



Management Institute for  
National Development

In Agency of the Office of the General Government of Jamaica  
Building Capability for Public Service Excellence

ISO 9001: 2015 CERTIFIED

# SCHEDULED PROGRAMMES / COURSES

## 2026–2027

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

Tel: **876 927-1762** | Fax: **876 977-4311**

Address: 235A Old Hope Road, Kingston 6, Jamaica W.I.

Email: [marketing@mind.edu.jm](mailto:marketing@mind.edu.jm) | Website: [www.mind.edu.jm](http://www.mind.edu.jm)





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*Building Capability for Public Service Excellence*

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## SCHEDULED PROGRAMMES/COURSES APRIL 2026 - MARCH 2027

### Award Categories

Post Graduate Diplomas | Associate of Science Degrees | Diplomas | Certificates

MIND IS REGISTERED WITH THE UNIVERSITY COUNCIL OF JAMAICA

### Vision

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

### Mission

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 publics they serve

### Values

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

- Inclusivity
- Accountability
- Service Excellence
- Innovation
- Integrity & Impartiality



Products & Services



### KEY NOTES

- \* MIND's payment Plan Available for selected courses
- \* Course Dates and Costs are subject to change
- \* MIND reserves the right to withdraw or postpone a scheduled programme/course if registration is insufficient for a standard class

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## SCHEDULED PROGRAMMES/COURSES APRIL 2026 - MARCH 2027

### Award Categories

#### Certificate

- Budget Preparation & Management
- Effective Corporate Governance
- Effective Report Writing
- Finance for Non-Financial Managers
- Fundamentals of Project Management
- Inventory Management for Administrators
- Making Effective Public Policy
- Minute Writing
- Preparing Cabinet Submissions
- Professional Certificate in Customs Regulations, Processes and Brokerage
- Professional Certificate in Industrial Relations
- Professional Certificate in Records and Information Management (Levels 1 & 2)
- Public Speaking & Presentation Skills
- Receivables Management
- Secretarial Qualifying Examination
- Service Skills for Ancillary Workers
- State Protocol & Business Etiquette
- Strategic & Corporate Planning
- Supervisory Management
- Train the Trainer
- Unleash the Leader in You
- Leading with Emotional Intelligence

#### Certificate

- Performance Coaching
- Developing High Performance Teams
- Fundamentals of Leadership
- Leadership and Transition
- Strategic Human Resource Management
- Organisational Development
- Quantitative Research for HR Practitioners,
- Cultivating Resilience: An Imperative for Leading Self and Others
- Professional Certificate, Protected Disclosures Act 2011: Training for Designated Officers



#### Diploma

- Administrative Management Levels 1 – 4
- Government Accounting Levels 1 – 3
- Supplies Management Modules 1 – 4

#### Associate of Science Degree

- Accounting
- Human Resource Management

#### Post Graduate Diploma

- General Management
- Human Resource Management



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<b>Administrative Management</b>																
<b>Administrative Management: Level 1</b>	Online	95,680	150	Mon. – Thur. (9:00 am – 1:30 pm)			Jun 22 - Aug 31				Oct 5 - Dec 9				Feb 1 - Apr 8	
<b>Administrative Management: Level 2</b>	Online	124,085	150	Mon. – Thur. (9:00 am – 1:30 pm)							Oct 5 - Dec 17			Jan 4 - Mar 18		
	Online	124,085	150	Mon. – Thur. (5:30 pm – 8:30 pm)										Jan 25 - June 3		
<b>Administrative Management: Level 3</b>	Online	77,740	96	Mon. – Wed. (9:00 am – 1:30 pm)						Sep 7 - Nov 2				Jan 11 - Mar 24		
<b>Administrative Management: Level 4</b>	Online	115,000	90	Mon. – Wed. (5:30 pm – 8:30 pm)										Jan 25 - Apr 6		
<b>Secretarial Qualifying Tutorial</b>	Online	-	6	Fri. (9:00 am – 4:30 pm)		May 22		Jul 24		Sep 18		Nov 20		Jan 22		Mar 19
<b>Secretarial Qualifying Examination</b>	Online	15,000 (cost includes tutorial)	8	Thur. & Fri. (9:00 am – 1:45 pm)		May 28 - 29		Jul 30 - 31		Sep 24 - 25		Nov 26 - 27		Jan 28 - 29		Mar 24 - 25
<b>Minute Writing</b>	Online	16,000	12	Fridays (9:00 am – 4:30 pm)			Jun 5 - 12			Sep 4 - 11				Jan 8 - 15		
<b>Auditing</b>																
<b>Audit Foundations</b>	Online	37,000	33	Mon – Fri (9:00 am – 12:15 pm)			Jun 15 - 29			Sep 21 - Oct 5						
<b>Audit Field Work &amp; Reporting Process</b>	Online	50,000	42	Mon – Fri (9:00 am – 12:15 pm)					Aug 10 - 27							



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<b>Communication Skills</b>																
<b>Public Speaking and Presentation Skills</b>	Online	50,000	30	Wed. & Thur. (5:30 pm – 8:30 pm)			Jun 3 - Jul 2			Sept 2 - Oct 1				Jan 27 - Mar 3		
<b>Effective Report Writing</b>	Online	60,000	60	Wed. & Fri. (9:00 am – 4:30 pm)		May 20 - Jul 22					Oct 21 - Nov 20					
	Online	60,000	60	Wed. - Fri. (5:30 pm – 8:30 pm)										Jan 13 - Feb 24		
<b>Customs Regulations</b>																
<b>Professional Certificate in Customs Regulations, Processes and Brokerage</b>	Online	260,000	357	Mon - Wed. (5:30 pm – 8:30 pm)										Jan 4 - Dec 22		
<b>Finance and Accounts</b>																
<b>Associate of Science Degree Accounting: Duration: 2 yrs 7 mths</b>	Online	290,000 (Year 1)	405 (Yr 1)	Mon., Wed. & Thur. (5:30 pm – 8:30 pm)												Feb 1, 2027 - Apr 21, 2028
<b>Government Accounting: Level 1 – Module 1</b>	Online	36,500	30	Mon. – Fri. (9:00 am – 12:15 pm)	Apr 13 - 24			Jul 13 - 24		Sept 14- 25		Nov 23 - Dec 4			Feb 22 - Mar 5	



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<b>Finance and Accounts</b>																
<b>Government Accounting: Level 1 – Module 2</b>	Online	40,500	30	Mon. – Fri. (9:00 am – 12:15 pm)		May 4 -15				Sept 7 - 18		Nov 16 – Nov 27				Mar 1 - 12
<b>Government Accounting: Level 1 – Module 3</b>	Online	40,500	30	Mon. – Fri. (9:00 am – 12:15 pm)			Jun 8 - 19							Jan 18 - 29		
<b>Government Accounting: Level 1 – Module 4</b>	Online	47,500	30	Mon. – Fri. (9:00 am – 12:15 pm)			Jun 22 - Jul 3							Jan 25 - Feb 5		
<b>Government Accounting: Level 1 – Module 5</b>	Online	44,500	30	Mon. – Fri. (9:00 am – 12:15 pm)					Aug 10 - 21							Mar 8 - 19
<b>Government Accounting: Level 1 – Module 6</b>	Online	51,000	30	Mon. – Mon. (9:00 am – 12:15 pm)							Oct 5 - 16				Feb 1 - 15	
<b>Government Accounting: Level 2 – Module 1</b>	Online	51,000	30	Mon. – Mon. (9:00 am – 12:15 pm)												Mar 1 - 15
<b>Government Accounting: Level 2 – Module 2</b>	Online	42,000	30	Mon. – Fri. (9:00 am – 12:15 pm)			Jun 1 - 12									
<b>Government Accounting: Level 2 – Module 3</b>	Online	47,500	30	Mon. – Fri. (9:00 am – 12:15 pm)							Oct 26 - Nov 6					
<b>Government Accounting: Level 2 – Module 4</b>	Online	47,500	30	Mon. – Fri. (9:00 am – 12:15 pm)										Jan 18 - 29		



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<b>Finance and Accounts</b>																
<b>Government Accounting: Level 3</b>	Online	52,500	30	Mon. – Fri. (9:00 am – 12:15 pm)												<b>Mar 8 - 19</b>
<b>Budget Preparation and Management</b>	Online	31,250	18	Mon. – Wed (9:00 am – 12:15 pm)							<b>Oct 26 - Nov 4</b>					
	Online	31,250	18	Mon. – Wed (5:30 pm – 8:30 pm)			<b>Jun 29 - Jul 8</b>									
<b>Receivables Management</b>	Online	22,500	12	Tue. & Wed. (5:30 pm – 8:30 pm)							<b>Oct 13– 21</b>					
<b>Finance for Non- Financial Managers</b>	Online	48,750	30	Fri. (9:00 am – 4:30 pm)										<b>Jan 22 - Feb 19</b>		
<b>General Management</b>																
<b>Strategic &amp; Corporate Planning</b>	Online	47,500	36	Tue. & Fri. (9:00 am – 1:30 pm)			<b>Jun 30 - Jul 28</b>							<b>Jan 12 - Feb 9</b>		
<b>Supervisory Management</b>	Online	95,000	114	Mon., Tue. & Thur. (5:30 pm – 8:30 pm)	<b>Apr 27 - Jul 27</b>		<b>Jun 1 - Aug 27</b>							<b>Jan 25 - Apr 22</b>		
<b>Supervisory Management</b>	Online	95,000	114	Mon. & Wed. (9:00 am – 4:30 pm)							<b>Oct 5 - Dec 9</b>					
<b>Post Graduate Diploma General Management</b>	Online	357,000	450	Mon., Tues. & Thur. (5:30 pm – 8:30 pm)						<b>Sept 28, 2026 - Oct 28, 2027</b>						



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<b>Governance</b>																
Effective Corporate Governance	Online	38,500	12	Fri. (9:00 am – 4:30 pm)											Feb 12 - 19	
<b>Human Resource Management</b>																
Strategic Human Resource Management	Online	40,000	30	Tue. & Thur. (9:00 am – 12:15 pm)		May 5 - Jun 18					Oct 27 - Dec 10					
Organisational Development	Online	40,000	30	Wed. & Fri. (9:00 am – 12:15 pm)	Apr 15 - May 15				Aug 12 - Sep 11							
Quantitative Research for HR Practitioners	Online	25,000	18	Tue. & Thur. (9:00 am – 12:15 pm)		May 7 - 21										
Train the Trainer	Online	65,000	51	Tue. Wed. & Fri. (9:00 am – 1:30 pm)			Jun 2 - 30				Oct 6 - Nov 3					
Developing Effective Work Plans	Online	25,000	12	Fri. (9:00 am – 4:30 pm)	Apr 10 - 17											
Conducting Impactful Appraisals	Online	15,000	6	Fri. (9:00 am – 4:30 pm)											Feb 19 - 26	
Associate of Science Degree Human Resource Management Duration: 2 yrs 7mths	Online	290,000 (Year 1)	405 (Yr 1)	Mon., Wed. & Thurs (5:30 pm – 8:30 pm)											Feb 1, 2027 - Apr 20, 2028	



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<b>Human Resource Management</b>																
Post Graduate Diploma Human Resource Management	Online	320,000	450	Mon., Wed. & Thurs. (5:30 pm – 8:30 pm)						Sept 28, 2026 – Nov 29, 2027						
<b>Industrial Relations</b>																
Professional Certificate in Industrial Relations	Online	100,000	120	Mon. & Wed. (5:30 pm – 8:30 pm)					Aug 24 - Feb 24							Mar 15 - Aug 18
<b>Leadership Development</b>																
Unleash the Leader in You	Online	37,000	12	Tue. & Thur. (9:00 am – 12:15 pm)			Jun 9 - 18									
Leading with Emotional Intelligence	Online	37,000	12	Tue. & Wed. (9:00 am – 12:15 pm)		May 19 – 27			Aug 11 - 19							Mar 9 - 17
Performance Coaching	Online	37,000	12	Tue. & Wed. (9:00 am – 12:15 pm)				Jul 7 - 15							Feb 16 - 24	
Fundamentals of Leadership	Online	82,000	30	Mon. – Fri. (9:00 am – 12:15 pm)								Nov 9 - 20				
Cultivating Resilience: An Imperative for Leading Self and Others	Online	37,000	12	Tue. & Wed. (9:00 am – 12:15 pm)										Jan 12 - 20		



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<b>Project Management</b>																
<b>Fundamentals of Project Management</b>	Online	90,000	90	Mon. – Wed. (5:30 pm – 8:30 pm)			<b>Jun 22 - Aug 26</b>								<b>Feb 22 - May 5</b>	
<b>Public Sector Management</b>																
<b>Preparing Cabinet Submissions</b>	Online	32,750	18	Fri. (9:00 am – 4:30 pm)			<b>Jun 5 - 19</b>				<b>Oct 23 - Nov 6</b>				<b>Feb 5 - 19</b>	
<b>Making Effective Public Policy</b>	Online	49,500	36	Tue. (9:00 am – 1:30 pm)											<b>Feb 23 - Apr 20</b>	
<b>Records and Information Management</b>																
<b>Records and Information Management Level 1</b>	Blended ( <i>Online &amp; Asynch- ronous</i> )	60,000	45	Tue. (5:30 pm – 7:30 pm)			<b>Jun 1 - Aug 4</b>				<b>Oct 5 - Dec 3</b>					
<b>Records and Information Management Level 2</b>	Blended ( <i>Online &amp; Asynch- ronous</i> )	75,000	63	Mon - Wed. (5:30 pm – 8:30 pm)										<b>Jan 11 - Apr 20</b>		



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<b>Service Excellence</b>																
Service Excellence Policy 101	Asynch- ronous	Free	3	Tue. (orientation) (9:00 am – 10:00 am)		May 19		Jul 28				Nov 3				
Best Foot Forward: Navigating the Customer Service Frontline	Online	25,000	9	Tue. & Thurs. (9:00 am – 12:15 pm)	Apr 7 - 14									Jan 21 - 28		
Tech it to Them: Technology Enabled Service	Online	29, 000	4	Tue. & Thurs. (9:00 am – 12:15 pm)								Nov 24 - Dec 1				
Assessing Service Needs and Monitoring Service Impact: An Introduction	Online	18, 000	6	Tue. & Thurs. (9:00 am – 12:15 pm)			Jun 11 - 16									
Customer Journey Mapping, Segmentation and Service Customisation	Online	29, 000	9	Tue. & Thurs. (9:00 am – 12:15 pm)		May 12 - 19										Mar 2 - 9
Managing the Frontline Service Experience	Online	36, 000	12	Tue. & Thurs. (9:00 am – 12:15 pm)					Aug 18 - 27							
Public Accountability and Service Excellence	Online	36, 000	9	Tue. & Thurs. (9:00 am – 12:15 pm)									Dec 8- 15			



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<b>Service Excellence</b>																
<b>Customer Relationship Management: Analytics for Customer Insights and Service Excellence</b>	Online	60,000	12	Tue. & Thurs. (9:00 am – 12:15 pm)							Oct 8 – 22					
<b>Service Monitoring and Evaluation</b>	Face-to-Face (Corporate Venue)	120,000	15	Tue. & Thurs. (9:00 am – 12:15 pm)										Jan 19 - Feb 2		
<b>Customer Needs Assessment and Analysis</b>	Online	48,000	12	Tue. & Thurs. (9:00 am – 12:15 pm)			Jun 30 - Jul 9									
<b>Leading and Sustaining a Culture of Service Excellence</b>	Hybrid (Face-to-Face & Online)	120,000	15	Tue. & Thurs. (9:00 am – 12:15 pm)						Sept 8 - 22						
<b>Excellence in Public Service Delivery: System, Frameworks and Procedures</b>	Blended (Online & Asynchronous)	54,000	12	Tue. & Thurs. (9:00 am – 12:15 pm)											Feb 16 - 25	
<b>Cultivating Excellence: A Service for all Seasons</b>	Online	25,000	9	Tue. & Thurs. (9:00 am – 12:15 pm)							Oct 15 – 22					



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<b>Service Excellence</b>																
Moments that Matter- Essentials of Customer Service Excellence for all Stakeholders	Online	42,000	9	Tue. & Thurs. (9:00 am – 12:15 pm)						Sep 8 – 17						
Building Bridges: Collaborating Across Sectors- Aligning Customer Interests	Online	45,000		Tue. & Thurs. (9:00 am – 12:15 pm)			Jun 4 - 11									
Service Delivery Management Systems, Processes and Practices for Enhanced Impact	Online	60,000	12	Tue. & Thurs. (9:00 am – 12:15 pm)			Jun 9 – 18					Nov 10 - 19				
<b>Supplies and Inventory Management</b>																
Supplies Management Module 1	Online	90,000	90	Mon. & Wed. (12:30 pm – 5:30 pm)	Apr 27 - Jun 29											
Supplies Management Module 2	Online	90,000	90	Mon. & Wed. (12:30 pm – 5:30 pm)						Sept 7 - Nov 9						
Supplies Management Module 3	Online	80,000	78	Mon. & Wed. (12:30 pm – 5:30 pm)										Jan 11 - Mar 8		



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## SCHEDULED PROGRAMMES/COURSES APRIL 2026 - MARCH 2027

PROGRAMMES/ COURSES	LOCA- TION	Cost (J\$)	Hrs	Class Days & Time	APR 2026	MAY 2026	JUNE 2026	JULY 2026	AUG 2026	SEPT 2026	OCT 2026	NOV 2026	DEC 2026	JAN 2027	FEB 2027	MAR 2027
<b>Supplies and Inventory Management</b>																
Supplies Management Module 4	Online	71,000	72	Mon. & Wed. (12:30 pm – 5:30 pm)												Mar 31 - May 19
Inventory Management	Online	31,250	18	Thur. (9:00 am – 4:30 pm)		May 7 - 21					Oct 1 - 15					
<b>Professional Development Courses</b>																
State Protocol & Business Etiquette	Online	51,000	24	Tue. & Wed. (9:00am – 4:30 pm)			Jun 16 - 24				Oct 20 - Oct 28					
Service Skills for Ancillary Workers	Online	16,000	16	Tue. & Thur. (1:00 pm – 5:00 pm)	Apr 21 - 30				Aug 4 – 18							
Protected Disclosure Act 2011: Training for Designated Officers	Online	50,000	30	Mon, - Wed. (9:00am – 12:30 pm)				Jul 6 – 27		Sept 21 - Oct 12				Jan 11 - Feb 1		



**KEY NOTES**

- \* MIND's payment Plan Available for selected courses
- \* Course Dates and Costs are subject to change
- \* MIND reserves the right to withdraw or postpone a scheduled programme/course if registration is insufficient for a standard class

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*Building Capability for Public Service Excellence*

ISO 9001: 2015 CERTIFIED

## *ASK About...*



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



*M* 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.

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