



THE MANAGEMENT SCHOOL LONDON

Advanced Courses for Legislators & Legislative Officials

THE MANAGEMENT SCHOOL TRAINING CENTRE, LONDON

Legislative Practice, Legislative Drafting and Legislative Procedure
16th - 27th April, 2012, 2nd - 13th July, 2012 & 10th - 21st Sept., 2012
15th - 26th April, 2013, 1st - 12th July, 2013 & 9th - 20th Sept., 2013

Advanced Management for Senior Government Officials and Legislators
13th - 24th Feb. 2012, 11th - 22nd June 2012, 29th Oct. - 9th Nov. 2012
11th - 22nd Feb. 2013, 10th - 21st June 2013, 30th Sept. - 11th Oct., 2013

Advanced Legal Advisers Programme for Senior Legal Officers
16th - 27th April, 2012, 2nd - 13th July, 2012 & 10th - 21st Sept., 2012
15th - 26th April, 2013, 1st - 12th July, 2013 & 9th - 20th Sept., 2013

Legislative Budgeting, Financial Analysis and Evaluation Course
12th - 23rd Mar. 2012, 11th - 22nd June 2012, 13th - 24th Aug. 2012,
19th - 30th Nov. 2012
11th - 22nd Mar. 2013, 10th - 21st June, 2013, 12th - 23rd Aug. 2013,
28th Oct. - 8th Nov., 2013

Legislative Auditing Course
12th - 23rd March 2012, 11th - 22nd June 2012, 13th - 24th August 2012,
19th - 30th Nov. 2012
11th - 22nd Mar. 2013, 10th - 21st June, 2013, 12th - 23rd Aug. 2013,
28th Oct. - 8th Nov, 2013

*Senior Secretaries Course for Senior Secretaries & Personal Assistants
in the Legislature*
16th - 27th April, 2012, 2nd - 13th July, 2012 & 10th - 21st Sept., 2012
15th - 26th April, 2013, 1st - 12th July, 2013 & 9th - 20th Sept., 2013



PAYMENT POLICY

Course fees must be paid direct to The Management School London by the sponsoring National and State Assemblies before course starting date and **MUST NOT BE** carried by delegates. This is the school's policy and we appeal to all National and State Assemblies to keep strictly to this payment policy. **NOMINATION OR PAYMENT ARE NOT ACCEPTED FROM INDIVIDUALS.**

All sponsoring organisation must complete the course Registration Form and return it with a covering letter accepting responsibility for payment of fees.

ALL BOOKINGS MUST BE PREPAID

The Management School London - *The Global Pace Setter in Quality Human Resource Development & Learning*

The Management School London
Alperton House, Bridgewater Road, London HA0 1EH, England
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E-mail: exctraining@themanagementschool.com website: www.themanagementschool.com

Venue: The Management School, London

16th - 27th April, 2012, 2nd - 13th July, 2012, 10th - 21st Sept., 2012 & 15th - 26th April, 2013, 1st - 12th July, 2013 & 9th - 20th Sept., 2013

Introduction

The Legislative Practice, Legislative Drafting and Legislative Procedures Programme for Legislators and Legal Advisors has been designed to update skills in legislative drafting, provide practical approach to the understanding of methods and standards employed to draft legislative documents and to provide an understanding of legislative procedures. The programme will provide an understanding of the standards and requirements of drafting.

Methodology

The methodology of the two weeks learning event will consist of:

- Presentations by experienced legislators and academic faculty
- Presentations by legal Practitioners
- Workshop activity
- Case study development
- Debate and discussion
- Site visits

Who should attend?

The programme is designed for:

- Honourable Speakers and Deputy Speakers
- Legislative Committee Chairmen and Members
- Legislators
- Clerks of the National Assembly and Senate
- Clerks of the House of Representatives, Regional or State Houses of Assembly
- Legal Advisors
- Legal drafters
- Legal Practitioners
- Senior Practice Managers
- Civil Servants
- Politicians

Course Objectives

The Course objectives are to provide the delegates with the knowledge and skills to:

- Update skills of Legislators in Legislative Practice
- Identify and apply key issues of Legislative Drafting
- Identify and apply concepts of good practice for legislative drafting
- Provide a forum for debate with leading thinkers in legislative practice
- The surveying of the legislative process, the interpretation of statutes by the Judicial branch
- The interaction between the legislature and the executive in making and applying law
- Outline drafting standards in use by the British and European legislative bodies
- To provide attendees with an opportunity to draft legislation and supporting documentation on an issue of particular interest
- To enhance and sharpen the existing skills of Legislators and their key officials in Legislative Practice and Debate Procedure.

Benefits to the Organisation

Legislatures sending participants to this course will benefit by:

- Exposing Parliamentarians and Legislators to the best practice in Legislative Practice Procedure, Budgeting and Budgetary Control.
- Providing participants and senior management executives with skills to review and comment on draft legislation
- Develop and sharpen existing drafting skills
- Assisting the personal development of the Parliamentarians and their officials.
- Expose participants to international legislative practice.

Course contents

The course will be delivered in English and will encompass aspects of:

1. Legislative Procedures

- Senate
- House of Representatives
- Presidential System
- Parliamentary Systems
- Debate procedure
- Protocols and rules
- Committee systems

2. An introduction to Legislation

- History of UK Constitution
- The process of legislation
- Legislation through the ages
- Effect of case law on legislation

3. Introduction to Practical Legal Research

- Legal research in the Office
- Legal research skills
- Methods of research-electronic/book
- Use of indexes
- Updating
- The results of legal research

4. Researching Legislation

- Citation
- Sources of statutes
- Commencement of statutes
- Sources of statutory instrument
- Updating legislation

5. Introduction to Legal Procedure

- The divisions of the law
- Crimes and civil wrongs
- Courts with criminal jurisdiction
- Courts with civil jurisdiction
- Classification of civil wrong

6. Interpretation of statutes

- Finding the meaning of the words
- Interpretation in the light policy
- Implying qualifications upon statutes
- The "mischief" rule
- Other modes of restricting the operation of statutes

7. The law making system

- The legislative programme
- The drafting process
- Regulatory impact analysis
- Preparatory drafting instructions
- Getting drafting instructions
- The alternatives to legislation

8. The principles of legislative expression

- Legislative syntax
- Legislative style
- The use of plain English
- Avoidance of ambiguity

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9. The legislative plan

- The structure and format of statutes and subsidiary legislation
- Judicial construction of legislation
- The use of definitions

10. The drafting of particular types of legislation

- Penal provisions
- Financial, taxation status and licensing statutes
- Creation of statutory bodies
- Regulatory legislation
- Implementation of treaties

11. Drafting

- Preparation
- Examples of drafting
- Analysis of real examples
- Drafting exercise-contract
- Drafting exercise-legislative
- Amending legislation
- The use of computers in preparing legislation

12. Budgeting and Budgetary control

Appreciation of Legislative Budgeting and Control.

To Register:

Course Fees and Payment

The fee for the 2-week course is £4,950 (Four thousand Nine hundred & Fifty pounds sterling) per delegate and must be prepaid. The course fee includes tuition and materials needed for the course as well as travel costs of all field trips. The fees also include lunch ticket for each day of the course.

All bookings must be paid not later than 4 weeks before the start of the course. Payment should be by bankers draft, made out in favour of The Management School London and sent to:

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Training & Development Co-ordinator,
The Management School London,
Alperton House, Bridgewater Road,
London HA0 1 EH

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Accommodation and Travel:

Participants are responsible for arranging their own accommodation. The Management School London, can if necessary put participants in touch with hotel services, but cannot take responsibility for arrangements, which participants may subsequently make.

Visas

Delegates requiring visas should advise The Management School who will contact the British Authorities in support of their visa applications. Delegates are advised to start processing their visas at least two months before the course starting date. Delegates will receive a letter of acceptance from the School to accompany their visa application.

International attendance:

The Management School London has developed a global reputation for the quality and value of its courses. These have attracted participants from countries throughout the world, including Bahrain, Brunei, Cameroon, the Czech Republic, Estonia, Finland, the Gambia, Ghana, Hungary, Kenya, Kuwait, Nigeria, Oman, the Philippines, Poland, Saudi Arabia, Singapore, South Africa, Tanzania, Thailand, Trinidad & Tobago, the United Arab Emirates, United Kingdom, United States of America, Zambia and Zimbabwe.

What previous participants said?

"Very useful overview of the realities", "good learning points", "good presentation, wonderful discussion", "fantastic exposure-will enable me to do my job better" "Meeting other experts gave me the impetus and energy to introduce many new ideas". It was of immense value to me to meet people with similar responsibilities to my own. "One of my first actions of getting back to my desk was to brief Senior Management on my perspective of environment and issues as seen by management." "The course opened my eyes and allowed me to make many professional contacts all over the world. It was the most exciting and interesting course I have attended." "The practical advice I received on the course has proven invaluable in my work" "I did not realise how stale I was becoming and can thank the course for giving me a new lease of life." I would recommend the course to every serious individual in my Department.

Advanced Legal Advisers' Programme for Senior Legal Officers

16th - 27th April, 2012, 2nd - 13th July, 2012 & 10th - 21st Sept., 2012
15th - 26th April, 2013, 1st - 12th July, 2013 & 9th - 20th Sept., 2013

Introduction & Review by the Course Director:

The Advanced Legal Advisers' Programme for Legislators and Lawyers is designed to provide an introduction into the concepts of practice management. The programme will be set in the context of judicial legislative departments and Practising Law offices. The programme will provide a core understanding of the practice management of such departments and will provide a practical approach to understanding and implementing practice management within the department.

Who should attend?

The programme is designed for:

- Heads of legal departments in the Public and Private Practice
- Legal Directors
- Legal Advisers
- Attorney Generals
- Directors of Public Prosecution
- Senior Legal Draftsmen
- Senior Legal Officers
- Judges, Chief and Senior Magistrates and Legal Executives

Benefits to the Organisation:

Organisations sending delegates to this course will benefit by:

- Providing practitioners and senior management executives with skills to manage a legal department or office.
- Assisting the personal development of key practitioners and Management.
- Develop and sharpen existing legal management skills.
- Expose Practitioners to a forum of UK Practitioners.

Course Objectives:

The course objectives are to provide the delegates with the knowledge and skills to:

- Identify and apply key issues of Practice Management.
- Identify and apply Strategic Practice Management concepts of good practice.
- Provide a practical approach to the day-to-day management of the legal department.
- Introduction to Technology to aid in Practice Management.
- Provide a forum for debate with leading thinkers and Practitioners in the fields of legislative and judicial office.
- A general overview of United Kingdom Administrative Law, spelling out the powers and principles of administrative departments and legal remedies available to persons wronged by an administrative action.
- An introduction to the structure of a Practice.
- A general introduction to the methods Practice Management.

- An Introduction to Practice management tools.
- Provides senior legislative managers with guidelines of practice management.

Benefits to the organisation

Organisations sending delegates to this course will benefit by:

- Providing Practitioners and senior management executives with skills to manage a legal department or office
- Assisting the personal development of key Practitioners and management.
- Develop and sharpen existing legal management skills.
- Expose Practitioners to a forum of UK Practitioners.

Course Contents:

The course will encompass aspects of:

1. An Introduction to The Practice Management

- Scheduling of cases
- Records management
- Fast tracking
- Civil and criminal case management
- Customer Service
- Enforcement
- Human Rights
- Liaison with other agencies in the criminal and civil justice system
- The use of statistics
- The role of computer in judicial administration

The Record Management Practice

- Practising Certificates
- Supervision of the office
- Legislative and regulatory controls on the care of legal records
- Establishing record keeping standards
- Determining retention periods
- Ensuring appropriate preservation and access
- The relationship between court functions and records

Client Care

- Information
- Information about other matters
- Complaints against Solicitors
- Breach of Code
- Action to be taken by the Practice
- Responding to the needs of vulnerable witnesses

Management Systems & Record Management

- Requirements to maintain records
- Methods of record keeping
- Control, indexing and retrieval mechanisms
- Electronic management systems
- Automatic case file management
- Legal admissibility and evidential weight of electronic records
- Practical approaches to enhancing the efficiency of the system

Communication Skills

- Internal Communication
- Communication with Clients
- Listening
- Questioning
- Non-verbal communication

Interviewing and Advising

- Objectives of a Lawyer interview
- Common failings
- Ingredients for success-skill and structure
- The Skills
- Structure and Management

Negotiation

- Aims of negotiation
- The ethical aspects of negotiation
- Negotiation styles
- Preparation
- The opening
- The middle phase: discussion and bargaining
- The end: closing a negotiation
- "Dirty Tricks"

Advocacy

- Skills
- The basics
- Opening your case
- Examination-in-chief
- Re-examination
- Closing the case
- Ethical issues

Planning

- Strategic planning
- Change management
- Measuring performance and identifying priorities for improvements
- Responsibility

Strategic Management

- Strategic and operational management.
- Corporate Planning.
- Leadership and motivation
- Team Building and Team Working.

Conveyancing

- Conveyancing
- Law of legal contract
- Legislative procedure

Managing the Legal Department

- Office Management
- Budgeting and budgetary control

Information Technology

- Application of Information Technology in Law practice

Methodology

The method of the two weeks learning event will consist of:

- Presentations by academic staff
- Presentations by legal practitioners
- Workshop activity
- Case study development
- Debate and discussion
- Site visits

To Register:

Course Fees and Payment

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Legislative Budgeting, Financial Analysis and Evaluation Course

12th - 23rd March 2012, 11th - 22nd June 2012,
13th - 24th Aug 2012 & 19th - 30th Nov. 2012
11th - 22nd Mar. 2013, 10th - 21st June, 2013
12th - 23rd Aug. 2013, 28th Oct. - 8th Nov., 2013

Introduction

We have pleasure in inviting you and your colleagues to attend the Legislative Budgeting, Financial Analysis and Evaluation Course that will be held at The Management School Training Centre, London

Who should attend:

Directors of Finance, Deputy Directors and Assistant Directors, Chief Accountants, Principal Accountants, Senior Accountants, General Managers, Deputy General Managers, Assistant General Managers, Principal Managers, Senior Managers, Managers, Officers & Executives with Financial background.

Objectives and Benefits:

At the end of the course participants will:

- Strengthen and enhance the knowledge of Executives in Financial Analysis, Budgeting & Evaluation .
- Enhance knowledge of participants so that they can use the skills in financial analysis & evaluation to evaluate companies finance performance and take investment decisions.
- Executives will familiarise themselves with key financial & Accounting practice including budgeting and budgetary control.
- Enhance their ability to make sound financial decisions. Learn performance measurement and draw from the knowledge of experts.
- Exchange knowledge with colleagues.
- Prepare themselves for advancement by updating themselves in key financial practice and Strategic Management Skills.
- Learn modern trends in auditing & control functions

Course Contents:

- (1). Economic Environment;
 - Economic & organisational competitive analysis and report.
 - Assessment of impact on results, earning & cash flow.
- (2). Organisational Financial Analysis and Financial Reports;
 - Roles of financial statement.
 - Analysis of the annual report and accounts.
 - Business operation & financial analysis.
 - Annual reports & cash flow.
- (3). Capital Expenditure Analysis:
 - Discounted cash flow technique.
 - Assessing cost of capital.
 - Evaluating capital expenditure proposal.
- (4). Financial Forecasting & Analysis:
 - Assessing and projecting the financial needs of the organisation. Organisational growth and financial needs.
 - External economic variables such as foreign exchange and interest rates.
 - Interim result statement.
 - Outlook statement and performance target.
 - Preparing forecast of earning & cash flow statement.
 - Evaluating quality of earnings.
 - Assessing the adequacy of generated cash.
- (5). Capital Structure and funding:
 - Sourcing of capital & organisation's financial structure.
 - External environment and corporate strategy.

(6). International Finance:

- Globalisation & International Finance.
- Risk Management.
- Foreign Exchange Management.

(7). Budgeting & Budgetary Control:

- Roles of operating budget.
- Types of Budgets.
- The process of deriving budget content- Budgetary system.
- Preparing, monitoring & comparing actual & Budget performance.
- The use of Budget.
- Problem in Budgeting and Budgetary controls.
- Analysis of variance from Budget & how to calculate breakeven.
- Behavioural aspects of Budgeting.

(8). Analysis & Evaluation:

- Credit analysis & decision-making.
- Determining financial needs & timing.
- Types of financing.
- Analysis and use of distress forecast.
- Restructuring & rationalisation.
- Mergers & Acquisition.
- Privatisation & Commercialisation.
- Evaluation of organisation & their financial performance.

(9). Performance Measurement:

- Establishment of standard and interpretation of performance.
- Assessing performance measurement system.
- Corporate strategy & measurement system.

(10). Strategic Management for Financial Executives:

- Strategic & operational management.
- Corporate planning.
- Planning & organising work.
- Managing change.
- Time management
- Leadership & motivation.

(11). Advanced Auditing Skills

- Internal & External Auditing Skills
- Computer Accounting & Auditing
- Project Auditing

To Register

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International attendance:

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What previous participants said

"Very useful overview of the realities", "good learning points", "good presentation, wonderful discussion", "fantastic exposure-will enable me to do my job better" "Meeting other experts gave me the impetus and energy to introduce many new ideas". It was of immense value to me to meet people with similar responsibilities to my own. "One of my first actions of getting back to my desk was to brief Senior Management on my perspective of environment and issues as seen by management." "The course opened my eyes and allowed me to make many professional contacts all over the world""It was the most exciting and interesting course I have attended." "The practical advice I received on the course has proven invaluable in my work""I did not realise how stale I was becoming and can thank the course for giving me a new lease of life." I would recommend the course to every serious individual in my Department.

Legislative Auditing Course

12th - 23rd March 2012, 11th - 22nd June 2012,
13th - 24th Aug 2012 & 19th - 30th Nov. 2012
11th - 22nd Mar. 2013, 10th - 21st June, 2013
12th - 23rd Aug. 2013, 28th Oct. - 8th Nov., 2013

Venue: The Management School Training Centre, London

Introduction:

The course is designed for Internal and External Auditors in the Public & Private Sectors. The aim of the programme is to update the skills of Auditors by exposing them to International trends in the auditing function. The venue of the course is The Management School Training Centre, London. We have pleasure in inviting all Heads of Audit Department, Deputies, Directors of Audit, Deputy Directors, Assistant Directors and Senior Auditors & Auditors to attend.

Course Objectives:

On completion of the programme, auditors will:

- Learn best practice in the auditing function.
- Be exposed to international practice in the auditing function.
- Examine ethical issues in the practice of auditing
- Learn risks and strategy for computer auditing.
- Learn the practice of project auditing
- Share international experience with other participants.

Who Should Attend

Auditors-General, Directors of Audit, Deputy Directors & Assistant Directors of Audit, Heads of Audit Departments, Senior Audit Managers, Bank Inspectors, Internal Auditors, Audit Managers, Audit Officers and Accountants in the Private and Public Sectors.

Course Contents:**1. Advanced Auditing Skills**

- Business Environment & the challenges of the Auditing function
- Best practice in the audit function.
- Audit inspection and investigation strategy
- Bank inspection and Auditing strategy
- Public Sector Auditing Strategy
- Fraud Prevention & Detection
- Computer Accounts, Auditing & Computer Fraud
- Audit Report Writing

2. Internal Audit Function

- Internal Audit policy
- Internal Audit plan & Strategy
- Working with Departmental Heads
- Improving of Internal auditing performance
- Audit finding, Reporting and achievement of improvement
- Advice and implementation of Audit recommendation

3. Computing Auditing

- Identification of risks in Information Technology System
- Value for money expenditure
- Computer installation auditing
- Computer security and controls
- Computer audit technique

4. Project Audit

- Strategy for project Audit
- Value for Money Audit

5. Budgeting & Budgetary Control

- Roles of operating budget
- Types of budget
- The process of deriving budget contents
- Preparing, monitoring & comparing actual & budget performance
- The use of budget
- Budgeting, the budgetary control & audit function
- Analysis of budget variance
- Behavioural aspect of budgeting

6. Organisational Financial Analysis & Financial Reporting

- Analysis of the Annual Reports & Accounts

7. Capital Expenditure Analysis

- Evaluating Capital Expenditure Analysis

8. Financial Forecasting & Analysis

- Assessing & projecting the financial needs of the organisation

9. Strategic Management Skills for Auditors

- Strategic & Operational Management
- Corporate Planning
- Total Quality Management
- Corporate Governance & Ethics
- Time Management
- Leadership & Motivation
- Change Management
- Interpersonal Relations

To Register**Course Fees and Payment**

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Joining Instructions

Joining instructions, with full details on where to go, how to get there and what to bring will be sent to all delegates prior to commencement of the course.

Visas

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International attendance:

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What previous participants said

"Very useful overview of the realities", "good learning points", "good presentation, wonderful discussion", "fantastic exposure-will enable me to do my job better" "Meeting other experts gave me the impetus and energy to introduce many new ideas". It was of immense value to me to meet people with similar responsibilities to my own. "One of my first actions of getting back to my desk was to brief Senior Management on my perspective of environment and issues as seen by management. "The course opened my eyes and allowed me to make many professional contacts all over the world" "It was the most exciting and interesting course I have attended." "The practical advice I received on the course has proven invaluable in my work" "I did not realise how stale I was becoming and can thank the course for giving me a new lease of life." I would recommend the course to every serious individual in my Department.

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At The Management School Training Centre, London

13th - 24th Feb 2012, 11th - 22nd June 2012, 29th Oct. - 9th Nov. 2012.
11th - 22nd Feb, 2013, 10th - 21st June 2013, 30th Sept - 11th Oct. - 2013

Who should attend?

Clerks of the House, Permanent Secretaries, Legislators, Directors and Deputy Directors, Assistant Directors, Company Secretaries and Government Officials.

Programme objectives

The programme will:

- Give key executives, Officials and Legislators a wider knowledge and understanding of the latest practice and thinking across a broad range of discipline areas that comprise advanced management.
- Enhance the effectiveness of top government officers and Legislators.
- Exposing senior government officials to new ideas and providing them with vital professional stimulation and legislation.
- Helping senior government officials to develop professionally and perform their responsibilities effectively.
- Giving the opportunity for specialist managers to broaden their range of abilities and to assimilate knowledge of other key functional areas of management.
- Develop and sharpen the skills of government officials, legislators and directors in a broad range of key strategic and tactical management discipline.
- Help individual senior government officials and legislators to develop a broader strategic vision.

Course Contents

Government Environment

- An overview of Central, Federal, State and Local Government.
- Political, Economic, Technological and Cultural Environments.

Working with Central, Regional, State and Local Government,

- Central/Federal, Regional/State and Local Governments.
- Empowerment of all arms of Government
- Inter Government relations.
- Working with the political parties.

Functions of Modern Central, Federal, State and Local Governments.

- Economic Development
- Provision of essential social services, health services, Education, Housing, criminal justice etc.
- Community leadership, community care, and community empowerment
- Capacity building
- Maintaining law and order.
- Fund generation.
- Project and contract management.
- Financial management and accountability.
- International relations.

Strategic Management for Government.

- Strategic Management.
- Operational Management
- Total Quality Management for Local Government.
- Social Policies and Strategic Management
- Information Technology for Senior Government officials

Corporate Planning and Effective Decision Making

- Vision, mission and objectives of Federal, State and Local Government
- Corporate planning process.
- Plans implementation
- Performance management.
- Plans control and evaluation
- Effective decision making strategy.

Financial Management for Government

- Funds management in Government
- Funds generation and financial strategy.
- Appreciation and use of financial statements.
- Budgeting & budgetary control
- Cash flow statements
- Working capital.
- The changing face of accounting.
- Application of ratio analysis
- Audit and control.

Leadership and Decision Making

- Leadership for result
- Effective decision-making.

Procurement Management

- Developing a procurement policy and due process.
- Co-operative procurement.
- Contract arrangement and working service providers.
- Ethics and transparency in purchasing and supply chain management.

Public Relations for Government.

- Communication strategy for Government.
- Mobilising the community for development.
- Public Relations Research
- Issues and Crisis management

Project Management.

- The goals, objectives and plans for effective project management.
- Team building and team working for project management.
- Managing conflicts and crisis during implementation.
- Project monitoring evaluation

Human Resource Management

- Human Resource Management Strategy
- Human Resource Planning
- Capacity Building
- Performance Management.
- Employment Creation.

To Register

Course fees and Payment:

The course fee for the programme is £4,950 (Four thousand, Nine hundred & Fifty pounds sterling) per delegate. Fee covers tuition, tuition materials, lunch ticket. All bookings must be pre-paid. Payment should be by Bankers Draft, made payable to The Management School, London and sent to:

Rolien Van Heerden,
Training & Development Co-ordinator,
The Management School London,
Alperton House, Bridgewater Road,
London, Ha0 1 EH, England
Tel: +44 (0)208 782 8990
Fax: +44 (0)208 782 8991
Email: exectraining@themanagementschool.com
Website: www.themanagementschool.com

International attendance:

The Management School London has developed a global reputation for the quality and value of its courses. These have attracted participants from countries throughout the world, including Bahrain, Brunei, Cameroon, the Czech Republic, Estonia, Finland, the Gambia, Ghana, Hungary, Kenya, Kuwait, Nigeria, Oman, the Philippines, Poland, Saudi Arabia, Singapore, South Africa, Tanzania, Thailand, Trinidad & Tobago, the United Arab Emirates, United Kingdom, United States of America, Zambia and Zimbabwe..

Venue

The venue for the Advanced Management Programme for Senior Government Officials will be The Management School Training Centre, London

Travel and Accommodation

Delegates are responsible for the arrangement and payment of travel to and from the UK, and their accommodation whilst in the UK. The Management School, London will be able to put delegates in touch with hotel booking services. The School will not take any responsibility for any arrangements which delegates might subsequently make.

Joining Instructions

Joining instructions, with full details on where to go, how to get there and what to bring will be sent to all delegates prior to commencement of the course.

Visas

Delegates requiring visas should advise The Management School who will contact the British Authorities in support of their visa applications. Delegates are advised to start processing their visas at least two months before the course starting date. Delegates will receive a letter of acceptance from the School to accompany their visa application.

Senior Secretaries Course for Secretaries to Senior Legislative Officials

At The Management School, London

16th - 27th April 2012, 2nd - 13th July 2012, 10th - 21st Sept 2012
15th - 26th April 2013, 1st - 12th July 2013, 9th - 20th Sept 2013

Introduction:

The intensive two weeks Senior Secretaries Course are designed for Senior Secretaries and Personal Assistants and officials in the Senate, House of Representatives, Parliaments, Regional and State Houses of Assemblies and Legislature worldwide.

About the Course

The Senior Secretaries Course for Legislative Officials aims to help participants both to develop their skills and expertise and to improve the quality of their work and their roles within their organizations. Particular attention will be paid to enhancing each participant's potential for development. Care has been taken to make the programme relevant to working conditions.

Attendance on this course will be global and it will enable a secretary or personal assistant to learn how to function more effectively in the office and understand the application of new technology. Participation is an important part of this practical course. The programme combines, practical sessions, group work, lectures, discussions and visits. Over 90 per cent of all the office activity is communication in one or another of its forms. The secretary or personal assistant is the focus for communication between top level management and the rest of an organization. The course recognizes this and addresses the issue.

Course Objectives

After completing the course, participants should be able to:

- Appreciate the developing role of the personal assistant or secretary in an organization.
- Understand more readily the nature of management and the functions of the management team.
- Recognise the importance of communication and improve their own communication skills.
- Exercise delegation and supervisory skills.
- Appraise their own performance and that of their subordinates.
- Recognise the impact of information technology and be able to use it efficiently.

Course Content

(1). Secretarial Skills

- The Secretary's and Personal Assistant's roles and functions.
- Supervisory functions, delegation of duties and decision making.
- Business communication: oral, written, visual and efficient audio dictation.
- Telephone selling and telemarketing.
- Meetings, conferences and report writing.
- Business letter writing.
- Public speaking and efficient audio dictation
- Security in the work place.

(2). New Approaches to Office Administration

- Principles and practice of office administration.
- Office administration and management.

(3). Office Automation, information technology

- Application of information technology in secretarial functions
- Introduction to desktop publishing systems, database management and spreadsheets.
- The executive secretary and the internet.
- Hardware and software systems for the office of the future.

(4). People at Work

- Managing conflict and stress at work.
- Organisation of people at work and new trends in office management.
- Interpersonal relations.

(5). Introduction to Management

- Total Quality Management for executive secretaries.
- Principles and practice of management.
- Personal effectiveness, choosing your own management style.
- Managing people and interpersonal relations.
- Development and appraisal of internal and external communication.
- Public Relations for secretaries.
- Managing customers: the essentials of marketing.
- Managing finance: financial planning, keeping records.
- Managing information: organizing files, budgets and promotional materials.

(6). Principles and practice of Marketing.

- Customer care
- Customer relations and total customer satisfaction.

To Register

Course Fees and Payment

The fees for the 2 weeks course are £4,950 (Four thousand, Nine hundred & Fifty pounds sterling) and must be prepaid. The course fee includes tuition and materials needed for the course as well as the travel costs of all field trips. The fees also include lunch ticket for each day of the course. All bookings must be paid not later than 4 weeks before the start of the course. Payment should be by bankers draft, made out in favour of The Management School London and sent to:

Rolien Van Heerden,
Training & Development Co-ordinator,
The Management School London,
Alperton House, Bridgewater Road,
London HA0 1EH
Tel: +44 (0)208 782 8990
Fax: +44 (0)208 782 8991
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Venue

The Management School Training Centre, Alperton House, Bridgewater Road, Wembley, London HAO 1EH,

Travel and Accommodation

Delegates are responsible for the arrangement and payment of travel to and from the UK, and their accommodation whilst in the UK. The Senior International Management Business School will be able to put delegates in touch with hotel booking services. The School cannot take responsibility for any arrangements, which delegates might subsequently make.

Joining Instructions

Joining instructions, with full details on where to go, how to get there and what to bring will be sent to all delegates prior to commencement of the course.

Visas

All bookings must be pre-paid. Once a booking and complete payment has been received, the University will post an acceptance letter, and a visa support letter if requested. Delegates are advised to start processing their visas at least two to three months before the course commences. Delegates will receive a letter of acceptance from the school to accompany their visa application and details of contact details should they require them whilst in the United Kingdom.

Remember that all bookings must be pre-paid.

What previous participants said

"Meeting other experts gave me the impetus and energy to introduced many new ideas". "The course opened my eyes and allowed me to make many professional contacts all over the world" "It was the most exciting and interesting course I have attended. "The practical advice I received on the course has proven invaluable in my work" "It was a wonderful

opportunity to learn from experts" "I did not realise how stale I was becoming and can thank the course for giving me a new lease of life."



THE MANAGEMENT SCHOOL LONDON

The Management School London -
(The Global Pace setter in Quality Human
Resource Development & Learning)

BOOKING AND PAYMENT POLICY

Course fees must be paid direct to The Management School London by the sponsoring National and State Assemblies before course starting date and **MUST NOT BE** carried by delegates. This is the school's policy and we appeal to all National and State Assemblies to keep strictly to this payment policy. **NOMINATION OR PAYMENT ARE NOT ACCEPTED FROM INDIVIDUALS.**

All sponsoring organisation must complete the course Registration Form and return it with a covering letter accepting responsibility for payment of fees.

ALL BOOKINGS MUST BE PREPAID

The Management School London

In order to enable us to process your registration quickly and accurately, please fill in ALL SECTIONS of this registration form in BLOCK CAPITALS and BLACK INK. FEEL FREE TO MAKE COPIES OF THIS FORM TO NOMINATE AS MANY DELEGATES AS YOU MAY WISH.



2012/2013 CENTRAL COURSE REGISTRATION FORM

Course Title & Ref. Number	<input type="text"/>	Course Date:	DD/ MM / YY
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Name of Sponsoring Organisation	<input type="text"/>
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Full Address Of The Organisation

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/> Telephone Number: <input type="text"/>
<input type="text"/> Fax: <input type="text"/>
<input type="text"/> Email: <input type="text"/>

Delegate

1. Surname: <input type="text"/>	Full First Name <input type="text"/>
2. Surname: <input type="text"/>	Full First Name <input type="text"/>
3. Surname: <input type="text"/>	Full First Name <input type="text"/>
4. Surname: <input type="text"/>	Full First Name <input type="text"/>
5. Surname: <input type="text"/>	Full First Name <input type="text"/>

Delegates Job Title (Please Specify)	<input type="text"/>
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Roles Within The Organisation:	please give a clear concise description about your roles.
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<input type="text"/>

Based on this information, what topic do you most want to see covered from the course contents section: please specify:

<input type="text"/>

Do You Have Any Special Dietary Requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
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Please Specify	<input type="text"/>
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SECTION TO BE FILLED BY NOMINATING OFFICER:

NAME OF NOMINATING OFFICER	<input type="text"/>		
SIGN	<input type="text"/>	OFFICIAL STAMP	<input type="text"/>
DATE	<input type="text"/>		
I HEREBY ENCLOSE A CHEQUE FOR (GBP) £ <input type="text"/> BEING PAYMENT FOR <input type="text"/> DELEGATE(S)			

The Management School London - *The Global Pace Setter in Quality Human Resource Development & Learning*

The Management School London
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