

INSTITUTE OF SOCIAL WORK

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INVITATION FOR SHORT COURSE ON STUDENT/ CUSTOMER CENTRED SERVICE DELIVERY IN LEARNING INSTITUTIONS

1. Introduction

The Institute of Social Work (ISW) is one of the public higher learning institutions in Tanzania functioning to accomplish its major objectives of conduct training, research and consultancy in areas of its core competences so as to meet the market demand and contribute to the overall social, political and economic development of Tanzania. In so doing, the institute has a role to provide solutions to various challenges facing the Tanzanian society today, as regards the rapidly changing globalized world. There is a need to conduct short course on student/customer centered service delivery in learning institutions so as to equip and stimulate different actors with knowledge, altitude and skills in addressing the emerging social snags in learning institutions.

2. Course Description and Objectives

Tanzania is faced with a number of social, managerial, psychological, labour and economic problems resulting from challenges caused by poverty, globalization, diseases, poor management and behavioural change. These changes have brought about complex crisis in learning institutions, such as corruption, sexual abuse, poor academic performance, drug abuse, stigma and conflicts among students themselves, as well as between the students' government and the management. Due to those mentioned complexities, the Institute of Social Work has decided to conduct a short course on student/customer centered service delivery in learning institutions.

Objectives of the training

- To stimulate the capacity on how to administer/guide students
- To share and exchange experiences from one institution to another
- To discuss and create awareness on the matters concerning students
- To build capacity on how to deal with students' affairs
- To equip participants with general understanding on students' admission procedures
- To equip participants with practical skills in managing challenges.
- To enable participants to acquire knowledge on different developmental patterns of human behaviour.
- To contribute to the overall social, political and economic development of Tanzania.

3. Course Participants

This course has been prepared for the following participants:

- Registrars of higher learning institutions
- Examination officers

- Admission officers
- Planning officers from higher learning institutions
- Dean of students
- Librarians
- Students' councilor
- Patrons/Matrons
- Public relations officers from higher learning institutions
- Other staffs deemed by the employers

4. Areas to be Covered

- Students registration process
- Adult communication skills
- How to enhance good working relationship with seniors at higher learning institutions
- Students' problems identification
- Challenges facing registrar's office at colleges and universities
- Impacts of globalization to students
- Fast and relevant service delivery to students in higher learning institutions
- Time management
- How to reduce complaints from customers/students in higher learning institutions
- Challenges facing students in higher learning institutions
- The rationale of Registrar's office
- Guidance and counseling for students in higher learning institutions
- Records keeping and its importance
- Corruption and ethics in higher learning institutions

5. Course Facilitation

The training programme will be facilitated by competent and well experienced facilitators in the mentioned areas from the Institute of Social Work, and experts from TCU and NACTE. The modality of training will include improved educative seminar lectures, brainstorming, case studies, discussions and demonstrations.

6. Course Duration, Venue and Payment Modality

The course will take five days at the Institute of Social Work located at Bamaga (near Star Times, NECTA, and TBC; specifically at the junction of Shekilango Road and Ally Hassan Mwinyi Road) from **25th February to 1st March, 2019**. Fee for the course is TZS **500,000/=** per participant, to cover tuition fee, training materials, breakfast, lunch and a certificate of attendance. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course. Payments may be in cheque or cash directly deposited to the Institute of Social Work CRDB Bank account number **CRDB BANK 01J1013365500**. Confirmation deadline shall be on 24th February 2019, but earlier confirmation and registration is highly encouraged and appreciated.

7. Contact

For more details, please contact the following course coordinators;

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Your cooperation is highly appreciated.

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Nkolimwa Dominic
For Rector