

- Value and Importance of the Customer
- Effective Customer Service Attitudes and Responses

Customer Service Excellence

Problem Solving

NPP

- Managing Customer Complaints
- Communication Skills
- Emotional Intelligence
- Action Plan for ongoing Improvement of Customer **Service Standards**

Target Groups

- Managers
- ۲ **Supervisors**
- **Frontline Customer Service Agents** Persons desirous of developing their customer service skills

MIND Kingston

235A Old Hope Road, Kingston 6, Jamaica W.I. Phone: 876 927-1761 | Fax: 876 977-4311



- marketing@mind.edu.jm website: www.mind.edu.jm





Management Institute for National Development

An Agency of the Office of the Cabinet, Government of Jamaica Building Capability for Public Service Excellence



CUSTOMER SERVICE

MIND's suite of Customer Service Courses is aimed at strengthening the development of participants' competencies in the establishment of customer service efficiencies and effectiveness. These courses underpin the Government of Jamaica's mission to establish a powerful and dynamic customer service ethos across the public sector.

PROGRAMMES AND COURSES

- Customer Service Excellence
- Customer Service Management



Customer Service Excellence

Purpose

The MIND Customer Service Excellence course is designed to equip participants with the requisite skills and techniques to deliver effective and exceptional customer service.

Benefit

Organization: The development of a cadre of outstanding customer service professionals with the skill and capacity to deliver high standards of customer service and influence a culture of customer service excellence throughout the organization.

Individual: The development of the critical skills and competencies required to deliver efficient and effective customer service.

Key Course Features

- Creating and Projecting a Winning Service Attitude
- Service Quality and Customer Delight
- Creating a New Public Service Culture: The Role of the Service Provider
- Service Dimensions in a Citizens' Charter

Target Group

• Persons desirous of developing their skill and expertise in creating, strengthening and sustaining a culture of customer service excellence throughout the organization.

Ask About Our Customized Offerings

WHAT ARE THE BENEFITS





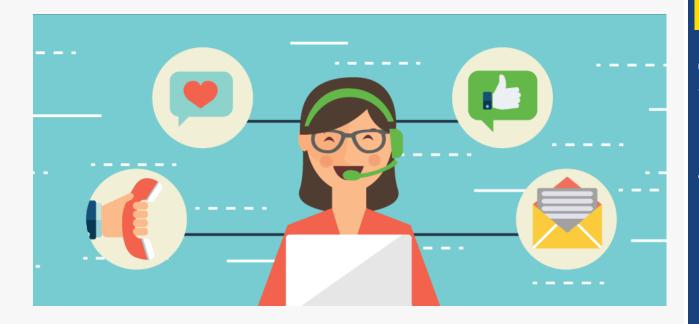
Happy Customers Increase Loyalty





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Customer Service Management

Purpose

The MIND Customer Service Management course is designed to equip participants with the requisite skills and expertise to apply effective customer service management techniques.

Benefit

Organization: The creation and/or strengthening of a culture of customer service excellence throughout the organization, particularly among the supervisory and management corps, as well as those persons engaged in direct customer service contact.

Individual: The development of, and the ability to enhance performance effectiveness with the critical skills and competencies to respond effectively to customer needs.

Key Course Features

• Application of the the Principles of Transformational Leadership to Energize and Inspire the Customer Service Delivery Team

Key Course Features (cont'd)

- Applying the Principles of Customer Service Management
- Building and Maintaining a High Performance Team
- Utilising the Service Quality Model to Identify Gaps in the Organization's Service Delivery Process

Target Group

• Persons desirous of developing their skill and expertise in creating, strengthening and sustaining a culture of customer service excellence throughout the organization.

Ask About Our Customized Offerings



PROFESSIONAL CERTIFICATE IN CUSTOMS REGULATIONS, PROCESSES & BROKERAGE



PREPARE FOR YOUR CUSTOMS BROKER'S LICENCE

TARGET GROUPS

Customs Brokers | Shipping Agents | Cargo Agents | Freight Workers Consolidators/Deconsolidators | Professionals in Related Disciplines

Start Date:	October 28, 2020
Days & Time:	Tuesdays, Wednesdays
Time:	5:30 pm - 8:30 pm
	& Saturdays
	9:00 am - 12:30 pm
Cost:	\$260,000.00

Award: Certificate of Achievement

ENTRY REQUIREMENTS:

- The minimum entry requirement includes five GCE O' Level or CXC passes at the General Proficiency Level Grades I - III. This should include English Language and one quantitative subject.
- Mature participants currently working/practicing in the field of Customs Brokerage (minimum of 5 years) with other qualifications may also be considered (subject to an interview).

KEY COURSE FEATURES:

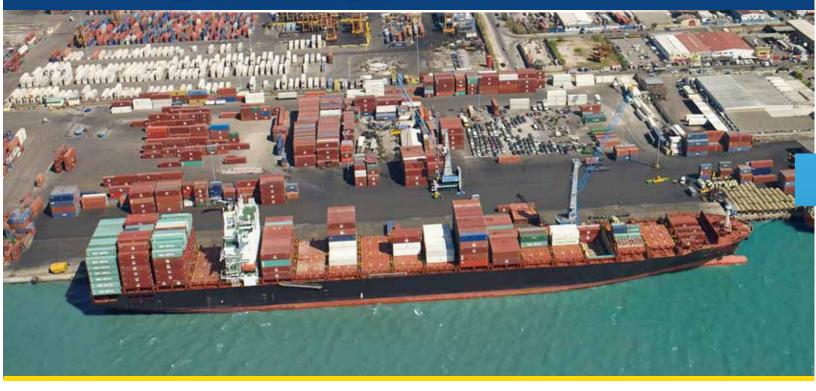
- New Trade Agreements in the global economy
- Quantitative aspects of customs
 brokerage
- Basic legal concepts and framework of customs operations
- Customs Act and related laws
- Business ethics and relationships
- Importance and impact of Ocean Freight and Air Cargo
- Business Communication
- Tariff Classification & Customs Valuation
- Import/Export Financing & Invoicing
- ASYCUDA World Declaration
 Processing





Management Institute for National Development

An Agency of the Office of the Cabinet, Government of Jamaica Building Capability for Public Service Excellence



CUSTOMS REGULATIONS

MIND in collaboration with the Jamaica Customs Agency offers a state-of-the-art Customs Regulations and Documentation course that enables participants to develop the requisite knowledge, skills and competencies to deliver the highest quality service.

The course also effectively prepares participants to succeed with their Customs Brokers Licence Examination.

PROGRAMMES AND COURSES

Professional Certificate in Customs Regulations, Processes & Brokerage



Professional Certificate in Customs Regulations, Processes & Brokerage

Purpose

MIND's Professional Certificate in Customs Regulations, Processes & Brokerage, aims to develop a cadre of professional and licensed customs broker. The programme enables participants to be familiar with laws and regulations governing customs brokerage, international trade agreements, processes and procedures related to the importation of goods, industry standards and best practices relevant to the customs brokerage profession.

Benefit

Organization: The development of a welltrained cadre of Customs Brokers who are equipped with the requisite knowledge and skills to operate in the highly technical and fast-paced import/export industry.

Individual: The development of an informed, resourceful, confident and effective custom broker who delivers optimum value to the organization and its stakeholders in the customs brokerage profession.

Entry Requirements

Participants are required to enter the programme with:

- Five GCE 'O' Level or CSEC passes at the General Proficiency Level Grades I -III including English Language and one quantitative subject (e.g., Mathematics)
- Other qualifications that are considered equivalent to GCE 'O" Level and CSEC
- The Institute may consider mature entry based on years of experience in the field of Customs Brokerage (minimum of five years), other qualifications not highlighted above and reference/recommendation from the applicant's employer.

Key Course Features

- Trade Agreements in the global economy
- Quantitative aspects of customs brokerage
- Jamaica Customs Infrastructure and
- Procedures
- Customs Law and Related Acts
- Ocean and Air Cargo Reporting and Handling
- **Business Communication and Ethics**
- Tariff Classification and Customs Valuation
- Import/ Export Financing and Invoicing
- ASYCUDA World Cargo Management and Declaration Processing

Target Groups

The programme targets individuals aspiring to become:

- Licensed Customs Brokers
- Shipping Agents
- Cargo Agents
- **Freight Workers**
- Consolidators / De-consolidators •
- Professionals in related disciplines

Duration: 363 hours / one (1) year Award: MIND Certificate of Achievement **Cost:** \$260,000.00

DAY OFFERING ONLY

Start Date: October 28, 2020 Days & Time: Tuesdays, Wednesdays (5:30 pm - 8:30 pm) and **Saturdays** (9:00 am - 12:30 pm)



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FINANCE and ACCOUNTS

MIND's range of finance, accounting and auditing courses include some that are primarily intended for building capacity within the public sector. The dynamic list of training and development solutions in the field includes an Associate Degree in Accounting: a post-graduate programme in Tax Audit and Revenue Administration and the Associate of Chartered Accountants training.

PROGRAMMES AND COURSES

- Government Accounting Level 1: Modules 1 5
- Government Accounting Level 2: Modules 1 5
- Government Accounting Level 3
- Associate of Science Degree: Accounting
- Budget Preparation and Management
- Receivables Management
- Audit Fundamentals Modules 1 4
- Information Technology Audit
- Finance for Non-Financial Managers





Government Accounting Level 1 (Modules 1 - 5)

Purpose

The MIND Government Accounting Level 1 course is designed to enable participants working in the field of Finance and Accounts in government ministries, departments and agencies, to better understand and comply with the laws, regulations and instructions relating to accounting for public funds; and apply effective management responses to the critical need for accountability, transparency and probity within the public sector.

Benefit

Organization: Achieve greater levels of efficiency and effectiveness in the management of government finance and accounts, with a team of professionals who understand the purpose and structure of government and its financial operating systems, are knowledgeable about the fundamentals of government accounting principles, revenue collection and expenditure processes, and the effective utilization of government's financial management information system.

Individual: Demonstration of increased professional competence and performance effectiveness in the management of government finance and accounts and enable strategic positioning for consideration for appointment and promotion within existing or other public sector departments.



Key Course Features

• Understand

- Purpose of government and various arms of government
- Critical institutions involved in government financial management
- Legal framework for government financial operations
- Revenue and expenditure estimates and their structures
- Government budget cycle
- Processing transactions
- Cash Accounting vs. Accrual
- Key concepts, the nature and scope of accounting
- Accounting practices in Public Sector vs. the Private Sector
- Prepare
 - Appropriation accounts
 - Control accounts
 - Trading and Profit and Loss Accounts
 - Post General Ledger entries
 - End of year surrender entries
 - Monthly financial statements
 - Salaries, bank reconciliations and voucher preparation
 - Financial codes for the analysis of financial performance

• Maintain

- Memorandum registers and carry out cashiering functions
- Accurate records of receipts and payments cash books

Target Group

• Accounting personnel employed in, or desirous of being employed to the public sector.

Management Institute for National Development

Government Accounting

Level 1 - Module 1: Public Sector Environment

DAY OFFERING ONLY

- Start Date: June 8 12, 2020 September 21 - 25, 2020 November 30 - December 4, 2020 March 1 - 5, 2021 Duration: 30 hours
- Days:Monday FridayTime:9:00 a.m. 4:30 p.m.

Cost: \$36,500.00

Government Accounting

Level 1 - Module 2: Legal Framework of Public Financial Management

DAY OFFERING ONLY

Start Date:	May 11 - 15, 2020
	September 7 - 11, 2020
	November 23 - 27, 2020
	March 8 - 12, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Cost: \$40,500.00

Government Accounting Level 1 - Module 3: Basic Accounting 1

DAY OFFERING ONLY

Start Date: June 15 - 19, 2020	
	January 11 - 15, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Cost: \$40,500.00

Government Accounting Level 1 - Module 4: Basic Accounting 2

DAY OFFERING ONLY	
Start Date: June 29 - July 3, 2020	
February 1 - 5, 2021	
30 hours	
Monday – Friday	
9:00 a.m. – 4:30 p.m.	

Cost: \$44,500.00

Government Accounting

Level 1 - Module 5: Budgeting, Cash Management and Fiscal Policy

DAY OFFERING ONLY

Start Date: August 10 - 14, 2020	
	March 15 - 19, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Cost: \$44,500.00

Government Accounting

Level 1 - Module 6: Goverment Financial Accountin and Managemnet System (GFAMAS) - LAB 1

DAY OFFERING ONLY

12 - 20, 2020
8 - 15, 2021
– Friday
. – 4:30 p.m.

Award: A MIND Certificate of Achievement will be awarded on successful completion of Level 1: Modules 1 – 6 Cost: \$51,000.00 onal Development of the Office of the Cabinet, Government of Capability for Public Service Exce

ent Institute

Building Capability for Public Service Excellence

Government Accounting Level 2 (Modules 1 - 5)

Purpose

The MIND Government Accounting Level 2 course is a continuation from Government Accounting Level 1 and is designed to advance the skills and competencies of persons working in the area of Finance and Accounts in Government Ministries, Departments and Agencies, as well as provide the requisite training preparation for the appointment of accounting officers to more senior positions in the public sector.

Benefit

Organization: The delivery of a higher standard of finance and accounting service quality by a more knowledgeable and informed team of professionals who possess a keen and advanced level of understanding of public sector accounting and auditing procedures, government financial information management systems and international accounting standards and best practices.

Individual: Demonstration of increased professional competence and performance effectiveness in the management of government finance and accounts and enable strategic positioning for consideration for appointment and promotion to senior financial management positions within existing or other public sector departments.

Key Course Features

- Recognise and understand: Time:
 - Various aspects of the financial and accounting legal framework

Key Course Features (cont'd)

- Acts, regulations and instructions that guide public officers
- The importance and usefulness of the Ministry of Finance and the Public Service reports
- Identify and apply accounting standards
- Carry out financial analysis using ratio etc.
- Apply financial analysis to government cash accounting
- Apply financial analysis to accrue accounting
- Prepare financial analysis reports
- Distinguish between fiscal policy and monetary policy
- Describe the macro-economic indicators in Jamaica
- Analyse Government of Jamaica budget outturn
- Analyse the current budget
- Define and identify the various levels of cash management
- Define and recognize the scope of management accounting
- Cost classification and behaviours
- Account for overheads
- Carry out cost volume profit analysis
- Identify and apply stock valuation methods
- Perform cheque reprinting exercises
- Establish user/security class links
- Input bank record and effect bank reconciliation in the financial management information system

Target Group

• Persons who have completed the five (5) modules or their equivalent in Government Accounting Level 1

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Government Accounting Level 2 (Modules 1 - 5 cont'd)

Level 2 - Module 1:

Goverment Financial Accountin and Managemnet System (GFAMAS) - LAB 2

DAY OFFERINGS ONLY

Start Date:	November 9 - 16, 2020
	March 15 - 22, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Cost: \$51,000.00

Level 2 - Module 2: Cash IPSAS (International Public Sector Accounting Standard)

Start Date: June 8 - 12 , 2020	
	February 1 - 5, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.
Time:	9:00 a.m. – 4:30 p.m.

Cost: \$42,000.00

Level 2 - Module 3: Introduction to Accurual IPSAS

 Start Date: June 1 - 5, 2020

 January 25 - 29, 2021

 Duration:
 30 hours

 Days:
 Monday – Friday

 Time:
 9:00 a.m. – 4:30 p.m.

Cost: \$42,000.00

Level 2 - Module 4: Cost and Management Accounting

Start Date:	: August 10 - 14, 2020
	January 18 - 22, 2021
Duration:	30 hours
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.
Cost:	\$47,500.00

Government Accounting Level 3

Purpose

The MIND Government Accounting Level 3 course is designed to provide further exposure to the functionalities of the computerized accounts environment and to develop an appreciation of the impact of technology in delivering effective and efficient accounting services.

Benefit

Organization: Managers and Supervisors will develop an appreciation for and demonstrate effectively the use of technology in achieving organization accounting management efficiencies.

Individual: Develop and demonstrate advanced levels of awareness of the impact of technology in responding effectively to the challenges of accounting management in large and small organizations.

Key Course Features

- Management issues relating to the computer driven accounts department
- Factors involved in the acquisition of computers and computerized systems
- Assessment, development and deployment of appropriate, capable and competent human resources required to ensure accounting management efficiencies
- Utilization of appropriate technology to benefit organizational communication, workflow, timely processing of data and report preparation
- Identification of relevant computer application software for organizing and managing key functions of accounting management
- Effective utilization of computer technology to improve organizational competitiveness

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Government Accounting Level 3 (cont'd)

Target Group

• Persons who have successfully completed the Government Accounting training modules up to Level 2 Module 5

Duration: 30 hours

Award 2:	A MIND Diploma will be
	awarded for successful
	completion of Government
	Accounting of Level 3
Cost	\$52,500.00

DAY OFFERING ONLY

Start Date:	October 12 - 16, 2020
	March 15 - 19, 2021
Days:	Monday – Monday
Time:	9:00 a.m. – 4:30 p.m.



Associate of Science Degree in Accounting

Purpose

The MIND Associate of Science Degree in Accounting programme is designed to develop and advance the knowledge, skill and professional ability of persons currently working in the field of accounting.

Benefit

Organization: A cadre of confident, qualified, knowledgeable and skilled finance and accounting professionals with the ability to deliver effective performance outcomes as well as understand the role of being a strategic member of the organization's team, working with non-accounting professionals in the decision making process.

Individual: Professional empowerment with the skill and expertise to identify and apply accepted accounting principles in financial and reporting functions within the organization and gain competitive advantage of consideration for appointment and/or promotion, as well the opportunity to pursue a full degree programme in accounts and finance.

Entry Requirements

 Five CXC / CSEC passes at General Proficiency Level Grades 1 – 111 or GCE O'Levels. Passes in CXC or GCE O' Level subjects must include English Language, Mathematics or Accounts (*N.B. Pass in MIND's remedial math* or other non-CXC General Proficiency and GCE O'Level examinations may be considered and accepted)

Key Course Features

- Financial Accounting and Book-keeping Processes
- Technology as a Management tool
- Project Management

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Associate of Science Degree in Accounting (cont'd)

Key Course Features (cont'd)

- Preparation and Production of Financial and Management Reports
- Financial Reports within the Legal and Professional Framework
- Basic Mathematical Concepts and Techniques employed in Business, Economics and the Social Sciences
- Ethical considerations and Personal Effectiveness
- Accounting Information for Management Planning and Control
- Contract Law relevant to Accounting and Management
- Theory of Taxation and the Attributes of an Effective Tax System

Target Groups

- Professionals working in the field of Accounts and Financial Management and requiring further development and/or qualification
- All persons desirous of advanced training, development and qualification for employment and/or promotion in the field of Financial Management and Accounting

Duration: 990 hours

7 Semesters: 2 years & 7 months Award: MIND Associate of Science Degree [Accredited by the University Council of Jamaica] Cost: \$290,000.00

DAY OFFERING ONLY

Start Date:	January 4, 2020
Days:	Thursdays
Time:	9:00 a.m. – 8:30 p.m.

Budget Preparation & Management

Purpose

The MIND Budget Preparation and Management course is designed to satisfy the need to know, understand and effectively manage the preparation and administration of budgets for organizations. It will also guide policy makers on the feasibility and desirability of specific budget proposals from a macroeconomic or a microeconomic perspective.

Benefit

Organization: Officers equipped with the requisite skills to manage the process of financial planning and programme budgeting to deliver improved performance outcomes in budget preparation and administration.

Individual: Equipped with the requisite skills to accomplish budget preparation and budget management efficiently and effectively.

Key Course Features

- Strategic management tools in developing budgets and producing cash flow statements
- Setting goals, objectives, delivery strategies and performance targets
- Hands-on experience in budget preparation
- Understanding the scope and value of budget administration
- Examine the technical processes used in budgeting

Target Groups

- Budget Officers and Bursars
- Programme Managers
- Accountants
- Persons interested in budget preparation and management

Duration:	18 Hours
Award:	MIND Certificate of Participation
Cost:	\$36,500.00

DAY OFFERING ONLY

 Start Date:
 July 6 - 8, 2020

 Days:
 Monday – Wednesday

 Time:
 9:00 a.m. - 4:30 p.m.

Receivables Management

Purpose

The MIND Receivables Management course is designed to provide individuals with ideas and effective techniques to assist in collecting what is owed from customers and clients without impacting negatively on the business relationship.

Benefits

Organization: An efficient and effective corporate receivables management programme, supported by a well-trained, highly-skilled debt collection team.

Individual: Achieve higher standards of performance outcome and increased job satisfaction, enabled by the improved skills, techniques and professional attitude and aptitude for debt collection management.

Key Course Features

- Preparing appropriate letters of request for payment
- Monitoring accounts effectively
- Reducing and/or preventing delinquency
- Strategising timely collection of receivables
- Preparing appropriate receivables report
 - to guide effective management decisions

Target Groups

- Credit administrators
- Debt collectors
- Managers and supervisors involved in the administration of credit

Duration:150 hoursAward:MIND Certificate of ParticipationCost:\$26,000.00

DAY OFFERING ONLY

Start Date: October 20 - 21, 2020Duration:12 hoursDays:Tuesday – WednesdayTime:9:00 a.m. - 4:30 p.m.

Auditing Level 1 Audit Fundamentals Modules 1 – 4

Purpose

This programme is designed for internal auditors at various levels, from both the public and private sectors, to ensure auditors fulfil their professional responsibilities in risk, control and governance.

Benefit

Organization: This programme will enhance the auditor's skills to improve audit coverage and provide assurance on the organisation's risk management, governance and control framework. This will facilitate the organisation in improving its ability to implement and realize specific goals which will invariably enhance its credibility, profitability and competitiveness.

Individual: Participants embarking on this training programme will gain enhanced skills, knowledge and competencies in the field of internal audit, thereby increasing their capacity and marketability. They will also enjoy greater job satisfaction, motivation and morale through the ultimate achievement in greater efficiency and effectiveness within their job processes.

Key Course Features

- Gain an appreciation of the role of internal audit function and its reporting relationships and legislation governing this relationship
- Gain an overall understanding of the professional practices and Standards developed by the Institute of Internal Auditors (IIA)
- Understand and apply those tools necessary for Planning the Audit Assignment
- Be able to scope the audit based on his/ her understanding of the business environment of an organization
- Obtain an overall understanding of the standards governing audit fieldwork.

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Auditing Level 1 Audit Fundamentals *Modules 1 – 4 (cont'd)*

Key Course Features (cont'd)

- Gain a general understanding of the principles governing the gathering of information necessary to assess the adequacy and effectiveness of controls, risk management and governance processes.
- Gain a preliminary understanding of the tools and techniques used in this phase of an audit.
- Understand report structure principles
- Understand the purpose of financial statements
- Understand key considerations for preparing Financial Statements in accordance with IFRS 1 and relevant audit documentation for cash and accrual financial statements audit.
- Understand the role of the auditor in the procurement process and the relevant legislation/policies governing procurement procedures in the public sector

Target Group

• This programme is intended for all internal auditors and other interested parties, in both the private and public sector or persons desiring to move into the audit profession.

Persons with the following certification may seek exemptions from modules 1 and 2:

- CIA- Certified Internal Auditor
- CRMA- Certification in Risk Management Assurance
- CGAP- Certified Government Auditing Professionals

No exemptions will be granted for Modules 3 and 4.

Audit Fundamentals Module 1

Duration:	30 hours
Cost:	\$37,000.00

DAY OFFERING ONLY

Start Date:	May 11 - 15, 2020
	October 26 - 30, 2020
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Audit Fundamentals Module 2

Duration:	42 hours
Cost:	\$55,000.00

DAY OFFERING ONLY

Start Date:	September 7 - 15, 2020
	January 18 - 26, 2021
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Audit Fundamentals Module 3

 Duration:
 30 hours

 Cost:
 \$37,000.00

DAY OFFERING ONLY

Start Date:	August 17 - 21, 2020
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Audit Fundamentals Module 4

Duration:	30 hours
Cost:	\$37,000.00

DAY OFFERING ONLY

Start Date:	November 16 - 20, 2020
Days:	Monday – Friday
Time:	9:00 a.m. – 4:30 p.m.

Auditing Level 3 Information Technology/ Systems (IT) Audit

Purpose

The Information Technology/ Systems (IT) Audit course embraces the acquisition of skills and competencies that will enhance the participant's roles as audit professionals. It is set within the context of ensuring an understanding of key strategic, policy and management frameworks and standards in the area of IT Audit. The programme goals, strategies, and objectives are founded on the Competency-Based Education and Training (CBET) philosophy. This programme places great emphasis on practical IT Audit competencies. The infusion of competency-based principles, will also emphasis practical knowledge, best practices and contemporary approaches to the conduct of IT audits.

Benefit

Organization: A cadre of highly trained and skilled Auditing professionals with the requisite knowledge and skill to develop and manage efficient and effective auditing systems.

Individual: Professional empowerment with the requisite knowledge and skill to effectively perform auditing functions in public sector Organizations; and the competitive professional advantage of consideration for appointment and/or promotion.

Key Course Features

Module 1	Overview of Professional
	Ethics, Key Standards and
	Best Practices
Module 2	Overview of IT hardware and
	software concepts, including
	Networking, Operating
	Systems and Databases
Module 3	Effective Governance of
	Information Technology
Module 4	Overview of IT Controls
Module 5	Introduction to Information
	Security Governance and
	Management

Key Course Features (cont'd)

Module 6	Unit I Developing a Risk-
	Based Approach to Information
	Technology Audit Unit II
	Planning and Executing Risk-
	based Information Technology
	Audit Engagements
Module 7	Computer-Assisted Audit
	Techniques (CAAT) Found-
	ation: Introduction to the use
	of CAATs (optional)

Target Group

The programme targets potential and current supervisors, audit managers and Chief Internal Auditors and any indivi dual responsible for evaluating GOJ's audit function.

Entry Requirements

Qualifications and experience equivalent to the senior auditor, FMG/AS 3. That is, have over three (3) years general auditing experience with a first degree or other equivalent qualifications and have an appreciation for Information Technology.

Consideration will be given to individuals with four (4) years audit experience but do not possess a first degree. As well, consideration will be given to individuals with less than 4 years experience who completed Level 1 of the General Auditing Technique course

Duration: 90 hours Award: MIND Certificate of Achievement Cost: \$100,000.00 **DAY OFFERING ONLY** Start Date: September 14, 2020

Days: Monday – Friday Time: 9:00 a.m. – 4:30 p.m.



Finance for Non-Financial Managers

Purpose

The MIND Finance for Non-Financial Managers course is designed to enable nonfinancial managers to develop an appreciation for the financial implications of management decisions, heighten the awareness and application of sound financial management principles, enhance the individual's decision making skills and understand the budgeting process and forecasting techniques.

Benefit

Organization: A cadre of well-rounded professionals with the requisite level of skills and abilities to enable critical thinking and informed analysis to guide sound financial management decisions.

Individual: Ability to interpret financial reports, monitor the organization's financial activities, and participate more effectively in financial management discussions and decisions. It also enables the advance study and training in the field of General Management.

Key Course Features

- Analyse and interpret financial information
- Distinguish and recognize the contents of financial statements
- Recognize various costing techniques applicable to organizations and their operations
- Utilize the budget and cost recovery techniques as management tools
- Recognize the differences between government and commercial accounting

Target Groups

- Senior and mid-level non-financial managers
- Persons desirous of developing higher levels of financial management skills

Duration: 30 hours

Award:MIND Certificate of AchievementCost:\$48,750.00 (Meals Included)

DAY OFFERING ONLY

 Start Date:
 January 26, 2021

 Days:
 Fridays

 Time:
 9:00 a.m. - 4:30 p.m.





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Acquire practical applications essential for Competency Based Training, reinforcing techniques/methodologies necessary to train adult learners

Key Course Features

- The Learning and Facilitating Process/Cycle
- Managing the Learning Environment
- Planning Training/Learning Programmes and Product
- Training Design, Delivery and Assessment
- Presentation Skills and Techniques
- Evaluating the Effectiveness of a Training Programme

Location: Start Date: Days: Time: Course Fee:

MIND Kingston Campus October 6, 2020 Tuesdays & Fridays 9:00 a.m. – 4:30 p.m. Cost:\$73,500.00

235A Old Hope Road, Kingston 6, Jamaica W.I. Phone: 876 927-1761 | Fax: 876 977-4311 marketing@mind.edu.jm



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HUMAN RESOURCE MANAGEMENT

MIND's Human Resource Management courses are designed to provide current and aspiring Human Resource practitioners with advanced knowledge and expertise to enable them to achieve organizational performance success and personal, individual and team professional satisfaction.

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PROGRAMMES AND COURSES

- Training Needs Analysis
- Training Impact Evaluation
- Associate of Science Degree: Human Resource Management
- Post Graduate Diploma: Human Resource Management
- Train-the-Trainer

www.mind.edu.jm

Training Needs Analysis (TNA)

Purpose

The MIND Training Needs Analysis (TNA) course is designed to equip professionals with the requisite skills to effectively analyse the training needs of the organization.

Purpose

Organization: Equipped Human Resource Management professionals with the ability to effectively determine and evaluate training needs and add value to the organization's investment in training.

Individual: The professional ability and advantage of adding value to the organization with the ability to effectively determine training needs, and make sound decisions that will positively impact the organization.

Key Course Features

- Analysis of the Training Cycle
- Scope and Focus of Training Needs Analysis
- Understanding the Process of Training Needs Analysis at all Levels of the Organization
- Effective Data Collection and Analysis and Presentation of Findings
- Tracking and Analysis of the Impact of
- Training on the Organization

Target Groups

- Human Resource Managers
- Training Managers
- Other persons with responsibility for the training and development of employees

Duration:12 hoursAward:MIND Certificate of Partic

Awaru.	wind Certificate of Farticipation
Cost:	\$24,000.00

DAY OFFERING ONLY

 Start Date:
 October 6 & 9, 2020

 Days:
 Tuesdays & Fridays

 Time:
 9:30 a.m. - 4:30 p.m.



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Training Impact Evaluation (TIE)

Purpose

The MIND Training Impact Evaluation (TIE) course is designed to enable professionals to utilize appropriate techniques to effectively measure the impact of training on the organization.

Benefit

Organization: An empowered Human Resource Management team equipped with the knowledge, skills and expertise to effectively determine training needs and evaluate its impact on the organization's growth and development.

Individual: The professional ability and advantage of adding value to the organization via the application of effective Training Impact Evaluation techniques.

Key Course Features

- Importance of Evaluating Training
- Conducting a Cost Benefit Analysis
- Design and administer a training impact evaluation instrument
- Analysis of Findings and Report Generation

Target Groups

- Human Resource Managers
- Training Managers
- Other persons with responsibility for the training and development of an organisation's professionals

Duration: 6 hours

Award:MIND Certificate of ParticipationCost:\$15,000.00

DAY OFFERING ONLY

 Start Date:
 October 13, 2020

 Days:
 Tuesday

 Time:
 9:00 a.m. - 4:30 p.m.

Associate of Science Degree Human Resource Management

Purpose

The MIND Associate of Science Degree Human Resource Management programme is designed to provide current and aspiring Human Resource professionals with advanced knowledge and expertise to enable them to manage people effectively and in the process, achieve organizational performance success and individual and team professional satisfaction.

Benefit

Organization: Increased standards of efficiency and effectiveness in the management of human resources, resulting in greater levels of performance success, personal and professional satisfaction and harmony throughout the organization.

Individual: Increased competency in Human Resource Management, efficiency and effectiveness which result in the satisfaction of achieving more successful performance outcomes throughout the organization; and/ or enable further tertiary under-graduate level study in the discipline.

Entry Requirements

 Five CXC / CSEC passes at the General Proficiency Level Grades 1 – 111 or five GCE O'Level passes. Passes in CXC / CSEC and GCE O'Level examinations must include English Language and Mathematics or Accounts

N.B. Other non-CXC General Proficiency and GCE O'Level examinations may be considered and accepted

Key Course Features

- Principles and Functions of Human Resource Management and Organizational Behaviour for Human Resource Practitioners
- Using the Computer as a Management Tool

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Associate of Science Degree Human Resource Management

Key Course Features (cont'd)

- Human Resource Planning, Job Design, Recruitment, Staff Selection and Performance Management
- Industrial Relations Harmony at the Workplace
- Personal Effectiveness
- Project Management

Target Group

 Practitioners and other interested persons seeking further development, advanced study and/or qualification in the area of Human Resource Management

Duration: 990 hours

7 Semesters: 2 years & 6 months

Award:MIND Associate of Science
Degree Human Resouce
Management [Accredited by the
University Council of Jamaica]Cost:\$290,000.00

DAY & EVENING OFFERING

Start Date: January 5, 2021 *(Year 1)* **Days & Time:** This programme is offered two (2) weekdays 5:30 p.m. – 8:30 p.m. and alternate Saturdays 9:00 a.m. – 4:30 p.m.



Management Institute for National Development



Process Payroll

Easiest Payroll for India. Fully integrated and unified workflow makes your payroll processing enjoyable.



Manage Talent

Talent administration made simple both for HR teams and employees alike. Your employees will love it



Acquire Talent

Hiring work horse to attract, acquire and engage your prospect employees. Hand made for India



Nurture Talent

Agile performance platform to engage talent with a blend of modern and traditional methods



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Management Institute for

Post-Graduate Diploma Human Resource Management

Purpose

The MIND Post–Graduate Diploma Human Resource Management programme is designed to equip participants with cutting edge Human Resource Management skills as well as a heightened level of understanding and competence, to lead and guide Human Resource Management strategically and effectively within the organization.

Benefit

Organization: The delivery of more successful performance outcomes throughout the organization with the application of strategic and effective Human Resource Management expertise.

Individual: Professionally empowered with the knowledge and skills to enable efficient, effective and strategic Human Resource Management.

Entry Requirements

- Minimum, Bachelor's degree or equivalent from an accredited tertiary-level institution
- Experience in middle or senior management would be advantageous

Key Course Features

- Personal Effectiveness
- Human Resource Management (Functions, Strategies and Challenges)
- Staffing Organizations
- Employee Learning and Development
- Compensation and Benefits Administration
- Employee and Labour Relations

Target Group

• Practitioners and other interested persons seeking further development, advanced study and /or qualification in the area of Human Resource Management

Duration: 453 hours

Award:MIND Post Graduate Diploma
[Accredited by the University
Council of Jamaica]Cost:\$320,000.00

DAY & EVENING OFFERING

Start Date: September 7, 2020 **Days and Time:** This programme is offered two (2) weekdays 5:30 p.m. – 8:30 p.m. and alternate Saturdays 9:00 a.m. – 4:30 p.m.





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HUMAN RESOURCE MANAGEMENT

Building Capability for Public Service Excellence

Train – the – Trainer

Purpose

The MIND Train-the-Trainer course is designed for new and existing trainers. It provides them with practical applications essential for Competency Based Training, reinforcing techniques / methodologies necessary to train adult learners.

Benefit

Organization: A cadre of professionals with knowledge on how to provide up-to-date training techniques/methodologies that can be implemented immediately in any training environment.

Individual: Certification as a trainer with the up-to-date competences and skills to deliver training intervention to adult learners.

Key Course Features

- The Learning and Facilitating Process / Cycle
- Managing the Learning Environment
- Planning Training/ Learning Programmes and Product
- Training Design, Delivery and Assessment
- Presentation Skills and Techniques
- Evaluating the Effectiveness of a Training Programme

Target Group

 Practitioners and other interested persons seeking further development, advanced study and/or qualification in the area of Human Resource Management

Duration: 51 hours

Award:MIND Certificate of ParticipationCost:\$73,500.00

DAY OFFERING ONLY

Start Date:October 6, 2020Days:Tuesday and FridayTime:9:00 a.m. - 4:30 p.m.



Management Institute for National Development

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Building Capability for Public Service Excellence



INDUSTRIAL RELATIONS

MIND in partnership with the Jamaica Civil Service Association (JCSA) presents the ground breaking and dynamic Industrial Relations course that advances the principles of effective Industrial Relations practices to promote and sustain national growth and development through the public and private sectors.

MIND and the JCSA Professional Certificate in Industrial Relations course provides existing and allied Industrial Relations Practitioners as well as other interested persons with the knowledge skills and techniques to develop and establish best practices in Industrial Relations.

PROGRAMMES AND COURSES

• Professional Certificate in Industrial Relations [PCIR]



MIND/JCSA Professional Certificate in Industrial Relations [PCIR]

Purpose

The MIND/JCSA Professional Certificate in Industrial Relations (PCIR) course is designed to support the development of a core of professional Industrial Relations Officers with the requisite Industrial Relations (IR) skill set to revolutionalise the field. The Professional Certificate further provides practical insights and actual examples of managing industrial relations issues drawing on the vast experience of Jamaica's trade unions, employers in labour relations matters and through the MIND's academic expertise.

Benefit

Organization: A cadre of professionals that will assist organizations in preventing or resolving industrial disputes. Organizations will have personnel with the requisite tools for fostering a healthy industrial climate within the organization.

Individual: Professionally empowered with the requisite IR skill set to transform the field within the public sector.

Entry Requirements

- At least five (5) years work experience
- Diploma from a recognized tertiary-level institution

[Applicants may be subjected to an interview if they do not possess a Diploma and/or requisite work experience]

Key Course Features

- Introduction to the Practice of Industrial Relations
- Managing People, Conflict and Communication
- Industrial Relations and the Legal Framework
- Managing Systems, Processes and Benefits
- Competitive Industrial Relations
- Practical Aspects of Industrial Relations

Target Groups

- Public Sector Professionals
- Members of the Jamaica Civil Service Association (JCSA)
- Union delegates and persons with interest in Industrial Relations and Human Resource Management
- Non-Public Service Professionals (conditions apply)

Duration: 120 hours

Award:MIND Certificate of AchievementCost:\$100,000.00

DAY OFFERING ONLY

Start Date: July 2020

	January 2021
Days:	Monday and Wednesdays
Time:	5:30 p.m. – 8:30 p.m.



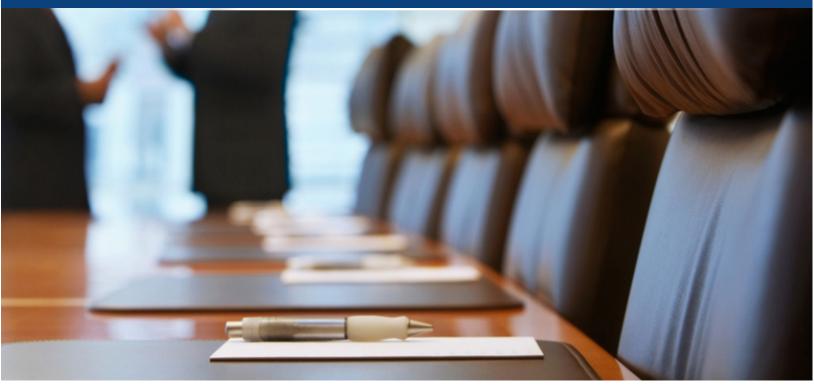
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MANAGEMENT

MIND is committed to the process of building capacity within the public and private sector particularly in the areas of leadership and management to result in effective performance and impact.

MIND's Management programmes and courses are designed to allow participants to strengthen and/or develop the requisite skills, attitudes and approaches to effectively lead, manage and inspire excellence.

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PROGRAMMES AND COURSES

- Strategic and Corporate Planning
- Associate of Science Degree Management Studies ONLINE
- Post-Graduate Diploma General Management Programme
- Supervisory Management

www.mind.edu.jm

Strategic and Corporate Planning

Purpose

This course aims to develop the knowledge, skills and professional orientation of Senior Managers, Corporate Planners, Programme Planners and other relevant professionals, who have direct input in the strategic planning and decision-making process for their respective organisations to enable them to respond effectively to the present and emerging global and local challenges in strategic corporate public sector management.

Benefit

Organization: The professional capability to develop and manage organisational plans supported by clearly defined and communicated strategic directions and processes, leading to high standards of organisational efficiency and effectiveness.

Individual: Participants will develop an in-depth understanding of the impact of government priorities on the management and operations of their respective entities. They must also be equipped with the knowledge and skills necessary to establish and maintain the kinds of critical fiscal and monitoring planning and procedural systems that will guarantee accurate, on-going evaluation, analysis and ultimately the successful attainment of pre-determined goals and objectives.

Key Course Features

- Strategic Management Process
- Corporate and Strategic Planning Guide
- Vision and Mission Building
- Developing Goals, Objectives, Strategies and Performance Indicators
- Strategic and Corporate Risk Management
- Public Sector Reform and the Corporate & Strategic Planning Process
- Government Economic Framework
- Corporate and Strategic Planning and Budget Cycles
- Environmental Issues
- Ethics and Values

Target Groups

- Senior Managers
- Corporate Planners
- Programme managers who work in the area of corporate and strategic planning
- Persons interested in/or whose professional interests and responsibilities include management studies

Duration: 36 hours

Award:MIND Certificate of AchievementCost:\$58,000.00

DAY OFFERING ONLY

 Start Date:
 June 2 - 19, 2020

 October 6 - 23, 2020

 Days:
 Tuesdays & Fridays

 Time:
 9:00 a.m. - 4:30 p.m.



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| MANAGEMENT

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Develop and refine the skills you need to *lead, manage* and *motivate* your team to achieve the best performance outcomes

Building effective management and supervisory skills will help you, your team and organization overcome challenges and achieve success

Key Course Features

- The roles and responsibilities of Supervisors in a dynamic management environment
- Assessing leadership abilities
- Specialized skills and techniques for achieving Supervisory efficiency and effectiveness
- Skills and techniques for motivating and developing staff
- Strategies to respond effectively to workplace challenges and demands

Location:	MIND Kingston Campus
Date:	Feb. 3 - Apr. 30, 2020
Days:	Monday, Tuesday & Thursday
Time:	5:30 p.m 8:30 p.m.

Location:	Montego Bay
Date:	February 24 - May 21, 2020
Days:	Monday, Tuesday & Thursday
Time:	5:30 p.m 8:30 p.m.

Award: Certificate of Achievement

Course Fee: \$85,000.00

- Optimized by Dynamic and Engaging Adult Learning Environment
- **V** Invaluable Training Materials Provided
- **W** Highly Competent and Qualified Facilitators

MIND Kingston

235A Old Hope Road, Kingston 6, Jamaica W.I. **Phone:** 876 927-1761 | **Fax:** 876 977-4311





MIND IS REGISTERED WITH THE UNIVERSITY COUNCIL OF JAMAICA

Post Graduate Diploma General Management Programme (GMP)

Purpose

MIND Post Graduate Diploma General Management (GMP) programme is designed to develop a cadre of managers for both the public and private sectors who are required to have defined competencies that can effectively lead change and provide overall visionary and efficient management in organizations. It is also designed to expand and advance the knowledge and skills of effective general management, utilizing relevant and modern management techniques, leading to successful performance outcomes.

Benefit

Organization: Heightened standard of leadership quality and management efficiency and effectiveness leading to greater organizational success.

Individual: Professional confidence and capability to lead guide and/or contribute to successful performance outcomes resulting from the knowledge and application of critical skills and competencies of general management.

Entry Requirements

- A Bachelor's degree from an accredited tertiary-level institution.
- Minimum of three (3) years experience in middle or senior management

Kev Course Features

- Personal Effectiveness
- Understanding the Management Environment and Public Sector Systems, Processes and Programmes
- The Practice of Management
- Human Resource Management
- Managing Organizational Change

Target Groups

- Senior Managers
- Supervisors
- **Technical Officers**
- All who are desirous of developing and/or improving their management effectiveness and achieve performance goals

Duration: 510 hours

Award:	MIND Post-Graduate Diploma
	[Accredited by the University
	Council of Jamaica]
Cost:	\$357,000.00

DAY & EVENING OFFERING

Start Date: September 7, 2020 Days and Time: This programme is offered Mondsays and Wednesdays 5:30 p.m. - 8:30 p.m. and Saturdays 9:00 a.m. - 4:30 p.m.



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Supervisory Management

Purpose

The MIND Supervisory Management course is designed to develop the competencies of existing and aspiring middle managers in both the public and private sectors as well as enable current and aspiring supervisors to perform effectively and achieve successful performance outcomes.

Benefit

Organization: Professionals will demonstrate higher standards of leadership and management skills and achieve effective performance results.

Individual: Participants will enhance their knowledge and skills to improve business processes, become more results oriented and operate more cost effectively.

Key Course Features

- The role and responsibilities of Supervisors in a dynamic management environment
- Assessing leadership abilities
- Specialized skills and techniques for achieving supervisory efficiency and effectiveness
- Skills and techniques for motivating and developing staff
- Strategies to respond effectively to workplace challenges and demands

Target Group

• Existing, new and aspiring supervisors in the public and private sectors

Start Date: June 8, 2020	
Duration: Days:	February 1, 2021 114 hours This programme is offered two (2) weekdays
Award: Cost:	MIND Certificate of Achievement \$95,000.00

SUPERVISORY MANAGEMENT



Building Capability for Public Service Excellence



TRAINING CUSTOMISED **FOR CARIBBEAN PUBLIC SECTOR ORGANISATIONS**

Training for Public Service Excellence

ASK about:

PROVIDES customised learning solutions just for Caribbean public sector organisations

ADAPTS MIND's current training courses and create new courses to match the specific and evolving Human Resource Development needs of public sector organisations in the Caribbean

ENABLES Caribbean public sector organisations to become active partners in the creation of their training solutions



DELIVERS flexible scheduling and learning facilitation in your choice of Caribbean location



Quality Training





Part and the second second

Cost Effective



Standardised Training



Co-operative Course Delivery











Contact us-235A Old Hope Road. Kingston 6 Tel: 876 927-1761 Fax: 876 977-4311 Email: marketing@mind.edu.jm

www.mind.edu.jm

Empowering Public Sector performance throughout the Caribbean



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PROCUREMENT MANAGEMENT

Effective procurement is critical to ensuring transparency, as well as the efficient allocation of scarce public sector resources, while minimizing potential opportunities for mismanagement, with legal, economic and policy directives, all playing a role in public sector procurement.

It is therefore essential for those directly involved in procurement, both in the public and private sectors, to understand Government Procurement Guidelines and master the intricacies of procurement best practices.

PROGRAMMES AND COURSES

Introduction to Government of Jamaica Procurement Policies and Procedures

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www.mind.edu.jm

Introduction to Government of Jamaica Policies and Procedures

Purpose

The MIND Introduction to Government of Jamaica (GOJ) Procurement Policies and Procedures course is designed to introduce participants to the required policies and procedures involved in the GOJ procurement process.

Benefit

Organization: Greater transparency and adherence to the GOJ procurement guidelines in order to optimise organizational efficiencies

Individual: Greater confidence in executing functions enabled through exposure to the GOJ procurement guidelines.

Key Course Features

- Legislation/Policies Governing
 Procurement
- Roles and Functions of Major Players in the Procurement Process
- Procurement Methods

Key Course Features (cont'd)

- Procurement of Goods, Services and Works
- Evaluation of Tender Proposals and Award of Contract
- Issues and Development in Procurement
- Standard Bidding Documents

Target Groups

- Public sector professionals with responsibility for procurement and private sector personnel who need understanding of the GOJ procurement procedures
- Members of Procurement Boards
- Board Members

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PROJECT MANAGEMENT

Project Management has become a critical pillar for strategic management in both public and private sectors. These courses are designed to equip participants with the requisite competencies to effectively plan and execute projects.

PROGRAMMES AND COURSES

- Fundamentals of Project Management
- Project Design, Implementation and Management (PDIM)



Fundamentals of Project Management

Purpose

The MIND Fundamentals of Project Management course is designed to provide participants with a comprehensive overview of Project Management through exposure to the five groups and nine knowledge areas contatained in the Project Management Institute's (PMI) Body of knowledge. This course serves as a resource for persons intent on sitting the PMI professional examinations and also provides a foundation from which to progress towards advanced training in the MIND Project Design, Implementation and Management.

Benefit

Organization: Strategic management of projects leading to improved standards of efficiency, cost effectiveness and customer satisfaction throughout the organization.

Individual: Professional empowerment and competitive advantage with the added skill value of Project Management.

Key Course Features

- Project Implementation
- Project Requirements
- Project Management Tools
- Project Scheduling and Costing
- Project Appraisal and Analysis
- Project Document Preparation

Target Group

• Professionals whose job functions entail managing projects individuals interested in the study and application of effective Project Management skills

Duration:90 hoursAward:MIND Certificate of AchievementCost:\$90,000.00

EVENING OFFERING ONLY

 Start Date:
 June 29, 2020

 Days:
 Monday – Wednesday

 Times:
 5:30 p.m. – 8:30 p.m.



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PUBLIC SECTOR MANAGEMENT

Public Sector Reform in Jamaica: The creation "of an open and impartial public sector, which puts the public's interests first, and in which valued and respected professionals deliver high quality services efficiently and effectively"

(Ministry Paper 56/02)

MIND Public Sector Management courses are designed to strengthen and/or develop the professional capabilities of a corps of professionals within the public sector and equip them with the requisite skills and techniques to lead, guide and manage effectively.

PROGRAMMES AND COURSES

- Preparing Cabinet Submissions
- Performance Management and Appraisal System (PMAS)

www.mind.edu.jm

Preparing **Cabinet Submissions**

Purpose

The MIND Cabinet Submission course is designed to equip public sector professionals with the requisite knowledge and skills to prepare and submit documents to the Cabinet via the established official processes.

Benefit

Organization: A cadre of professionals with the knowledge and ability to prepare and submit relevant documents in the requisite official style and format to the Cabinet - the executive arm of Government.

Individual: Gain the knowledge and understanding of the role and function of the Cabinet and develop the skills and competencies to prepare Cabinet Notes and Ministry Papers.

Key Course Features

- Overview of the law and the
- Constitution regarding preparation of policy documents
- **Parliamentary Procedures** •
- The Role of Cabinet and the Cabinet • Office
- Document submissions to Cabinet, • through the official processes
- Preparation of Cabinet Notes and • **Ministry Papers**

Target Group

Public sector senior managers and officers with responsibility to prepare and submit documents to the Cabinet

Duration: 18 Hours

Award: MIND Certificate of Participation Cost: \$38,000.00

DAY OFFERING OFERING

Start Date: June 5, 2020 October 23, 2020 Davs: Fridays **Times:**

Performance Management and Appraisal System (PMAS)

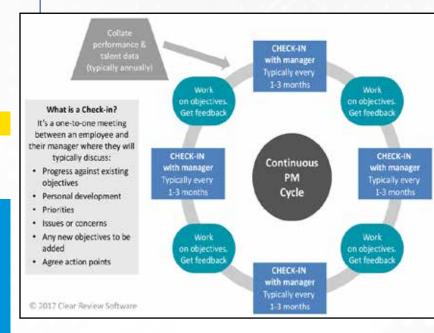
Purpose

To strengthen and/or develop the professional capabilities of a crop of professionals within the public sector, with the knowledge and understanding of the new PMAS and equip them with the requisite skills and techniques to lead, guide and manage the process effectively.

Benefit

Organization: Increased performance attitudes and outcomes throughout the organization, resulting from the training, knowledge and ability of the corps of professionals charged with the responsibility to effectively implement, monitor and manage the new Performance Management Framework.

Individual: Professional empowerment and competitive advantage with the added managerial capacity to effectively implement and manage Performance Appraisal systems according to the new performance management framework.



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9:00 a.m. – 4:30 p.m.

Performance Management and Appraisal System (PMAS) (cont'd)

Key Course Features

- The role of PMAS in the Government of Jamaica's (GOJ) public sector reform process
- The requisite skills and competencies to develop effective job descriptions, performance indicators, targets and measurements and work plans for respective tasks
- The requisite approaches and techniques to effectively implement, guide, monitor and manage PMAS throughout the organization



Target Group

• Public sector professionals whose responsibility it is to lead, direct and / or manage the effective implementation of PMAS throughout the organization

DAY OFFERINGS ONLY

Module 1

Duration:30 hoursDays:Monday – FridayTime:9:00 am – 4:30 pm

MODULE 2

Duration:	12 hours
Days:	Thursday – Friday
Time:	9:00 a.m 4:30 p.m

Award: Certificate of Participation jointly issued by MIND and the Cabinet Office





Management Institute for National Development Training for Public Service Excellence

Develop and/or strengthen greater efficiencies and management effectiveness in the critical areas of:

- Records & Information Management
- Advanced Records Management
- Diploma in
 Supplies Management
- Inventory Management for Administrators

MIND Kingston Campus

235A Old Hope Road, Kingston 6, Jamaica W.I Phone: 876 927-1761 Fax: 876 977-4311 Email: marketing@mind.edu.jm

Visit our website: www.Mind.edu.jm



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RECORDS and INFORMATION MANAGEMENT

MIND's Record and Information Management courses are focused on ensuring the acquisition of professional knowledge skills and competences required for the undertaking of activities such as: analysing, planning, designing, producing, delivering, evaluating and maintaining an efficient and effective records and information management programme, using the records life cycle model.

PROGRAMMES AND COURSES

• Records and Information Management



| RECORDS AND INFORMATION MANAGEMENT

Records and Information Management

Purpose

This course aims to introduce participants to the principles and concepts used in records management and archival systems. It is designed to equip persons with the knowledge skill and expertise to undertake Records and Information Management (RIM) functions efficiently and effectively and increase the value and importance of this area of management to strategic performance outcomes.

Benefit

Organization: Organisational benefits inlude the development and maintenance of an efficient, effective and secure Records and Information Management (RIM) system that enables increased standards of performance management and outcome through the organisation. Individual benefits include the professional empowerment and competitive advantage with the knowledge, skill and confidence to effectively manage the area of Records and Information Management.

Key Course Features

Individual: Participants will be introduced to the systems, processes, and concepts necessary to perform in the work place context. The integration of work-based learning and academic learning will allow participants to address real records and information management issues faced in organisations. Participants will study and reflect on the practical, ethical and social issues regarding the creation, retention and security of records.

Module I - Introduction to Records Management

- History of record keeping
- The importance of a good records management system
- Roles and responsibilities within the records management profession

Key Course Features

- Customer service and the records manager professional
- Ethical guidelines for the records management profession
- The records management life cycle, continuum concepts and principles

Module II – Administration and Principles of Records Management

- Roles and functions of the Records and Information Management Unit
- Introduction to electronic records and information management
- The evolving information society
- Trends and issues in records management
- legislation that affects records and information management
- Access to Information Act
- Environmental issues in records management.
- Occupational health and safety in records management

Module III – The Practice of Records Management

- Records security, vital records and disaster preparedness
- Classification and indexing system
- The management of storage and retrieval systems in any media
- Records retention and disposition schedules
- Managing public information/records to facilitate access

Target Groups

- Registry professionals
- Clerical officers
- Administrative professionals
- Library professionals

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RESEARCH and POLICY DEVELOPMENT

MIND's Research and Policy Development courses are designed to develop a cadre of professionals with the knowledge, skills and attitudes to effectively lead guide and manage the policy environment and the processes at work within the public and other sectors.

PROGRAMMES AND COURSES

Making Effective Public Policy



Making Effective Public Policy

Purpose

This course is designed to provide an analytical framework for understanding public policy and management in a variety of historical and comparative contexts. It will provide participants with an introduction to the tools and techniques used to identify and select appropriate ways to analyze, make and evaluate public policy, and to organize and deliver public services efficiently and effectively.

Benefit

Organization: The development of a strong cadre of public sector professionals with the requisite knowledge, skills and understanding of the critical areas relating to the formulation, development, implementation and management of effective public policy process which includes the policy environment, the role and responsibilities of the public sector professional and strategic planning and risk assessment.

Individual: The development of an empowered professional with the capacity to function effectively in the policy environment including being able to conduct policy evaluations, generate policy options, determine the effectiveness of implemented policies and applying the relevant policy management tools and techniques to deliver quality performance results.

Key Course Features

- Understanding the State
- Types of State Organisations
- The State and Public Policy
- Policy Making in the Jamaican Public Sector- The Prime Minister, Cabinet, Ministers, Ministerial Committees & Civil Service: Their Roles and Responsibilities
- The Policy Development Process

Key Course Features (cont'd)

- Stakeholders Management and Consultation
- Using Data in Policy Design
- Writing the Policy and Writing Policy Papers
- Strategic Planning and Risk Assessment
- Policy Implementation
- Policy Instruments and Service Provision
- Allocating Resources & Assigning Responsibilities
- Policy Networks and Policy Transfer and Public Private Partnerships
- Policy Performance Management, Monitoring and Evaluation
- Monitoring and Evaluation Tools
- Prepare Cabinet Submissions
- Writing Policy Reports

Target Groups

This course is designed for middle to senior level public servants

- With direct responsibility for making, implementing and evaluating public policy
- Who requires technical competencies in order to improve their performance
- Who need to have an appreciation of public policy to better function

Duration: 36 Hours

Award:MIND Certificate of AchievementCost:\$60,000.00

DAY OFFERING ONLY

Start Date: October 6, 2020	
Days:	Tuesdays
Time:	9:00 a.m. – 4:30 p.m.

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SUPPLEMENTARY and PROFESSIONAL DEVELOPMENT COURSES

MIND presents a dynamic range of professional development courses aimed at enabling participants to strengthen and/or enhance performance effectiveness and impact.

PROGRAMMES AND COURSES

- State Protocol and Business Etiquette
- Corporate and Event Planning



State Protocol and Business Etiquette

Purpose

The MIND State Protocol and Business Etiquette course is designed to equip participants with the skill and confidence to express appropriate behaviours and decorum regarding State Protocol and Business Etiquette. Participants will be exposed to the fundamentals of orchestrating national and international VIP visits, meetings, ceremonies and special events.

Benefit

Organization: A professionally confident, socially adept corps of executives with the requisite skills to represent the organization with distinction on all occasions.

Individual: Increased level of confidence and standard of deportment, to enable ease of manner and success with socializing on all occasions.

Key Course Features

- State Protocol on Official Occasions
- Standard Forms of Address and Table of Precedence
- Being A Star Performer In The Business
 Arena
- Finessing the Business Meal, How To Feel Comfortable in Any Dining Situation
- Mastering Your Mingling Ability
- Communicating Effectively In The Digital Age
- Dress for Success: How To Turn Your First Impression Into A Lasting Impression

Target Group

• Persons whose job functions require high levels of social engagement and interaction, and other persons who are interested in becoming knowledgeable and aware of the rules of State Protocol and Business Etiquette

Duration: 24 hours

Award:MIND Certificate of AchievementCost:\$58,000.00

DAY OFFERING ONLY

Start Date: June 23, 2020Days:Tuesdays and WednesdaysTime:9:00 a.m. - 4:30 p.m.

Corporate Events Planning

Purpose

The MIND Corporate Events Planning course is designed to equip participants with the knowledge, skills and appreciation for effective event planning – meetings, confer ences, workshops, seminars, parties, award ceremonies – and presents effective tools, techniques and procedures to stage dynamic, well organized events

Benefit

Organization: Demonstration of high standards of professionalism evident in the planning and execution of successful corporate events.

Individual: The development of an informed, resourceful, confident and effective leader/ coordinator who delivers optimum value to the organization and its stakeholders via the successful staging of special events.

Key Course Features

- Introduction to Corporate Event Planning
- Effective Strategies and Processes of Corporate Event Planning
- The Event Planner

Target Group

• Public and private sector professionals, who lead, coordinate or participate in the planning and execution of corporate and/ or other social events

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SUPPLIES and INVENTORY MANAGEMENT

MIND's Supplies and Inventory Management courses are designed to develop the skills and competencies of professionals and encourage the utilization of and compliance with internationally recognized best practices to further enable the efficient and effective management of supplies and inventory.

PROGRAMMES AND COURSES

- Inventory Management for Administrators
- Supplies Management

www.mind.edu.jm

Inventory Management for Administrators

Purpose

The MIND Inventory Management for Administrators course is designed to sensitize participants by providing them with a general understanding of aspects of inventory and stock control from the initial set up of inventory/stock items, the multiple methods of valuation, the different types of inventory systems and storage conditions and the integration of the purchasing order process and the sales order process.

Benefit

Organization: A cadre of professionals who possess knowledge of inventory management and will be able to use this to maximize company profits.

Individual: Participants will be more confident in requesting and maintaining their supplies/stock levels and will ensure that their organizations' resources are being utilised efficiently.

Key Course Features

- Importance of Inventory Records and its relation to Customer Service
- Methods of Inventory Taking
- Manual versus Computerized Inventory Records
- Storage Conditions and Inventory Replenishment Systems
- Safety Procedures for Inventory Taking
- Ethical Issues in Inventory Management

Target Groups

- Supplies and Accounting Clerks
- Administrative Professionals

Duration: 18 hours

Award:MIND Certificate of AchievementCost:\$36,500.00

DAY OFFERING ONLY

Sart Date: October 8, 2020

Days: Thursdays

Time: 9:00 a.m. – 4:30 p.m.

Supplies Management

Purpose

The MIND Supplies Management programme is designed to develop the skills and competencies of professionals working in the areas of - storekeeping, warehousing, procurement and inventory control - and encourage the utilization of and compliance with internationally recognized best practices to further enable efficient and effective management of the supply chain.

Benefit

Organization: Experience greater efficiencies and management effectiveness in the critical areas of storekeeping, procurement and inventory control and confidence and credibility as an organization whose administration of supplies is transparent and accountable.

Individual: Professional empowerment with the value added knowledge, skills and expertise in supplies management, with the additional advantage of strategic positioning for consideration of appointment and/or promotion.

Key Course Features

- Storekeeping and Warehousing Principles of Operation
- Effective Supply Services to both Internal and External Customers
- Effective Forecasting and Maintenance of Appropriate Stock Levels
- Contract Negotiation and Administration
- The Supplies Management Environment
- Manual and Computerized Inventory Control Systems
- Effective Purchasing Principles and Practices
- Procurement Policy Guidelines and Procedures
- Problem Solving and Supplies Management

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Key Course Features (Cont'd)

- Leadership, Motivation and Team building in Effective Supplies Management
- Quality Assurance and Supplies Management

Target Groups

- Storekeepers
- Warehouse Officers
- Procurement Officers
- Stock clerks
- Stock/ inventory controllers
- Office managers
- All other persons whose jobs include aspects of supplies management
- All persons desirous of receiving formal training in supplies management

Supplies Management

Level 1

Duration:90 HoursAward:MIND Certificate of AchievementCost:\$90,000,00

DAY OFFERING ONLY

Start Date: June 15, 2020Days:Mondays and WednesdaysTimes:12:30 p.m. - 5:30 p.m.

Supplies Management Level 2

Duration:90 HoursAward:MIND Certificate of AchievementCost:\$90,000.00

DAY OFFERING ONLY

Start Date: August 31, 2020Days:Mondays and WednesdaysTimes:12:30 p.m. - 5:30 p.m.

Supplies Management Level 3

Duration:78 HoursAward:MIND Certificate of AchievementCost:\$80,000.00

DAY OFFERING ONLY

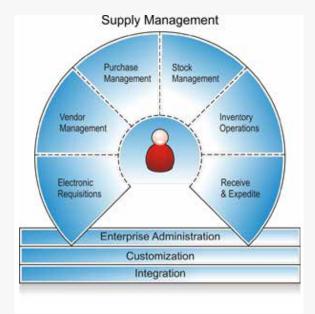
Start Date: November 16, 2020Days:Mondays and WednesdaysTimes:12:30 p.m. - 5:30 p.m.

Supplies Management Level 4

Start Date: February 15, 2021Days:Mondays and WednesdaysTimes:12:30 p.m. - 5:30 p.m.

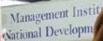
DAY OFFERING ONLY

Duration: 72 HoursAward:MIND Certificate of AchievementCost:\$71,000.00



nagement Institute

Building Capability for Public Service Excellence





Management Institute for National Development An Agency of the Office of the Cabinet, Government of Jamaica

Building Capability for Public Service Excellence

The Management Institute for National Development (MIND) is a premier provider of public sector professional development and training in Jamaica and the wider Caribbean community. MIND has achieved benchmark status as an excellent results oriented institution among key stakeholders and has been recognised as the only institution in the Caribbean with the expressed mandate for public sector leadership development.

MIND's reputation has been achieved through its growing portfolio of programmes and services, inclusive of:

Management Institute for National Development Training for Public Service Executione

Scheduled Programmes: A cross-disciplinary range of certificate, diploma, associate of science degrees and postgraduate diplomas, offered during the days, in the evenings and on the weekends.



Customised Training and Development Solutions: This product line responds exclusively to an organisation's training needs. It also allows for existing products to be adapted and new products developed to meet the human resource training and development needs of organisations at the time and place they require.



MIND Online: A web-based training and development interface. This training delivery modality creates greater access to training and development opportunities for public sector professionals.

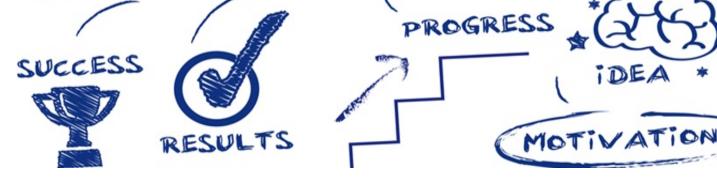


MIND Consulting is the vehicle through which MIND offers human resource and organisational development advice, research and strategic planning support to organisations locally, regionally and internationally.

MIND prides itself on establishing and leveraging partnership arrangements to develop and deliver attractive, competitive and relevant learning interventions that address areas of need, such as: Leadership Development, Change Management, General Management, Organisational Development, Governance and Accountability, Performance and Operations Management, Customer Service and Human Resource Management.

MIND is registered with the University Council of Jamaica (UCJ), Jamaica's national quality assurance body for tertiary education.





WORKSHOPS

- Risk, Crisis and Disaster Mitigation and Management
- Strategic Risk Management
- Public Sector Orientation Programme



Risk, Crisis and Disaster Mitigation and Management



The dynamism of the global environment has influenced an increase in the severity and diversity of risks and crisis. This course will equip participants with the knowledge, skills and techniques to identify, quantify, mitigate and manage risks. It will introduce participants to a wide range of theoretical perspectives on and practical issues in risk management through the exploration of natural, technological health and terrorist-related and other risks including hurricanes, earthquakes, air crashes, and terrorism to public health incidents such as pandemics. The course gives participants the knowledge, skills and confidence to analyse the world of risk dispassionately and constructively.

This course will simulate a real-life disaster and give participants the opportunity to manage the crisis as it unfolds and experience first hand, the challenges of emergency response, while gaining an appreciation of the need for proactive planning, implementation and maintenance.

Target Groups

- All Crisis Management team members and all personnel involved in Emergency Response
- Individuals responsible for Risk Management, Physical Security, Facilities, Human Resource and Administration
- Corporate officials of large offices or operating facilities

Award: MIND Certificate of Achievement

Strategic Risk Management

The challenges in managing risks are multi-faceted given the rise in their volume and complexities coupled with the fact that many of the techniques used by boards and senior executives are inconsistent with current realities, lack alignment and often ad hoc. This creates an "expectations gap" between what stakeholders and regulators expect of boards and senior executives and what they actually do.

One strategy that organizations employ is Enterprise Risk Management (ERM). This emerging business practice emphasizes a top-down, holistic approach that increases the likelihood that an organization will institutionalize effective risk management systems, thus protecting and enhancing stakeholder value.

Target Groups

 Professionals responsible for Risk Management, Operations Management, Human Resource and Administration, Corporate Planning, Internal Audit, Monitoring and Evaluation, Asset Management and other related areas

Award: MIND Certificate of Achievement

Public Sector Orientation Programme

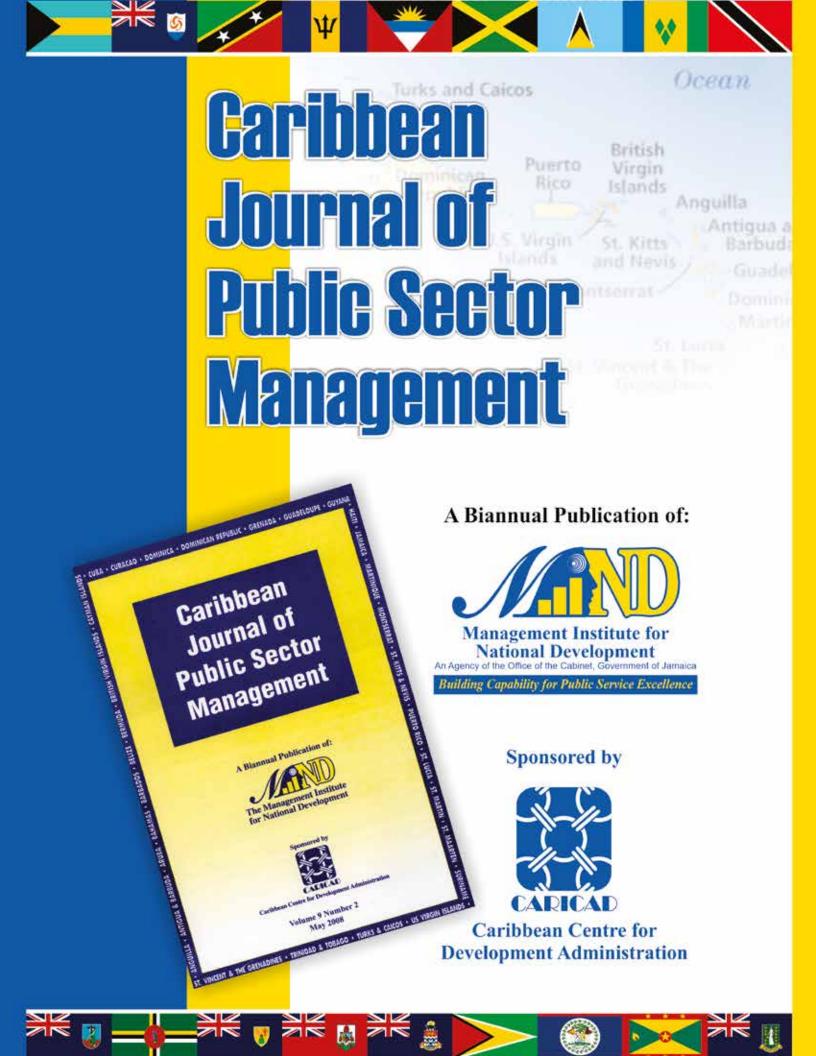
Through this Orientation Programme, public sector workers will benefit from the value to be placed on developing their skills and assisting their transition from their very first day of employ employment. In addition, the programme will help to foster a supportive, team-oriented work environment within the various MDAs. Most importantly, the Programme will become an important first step in developing a workforce that is committed to providing seamless service, maximizing resources and setting the standard for excellence which is being pursued under the new wave of modernization.

Target Groups

- All levels of public sector employees, particularly those who are new entrants to the setor
- Executives and senior managers
- Managers and supervisors
- Clerical and ancillary staff



Management Institute for National Development



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Management Institute for National Development

Building Capability for Public Service Excellence

A dynamic, innovative, competency-based, results oriented range of training and development programmes/courses, designed to build human resource capacity and enable Caribbean Public Sector organisations to increase efficiency, effectiveness and service satisfaction.

ASK About...



IND offers human resource and organisational development advice, research and strategic planning support to public and private sector organisations locally, regionally and internationally.



IND provides customised training solutions that respond exclusively to your organisation's training needs. Existing products may be tailored or new products developed and delivered in the convenience of Your Place or MIND

COURSES IN: Administrative Management • Auditing Fundamentals Communication Skills Customs Regulations, **Processes and Brokerage** Finance and Accounts General Management Governance Human Resource Management Industrial Relations Project Management Public Sector Management • Supplies and Inventory Management

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MIND IS REGISTERED WITH THE UNIVERSITY COUNCIL OF JAMAICA

A VISION FOR JAMAICA

National Vision Statement Jamaica, the place of choice to live, work, raise families, and do business

The Vision

From bustling townships and cities to the "irie" countryside, we are a people of tremendous God-given talent and potential. Out of diverse hardships we remain strong and deeply spiritual. Jamaica, an island gem basking in brilliant sunshine where cool waters cascade from the mountains to the fertile soils of the valleys below.

As a united family at home and abroad, we commit to a vision in which:

- we ensure equitable access to modern education and training appropriate to the needs of each person and the nation
- we provide quality and timely healthcare for the mental, physical and emotional wellbeing of our people
- our children and our children's children can continue to enjoy the unique environmental and cultural treasures of our island home
- · we seek out and support the entrepreneurial talents and creativity of our people
- we create prosperity through the sustainable use and management of our natural resources
- we create and advance national prosperity and security by vigorously seeking, learning, generating, and applying scientific and technological knowledge
- · we provide full access to efficient and reliable infrastructure and services
- · we are the premier destination to visit and do business
- we hold to and build on those positive core values and attitudes that have made us distinctly Jamaican
- · we resolve conflicts through dialogue and mediation
- · we treat each other with respect and dignity
- · we all have a meaningful voice in the decision-making of our country
- · we create a safe and secure society
- · we know our rights and responsibilities and stand equal before the law
- Our families contribute positively to the society and nurture, protect, encourage and support their members

We especially seek to create a secure future for our vulnerable population in ensuring that:

- each child has equal opportunity to develop his or her full potential through access to the best care, affection and protection
- our youth are empowered to contribute meaningfully in building and strengthening the communities to which they belong
- our elderly and persons with disabilities are fully integrated within society, have access to appropriate care and support services and are treated as valuable human resources
- no one falls into, or remains in poverty for lack of adequate support

"One love, one heart, one Jamaica"



Registry and Records Management Delivering Service to our Participants

The Registry and Records Management (RRM) Unit is one of five Units of the Business Development and Communication Department. The unit has the responsibility to lead, manage, monitor and sustain the Agency's Registry and Records Management systems and processes, guided by established policies and procedures, to support and communicate the strategic vision, mission and plan of the Management Institute for National Development (MIND)

- **Registry**: The unit is responsible for key processes relating to participants' application; registration; records; verification of qualification; communicating examination results; official transcripts; certification; graduation; production of progress reports; and other requests related to student enrolment and course information.
- **Records Management:** The Unit is responsible for MIND's Participant and Corporate Records by establishing, monitoring and sustaining good *Information Governance*.
 - 1. Attendance Registers are prepared and maintained for all our programmes and courses. All participants are required to attend a minimum of 80% of the classes in order to obtain certification. Participants must ensure that they sign the register daily. Participant will not be allowed to sit examinations if they fail to achieve the 80% attendance.
 - 2. Examination Card: This is issued for examinable programme/courses and is dispatched from MIND's Accounts Unit on the condition that all financial arrangements made are current. The participants will not be allowed to sit the examination without an examination card
 - **3. Examination Results:** the RRM Unit will publish examination results six (6) weeks after the examination is completed provided that the participant is financially clear. Results will be sent to sponsor for those candidates sponsored by their organisation.
 - 4. **Re-sit Examination:** It will become necessary to re-sit an examination if the grade received is less than 50% (45-49%) but not less than forty-five percent (45%). There is a fee for re-sitting each examination. The RRM Unit will notify participants of their eligibility, the process and the cost to re-sit an examination at the time they are being sent their examination results. Participants should be allowed a maximum of three (3) sittings for final examinations, (this includes the original examination and two re-sit attempts) for any one course after which they **must redo the entire course**.
 - 5. **Re-do Course:** Participants who attain an aggregate score (final examination plus coursework) of less than forty-five percent (45%) must redo the entire course. The fee for redoing a course will be the applicable course fee. However, a 15% discount will be allowed to participants who commence a redo course within twenty-four (24) months of the conclusion of the failed course. The RRM Unit will notify participants of their eligibility, the process and the cost to redo the course. Participants re-doing a course are expected to attain 80% class attendance.

- 6. **Transcripts:** Participants who pursue examinable programme/courses may obtain transcripts of their programme/course. An application should be made by completing the Transcript Request Form and pay the requisite fee to accounts. The form should then be returned to the Registry for processing. Transcripts are sent directly from one institution to the other.
- 7. **Credit Exemptions:** Credit Exemptions may be given for some courses. Courses that are to be considered for exemption should be accredited and have been completed within the last 5 years and be equivalent in terms of learning content and credit hours. The participant must have attained at least a B for the course to be considered The Exemption Request Form is to be completed and submitted with required documents.(Transcript and Course Outline)
- 8. Request for Review of Paper: Participants not satisfied with a grade may request to have their examination reviewed by the examiner. This request should be made in writing to the Senior Manager, Registry and Records Management Unit within 10 working days of the published results date: Email: customerservice@mind.edu.jm
- 9. Request for Remark of Paper: Participants not satisfied with a grade may request a remark of their examination after making a written request to RRM Unit. Participants will be required to pay the **applicable fee** and submit evidence of same to the Registry to begin the process. The grade received at the end of the remarking process will be the final grade. Remark request should be made within 10 working days of published result date.
- **10. Participant Record / Update:** The RRM Unit should be informed of all changes to place of employment, mailing address, telephone contact, email addresses ect.
- **11. Participant Information Board:** Participants are expected to consult the MIND notice board on a daily basis for all pertinent notices to include but not limited to training room location and examination results. Additionally, examination results may also be accessed on our website as follows:

Step 1 - go to MIND website: (mind.edu.jm)

Step 2 - Admission

Step 3 - Existing Participants

Step 4 - Grades

Grades are retained up to 4 weeks after post.

- 12. Dress Code: All participants are required to wear office attire to classes on the campus.
- **13. Deferral / Resumption:** Deferral of studies or leave of absence is only allowed for programmes, which last for one (1) academic year or longer. Request must be received in writing and sent to Registry and Records at Email <u>customerservice@mind.edu.jm</u>.

14. Maximum period of study allowed for Completion of Programmes / Courses:

Programme /Course	Maximum
	Period
Post Graduate Diploma	2 years
Associate of Science Degree	5 years
Diploma and Certificate programmes with a 1-year period of	2 years
study	
Certificate programmes with less than 1 year period of study	1 year

15. Participant Queries: All queries are to be addressed to the Senior Manager, Registry and Records Management Unit at Email: customerservice@mind.edu.jm.



















The Management Institute for National Development (MIND) is the Government of Jamaica's (GOJ's) pre-eminent and preferred public service training, organisational and leadership development institute in Jamaica, serving the Caribbean. MIND's role is crucial to the transformation and modernisation of the public service in Jamaica and the wider Caribbean region.

MIND's mission is to provide the public sector with quality leadership development options, management training, supporting services and outreach that sustain a culture of enterprise, efficiency and responsiveness to the publics they serve.

MIND offers an exclusive focus on programmes, courses, outreach and supporting services that are strategically developed to respond effectively to enhancing the professionalism and performance quality of public sector professionals; and transform the public sector into one *"which puts the public's interest first, and in which valued and respected professionals deliver high quality services efficiently and effectively."*

MIND and its predecessor organisations have been providing training for over 40 years, and is registered with the University Council of Jamaica (UCJ) as a tertiary level institution. Training programmes and courses are offered at the Certificate, Diploma, Associate of Science Degree and Post Graduate Diploma levels. Over 112 individual offerings of programmed courses are scheduled to run throughout the year utilising the face-to-face and or online delivery modality, in addition to those learning interventions that are facilitated in a customised format. MIND's training encompasses all areas of human resource development with an emphasis on management, leadership and organisational development.

MIND encourages collaborations and partnerships with local, regional and international learning organisations and donor agencies, to strengthen its capacity to provide a coordinated and integrated approach to deliver first-class management, leadership and organisational development training to public service professionals. *MIND Consultancy* also responds in support of public and private sector organisations locally and regionally with their strategic planning, research, human resource and organisational development.

MIND's newest product line *MINDReach*, is aimed at empowering 'unreached' and 'under-served' stakeholders through an array of flexible and accessible training products and services in support of the Agency's business development thrust and with a focus on its corporate social responsibility.

MIND offerings also include, *Conferences, Public Lectures, Quarterly Friday Policy Forums,* and *a Caribbean Journal of Public Sector Management*, geared towards stimulating public awareness of issues of national, regional and global importance and provide a forum for the exchange of information and ideas that result in improved quality of thought and behaviours.

MIND *Executive Round Table Leadership Series* is also intended to provide public sector senior executives with an 'open environment' in which to engage in dialogue, exchange ideas and enjoy the strategic advantage of learning from and contributing to a forward-thinking leadership community.

MIND is committed to providing the knowledge base required for globally competent and ethical public sector professionals to advance the fulfilment of their individual organizations' mandates, in the interest of creating and sustaining national and regional growth and development and evolve into becoming world-class exemplars of good governance in the global community.