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Present

Delivering Quality EDUCATIONAL SERVICES Institutions of Higher Learning

PROGRAMME TITLE::

1

GLOBAL BEST PRACTICES IN STUDENT AFFAIRS SERVICES DELIVERY II (3 Days)

2

LEVERAGING OUTSOURCING FOR IMPROVED SERVICE DELIVERY IN TERTIARY INSTITUTIONS (2 DAYS)

3

STRATEGIC PROCUREMENT AND CONTRACT MANAGEMENT FOR TERTIARY INSTITUTIONS (3 Days)

GLOBAL BEST PRACTICES IN STUDENT AFFAIRS SERVICES DELIVERY II (3 Days)

The more traditional and most of the not-so-traditional methods of delivery higher education academic degrees are primarily comprised of the classroom instructional model or approach. However, there is increasing evidence that higher education must also address the basic personal needs of students by providing a comprehensive set of out-of-classroom student service and programmes commonly referred to as student affairs and services.

These efforts should be designed to enable and empower students to focus more intensely on their studies and their personal growth and maturation, both cognitively and emotionally. They should also result in enhanced student learning outcomes.

Another important rationale for these efforts is economic, because investment in students and student affairs and services provide a healthy return to national economics as the investments help to assure students' success in higher education and their subsequent contributions to the national welfare. No one model, array of student services functions, or set of activities is recommended for all situations, institutions or countries. However, this workshop establishes the premise that there are basic values and principles that are pertinent to the development of an effective higher education student affairs/services operation regardless of one's location.

Moreover, in line with the UNESCO World Declaration on Higher Education, students must be placed at the center of the institution's focus within a life-long learning perspective so that they are fully integrated into the global knowledge society of the 21st century.

PROGRAMME OBJECTIVES

This programme is designed to outline the principles and values upon which pertinent and effective student affairs and services are based

Focuses on ways to build an effective student affairs and services operation that puts the students at the Centre of all efforts by supporting students in their academic endeavours and enhancing their personal, social, cultural and cognitive

PROGRAMME OUTCOMES

The desired outcomes are the same as those for higher education in general and include:

- A high quality, well rounded higher learning experience
- Improved higher education access regardless of ability/background
- Better retention and progress toward graduation; higher graduation rates
- Enhanced career/employment prospects and lifelong learning interests; and
- A life as a responsible, contributing community member and citizen

PROGRAMME OUTLINE

- Introduction to Global Best Practices in Service Delivery to Students in the 21st Century
- Basic Assumptions of World Declaration on Higher Education (WDHE)
- Models & Professional Preparation
- Principles, Values & Beliefs that form the Basis of Student Affairs and Service Field
- The Role of Outsourcing in Students Service Delivery
- Emotional Intelligence and Interpersonal Relationship between Students and Staff
- Break Out Session/Group Discussion
- Presentation of Group Work

INVESTMENT STRUCTURE

Course Fee	Date	Venue
N120, 000 (One Hundred and Twenty Thousand Naira Only) per participant covering Tuition Course materials, seminar bags certificate, and group photographs	May 10 - 12, 2016	Global Learning Centre, 3rd Floor, Tapa House, Imam Dauda Street, Off Eric Moore Road, Imam Dauda Street by Sunflag Surulere, Lagos.

LEVERAGING OUTSOURCING FOR IMPROVED SERVICE DELIVERY IN TERTIARY INSTITUTIONS (2 DAYS)

Outsourcing has become a strategic tool for increased service delivery and a source of competitive advantage in a highly competitive educational environment. With the dwindling economic realities, institutions as well as other government agencies are looking inward on strategic ways to generate revenue, reduce cost and increase service delivery.

Technically BPO should be understood as hiring a company, an outside vendor, a consultant, an independent contractor, or freelancer to do a specific task or tasks (non-core activities) for an organization or institution in which the organization either does not have the time or the expertise to do on their own.

Institutions need to understand outsourcing as not just contracting services, but also as partnering and sharing the responsibility for managing the service delivery. Outsourcing if well harnessed can be a great prospect for administrators who embrace change, but an uncomfortable experience for those who are pessimistic about change.

PROGRAMME OBJECTIVES

This programme is designed to prepare administrators and those tasks with the responsibilities of overseeing various revenue generating sections of the institution on the gains of outsourcing in the 21st century tertiary environment. Outsourcing in the tertiary institutions if well harnessed will lead to the following:

- Reduces costs
- Ensures accountable results
- Upgrades program quality
- Increases student satisfaction
- Gains access to special expertise

PROGRAMME OUTCOMES

- At the end of the two day programme, participants will take home the following:
- Gain insights into outsourcing in the 21st century
- Identify the importance of outsourcing engagements
- Identify various outsourcing model
- Outline the important role of outsourcing in cost reduction, revenue generation and increased service delivery
- Manage the expectations and decide the outcome of outsourcing engagements
- Complement the efforts of government and school authorities in the actualization of student expectations

PROGRAMME OUTLINE

- Overview of the Outsourcing Industry
- Business Approach to Higher Education Management
- Outsourcing Services in Higher Education
- Outsourcing Models for Higher Education
- Multicultural Diversity and Outsourcing in Higher Education
- Outsourcing Contracts Management in Higher Institutions
- Case Study/Role plays

INVESTMENT STRUCTURE

Course Fee	Date	Venue
N100, 000 (One Hundred Thousand Naira Only) per participant covering Tuition Course materials, seminar bags certificate, and group photographs	July 20 - 21, 2016	Global Learning Centre, 3rd Floor, Tapa House, Imam Dauda Street, Off Eric Moore Road, Imam Dauda Street by Sunflag Surulere, Lagos.

STRATEGIC PROCUREMENT AND CONTRACT MANAGEMENT FOR TERTIARY INSTITUTIONS (3 Days)

One of the primary challenges in sourcing and procurement today is overcoming the inefficient bottleneck of traditional manual processes. Although necessary, the business of qualifying suppliers, documents and complex negotiations mean that enough time is not left over for the important business of cultivating multiple strategic sourcing relationships. The objective is to shorten sourcing cycles by collaborating online, automating processes and rapidly comparing sourcing alternatives. Provide the business intelligence needed to negotiate price reductions. Improve supplier relationships by deepening the collaborative footprint. Capture greater overall cost savings by addressing a larger portion of the overall purchasing spend. Every Purchasing Professional wants to accelerate the development of an optimal supply base and purchase materials under the best terms, including price, quality, delivery, lead times and other performance metrics.

Strategic Procurement delivers the lowest total cost of materials and services, while improving service quality and typically, 1% purchasing cost reduction has the same impact on profit as a 10% increase in turnover. As globalization changes the basis of competition, strategic procurement is moving from the periphery of corporate functions to the core.

The pressure for Nigerian institutions of higher learning to transform from tactical buying to strategic procurement and contract management is enormous given the impacts of the economic downturn, but most procurement departments still lack skilled resources, processes and systems needed to cope successfully with this change.

Strategic Procurement is disciplined, systematic process for reducing the total cost of externally purchased materials, goods and services while maintaining/improving levels of quality, service and technology.

PROGRAMME OBJECTIVES

This programme is designed to provide right process and tools for colleges and universities of all sizes, allowing you to:

- ▶ Simplify operations through contract lifecycle management
- ▶ Increase cost savings and revenue maximization
- ▶ Reduce time to create contracts through use of templates and online collaboration
- ▶ Create a central contract management repository
- ▶ Fulfill commitments on time with alerts and reminders
- ▶ Identify and prevent overcharges or off-contract spending
- ▶ Ensure an audit trail and strong security
- ▶ Enforce policies and regulations aimed at reducing contracts litigations

PROGRAMME OUTCOMES

Participants at the end of this three days programme will be able to:

- ▶ X-ray Purchasing and contract processes
- ▶ Identify the key elements in public procurement and contract management
- ▶ Define value stream
- ▶ Identify areas of Bottleneck
- ▶ Evolve quick wins
- ▶ Define the lean approach in relation to procurement and contracting
- ▶ Initiate Performance-Based Contracting
- ▶ Streamline Procurement Process Operations
- ▶ Reduce procurement costs and improving services
- ▶ Increase profit margins through e-procurement
- ▶ Shortening lead times in procumbent

PROGRAMME OUTLINE

- ▶ Procurement and contract management Defined
- ▶ Procurement and contract management processes
- ▶ Procurement Fundamentals
- ▶ Stages of the procurement cycle
- ▶ Public procurement and contract management
- ▶ Key elements in public procurement and contract management
- ▶ Lean approach to procurement and contract management
- ▶ Service level agreement and contract management
- ▶ Value stream in procurement and contract management
- ▶ Enhanced institutional performance through effective procurement and contract management

INVESTMENT STRUCTURE

Course Fee	Date	Venue
N120, 000 (One Hundred and Twenty Thousand Naira Only) per participant covering Tuition Course materials, seminar bags certificate, and group photographs	September 13-15, 2016	Global Learning Centre, 3rd Floor, Tapa House, Imam Dauda Street, Off Eric Moore Road, Imam Dauda Street by Sunflag Surulere, Lagos.

10% GROUP DISCOUNT IS AVAILABLE FOR INSTITUTIONS WITH 3 OR MORE NOMINEES

Participant's Testimonies

OF THE FIRST GLOBAL BEST PRACTICE IN STUDENT AFFAIRS SERVICE DELIVERY (SEPTEMBER 2014)

"I am going back loaded with skills, knowledge and practical insights that will help transform my institution's student service delivery. I underrated the programme before its commencement, but was shocked at the level of resourcefulness and hospitality exhibited by our host. I urge the institute not to relent in their quest to entrench global best practices in institutions of higher learning". - **Mr. Odeyemi Ebenizer Olumide; Assistant Senior Guidance & Counselor, Obafemi Awolowo University, Ile-Ife**

"I would like to express my delight at the forward thinking attitude of this institute. I advise that the programme be taken further to every institution of higher learning in Nigeria". - **Dr. Umar Abubakar; Deputy Dean, UsmanDanfodio University Sokoto**

"The programme is well thought out and highly informative. I have learnt so much" - **Dr. (Mrs) MfagaModom MNIM; Deputy Registrar, Benue State University, Makurdi**

"The programme is sound and solid. There should be plans for expansion to include staff outside Student Affairs, i.e. the Principal Officers (Management)" - **Ajibade Adeola; Assistant Senior Guidance Counselor, Obafemi Awolowo University, Ile-Ife**

"The programme is very fantastic. It is very valuable. In fact, I highly recommend that it should be repeated and continuous" - **Dr. Yakubu A. Gobir; Deputy Dean of Student, UsmanDanfodio University Sokoto (Main Campus)**

"The seminar was well organized. Topic covered is very relevant to service delivery to students" **Dr. S.E. Kolawole; Benin Study Centre Director, National Open University of Nigeria (NOUN)**

SIGHT OF THE EVENT



Seated from Left to right, Soji Oyawoye; MD/CEO Resource Intermediaries, Dr Milaga Modom; Student Affairs Officer (Benue State University) and Dr. Austine Nweze; President, Association of Outsourcing Professional of Nigeria (AOPN) and Session of the Participants



Soji Oyawoye; MD/CEO Resource Intermediaries teaching on the Role of Outsourcing in Student Affairs Service Delivery



Event Venue: Conference Room, Global Learning Centre, Surulere.

For enquiries, please contact



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