



ZAMBIA ASSOCIATION OF PUBLIC UNIVERSITIES & COLLEGES
ADMINISTRATIVE STAFF TRAINING WORKSHOP
REVISED ADMINISTRATIVE TRAINING WORKSHOP PROGRAMME
19TH TO 21ST APRIL

DATE	TIME	TOPICS	FACILITATORS	MODERATORS
DAY 1: WEDNESDAY, 19TH APRIL 2023				
	08:00 – 08:30	Registration of participants		
	08:30 – 10:00	Official Opening of the Administrative Training Workshop		
MAIN TOPIC		THE PARADIGM SHIFT IN MANAGING UNIVERSITIES AND COLLEGES AS BUSINESS		
	10:00 – 10:35	Strategic Plan: Key Roadmap for effective Management of University/College	Mr Patrick Chisanga	Dr Mick Mwala
	10:35 – 10:45	HEALTH & TEA BREAK		
	10:45 – 11:20	Turning around Strategies and institutional survival	Mr Patrick Chisanga	Dr Mick Mwala
	11:25 – 11:55	Change Management – Effective Management of the Process	Mr Patrick Chisanga	Dr Mick Mwala
	12:00 – 12:45	Management and Leadership: Successes and Challenges	Dr Rachel M. Kabeta	Dr Mick Mwala
	13:00 – 14:00	LUNCH BREAK		

MAIN TOPIC		EFFECTIVE MANAGEMENT OF HUMAN RESOURCE: ORGANOGRAM, RECRUITMENTS AND PLACEMENTS		
	14:00 – 14:40	Human Resource Audit: Managing the Institutional Structure	Mr Sitali Wamundila	Dr Fosta Sakala
	14:45 – 15:25	Recruitment & Placement: Getting the Right People for the Job	Mr Sitali Wamundila	Dr Fosta Sakala
	15:30 – 16:10	Staff Orientation to get Maximum Productivity	Mr Sitali Wamundila	Dr Fosta Sakala
	16:15 -16:30	HEALTH & TEA BREAK		
	16:35 – 17:15	Staff Training: Unlocking Employee Potential	Mr Sitali Wamundila	Dr Fosta Sakala
	17:20 – 18:00	QUESTION & ANSWER SESSION	Mr Sitali Wamundila	Dr Fosta Sakala
	18:00	END OF DAY SESSIONS		
DAY 2: THURSDAY, 20 TH APRIL 2023				
	08:00 – 08:50	Registration of Participants		
MAIN TOPIC		ACCOUNTING FOR NON-FINANCIAL OFFICERS		
	09:00 – 10:00	Understanding financial statements	Mr Moses Katebe - ZCAS	Dr. Mwala
	10:05 – 10:35	HEALTH & TEA BREAK		
	10:40 – 13:00	Practical Sessions on Financial Statements (Participants engagement approach)	Mr Moses Katebe - ZCAS	Dr. Mwala
	13:05 – 14:00	LUNCH BREAK		
	14:05 – 15:00	Developing and managing budgets	Dr. Norman Kamanga	Mr Michelo
	15:05 – 16:00	Practical Sessions on Developing & managing budget (Participants engagement approach)	Dr. Norman Kamanga	Mr Michelo
	16:05 – 16:30	HEALTH & TEA BREAK		
	16:35 – 17:30	Practical Sessions on Developing & managing budget (Participants engagement approach)	Dr. Norman Kamanga	Mr. Michelo

	17:35	END OF DAY SESSIONS		
DAY 3: FRIDAY, 21 ST APRIL 2023				
	08:00 – 08:50	Registration of participants		
MAIN TOPIC		ACCOUNTING FOR NON-FINANCIAL OFFICERS		
	09:00 – 10:00	Cost reduction and management strategies	Dr. Norman Kamanga	Dr. Fosta Sakala
	10:05 – 10:30	HEALTH & TEA BREAK		
	10:35 – 11:20	Financial Sustainability: Experiences of Malcolm Moffat College of Education	Mr Levison Kafula	Dr. Fosta Sakala
	11:20 – 12:30	Financing Public Higher Education Institutions: Successes and Challenges	Mr Arnold Kapambwe	Dr Fosta Sakala
	12:30 – 13:00	Practical Sessions on Financing Public Higher Education Institutions	Mr Arnold Kapambwe	Dr Fosta Sakala
	13:00 – 14:00	LUNCH BREAK		
MAIN TOPIC		CUSTOMER SERVICE: BEST PRACTICES		
	14:05 – 14:40	Importance of Customer Service	Mr Adekunle Ogundipe	Ms Marjorie Nkamba
	14:45 – 15:25	Customer Service Skills	Mr Adekunle Ogundipe	Ms Marjorie Nkamba
	15:30 – 16:10	4Ps of Customer Service	Mr Adekunle Ogundipe	Ms Marjorie Nkamba
	16:15 – 16:45	HEALTH & TEA BREAK		
	16:50 – 17:30	Managing Customer Expectations	Mr Adekunle Ogundipe	Ms Marjorie Nkamba
	17:40	END OF TRAINING WORKSHOP		