



CAMBRIDGE INTERNATIONAL COLLEGE

British International College of Professional Management

PROSPECTUS 2021/22

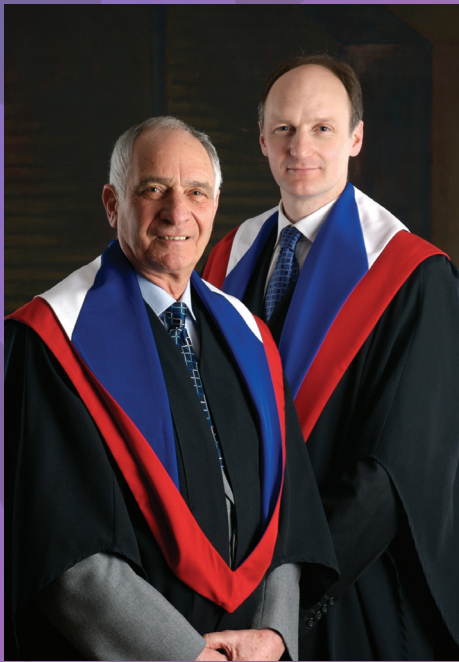
- Diplomas & Higher Programmes
- Respected International Awards

www.cambridgecollege.co.uk

Accredited
Experienced
Flexible
Respected



An Accredited
International
College



Principal Dr Stephen Lawson, MAEd, PhD, and Vice Principal David Lawson, BSc, MBA, lead this experienced professional College, which is dedicated to your study success and focused on your career advancement, and are pleased to welcome you:-

“Whatever your education, work experience and ambitions, and wherever in the world you live, our College offers you superb British study, training and education by distance-learning and provides you with everything you need for success.

If you would like guidance in choosing the right study, training, education, courses or qualifications for you, you are welcome to contact our experienced staff for assistance and advice.”

Professional study, training and education gives YOU the opportunity of achieving:

- **GLOBALLY RECOGNISED AWARDS**
- **PROMOTION & ADVANCEMENT**
- **REWARDING JOBS & HIGH PAY**
- **KNOWLEDGE, SKILL, ABILITY**
- **CONFIDENCE & RESPECT**
- **SUCCESSFUL CAREERS**



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Our courses are designed to be flexible, affordable and convenient, and for you to learn rapidly and quickly gain valuable awards.

Everything you need for success is included in the Course Fee:

- Your registration as a Member with CIC
- High-quality Study & Training Materials
- Detailed Study & Training Guidance
- Tutorial Support, Exams and/or Assignments, Assessments
- Your Diploma or Higher Award

and more - see page 46

You can study for:

- p 06 - 28 International Diplomas
- p 30 - 31 Honours/Higher Group Diplomas
- p 32 - 33 Baccalaureate
- p 34 - 38 Executive Business Administration (EBA)
- p 40 - 42 Mastery of Management Graduate Diplomas
- p 43 Executive Mini MBA
- p 44 - 45 Executive Mastery of Business Administration (EMBA)
- p 46 - 47 CIC Study, Exams, Awards, Quality, Accreditation

Fast-track your career with expert courses and valuable qualifications through accredited British distance-learning.

PROFESSIONAL, ENJOYABLE, AFFORDABLE, ACCREDITED - FLEXIBLE STUDY, TRAINING and EDUCATION by DISTANCE-LEARNING

International Diplomas (pages 6 to 28)

These expertly produced Diploma Programs provide essential vocational, practical and relevant knowledge with rapid learning so that Members can gain good employment, promotion, rewarding jobs and respect, and can carry out job roles competently and efficiently. Whether you are already employed, or are starting on a new career path, a CIC Diploma will help you achieve your aims.

- Accounting & Finance in Business & Management
- Advanced Management & Administration
- Banking & Bank Operations
- Business Economics & Commerce
- Business Entrepreneurship & Organisation
- Classroom Management & Psychology for Teachers
- Communication in Business & Management
- Cost Accounting
- Educational Psychology & Administration
- Essential Everyday English
- Financial Management
- Hospitality Industry & Administration
- Human Resource & Personnel Management
- International Business & Trade
- Leadership & Team Management
- Management & Administration
- Office Management & Administration
- Professional English (Everyday & Business Use)
- Public Management & Administration
- Recreational Sport & Leisure Management
- Sales Management & Marketing
- Supervisory Management
- Tourism & Travel Management
- Administrative, PA & Secretarial Duties
- Advertising & Public Relations
- Business Bookkeeping & Accounting
- Business English & Letter Writing
- Business Management & Administration
- Commercial Practice & Law
- Computers & IT in Business & Management
- Credit Management & Control
- Environmental Protection & Management
- Events Management
- Health & Safety in the Workplace
- Hotel Operations & Management
- Insurance: Principles & Practice
- International Relations & Global Politics
- Logistics, Materials & Supply Chain Management
- Mass Media & Communication
- Organisational Behaviour
- Project Leadership & Management
- Purchasing & Resourcing (Procurement) Management
- Retail Marketing Management & Customer Relations
- Stores, Inventory & Warehouse Management
- Supply Chain Strategy & Organisation
- Training Management & Employee Development

International Honours (Higher) Group Diplomas (pages 30 to 31)

The Honours Diploma Programme design allows Members to study a group of related Subjects and also gain a wide ranging knowledge of important topics on organisation, leadership, motivation and strategy. An Honours Diploma provides competence, understanding and the potential to become a successful manager, administrator or executive, and to achieve rewarding well-paid posts.

- Accounting, Banking & Finance Management
- Business Accounting & Finance
- Business Development
- Construction & Project Management
- Executive & Secretarial Assistance
- Human Resource Administration
- Management & Leadership
- Marketing Administration
- Procurement & Supply Management
- Transport & Logistics Management
- Administrative Management
- Business Administration
- Computers & IT Management & Administration
- English & Communication
- Hospitality Management
- Management & Administration
- Management & Workplace Safety
- Materials & Logistics Management
- Project Management

Baccalaureate (pages 32 to 33)

This professional and enjoyable Programme covers a wide-range of knowledge and subjects for ambitious men and women seeking high-level skills and competencies to develop successful careers in business, management and administration, including in commercial, industrial and government posts. All of this is based on an excellent foundation of management skills, professionally taught.

- Business Administration
- Computers & IT Management & Administration
- Educational Leadership & School Administration
- Environmental Management & Administration
- Hospitality Administration
- HR & Occupational Health & Safety
- Management & Administration
- Materials & Logistics Administration
- Commerce & Administration
- Economics, Business & Administration
- English & Administration
- Financial Administration
- Human Resource Administration
- Insurance, Risk Management & Administration
- Marketing Administration
- Project Administration

INTERNATIONAL AWARDS and RESPECTED QUALIFICATIONS - ACHIEVE YOUR CAREER AMBITIONS and EDUCATIONAL GOALS

Executive Business Administration (EBA) (pages 34 to 38)

The enjoyable and rewarding EBA Programme is for men and women ambitious to increase ability, knowledge and understanding, and to succeed at high levels in their organisation. It is for those aiming to be successful and effective leaders, executives, senior managers and entrepreneurs, and provides high-level managerial competence and also specialist knowledge in a chosen subject.

- Accounting Administration
- Business Administration
- Communication & Media Administration
- Economics & Administration
- English & Administration
- Hospital Management & Health Administration
- Human Resource Administration
- International Relations & Administration
- Leadership, Strategy & Administration
- Marketing Administration
- Project Management & Administration
- Training & Development Administration
- Banking & Finance Administration
- Commerce & Administration
- Construction Management & Administration
- Education, Schools Leadership & Administration
- Finance & Investment Administration
- Hospitality & Events Administration
- International Business & Administration
- IT Systems & Database Administration
- Management & Administration
- Materials & Logistics Administration
- Public Policy & Administration
- Transport Management & Administration

Mastery of Management Graduate Diplomas (pages 40 to 42)

These Programs provide the opportunity to study high-level specialist subjects and market-leading content which can be applied professionally at work, and distinguish you as an expert. They are for men and women aiming to be specialist senior managers, directors, executives and professionals.

- Business Finance & Investment
- Corporate Strategy, Policy & Planning
- International Relations & Politics
- Management & Leadership
- Managerial Economics
- Money, Banking & Financial Systems
- Organisational Design & Behaviour
- Business Law
- International Marketing
- Management Accounting for Decision Makers
- Management of Human Resources
- Marketing Strategy
- Operations & Quality Management
- Real Estate (Property) Management

Executive Mini MBA (page 43)

This Course is designed to enhance career progress, advance personal and professional development, and improve work success through developing MBA critical thinking skills, tactical behaviour and dynamic strategic awareness.

Executive Mastery of Business Administration (EMBA) (pages 44 to 45)

The EMBA provides practical career-oriented ability, knowledge, high-level graduate understanding and rapid learning. It is enjoyable, effective and beneficial, covering core subjects essential for directing the operations and management of enterprises, and specialisation subjects. It is designed to accelerate high-level career development towards well-paid senior and executive positions.

- Accounting & Management
- Financial Management
- Human Resource Management
- Leadership & Management
- Marketing Management
- Project Management
- Business Management
- Hospitality Management
- International Business & Management
- Logistics & Supply Chain Management
- Organisational Management
- Strategic Management

Information about Cambridge International College (pages 46 to 47)

- What CIC Study & Training Programs include
- Sitting CIC Exams - a simple process to arrange
- CIC: a High quality and Quality-assured education provider
- Reasons to Study with CIC, and Benefits & Advantages of doing so
- Accreditation, specimen awards and qualifications

If you have any questions or queries, or would like advice and guidance on suitable study and training, then you are welcome to contact the College by email, telephone or post. CIC Enrolment Forms also contain useful and helpful information and guidance, and you can visit the CIC website for further details.

Accounting & Finance in Business & Management

Introduction: This Program teaches how to record financial transactions, interpret accounting data, and prepare accounts; and how to manage costs, working capital, profits, finances and investments. The Program covers bookkeeping, cost accounting, budgeting, credit, bank accounts, and more; and how to guide colleagues and subordinates, and to make wise financial decisions.

Topics Covered in this Diploma Program include:

- Accounting information, concepts and functions.
- Ledgers, double-entry bookkeeping, businesses.
- Business finance, capital, shares, loans, liability.
- Investments, financial decisions, working capital.
- Trial balance, depreciation, bad debts, adjustments.
- Trading, manufacturing, profit & loss accounts.
- Balance sheets, other statements, purposes.
- Interpreting accounts, ratios, break-even analysis.
- Planning, forecasting, budgets, income, expenses.
- Stock control, stocktaking, value, work-in-progress.
- Bank accounts, credit control, cash and funds flow.
- Gross and net profit, auditors, auditing, pricing.
- Cost accounting, standards, variances, overheads.
- Partnership, departmental, branch, HP accounts.
- Financial assets, returns, risk, strategy, gearing.

The level 4 Diploma Program is ideal for:

- Bookkeepers, accountants, finance personnel
- Promotion and preparing for managerial posts
- Business people, supervisors, managers
- Careers in the finance and accounting fields
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'When my bosses learnt I had studied with CIC, their respect for me increased tremendously, and I have been given promotion to operate the Accounting Department for my organisation at National Level!'

Stephan Chigondo, Zimbabwe

Administrative, PA & Secretarial Duties

Introduction: This Program teaches how to become a competent, efficient administrative assistant, PA and private secretary with a wide range of skills. Such a person is greatly valued by managers, executives and enterprises, and can command a good salary and benefits. The Program also covers office control, personnel management, supervision, preparing for promotion, and more.

Topics Covered in this Diploma Program include:

- The PA/Secretary, work, attributes, relationships.
- Office environment, layout, design, equipment.
- Business letters, memos, emails, forms, reports.
- Filing, computers & IT, data, databases, security.
- Incoming and outgoing mail, sorting, despatching.
- Reception work, visitors, making appointments.
- Meetings, appointments, agendas, notes, minutes.
- Arranging travel, managing events, conferences.
- Effective communication: oral, visual, electronic.
- Principles of bookkeeping, petty cash, banking.
- Invoices, receipts, bills, cheques, financial records.
- Recruiting personnel, advertising, interviewing.
- Training, supervising, controlling, counselling.
- Health & safety, job analysis, job descriptions.
- Principles of management, aiming for promotion.

The level 4 Diploma Program is ideal for:

- Secretaries, PAs, administrators, office staff
- Promotion and preparing for managerial posts
- Supervisors, managers, receptionists
- Secretarial, HR/personnel, supervisory careers
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I was privileged to study this great Secretarial Program filled with a wealth of information, a real plus for my self-development. With the knowledge I gained I am now very confident in my daily duties.'

Angelique Foster, The Bahamas

Advanced Management & Administration

Introduction: This excellent Program teaches the theory and practice of management, leadership, strategy, motivation, change and the business environment. It provides a valuable advanced understanding of key topics and clearly explains useful concepts, the reasons for them, how to apply them as a manager and leader, and how to make strong management, organisational and strategic decisions.

Topics Covered in this Diploma Program include:

- Principles of management, classical theorists.
- Scientific management, authority, discipline.
- Mission statements, vision, values, executives.
- Organisations, objectives, ownership, control.
- Systems theory, quality management systems.
- Organisation structure, growth, coordination.
- International management: teams, structures.
- Motivational theories, theorists, psychology.
- Leadership theories: style, contingency, theorists.
- Workgroups, behaviour, norms, cohesiveness.
- Managing change, culture, learning organizations.
- Entrepreneurs, innovation, business environment.
- Communication theory, delegation, authority.
- Strategic management, competition, theorists.
- Corporate policies, ethics, social responsibility.

The level 4 Diploma Program is ideal for:

- Managers, leaders, supervisors, executives
- Promotion and preparing for managerial posts
- Business people & owners, entrepreneurs
- Careers in management or administration
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'After I completed my Diploma in Advanced Management & Administration, my professional personality changed and the way I worked improved. I now operate a big institution and am turning its operations to being the best.'

Babui Mokwetu, Botswana

Advertising & Public Relations

Introduction: This interesting Program clearly covers the types, functions and features of advertising, media, social media and advertising agencies, how to create and use advertisements and media effectively, and their role in selling products. It explains the benefits of good PR and its importance to business success; it deals with preparing and conducting effective PR programmes and campaigns, and managing PR companies and clients.

Topics Covered in this Diploma Program include:

- Features, types and aims of advertising.
- Adverts: producers, vendors, consumers, media.
- Markets, marketing, communication, research.
- Types of advertisers: individuals, business, others.
- Adverts: print, broadcast, mail, transit, radio, TV.
- Website design, social media, viral marketing.
- Advertising agencies: functions, organisation, staff.
- Advertising executives, jobs, costs, revenue, fees.
- Creating print, radio, television, textual adverts.
- Speciality, point of sale advertising, direct-mail.
- Principles of design, layout, the promotional mix.
- Public relations theory, public opinion, managers.
- Internal PR departments, external PR consultancy.
- Promotional campaigns, sales promotion, control.
- Planning campaigns, budgets, measuring results.

The level 4 Diploma Program is ideal for:

- Advertising, media, PR staff and personnel
- Promotion and preparing for managerial posts
- Sales and marketing personnel, editors
- Business owners, managers, journalists
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for the well organised study materials and support. After receiving my International Diploma in Advertising & Public Relations, I got a great new job at a company as public relations manager.'

Mohammed Eisa Omer, Sudan

Banking & Bank Operations

Introduction: This Program is a comprehensive introduction to how banks and banking works. It provides a thorough understanding of all types of banking and also covers both global and central banking as well as monetary policy and regulation. This Program gives an understanding of the wide variety of activities undertaken by banks, explaining why banks are so important and how their activities impact on modern life.

Topics Covered in this Diploma Program include:

- Banking explained, money, borrowers, purposes.
- Retail banking, deposits, loans, mortgages, services.
- Corporate banking, lending, credit, project finance.
- Bank operations, capital, liquidity, reserves, clearing.
- Asset & liability management, loan policy, trading.
- Bank financial statements, interest rates, deposits.
- Investment banking, services, trading, mergers.
- Mutuals, finance houses, credit unions, insurance.
- International banking, foreign exchange markets.
- Financial instruments, bills, bonds, currency, yields.
- Futures, swaps, options, debt, derivatives markets.
- Speculators, markets, debt markets, stockbroking.
- Central banks, regulation, compliance, disclosure.
- Monetary policy, supply, demand, discount rates.
- Economy, quantitative easing, money laundering.

The level 4 Diploma Program is ideal for:

- Bank and finance personnel, lenders, stockbrokers
- Promotion and preparing for banking posts
- Careers in banking, investment, financial trading
- Financial and business consultancy, economics
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'My dream has come true. With my Diploma I was promoted to executive in the best bank in Sierra Leone. Thank you for helping me realise my potential in life, your materials are so unique and easy to understand.'

Emmanuel James, Sierra Leone

Business Bookkeeping & Accounting

Introduction: This enjoyable and popular Program will enable you to quickly gain a detailed understanding of bookkeeping and the principles of accounting. It teaches how to maintain accurate books of account, prepare complete accounting statements - manually or by computer - and to deal with credit, inventory, and many related accounting and business matters.

Topics Covered in this Diploma Program include:

- The ledger, cash, purchases, sales, returns books.
- Double-entry bookkeeping, accounting terms.
- Bank accounts, bank reconciliations & statements.
- Opening a new set of accounts, trial balances.
- Preparing final accounts, journals, adjustments.
- Stocktaking, value, work in progress, depreciation.
- Prepayments, accruals, bad debts, provisions.
- Manufacturing, trading and profit & loss accounts.
- Gross and net profit and loss, prime cost, returns.
- Balance sheets, layout, accounting ratios, goodwill.
- Reserves, loans, overdrafts, foreign exchange.
- Limited liability companies, partnership accounts.
- Capital, shares, dividends, drawings, discounts.
- Departmental, branch, hire purchase accounts.
- Computerised accounting, cost accounting.

The level 4 Diploma Program is ideal for:

- Bookkeepers, accounts & finance personnel
- Promotion and preparing for accounting posts
- Managers, project managers, business owners
- Bookkeeping, accounting, supervisory careers
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I am so happy to be a CIC Member. Since completing my CIC Course in Bookkeeping & Accounting my salary has increased by over 50% and I have a new position of Chief Cashier for the company. CIC studies are the key!'

Andrew Onyango, Uganda

Business Economics & Commerce

Introduction: Economics explains about demand, consumer choice, supply, and factors affecting them; it covers production, prices and pricing strategy to help managers successfully guide their enterprises. Commerce focuses on how the business environment works: marketing, transport, distribution, import, export, banking, credit, insurance, profit, turnover, finance and more. This unique Program covers both of these important areas.

Topics Covered in this Diploma Program include:

- Economic systems, theories, activities and laws.
- Consumer income, products, choice, behaviour.
- Budgets, satisfaction, utility, indifference curves.
- The factors of production: land, capital, labour.
- Capital and working capital, business finance.
- The role of money, revenues, turnover, gross profit.
- Sole owner businesses, partnerships, companies.
- Fixed, marginal and variable costs, costing.
- Government involvement in business & economics.
- Supply & demand: causes and effects of changes.
- Pricing decisions and strategy, market structure.
- Price elasticity of demand, competitive advantage.
- Economies of scale, integration, production policy.
- International trade, export, commercial documents.
- Banking, insurance, transport, distribution, credit.

The level 4 Diploma Program is ideal for:

- Business owners, managers, directors
- Promotion and preparing for managerial posts
- Economists, importers, exporters, bankers
- Careers in finance, economics, production
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'My position is now Manager at the Bank of Georgia. Access to the international business world, confidence, a professional approach - all this I gained after completing the CIC Diploma in Business Economics & Commerce.'

Jilda Kvaratskhelia, Georgia

Business English & Letter Writing

Introduction: This Program shows how to master the art of effective business letter writing; it teaches how to understand and use business terms and write letters on many topics. Using many specimens it shows how to communicate professionally and how to create letters with the correct wording, grammar, spelling, tone and layout to achieve their objectives, and to inspire confidence in the recipients of those letters.

Topics Covered in this Diploma Program include:

- Business letter objectives, language, layouts.
- Constructing sentences, paragraphs, punctuation.
- English used in business letters, technical terms.
- Improving English, writing style and vocabulary.
- Conjunctions, verbs, nouns, pronouns, adjectives.
- Abbreviations, dictionaries, spelling, checking.
- Letters about recruitment, employment, promotion.
- Letters on work-related matters, recommendations.
- Internal and external communications, meetings.
- Sales, response and follow-up letters, sales literature.
- Quotations, tenders, orders, proforma invoices.
- Letters of complaints and responses, agreements.
- Accounts letters, credit notes, statements, trade.
- Letters to lawyers, banks, professionals and others.
- Word processing, computers, email, filing systems.

The level 4 Diploma Program is ideal for:

- Government, business and professional staff
- Secretaries, PAs, administrators, office personnel
- HR, supervisory, sales and marketing personnel
- Writers, communicators, journalists, teachers
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I did Business English and I am getting the harvest from CIC's professional training. I rejoice as that allowed me to become a national English Trainer. I really thank CIC for my increased pay which has quadrupled.'

Nestor Gandika, Rwanda

Business Entrepreneurship & Organisation

Introduction: This Program provides essential knowledge with practical advice from successful business owners with vast experience of running profitable businesses. It explains how to prepare a business plan, put ideas into practice, manage finance, premises, selling, accounts and staff. This invaluable Program teaches how to run a business profitably, and how to avoid business dangers.

Topics Covered in this Diploma Program include:

- Starting a business, business plans, raising capital.
- Taking over a business, the asking price, goodwill.
- Features of goods, services, products, business types.
- Business ownership: sole owners, partnerships.
- Limited liability companies, features, profit, franchises.
- Business location factors, renting premises, leases.
- Services, machines, furniture, displays, insurance.
- Markets, consumers, corporate buyers, competition.
- Ordering goods, choosing suppliers, stock control.
- Salesmanship, demonstrations, sales promotions.
- Advertising, media, public relations, websites.
- Employing, training and controlling staff, delegation.
- Forecasting, budgets, overheads, working capital.
- Bills, credit, banking, bookkeeping, accounting.
- Economics, transport, communication, import, export.

The level 4 Diploma Program is ideal for:

- Entrepreneurs, business owners, managers
- Starting and running profitable businesses
- Advisors, consultants, business personnel
- Careers in business, sales, marketing, trade
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'The business insights and knowledge I learned helped me tremendously. Since I pursued the course I have been blessed with many business opportunities and accepted for a Bachelor degree in Management in the USA.'

Claudia Forbes, St. Vincent & the Grenadines

Business Management & Administration

Introduction: This Program provides expert business skills and knowledge for efficiency, competence and profitability in business, industry and commerce. Business managers and administrators must be proficient in management, finance, accounts, human resource, purchasing, marketing, inventory, computers, communication and more, all of which this interesting Program carefully covers.

Topics Covered in this Diploma Program include:

- Financing a business, sources of capital, shares.
- Working capital, cash and funds flow, liquidity.
- Revenue, income, expenditure, overheads.
- Sole-proprietors, partnerships, limited companies.
- Directors, organisation, quality management systems.
- The business environment, planning, forecasting.
- Competition, location, skills, market potential.
- HR management, training, health & safety, motivation.
- Selling, sales and marketing management.
- Market research, sales promotion, pricing policy.
- Office management, structure, communication.
- Production management, equipment, technology.
- Stock control, costs, levels, purchasing, discounts.
- Accounting, budgets, credit control, costing.
- Financial records, computer systems, IT, security.

The level 4 Diploma Program is ideal for:

- Business people, managers, administrators
- Promotion & careers in business management
- Business owners, supervisors, entrepreneurs
- Careers in finance, marketing, production, HR
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for the absolutely wonderful training on Business Management & Administration. CIC helped me a lot to achieve my goal as an officer in my country. I look forward to further CIC studies in management.'

Henry Kramuel, Vanuatu

Classroom Management & Psychology for Teachers

Introduction: This Program teaches how to become an exceptional teacher; how to correctly manage classrooms in order to support, motivate and encourage students, and it explains how to achieve academic improvement and prevent misbehaviour. The Program is filled with practical advice and strategies for managing classes, student behaviour and psychology, discipline, teaching style, lesson-planning and student safety.

Topics Covered in this Diploma Program include:

- Education, teachers, pupils, classes, curriculum.
- Classroom management, community, rules, trust.
- Educational psychology, student needs, Maslow.
- Student motivation, motives, intrinsic and extrinsic.
- Student achievement, involvement, engagement.
- Improving learning, memory and attention, methods.
- Student backgrounds, cultural, social, economic.
- Standardised and blended teaching, critical thinking.
- Teaching styles, the right style, teacher behaviour.
- Cooperative, passive and active learning, themes.
- Planning and preparing lessons, aims, outcomes.
- Assessments, grading, corrections, comments.
- Discipline, misbehaviour, conflict, teacher response.
- Student learning difficulties, IT and media in teaching.
- School security, health & safety, accident prevention.

The level 4 Diploma Program is ideal for:

- Teachers, teaching assistants, head teachers
- Promotion and preparing for teaching posts
- Child/student psychology, school administration
- Careers in teaching, education, learning
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'CIC provides the best education, and professional skills to benefit you for a life time. The amazing courses prepared me for the teaching profession, and I gained Scholarship to university for Graduate Studies in Teaching.'

Dexter Graham, Solomon Islands

Commercial Practice & Law

Introduction: It is essential that business people understand laws relating to commercial activity, especially the law of contract, the law of tort, company and business law. Failure to comply with the law can lead to civil or criminal actions, fines, loss of business or personal possessions, and imprisonment. This Program covers vital topics on legal and ethical conduct and the practice of business and commerce.

Topics Covered in this Diploma Program include:

- Modern commerce, business, banking, law.
- Transport, insurance, communication, economics.
- Constitutional, customary, common, statute law.
- Criminal and civil law, commercial law, case law.
- Law of contract: offer, acceptance, consideration.
- Terms and conditions of trade, credit management.
- Transactions and ownership, business documents.
- Business ownership: sole-owners, partnerships.
- Limited companies, finance, shares, agreements.
- Legal duties of company directors and secretaries.
- Tort liability for defective goods, product liability.
- Employment law, safety, dismissal, discrimination.
- Agency law, rights & duties of agents and principals.
- Intellectual property law, ethics, behaviour, risk.
- Legal remedy for breach of contract and confidence.

The level 4 Diploma Program is ideal for:

- Business people, managers, owners, directors
- Managerial, legal and commercial posts
- Employers, HR, selling, buying and trading
- Careers in law, commerce, business, agency
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I took the Program even though I was a mother working full-time. However, with the professional course and guidance I was distinctly successful. The course helped my self-esteem and improved my performance at work.'

Marita Cremona, Malta

Communication in Business & Management

Introduction: All managers need to ensure that all communications and communication channels - whether oral, written or electronic, and with both internal and external sources - are effective, clear, rapid and professional. This Program teaches how to produce good business letters, memoranda and reports, and it deals with IT, desktop publishing, key business documents, and much more, with many examples.

Topics Covered in this Diploma Program include:

- Principles and benefits of effective communication.
- Internal and external communication, feedback.
- Oral, written, visual, electronic channels, barriers.
- Communications, staff, trust, teamwork, grapevine.
- Lines of communication: vertical and horizontal.
- Letters, English, layout, grammar, language, style.
- Sales letters, literature, circulars, advertisements.
- Enquiries, quotations, orders, invoices, credit notes.
- Business documents, charts, graphs, design of forms.
- Meetings, preparing notices, agendas, minutes.
- Reports, research documents, filing systems.
- Dictating, drafting, preparing, despatching letters.
- Telecommunications, computerised communication.
- Technology, phones, SMS, email, websites, LANs.
- Data, information, security, word processing, DTP.

The level 4 Diploma Program is ideal for:

- Managers, supervisors, administrators, leaders
- Promotion and preparing for managerial posts
- Secretarial/PA, HR, office and sales personnel
- Careers in administration and communication
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'The Course opened a pathway for my future and made me a rigorous intellectual. CIC study materials enabled me to prepare reports for state agencies, consumers, farming and also on exporting to international markets'

Paul Kithuku Musyoke, Kenya

Computers & IT in Business & Management

Introduction: This Program explains the capabilities and benefits of computer systems, and about technology, hardware, software, data security, backups and communication. The Program explains the role and uses of computers in planning, forecasting, analysis and making business decisions. It expertly covers key activities in designing, selecting, implementing and running computer systems to meet organizational needs.

Topics Covered in this Diploma Program include:

- Computers in business, principles of management.
- IT as a decision-making tool, IT development.
- Advantages and limitations, human factors in IT.
- Hardware, CPU, input and output devices, memory.
- Learning how technology works, programming.
- Digital information, operating systems, codes, data.
- Software, forecasts, modelling, graphs, analysis.
- Business intelligence, IT in planning and forecasting.
- IT for hotels, insurance, sales, accounts, production.
- IT communications, networks, internet, IPs, URLs.
- Digital and media technologies, website design.
- Choosing, sourcing, specifying a computer system.
- Testing, introducing, efficiently running IT systems.
- Business continuity, back-ups, disaster recovery.
- IT security, cyber-attack, staff training, regulations.

The level 4 Diploma Program is ideal for:

- IT personnel, computer operators, supervisors
- Managers, business owners, security staff
- IT project managers, all users of IT systems
- Careers involving computers, IT, web design
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I studied Computers & IT with CIC which gained me a job in information systems in the public sector. I was also accepted at the University of the South Pacific for a Bachelor of Commerce because of my CIC Diploma.'

Ludavaune Germain, Vanuatu

Cost Accounting

Introduction: This Program explains the principles and purposes of cost accounting; it covers and explains cost accounting methods for manufacturing, service providers, not-for-profit organizations and general business, with many examples to clearly illustrate and explain the techniques and concepts. The Program illustrates how costing complements management and financial accounting and helps in controlling costs and in decision-making.

Topics Covered in this Diploma Program include:

- Cost accounting techniques, information provided.
- Overheads, direct costs, total costs, fixed costs.
- Cost behaviour; cost predictions, analysis, models.
- Direct and indirect labour costs, output, time-based.
- Material costs, FIFO, LIFO, AVCO, stock valuation.
- Pricing methods, short- and long- term costs.
- Absorption costing, bases, rates; cost centres.
- Activity based costing, framework, cost drivers.
- Marginal costing, contribution, breakeven analysis.
- Short-term decision making, make or buy decisions.
- Profit/volume analysis, opportunity costs, risks.
- Zero-based and activity-based, budgeting, control.
- Standard costing and budgets, variance analysis.
- Capital investment, options, choices and appraisal.
- Discounted cash flows, ARR, IRR, NPV, payback

The level 4 Diploma Program is ideal for:

- Accounts and finance personnel, economists
- Promotion and preparing for accounting posts
- Managers, production and financial officers
- Careers in finance, management accounting
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for very careful and easy to understand training materials. They helped me a lot at work, especially in Cost Accounting, and gained me entry to an Accountancy degree in one of the biggest Universities in my country.'

Yorine Inove, Papua New Guinea

Credit Management & Control

Introduction: Credit sales and purchases are vital to every business, but credit must be well-managed to avoid non-payments - customers 'defaulting' and not settling their debts. Such 'bad debts' can seriously affect operations and profitability. The Program teaches how to assess creditworthiness, make checks, set credit limits, monitor credit levels, implement credit control procedures, chase-up debtors, collect debts, and about legal matters and more.

Topics Covered in this Diploma Program include:

- Credit, credit terms, credit limits, types of credit.
- Risks in giving credit, setting a credit control policy.
- Managing liquidity and cash flow, working capital.
- Responsibilities of the credit control function.
- Internal and external customer information sources.
- Financial analysis, monitoring customer accounts.
- Aged debtor reports, changes in credit terms.
- Performance indicators, customer credit scoring.
- Granting credit, opening new customer accounts.
- Late payment penalty, interest, collecting trade debts.
- Law, trade descriptions acts, consumer credit acts.
- Contracts, breach of contract, courts, judgements.
- Doubtful and bad debts, provisions, writing-off.
- Insolvency, third party debt collection, discounts.
- Credit insurance, sales and export credit insurance.

The level 4 Diploma Program is ideal for:

- Credit managers and personnel, accountants
- Sales, law, lending, banking, trade, insurance
- Careers in credit, accounts, finance, business
- Management, directors, business owners
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'These courses are 'AWESOME'! CIC gave me practical knowledge which makes me feel confident to ply my skills in administration. I plan to enrol in another course, which is simple, practical and the price is affordable.'

Teiba Riongary Mamu, Solomon Islands

Educational Psychology & Administration

Introduction: Topics covered include types of formal education, management and administration in educational establishments, and government's role and work in education. The Program explains the student learning process and about learning needs and goals, curriculum development, improving achievement, assessments, educational psychology and motivation theories. It also covers educational research and preparing students for good citizenship.

Topics Covered in this Diploma Program include:

- Traditional and modern education, development.
- Purposes, social needs, expectations, priorities.
- Education systems, technology, economy, educators.
- Preschool, primary, secondary, tertiary, vocational.
- Learning processes, physiological, neurological.
- Learner types, cognitive, passive, active learning.
- Motivations for learning, theoretical perspectives.
- Educational research, pedagogy, academic, applied.
- Learning strategies, teacher experience, scaffolding.
- Educational psychology, researchers, theorists.
- Psychological needs, achievement, affiliation, theory.
- Positive and negative motivators, at-risk students.
- Curriculum design, standards, learning outcomes.
- National education management and administration.
- School leaders, departments, staff roles, objectives.

The level 4 Diploma Program is ideal for:

- Educators, teachers, school administrators
- Heads and staff of learning institutions
- Careers in education, teaching, psychology
- Government/ministry education personnel
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I am very pleased to inform you that after successfully completing the CIC Program I was promoted to an Administrative Post as Senior Assistant Director of Education.'

Charles Obiero, Kenya

Environmental Protection & Management

Introduction: This Program explains the threats our environment faces and what needs to be done and can be done by citizens, organizations and through law to protect and manage the environment. It explains the relationship of environmental protection to economics, politics and societal concerns. The Program discusses the science behind environmental issues, with many examples of environmental conditions and good environmental practices.

Topics Covered in this Diploma Program include:

- Environmental agencies, policies, sustainability.
- Pollution, pollutants, organic pollutants.
- Noise pollution, light pollution, nanopollution.
- Environmental laws, native lands, population.
- Environmental problems in developing countries.
- Water pollution, pathogens, wetlands, aquifers.
- Air pollution, ozone, particulates, acid rain.
- Controlling, managing and reducing pollution.
- Ecosystems, biodiversity, agriculture, soil.
- Climate change, global warming, the problems.
- Greenhouse gas, carbon footprints, renewables.
- Solid and hazardous waste, landfill, clean-ups.
- Controlling and reducing waste, recycling.
- Built-up areas, cities, landowners, public lands.
- Economic growth, jobs, business, the future.

The level 4 Diploma Program is ideal for:

- Environmental and conservation personnel
- Business and government policymakers
- Local and national authorities
- Land and pollution managers, controllers
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for the knowledge I gained which helped me develop my career and achieve a fantastic job. I will forever appreciate you. It is a great opportunity for me to be a Welfare Assistant in the United Nations.'

Ibrahim Turay, Sierra Leone / Kenya

Essential Everyday English

Introduction: This Program covers the essentials of English; it will increase technical and practical proficiency, and provide confidence in social and work situations. It focuses on improving reading and writing and teaches about words, sentences and paragraphs to improve ability and communication skills. The Program covers English for Examinations, and for progress to higher English studies.

Topics Covered in this Diploma Program include:

- English words, the Alphabet, vowels, consonants.
- Sentences: subjects, objects, word order, capitals.
- Statements, questions, commands, compound.
- Verbs: verb tenses, conjugation, finite form, action.
- Pronouns: uses, position and meaning in sentences.
- Adjectives: uses, types, articles, colours, numbers.
- Adverbs: uses, position, qualifying words, context.
- Punctuation: purposes, types, placement, uses.
- Enquiries, quotations, orders, invoices, credit notes.
- English dictionaries, vocabulary, word confusion.
- Positive and negative sentences, abbreviations.
- Paragraphs: passive and active, short and long.
- Direct and indirect speech, dialogue, expression.
- Writing stories, comprehension, answering questions.
- Letter writing: aims, layout, content and features.

The level 4 Diploma Program is ideal for:

- Beginners and improvers in English language
- Secretaries, supervisors, managers, students
- Social, educational, work and business use
- Communication, writing, reporting, learning
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I now teach English at an International Institute. It was a great advantage for me to have learned English with CIC. Thank you for your excellent training materials, wonderful support and for my fantastic success.'

Velentin Ivlev, Russia

Events Management

Introduction: This Program teaches how to plan, set-up, conduct, control and manage events successfully, whilst carefully and efficiently dealing with the very many important event-related matters which must be managed well. It teaches how to professionally manage event personnel, finance, marketing, logistics, venues and more, whether an event is small or large.

Topics Covered in this Diploma Program include:

- The events industry, event categories, stakeholders.
- Event creation, feasibility and themes, checklists.
- Event managers, event teams, communication.
- Event concepts, planning, strategy, SWOT analysis.
- Business plans for events, event documentation.
- Event budgets, income, expenditure, accounts.
- Sponsorship, sponsorship packages, proposals.
- Event venues, features, venue selection, site visits.
- Contractors, contracts, catering, concessionaires.
- Event schedules, timings, ceremonies, Gantt charts.
- Legal matters, copyright, licences, insurance, law.
- Event logistics, production, layout, access, services.
- Safety, risk assessment, crowds, emergencies.
- Marketing, media, research, promotional campaigns.
- Starting an event management business, factors.

The level 4 Diploma Program is ideal for:

- Event managers, project managers, organisers
- Preparing for events careers and promotion
- Hospitality, conferences, marketing, logistics
- Careers in event creation, planning, operations
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I am practicing my CIC studies in the field, and my first fashion show was well received. I appreciate CIC's study methods as I can pace myself, especially with my long working hours. Also, the CEO promoted me to department head!'

Jamie Dolcy, St Lucia

Financial Management

Introduction: This Program provides valuable knowledge of financial management principles and concepts in a clear, well-explained manner for rapid understanding. It explains how to raise, control and manage finances, how to analyse potential business projects, and explains how to make sound financial and investment decisions. The Program has a very practical emphasis on topics like managing financial risks and working capital management.

Topics Covered in this Diploma Program include:

- Capital investment decisions, resources involved.
- Investment appraisal methods, ARR, ROCE, PP.
- Net present value (NPV), risk appraisal, probability.
- Interest, inflation, premiums, wealth, gearing.
- Investment theory and reality, logical investors.
- Capital expenditure projects, review, control, audit.
- Short-term finance, debtor and credit control.
- Long-term finance, shares, issues, debentures.
- Stock exchange, primary and secondary markets.
- Small business finance, venture capital, funding.
- Managing working capital, factoring, discounting.
- Managing stocks, MRQ, JIT, inventory models.
- Budgeting for demand, financial ratios, control.
- Working capital cycle, collection, settlement policy.
- Cash management, cash cycles, policy, banking.

The level 4 Diploma Program is ideal for:

- Finance and accounts managers and personnel
- Promotion and preparing for finance posts
- Managers, directors, business owners
- Careers in finance, investment, economics
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for all the support and understanding in my studies in Financial Management. The knowledge gained enabled me to function better at my workplace and I am now an Officer. I wish CIC all the best for the future.'

Naresh Balkaran, Guyana

Health & Safety in the Workplace

Introduction: This Program explains how to avoid accidents and injuries which affect employees and employers, which can lead to reduced output, investigations and legal costs. It teaches how to identify and manage hazards and risks in many types of workplace, and teaches about accident prevention actions and training, risk assessment and implementation of both mental and physical health and safety measures and policies.

Topics Covered in this Diploma Program include:

- Managing health & safety, responsibilities, hazards.
- Legal matters, risk assessment, accident prevention.
- Buildings, offices, layout, housekeeping, equipment.
- Fire, fuel, oxygen, precautions, extinguishers.
- Working at height, ladders, platforms, roof work.
- Building and construction sites, traffic flow, waste.
- Equipment training, maintenance, tools, clothing.
- Transport, routes, vehicles, materials handling.
- Electricity, power, current, noise, vibrations.
- Hazardous and explosive substances, radiation.
- Catering, kitchens, food preparation, hygiene.
- Psychological health, stress, job design, counselling.
- HR policy, bullying, harassment, equal opportunity.
- Injuries, supervisors, medical facilities, diseases.
- Health protection, first aid, accident control, training.

The level 4 Diploma Program is ideal for:

- Health & safety officers, security, supervisors
- Promotion or preparing for safety and HR posts
- Managers, legal and insurance responsibility
- Careers in HR, organisation, management
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'When I received my Diploma in Health & Safety my Supervisor and colleagues honoured me and celebrated. I now conduct the company's safety training. I dedicate my achievement to the best learning institution, CIC!'

Egan Kakoma Sapato, Angola

Hospitality Industry & Administration

Introduction: The Program teaches about the many sectors of the modern hospitality industry, which provides a wide range of accommodation, food, beverage, travel, tourism, leisure, convention, event, entertainment, recreation, visitor information and other products. Most hospitality products are intangible services and need specialised knowledge and skills to satisfy customers and to ensure business success, which this Program clearly explains.

Topics Covered in this Diploma Program include:

- Hospitality industry, sectors, products, businesses.
- Customer service, customer motives and needs.
- Hotel accommodation, types, rating, facilities.
- Motels, camp sites, lodges, resorts, parks, clubs.
- Visitor destinations, attractions, experiences.
- Travel options, transport safety, routes, types.
- Inclusive and package tours, tour operators.
- Catering, menus, tariffs, bars, kitchen hygiene.
- Restaurants, eateries, ambience, decor, staff.
- Welcoming guests, check-in, bills, check-out.
- Housekeeping functions and responsibilities.
- Organising events, venues, themes, layout.
- Entertainment, sport, recreation, performers.
- Sporting events, theme parks, casinos, cruises.
- Information centres, brochures, websites.

The level 4 Diploma Program is ideal for:

- Hotels, hospitality and tourism personnel
- Accommodation, travel, service providers
- Managers/owners of hospitality businesses
- Careers in hospitality, marketing, catering
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for the wonderful training and quality knowledge I gained. This has boosted my experience and my performance so that I was awarded Employee of the Year. I am looking forward to my next Program!'

Ngala Partout, Cameroon

Hotel Operations & Management

Introduction: This Program teaches men and women to become professionals in the operation and management of hotels, to understand customer needs and to be knowledgeable about the many hotel positions and functions, and to ensure efficiency, quality service, and guest satisfaction. It explains about the business aspects and the need for profitability, and teaches how to manage hotels and hotel staff with understanding, skill and ability.

Topics Covered in this Diploma Program include:

- Hotel functions, types, locations, features, services.
- Hotel sizes, standards, facilities, ratings, categories.
- Types of guest, their travel motivations and needs.
- Planning, organisation and management structures.
- Hotel products, accommodation, food, beverages.
- Marketing, hotel product sales, brochures, websites.
- Recruitment, staffing, motivation, duties, attributes.
- Hotel front offices, receptionists, guest relations.
- Reservations, check-in, check-out, billing, complaints.
- Bedrooms, furniture, fixtures, decor, bathrooms.
- Hotel housekeeping, room inspections, security.
- Catering, kitchens, food preparation, hygiene, safety.
- Restaurants, ambience, layout, menus, service.
- Hotel beverages, bars, room service, minibars.
- Hotel businesses, accounts, IT systems, start-up.

The level 4 Diploma Program is ideal for:

- Careers in hotels, hospitality and catering
- Hotel staff, receptionists, managers, owners
- Promotion and preparing for managerial posts
- Hotel marketing, sales, accountants, HR
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank the College for wonderful training in Hotel Operations, professional guidance and support. I got a new job as the Front Office Captain with Fairmont Hotel in Dubai because of my CIC Diploma. I really appreciate it.'

Ikechuwu Samuel Kalu, UAE

Human Resource & Personnel Management

Introduction: This Program teaches how to become a modern, effective, skilful HR manager, and provides training on a wide range of vital HR duties and how to run and manage an HR department. It explains how to plan for and achieve a strong, efficient, high-quality, well-motivated workforce to increase output and achieve standards set. The Program explains how to create a safe, fair, flexible and resilient work environment.

Topics Covered in this Diploma Program include:

- HR managers, departments, functions, staff, roles.
- HR policy and strategy, quality management in HR.
- Scientific management, O & M studies, teamwork.
- Manpower planning, job analysis, descriptions, design.
- Organisational structure, charts, spans of control.
- Managing, forecasting, budgeting, communication.
- Recruitment, applications, interviews, induction.
- Training, development, learning organizations.
- Remuneration, promotion, resignations, retirements.
- Health, safety, security, welfare, medical facilities.
- Industrial relations, unions, collective bargaining.
- Motivation, management style, delegation, culture.
- Counselling, discipline, grievance procedures.
- Equal opportunity, flexitime, working-from-home.
- IT in HR, data protection, records, emergency plans.

The level 4 Diploma Program is ideal for:

- HR/Personnel managers, staff, personnel
- Promotion and preparing for HR/personnel jobs
- Managers, supervisors, leaders, team leaders
- Careers in HR, management, training, health
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I am delighted to be promoted to Senior Human Resources Officer. It is your institution which made me get this elevation and additional responsibilities and the admiration of my employers. CIC wins fame all over the world.'

Walubuta Nyimba, Zambia

Insurance: Principles & Practice

Introduction: This Program covers modern insurance practice and the principles on which it is based, and teaches about risks and losses and the main classes of insurance. It explains about the purposes, principles and types of insurance and about insurance contracts, documentation, policies and claims. The Program also deals with the running and organization of insurance businesses and the work of insurance practitioners.

Topics Covered in this Diploma Program include:

- The nature, purpose & types of insurance, risk & loss.
- Indemnity, subrogation, contribution, cause, fraud.
- Insurance business regulation, insurance and law.
- Insurance contracts, good faith, material facts.
- Proposal forms, layout, certificates, policy documents.
- Premiums, renewals, claims procedures, excess.
- Transport insurance, marine, aviation, transit, motor.
- Personal and commercial policies, no-claims bonus.
- Personal and commercial property, scope of cover.
- Accident, pecuniary and liability insurances, losses.
- Personal, sickness, health, medical, life insurance.
- National insurance, pensions, annuities, warranties.
- The insurance market, buyers, sellers, intermediaries.
- Funds, specialists, Lloyd's, types of insurer, reinsurers.
- Organisation and operation of insurance companies.

The level 4 Diploma Program is ideal for:

- Insurers, brokers, lenders, business managers
- Promotion and preparing for insurance posts
- Financial and business advisors, directors
- Careers in insurance, risk, governance
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'CIC study manuals are so rich in examples and it was easy to relate them to situations I face at work. The studies gave me the ability to move up the management ladder to section head and then departmental manager.'

Noor Hamad Al Nisif, Qatar

International Business & Trade

Introduction: This Program teaches how to conduct international business and export profitably and professionally. It explains how to research and evaluate potential markets, how to use marketing concepts and strategies to choose and succeed in target markets. The Program covers many key matters including pricing, export costs, transport, logistics, currency, documentation, insurance, import, export, and more.

Topics Covered in this Diploma Program include:

- Reasons for international trade, imports, exports.
- Market research, selection, segmentation, strategy.
- Cultural and social factors, products, packaging.
- Product modifications, labelling, trade zones, risks.
- Tariffs, trade barriers, customs, taxes, storage.
- Export methods, agents, licences, franchise, contracts.
- Payments, exchange control, insurance, banks.
- Costing and pricing for overseas markets, incoterms.
- Documentation, quotations, contracts, air waybills.
- Transport, logistics, rail, road, air, sea, freight.
- Financing trade, credit, loans, forfaiting, factoring.
- Overseas sales, promotion, advertising, publicity.
- E-commerce, social media, websites, trade shows.
- Import business, consumers, products, suppliers.
- Trends in global trade, marketing mix decisions.

The level 4 Diploma Program is ideal for:

- Exporters, importers, traders, sellers, buyers
- Promotion and preparing for managerial posts
- Marketing, logistics, trade, business, finance
- Careers in import/export, trade, business
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Due to my CIC studies I have been promoted and I am now in charge of six regions and our international market, and I have a new car at Head Office. Imagine what awaits when I finish even more training with CIC!'

Danny Simfukwe, the Congo

International Relations & Global Politics

Introduction: This Program teaches about the key IR theories of realism, liberalism and constructivism, and explains how to use those and history to analyze world politics and international relations at domestic, national and global levels, and to predict future actions. It covers world politics and foreign policy, conflict and law, gender theories and globalization, democracy, culture and more in an interesting and understandable way.

Topics Covered in this Diploma Program include:

- IR theories, actors in IR, effects of history on IR.
- States, nations, sovereignty, governments, politics.
- Individual, national and global levels of IR analysis.
- Realism, self-interest, rational behaviour, security.
- National interest, balance of power, anarchy, politics.
- Liberalism, cooperation, human nature, democracy.
- Interdependence, democratic peace, alliances, leaders.
- Social constructivism, reality, norms, beliefs, identity.
- Foreign policy, foreign policy analysis, diplomacy.
- War and conflict, types and causes, militarism.
- International Law, humanitarian acts, human rights.
- Globalization, borders, trade, technology, poverty.
- Global development, political structures, statecraft.
- Gender and feminism, emancipation, global south.
- Post-positivism, post-structuralism, post-colonialism.

The level 4 Diploma Program is ideal for:

- Government, foreign affairs, IR politics, law
- Promotion, preparing for government or IR posts
- Journalism, economics, NGOs, trade, security
- Business, development, social/charity work
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I am proud to be associated with this excellent Institute and of my Diploma which optimized my knowledge of International Law and International affairs, Human rights, etc. CIC fulfils dreams turning them to lucrative careers.'

Abdulswamad Sheikh, Kenya

Leadership & Team Management

Introduction: This Program provides supervisors, managers, professionals and executives with the knowledge and training to provide effective leadership and to build, guide and manage teams. Having effective leadership skills is vital for personal, business and career success; this Program covers these matters, as well as motivation, team behaviour and roles, power and responsibility, development, culture and conflict management.

Topics Covered in this Diploma Program include:

- Human resource, managers, employers, employees.
- Leaders, leadership, becoming a leader; traits.
- Planning, coordinating, organising work, control.
- Work groups, training, supervisors, motivation.
- Managerial responsibilities, building relationships.
- Companies, directors, executives, standards, culture.
- Delegating responsibility, decision making, initiative.
- Teams, teamwork, team formation, norms, values.
- Leadership style, conflict, resolution, team building.
- Project, functional, matrix, contract and other teams.
- Authority, accountability, power, influence, behaviour.
- Team roles, personality, development, team balance.
- Theories on motivation, work environment, trust.
- Communication, feedback, organisation structures.
- Coaching, training, counselling, health, safety, stress.

The level 4 Diploma Program is ideal for:

- Team managers, team leaders, supervisors
- Promotion and preparing for managerial posts
- HR, executives, entrepreneurs, trainers
- Careers in management, administration
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'CIC is the gateway to success! Training with CIC bought me knowledge, understanding, skills and many improvements. I now deliver to the best of my ability and lead my team and company to greater heights.'

Patrick Masikara, Botswana

Logistics, Materials & Supply Chain Management

Introduction: This Program provides a thorough understanding of logistics and supply chain management. It covers planning, organising and controlling logistics activities including purchasing and inventory control. The Program teaches how to develop competitive strategies and make good decisions to ensure products are available at the right time and place, in the right condition, profitably and cost-effectively, and also how to manage transport.

Topics Covered in this Diploma Program include:

- Logistics, supply chains, value chains, networks.
- Trade, infrastructure, products, manufacture, business.
- Logistics strategy, supply chain strategy, supply.
- The LSC/marketing interface, 4 Ps, segmentation.
- Customer service, adding value, order cycles.
- Product characteristics, life cycle, packaging, pricing.
- Sourcing, procurement, supplier selection, factors.
- JIT, buying strategy, economic order, documents.
- Inventory management, stock safety, stock levels.
- Stock issues, order processing, fulfilment, warehouses.
- Transport types, features, costs, freight, suitability.
- Operations management, production, quality control.
- Lean LSC, agile supply chains, partnership sourcing.
- Facility location, reverse logistics, product recall.
- LSC project management, humanitarian logistics.

The level 4 Diploma Program is ideal for:

- Logistics, supply, procurement personnel
- Promotion and preparing for managerial posts
- Purchasing, inventory, warehouses, production
- Careers in LSC, materials, transport, stores
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'My Logistics Diploma enhanced my knowledge. I was promoted with a salary increase. Thanks to CIC for equipping me with relevant professional skills. I recommend people to study with CIC and they will turn into professionals.'

Michael Mburu, Kenya

Management & Administration

Introduction: This Program teaches the skills required to become a professional modern manager with the training and ability to plan, organise, direct, co-ordinate and control the activities of individuals, departments and organisations so that objectives are achieved in an efficient and economical manner. It explains how to manage and motivate people, guide teams and develop and provide positive leadership.

Topics Covered in this Diploma Program include:

- Functions and purpose of modern management.
- Managers, subordinates, supervision, culture.
- Responsibility, team building, quality, standards.
- Structural organisation, delegation, span of control.
- Communication, vertical, horizontal, barriers.
- Technical and human management, O & M study.
- Strategy, planning, short and long-term, forecasting.
- Budgets, budgeting, the business environment.
- Leadership and management styles and theories.
- Manpower planning, recruiting, selecting, inducting.
- Controlling personnel, counselling, groups, goals.
- Motivational theory, theorists, counselling, stress.
- Industrial relations, trade unions, staff associations.
- Personnel policy, remuneration, health & safety.
- Manager and employee training and development.

The level 4 Diploma Program is ideal for:

- Managers, supervisors, team members, HR
- Promotion and preparing for managerial posts
- Administrators, leaders, business people
- Careers in management, organisation, HR
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Many thanks for giving me great knowledge of management. After gaining the CIC Diploma I was appointed Manager in the Ministry of Finance and my salary was raised by 50%. CIC is the Master Key for a Better Life!'

Cyrus Sebit Hillary, South Sudan

Mass Media & Communication

Introduction: This Program explains how media work and operate, and how to produce and use them to achieve business and organizational goals. It teaches how to use traditional and modern social media effectively to communicate with prospective and existing customers and target groups, how media and communications affect modern life, and how businesses, governments and individuals communicate.

Topics Covered in this Diploma Program include:

- Media professionals, activities, industry, terms.
- Representation, stars, personalities, celebrities.
- Practices and forms of reality media, genre, style.
- Truth, freedom, ethics, ideology, responsibility.
- Mass communication, techniques, discourse, power.
- Media and power; media regulation, public policy.
- Global media, global media production and news.
- Producing, identifying and researching audiences.
- Propaganda, manipulation, panics, influence.
- Social media and advertising, website design.
- Mass society, mass media, social change, theories.
- Making media, writing, images, animation, audio.
- Concept planning, telling, imaging, design, editing.
- Consumerism, advertising, culture, branding.
- Digital media businesses, global marketing.

The level 4 Diploma Program is ideal for:

- Media personnel, reporters, writers, producers
- Preparing for media and communication jobs
- PR, advertising, social media, broadcasting
- Careers in media, journalism, marketing
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Thank you CIC for my training with you. My Diploma was the major factor behind my achievements, I have made it to the top position in the Broadcasting & Publications Authority as Chief Executive Officer.'

Tarataake Angiraoi, Kiribati

Office Management & Administration

Introduction: This very practical Program provides expert training on the duties of modern office managers and administrators and how to efficiently ensure the smooth running of the enterprise. It teaches how to manage, train, supervise and control personnel, as well as equipment, computer systems and communications. The Program teaches how to effectively arrange office layouts and ensure safety, security and good working conditions.

Topics Covered in this Diploma Program include:

- Office functions, manager/administrator duties.
- Organisational structures, charts, objectives, policy.
- Office location, centralised and decentralised.
- Office environment, heating, lighting, ventilation.
- Office layout, design, decor, furniture, the reception.
- Accident prevention, noise reduction, health, safety.
- Office machinery, equipment, data, filing systems.
- Computer systems, IT, networks, databases, email.
- Business letters, forms, documents, reports, codes.
- Recruitment, job analysis, specifications, grading.
- HR, training, motivating, supervising, counselling.
- Technical & human management, trade unions.
- Communication, mail, meetings, conferences.
- Bookkeeping, cashiering, bank accounts, budgets.
- Employee development, promotion, O & M studies.

The level 4 Diploma Program is ideal for:

- Office managers, administrators, managers
- Promotion and preparing for managerial posts
- HR, IT, secretaries, PAs, business owners
- Careers in administration, supervision, safety
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Studying with CIC is simple and encouraging. It forces one to aim high academically and professionally. As a Clergyman I was not strong in the area of Management, but I now see a green light. I recommend CIC to all.'

Jam Mulekeni Luhanga, Malawi

Organisational Behaviour

Introduction: This Program teaches about how and why people in organisations behave the way they do, and how to manage and improve that. It provides the knowledge needed to be a successful and effective supervisor, motivator, leader and manager. The Program explains how to manage leadership, motivation, technology, change, culture, power and take effective actions to improve an organisation's environment and output.

Topics Covered in this Diploma Program include:

- Organizations, objectives, aims, the environment.
- Perception, sociology, attitude, value, development.
- Motivation features, processes, theory, job design.
- Individuals, personality, traits, roles, behaviour.
- Communication, culture, performance, testing.
- Influence, authority and misuse, sources of power.
- Relationship types, control mechanisms, delegation.
- Leadership, management, styles, models, theories.
- Teams, groups, creation, development, behaviour.
- Stress, frustration, conflict, sources and resolution.
- Realpolitik, favouritism, bullying, trust, confidence.
- Ethics, responsibility, obligations, stakeholders.
- Technology, production, expertise, alienation.
- Change management: drivers, factors, processes.
- Organisation structure and design, bureaucracy.

The level 4 Diploma Program is ideal for:

- HR and welfare personnel, managers, leaders
- Promotion and preparing for managerial posts
- Supervisors, team managers, organization
- Careers in management, supervision, HR
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Since I studied Organisational Behaviour and HR with CIC I have seen a huge difference in my job as I am now applying what I have learned to my work. With my successes and praises I am now confident of my future.'

Sifiso Mahlalela, Swaziland

Professional English (for Everyday & Business Use)

Introduction: This Program teaches the professional use and understanding of English to a high level, in social, business and workplace situations. It covers a wide range of topics important in speaking, reading and writing good English of an advanced standard. The Program provides technical and practical knowledge, will improve self-confidence, and will help gain the respect of customers, clients, colleagues and associates.

Topics Covered in this Diploma Program include:

- Making writing clear, understandable, meaningful.
- Improving vocabulary, words, spellings, dictionaries.
- Types of punctuation, uses, parts of speech, order.
- Forming complete sentences, building paragraphs.
- Statements, questions, commands, positive, negative.
- Subjects, predicates, names, numbers, gender.
- Nouns, pronouns, verbs, adverbs, adjectives, articles.
- Conjunctions, prepositions, subjects, objects, similes.
- Verb tense, 1st, 2nd, 3rd person; prefixes, suffixes.
- Making writing interesting, descriptions, metaphors.
- Avoiding problems, commonly confused words.
- Written and spoken English, comprehension, context.
- Social and private letters, writing style, post scripts.
- Planning letters, drafts, features, layouts, tone.
- Business letters, references, sales, employment.

The level 4 Diploma Program is ideal for:

- Every type of work, PAs, secretaries, managers
- Promotion and preparing for managerial posts
- Professionals, communicators, supervisors, HR
- Social, workplace & educational situations
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I was promoted to Senior Superintendent in the Ghana Education Service after the evaluation of my CIC Diploma in Professional English. Thank you for the training and the knowledge and skills I learned.'

Elizabeth Arthur, Ghana

Project Leadership & Management

Introduction: This Program provides practical understanding and knowledge of how to successfully manage a project from start to finish. It explains the principles and techniques of project methods and tools, and teaches a professional approach to the management of project personnel, resources, suppliers and clients. The Program teaches how to carefully organize, plan, monitor and control projects of any size or type to achieve their goals.

Topics Covered in this Diploma Program include:

- Project types, professionals, stakeholders, personnel.
- Time, quality, budget, resources, cost, deliverables.
- Project planning, life-cycle, documents, roles, teams.
- Work breakdown structure, schedules, dependencies.
- Project cost estimating, budgeting, risk, priorities.
- Critical path analysis, milestones, Gantt charts, PERT.
- Project procurement, supplier appraisal, contracts.
- Project communication, channels, status reports.
- Project implementation, fast tracking, responsibility.
- Project variances, changes, policy, reasons, effects.
- Project monitoring, review, control, data gathering.
- Key performance indicators (KPI), earned value.
- Project closure, checklists, client approval, evaluation.
- Project logistics, development projects, safety, sites.
- Starting a project business, clients, fees, outsourcing.

The level 4 Diploma Program is ideal for:

- Project managers, managers, organizers
- Team leadership, project management posts
- Directors, business owners, construction
- Careers in business, government, industry
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I studied and gained a CIC Diploma in Project Management and I now hold the position of Chief Field Engineer in charge of projects and developments in building, electrics, plumbing and construction.'

Patrick Desmond Vosloo, South Africa

Public Management & Administration

Introduction: This Program explains the purposes and roles of public administration in government and public office. It covers the organisation and management of government departments and agencies, the required behaviour and the responsibilities of civil servants, officials and government personnel. The Program teaches about decision making, policy development and implementation, management of public programmes and analysis of them.

Topics Covered in this Diploma Program include:

- Role of public administration and public management.
- Implementation of government policy, outcomes.
- Public service organisation, central government.
- The public sector; the environment, green policies.
- The civil service, administrators, duties, behaviour.
- Traditional v. modern role, economy, efficiency, equity.
- HR management: recruitment, training, promotion.
- Governance, government, networks, society, service.
- Structure and functions of local administration.
- Duty and responsibilities of officials, regulation.
- Local government service, central government control.
- Elected and employed officials, bureaucracies.
- Financing the public sector; financial control, audits.
- Allocating resources, budgets, budgetary control.
- Independent bodies, health and voluntary agencies.

The level 4 Diploma Program is ideal for:

- Public administration, service & management
- Promotion and preparing for public posts
- Government, civil service, public policy
- Careers in government, civil & public service
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I was offered a prestigious job by the President of the Republic to join the government in the State administrative position of Chief of the Cabinet, which I accepted. My thanks to CIC for enabling this outstanding achievement.'

Milan Simacek, Czech Republic

Purchasing & Resourcing (Procurement) Management

Introduction: This Program explains the responsibilities and activities of professional buyers and about setting purchasing policies, quality assurance, and improving competitiveness and profitability. It teaches how to create strong supplier relationships and negotiate effectively, and teaches the skills and knowledge needed to manage a purchasing department and personnel and planning effective resourcing and procurement.

Topics Covered in this Diploma Program include:

- Purchasing objectives, strategy, evaluation, control.
- Just-in-time manufacture, distribution channels.
- Organisation, centralised, decentralised, hierarchy.
- PRM jobs, analysis, specifications, coordination.
- TQM, buying power; research, performance, ethics.
- PRM procedures, documents, control systems.
- IT, effects on PRM database facilities, statistics.
- HR in the supply chain, planning and recruitment.
- Training, supervision, control, motivation, relations.
- PRM management styles, leadership, guidance.
- Sourcing and matching supply, demand, production.
- Materials requirement planning, production schedules.
- Quality standards, specifications, quality control.
- Controlling prices, costs, supplier relationships.
- Supplier appraisal, negotiation, bargaining, tenders.

The level 4 Diploma Program is ideal for:

- Purchasing, supply chain, buying, production
- Promotion and preparing for purchasing posts
- Managers, business people, negotiators
- Careers in logistics, procurement, quality control
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'After completing my International Purchasing Diploma with CIC I got a great job with an Oil and Gas Company as a buyer and access to my Bachelor of Business Administration with Atlantic International University in the USA.'

Brown Saranji, Angola

Recreational Sport & Leisure Management

Introduction: This Program teaches about the management and organisation of the wide range of sport, recreation and leisure activities, and managing and leading sport and leisure centres and clubs. It explains duties and responsibilities towards individuals and groups of all levels, how to provide sport and recreation services professionally and safely, and the Program teaches about sport and fitness programs, exercise and health.

Topics Covered in this Diploma Program include:

- Sports, leisure and recreation, levels, motivations.
- Categories and classes of sports, competition.
- Sport management personnel, coaches, trainers.
- Physical and mental benefits, strength, mobility.
- Sport programs, age, gender, athletic ability, objectives.
- Designing sport/fitness programs, development.
- Exercise types, aerobic, anaerobic, general, specific.
- Motor abilities and skills, barriers to exercise.
- Safety, accident prevention, sport psychology, gear.
- Management, structure, planning, culture in leisure.
- Leadership, team building, communication in sport.
- Managing a recreation/leisure/sport facility/centre.
- Maintenance, equipment, services, the reception.
- HR management in sport/leisure, staffing, hiring.
- Marketing and PR, event management, finance.

The level 4 Diploma Program is ideal for:

- Sport, leisure and recreational personnel
- Coaches, trainers, teachers, sports science
- Club and centre managers, owners, staff
- Careers in fitness, health, sport recreation
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank you for awarding me a highly recognised diploma and express my gratitude to the entire CIC team for such a wonderful and rewarding course. This has given me in-depth knowledge.'

Ali Sey, Germany

Retail Marketing Management & Customer Relations

Introduction: The Program explains what retail staff and managers must do to promote product awareness, increase sales, satisfy customers and operate as a successful business. It teaches about the marketing mix, merchandising strategies, consumer psychology, product purchases, communications, branding, advertising, e-commerce and customer relations. The Program also covers store location, layout and design considerations, and more.

Topics Covered in this Diploma Program include:

- Products, consumers, retail organization, operations.
- Distribution channels, intermediaries, wholesalers.
- Retail personnel, managers, sales, buyers, accounts, IT.
- Consumer behaviour, psychology, the buying cycle.
- Market segmentation, buying motives, research.
- Retail location, premises, site selection, signs, displays.
- Store layout, customer flow, mapping, checkouts, safety.
- Inventory management, forecasting demand, insurance.
- Retail strategy, the marketing mix, brand management.
- Finance, budgets, cash flow, credit, discounts, turnover.
- Pricing strategies, markup, demand, price sensitivity.
- Retail HR, recruitment, training, sales demonstrations.
- Customer relations, service, complaints, loyalty, returns.
- E-commerce, websites, social media, viral marketing.
- Selling, advertising, sales promotions, merchandising.

The level 4 Diploma Program is ideal for:

- Retail, selling, merchandising, marketing
- Purchasing, customer service, brand managers
- Managers, business people, shop owners
- Careers in retail, sales, product management
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I was so very glad to receive my Diploma on Marketing Management. Now I work for a big company as manager. CIC helped me develop high work skills for our competitive world. CIC is the best institution!'

Tassew Kabato, Ethiopia

Sales Management & Marketing

Introduction: This Program provides essential training for success in the vital fields of sales and marketing. It gives detailed, practical knowledge about selling and sales techniques, markets and customers, market research and marketing strategies, advertising, publicity, pricing, distribution and competition. The Program covers management in sales and marketing, recruiting, motivating, planning, controlling, leading and organising staff.

Topics Covered in this Diploma Program include:

- Principles of salesmanship, methods of selling.
- Consumers and corporate buyers, demonstrations.
- Management, training, motivating sales personnel.
- Building sales teams, targets, areas, organisation.
- Market, consumer and advertising research, surveys.
- Test marketing, segmentation, brands, psychology.
- Sales and marketing budgets, control, variances.
- Channels of distribution, wholesale, retail, franchise.
- Credit terms and control, trade and quantity discount.
- Sales forecasting, planning, product life cycle.
- Pricing strategies, competitive factors, objectives.
- Advertising, publicity, media, sales promotion, PR.
- Sales literature, website design, social media.
- Sales office, records, statistics, analysis of data.
- Export, international marketing, customs duties.

The level 4 Diploma Program is ideal for:

- Marketing & sales personnel, retail, advertising
- Promotion and preparing for managerial posts
- Local, regional, import and export marketing
- Careers in marketing management, research
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Gaining my CIC Marketing Diploma was a great point in my life. Its distinguished reputation got me promoted to officer and my salary was doubled. Studying with CIC you get something of higher value than just money.'

Atef Hekmat Aref, Saudi Arabia

Stores, Inventory & Warehouse Management

Introduction: This Program teaches stores personnel and managers to professionally manage and organise inventory and stock of goods, stock levels and receipts of goods, to improve operations, satisfy customers and maintain production. It explains how to organise stores buildings and stockyards and ensure safety, security and efficiency. The Program teaches how to organise, train, lead and supervise stores staff.

Topics Covered in this Diploma Program include:

- The stores function, activities, efficiency, planning.
- Managing, controlling, motivating stores personnel.
- Health and safety, accident prevention, training.
- Warehouse buildings, location, design, layout.
- Stockyards, materials, layout, access, protection.
- Security, keys, theft, pilfering, fire prevention, drills.
- Stores equipment, powered, pallets, maintenance.
- Materials handling, order picking, packing, dispatch.
- Stock protection, causes of loss, damage, spoilage.
- Stock items, identification, codes, coding systems.
- Stock records, contents, uses, statistics, reports.
- Ordering stock, procedures for receipts and issues.
- Stock levels, reorder levels, costs, ABC, EOQ.
- Stocktaking, spot checks, valuation, inspections.
- The stores office, documents, data safety, backup.

The level 4 Diploma Program is ideal for:

- Stores/stock, inventory managers and staff
- Promotion and preparing for managerial posts
- Warehousing, ordering, receiving, issues
- Careers in stores control, security, logistics
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'Immediately after I enrolled with CIC for Stores Management I was able to secure a great job with the United Nations with a good salary working in Inventory Management. I will enrol for Management and Logistics next.'

Luate James Freza, South Sudan

Supervisory Management

Introduction: This Program provides a thorough, practical introduction on how to professionally manage subordinates, colleagues, groups and teams, and become a good and respected manager, foreman or supervisor. It explains how to effectively communicate, delegate and achieve set goals. The Program teaches valuable skills and techniques for guiding and controlling personnel, and about technical matters which improve performance and motivation.

Topics Covered in this Diploma Program include:

- Human and material resource, employees, work, pay.
- Management, plans, leading, forecasts, organising.
- Workforce supervision, training, goals, teamwork.
- Motivation, motivating, relationships, commitment.
- Control, standards, performance, health and safety.
- Responsibility, communication, dismissal, retirements.
- Companies, businesses, the work environment.
- Authority, the delegation process, decision-making.
- Business organisation, division of labour, charts.
- Workgroups, work structures, line, function, staff.
- HR activity, recruitment, job analysis, selection.
- Induction, job training, employee development.
- Counselling, stress, equal opportunity, trade unions.
- Job evaluation, grade, design, rotation, enlargement.
- Time management, ability, preparing for promotion.

The level 4 Diploma Program is ideal for:

- Supervisors, managers, team leaders, HR
- Promotion and preparing for managerial posts
- Foremen, officers, mentors, trainers, owners
- Careers in supervision, management, motivation
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I very much enjoyed studying the Program, and with my Diploma I succeeded in gaining promotion from assistant to a managerial position with good benefits. Many thanks for your support and for my success!'

Brenda Murray, Scotland

Supply Chain Strategy & Organisation

Introduction: This Program explains how to organise and manage an organisation's supply chain, forecast supply chain requirements and make professional inventory, purchasing and supply decisions. It explains the strategic role of logistics and supply in gaining sales, reducing costs and improving customer satisfaction. The Program covers techniques of organising efficient scheduling and of effective network supply chain planning.

Topics Covered in this Diploma Program include:

- Forecasting supply chain requirements, methods.
- Demand variations, lead times, prices, costs, trends.
- Inventory control policy, decisions, strategy, models.
- Types of inventory, reasons for holding inventory.
- Pull, push, virtual, supply-driven inventory systems.
- Purchase and supply scheduling, storage, MRP.
- Site selection, planning, design, operational needs.
- Materials handling, systems design, flexibility.
- Single and multiple warehouse location, factories.
- Network planning, product and services flows, data.
- Logistics research, analytical tools, data checklists.
- Facility costs, capacity, channel design, monitoring.
- Supply chain organisation, control and orientation.
- Inter-function and inter-organization management.
- Control frameworks, integrated supply planning.

The level 4 Diploma Program is ideal for:

- Supply chain and logistics, inventory control
- Promotion and preparing for managerial posts
- Warehouse/facility and materials management
- Careers in supply chain planning and control
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for encouragement and support through my Supply Chain studies. My qualification has enhanced my career and gained me better employment. I am continuing on to higher studies in this field with CIC.'

Mohammed Morally, Egypt

Tourism & Travel Management

Introduction: This Program teaches how to become a tourism and travel management professional and how to satisfy customers. It explains about the tourism industry and its importance, about types of tourism, travel and travel motives, and how to develop, plan and control, and benefit from tourism. The Program teaches about tour packages, accommodation and transport, how to market tourism and run tourism operations and businesses effectively.

Topics Covered in this Diploma Program include:

- Tourism, motivations for travel, products, services.
- The tourism industry, infrastructure, income.
- Economic and social effects, tourism development.
- Government involvement, security of tourists.
- Tourism statistics, patterns, trends, sustainability.
- The hospitality industry, hotels, entertainment.
- Tourism markets, leisure, business, cultural, VFR.
- Destinations, attractions, environmental protection.
- Transport, air, rail, road, water, national, international.
- Tour operators, economics of tour operation, skills.
- Types and standards of accommodation, rating.
- Reservations systems, bookings, itineraries, fares.
- Inclusive tours, package tours, travel insurance.
- Tourism marketing, advertising, brochures, displays.
- Websites, social media promotional campaigns.

The level 4 Diploma Program is ideal for:

- Tourism, hospitality, leisure, tour management
- Promotion and preparing for managerial posts
- Hotel, accommodation, attraction management
- Tourism marketing, development, protection
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I thank CIC for the excellent knowledge and training given in Tourism & Travel Management, it really helped my career, and because of it I was admitted to the Institute of Tourism Management in Austria.'

Dzane Joseph Asangama, Tanzania

Training Management & Employee Development

Introduction: This Program teaches how to become a professional in the organisation of training and the development of employees and organizations. It covers training needs analysis, training methods, the design, monitoring and evaluating of development activities and about preparing development policies. The Program gives guidance on leadership, motivation and change, and managing people as individuals and the needs of the organisation as a whole.

Topics Covered in this Diploma Program include:

- Training, learning, development, learning styles.
- Training needs analysis, assessment, performance.
- Costs, benefits, qualifications, job enhancement.
- Training programme quality, delivery, design, CPD.
- On- and off-the-job training, projects, secondments.
- Monitoring, review, evaluation, testing, reports.
- Training equipment, resources, learning organisations.
- Mentoring, coaching, counselling, training roles.
- Organisation development, attitudes, values, ethics.
- Intended and actual outputs of training, feedback.
- Management development, succession, transformation.
- Relationships with employees, staff and customers.
- Government training, social and cross-cultural factors.
- Consultants, specialists, expertise, motivation.
- Uncertainty, barriers to change, dealing with conflict.

The level 4 Diploma Program is ideal for:

- Training & HR management, trainers, mentors
- Promotion and preparing for managerial posts
- Employee and management development
- Evaluation, motivation, counselling, conflict
- Gaining knowledge, ability, understanding, professionalism, confidence, respect

'I work in the HR Department thanks to my Employee Training and Development studies and Diploma. My Director has given me additional responsibility for training other employees. Thank you so much CIC.'

Claire Beausoleil, St Lucia

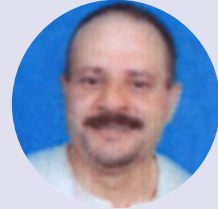


'I am proud of the amount of education I have acquired from your prestigious College. It is a perfect investment for my life. I deeply appreciate the way you simplify your Study Materials. I therefore wholeheartedly encourage all willing and determined folks to follow suit. Seeing is believing.'

Josephine Mushwena Mwale, Sweden

'I am extremely proud to be a graduate of CIC. My thanks for the opportunity to advance my knowledge and skills to be a better manager and serve more effectively, and for the strong commitment, guidance and support for persons like me trying to advance academic knowledge while pursuing their career.'

Mahmmad Y H Hamoudeh, Jordan



'I am extremely grateful and deeply appreciative to CIC for strengthening my administration, leadership and professionalism. Your programs are designed for easy learning with a unique studying style and understanding of your student's needs.'

The education I gained changed my life and I have already been promoted.'

Mukhtar Yusuf, USA

'I now have a good job and now a very lucrative position because of my CIC study and the practical Program with its well-designed content and straightforward method of studying. Thank you for caring about my problems and coming up with a solution to my study and qualification needs, and for your efforts.'

Julia Fuehrer, Germany



'Presently I am studying at Coventry University in England in the Department of Accounting & Finance Studies on an MBA Programme. This is thanks to my well-structured Higher Diploma on Accounting & Finance which I gained from Cambridge International College.'

Ngo Malabo Antoinette, Cameroon and England

'I am the first ever African to make it to the Asia Pacific Leadership Program at the University of Hawaii and return with \$5000 as a scholarship. Without my CIC qualifications I would not have been considered. I am a brand for CIC in all my academic endeavours.'

Daniel Jonah, Nigeria



'Cambridge International College helped us here in Malawi and I also thank the Malawi Government for supporting me to pass my CIC programs. The Government has now promoted me to a Dean of Information at the University of Lilongwe due to the good work that I do, and also to teach business management to students.'

John Banda, Malawi

Honours Group Diplomas

The popular Honours Group Diplomas comprise study of **3 related Specialist Subjects** *plus* **Advanced Management & Administration Theory & Practice** to provide additional important theoretical and practical understanding and knowledge of management, leadership, organisation, motivation, strategy, ethics and other key important topics.

This Programme is designed for men and women who are ambitious to gain valuable skills, abilities, knowledge and competency, and to achieve good posts and promotion to managerial level in a private, public or government enterprise.

The Honours Programme results in **FIVE awards**: a Diploma for each Subject *plus* an **Honours Group Diploma**.

Accounting, Banking & Finance Management

- Business Accounting & Finance • Banking & Bank Operations:
- Financial Management

Administrative Management

- Office Management & Administration • Computers & IT in Business & Management
- and ONE of: • Public Administration OR Health & Safety in the Workplace OR
- Communication in Business & Management OR Insurance Management

Business Accounting & Finance

- Accounting & Finance in Business & Management • Financial Management
- and ONE of: • Business Bookkeeping & Accounts OR Cost Accounting

Business Administration

- Business Management & Administration • Management & Administration
- Commercial Practice & Law

Business Development

- Business Entrepreneurship & Organisation • Business Management & Administration
- and ONE of: • International Business OR Sales & Marketing OR Project Leadership & Management

Computers & IT Management & Administration

- Computers & IT in Business & Management
- Office Management & Administration • IT Systems Security & Administration

Construction & Project Management

- Project Leadership & Management • Construction Management
- Logistics, Material & Supply Chain Management

English & Communication

- Communication in Business & Management • Business English & Letter Writing
- and ONE of: • Professional English • Management & Administration

Executive & Secretarial Assistance

- Administrative/Personal Assistant/Secretarial Duties
- Office Management & Administration • Business English & Letter Writing

Hospitality Management

- Hotel Operations & Management • Tourism & Travel Management
 - and ONE of: • Business Management & Administration OR Events Management
-

Human Resource Administration

- Human Resource/Personnel Management • Health & Safety in the Workplace
 - and ONE of: • Organisational Behaviour OR Training Management & Employee Development
-

Management & Administration

- Management & Administration • Business Management & Administration and ONE of: • Office (Workplace) Management & Administration OR Public Management & Administration OR Leadership & Team Management
-

Management & Leadership

- Management & Administration • Leadership & Team Management
 - Project Leadership & Management
-

Management & Workplace Safety

- Workplace Management & Administration • Health & Safety In The Workplace
 - Commercial Practice & Law* (*includes principles of employee and labour law)
-

Marketing Administration

- Sales Management & Marketing • Advertising & Public Relations
 - and ONE of: • Retail Marketing Management OR International Business & Trade
-

Materials & Logistics Management

- Stores, Inventory & Warehouse Management • Purchasing & Resourcing Management
 - Logistics, Materials & Supply Chain Management (and Transport)
-

Procurement & Supply Management

- Purchasing & Resourcing Management • Supply Chain Strategy & Organisation
 - Logistics, Material & Supply Chain Management (and Transport)
-

Project Management

- Project Leadership & Management • Project Event Management
 - Leadership & Team Management
-

Transport & Logistics Management

- Business Management & Administration • Transportation Management
 - Logistics, Materials, Supply Chain & Transport Management
-

Other Specialisations are available (see website) and/or may be available on request.

An Honours Diploma is level 5; holders may proceed to higher Programmes with Study Exemptions.

Baccalaureate In Business Administration

This **flexible 2-year Business Administration Programme** offers **Specialisations** with study and training essential for career success in today's competitive environment and modern world of global business, and in commerce, finance, management, marketing, human resource, logistics, administration; and for commercial, industrial and government posts.

This professional Programme is designed by leading professionals to provide **high-level skills and competencies** and to **increase knowledge, understanding, evaluation and analytical ability** in a range of managerial situations and work environments, so graduates can demonstrate the high-level ability vital for developing **successful careers**.

The First Year comprises 4 Subjects which provide valuable management, administrative and business knowledge.

The Second Year comprises 4 interesting career-focused subjects to increase professionalism, ability and career opportunities.

Subjects Studied in 'STUDY YEAR ONE'

1. Business Theory & Commercial Practice	2. Commercial Practice & Law
3. Management & Administration	4. Advanced Management & Administration

Subjects Studied in 'STUDY YEAR TWO'

Specialisation in BUSINESS ADMINISTRATION

5. Business Economics & Commerce	6. Sales & Marketing Administration
7. Business Finance & Accounting	8. Advertising & Public Relations

Specialisation in COMMERCE & ADMINISTRATION

5. Business Economics & Commerce	6. International Business & Trade
7. Business Finance & Accounting	8. Project Leadership & Management

Specialisation in COMPUTERS & IT MANAGEMENT & ADMINISTRATION

5. Computers & IT in Business & Management	6. IT Security & Management
7. Workplace Management & Administration	8. Project Leadership & Management

Specialisation in ECONOMICS, BUSINESS & ADMINISTRATION

5. Business Economics & Commerce	6. International Business & Trade
7. Macro, Micro & Business Economics	8. Logistics & Supply Chain Management

Specialisation in EDUCATIONAL LEADERSHIP & SCHOOL ADMINISTRATION

5. Teaching: Classroom Management & Psychology	6. Educational Psychology & Administration
7. School Improvement & the Educational Leader	8. Middle Leadership and Guidance in Schools

Specialisation in ENGLISH & ADMINISTRATION

5. Professional & Social English	6. Business English & Letter Writing
7. Communication in Business & Management	8. Advanced English Language

Specialisation in ENVIRONMENTAL MANAGEMENT & ADMINISTRATION

5. Leadership & Team Management	6. Project Leadership & Management
7. Environmental Planning Processes	8. Planning Across Different Environments

Specialisation in FINANCIAL ADMINISTRATION

5. Business Finance & Accounting	6. Business Economics & Commerce
7. Cost Accounting	8. Financial Management

Specialisation in HOSPITALITY ADMINISTRATION

5. Hotel Operations & Management	6. Tourism & Travel Management
7. Events Management	8. Hospitality Industry & Administration

Specialisation in HUMAN RESOURCE ADMINISTRATION

5. Human Resource/Personnel Management	6. Organisational Behaviour
7. Health & Safety in the Workplace	8. Training Management & Development

Specialisation in HR & OCCUPATIONAL HEALTH & SAFETY ADMINISTRATION

5. Human Resource/Personnel Management	6. Organisational Behaviour
7. Health & Safety in the Workplace	8. Health & Safety Communication & Practice

Specialisation in INSURANCE, RISK MANAGEMENT & ADMINISTRATION

5. Insurance Management	6. The Insurance Industry & Environment
7. Health & Safety in the Workplace	8. Commercial & Business Risk Management

Specialisation in MANAGEMENT & ADMINISTRATION

5. Administrative Management	6. Project Leadership & Management
7. Leadership & Team Management	8. Human Resource/Personnel Management

Specialisation in MARKETING ADMINISTRATION

5. Sales & Marketing Administration	6. Advertising & Public Relations
7. International Business & Trade	8. Retail Marketing & Customer Relations

Specialisation in MATERIALS & LOGISTICS ADMINISTRATION

5. Stores, Inventory & Warehouse Management	6. Purchasing & Resourcing Management
7. Logistics, Materials & Supply Chain Management	8. Project Leadership & Management

Specialisation in PROJECT ADMINISTRATION

5. Project Leadership & Management	6. Project Events Management
7. Business Finance & Accounting	8. Purchasing & Resourcing Management

Other Specialisations are available. Baccalaureate holders may proceed to EBA & EMBA with Study Exemptions.

Executive Business Administration (EBA)

This is a professional, enjoyable, **flexible 3-year Programme** designed by experts to help develop the high-level skills and competencies vital in ambitious men and women seeking **successful careers** in business, management, administration and related specialisations, at **senior and at executive levels**.

The EBA is structured to help achieve the aims of becoming a successful, efficient and effective leader, executive, director or senior manager; and for gaining promotion to senior well-paid positions. The Programme covers a range of highly important, interesting, practical and specialist subjects prepared by experts to enable rapid learning and progress.

The Programme includes preparation of a Project to blend the practical and theoretical knowledge gained during the EBA, and to increase expertise and analytical ability. Members choose a Project of personal interest (full guidance and advice is provided) and follow the clear EBA Project framework on the way to study success and Graduation.

- The EBA Programme will greatly improve skills, competencies, knowledge and confidence. It offers a wonderful opportunity to specialise and gain an in-depth understanding of the business environment.
- A valuable additional benefit of the EBA Programme is that a valuable qualification is awarded on completion of EACH Study Year. On completing:-
 - the First Study Year, a special **Honours Diploma** will be awarded;
 - the Second Study Year, a special **Advanced Business Administration award** will be provided;
 - the Third Study Year, the prestigious **Executive Business Administration** will be awarded (along with a detailed transcript and grade sheet), signalling successful Graduation.
- An award for each 'Study Year' completed provides proof to employers and sponsors of your progress, achievement, commitment, development and your on-going study success.
- Holders of a CIC Honours Diploma or Baccalaureate, or equivalent, may be eligible to one or more Study Exemptions.
- The EBA is designed as a level 6 programme. The EMBA programme (acceptance guaranteed) and/or other graduate degree level study is usually next for anyone aiming for further studies.
- Men and women who complete the EBA are destined for executive-level, respected, well-paid posts with high responsibility, carried out with technical, managerial and analytical professionalism.
- The high quality Study & Training Materials, which are included in the Programme Fee, ensure superb tuition and the acquisition of wide-ranging knowledge to accelerate career development in today's world of competitive business and management.

'Since I began studying there has been a continuous improvement in the execution of my duties as Finance Manager for a Company with over 1,000 employees. Your fees are affordable and I have recommended CIC highly.'

Abdul Shamrani, Kuwait

The First Year of the Executive Business Administration Programme is the same for all Specialisations:

The Four Subjects of the EBA First Year

1. Business Theory & Commercial Practice	2. Commercial Practice & Law
3. Management and Administration	4. Advanced Management & Administration

Study Year Two comprises Subjects 5 to 8, and Study Year Three comprises Subjects 9 to 12:

Specialisation in ACCOUNTING ADMINISTRATION

5. Business Bookkeeping & Accounts	6. Business Finance & Accounting
7. Cost Accounting	8. Credit Management & Control
9. Computers & IT in Business & Management	10. Accounting for Decision Makers
11. Organisation Environment	12. Project/Thesis

Specialisation in BANKING & FINANCE ADMINISTRATION

5. Business Finance & Accounting	6. Financial Management
7. Investment Management	8. Banking & Bank Operations
9. Computers & IT in Business & Management	10. Banking & Financial Systems
11. Organisation Environment	12. Project

Specialisation in BUSINESS ADMINISTRATION

5. Business Economics & Commerce	6. Sales & Marketing Administration
7. Business Finance & Accounting	8. Advertising & Public Relations
9. Computers & IT in Business & Management	10. International Business & Trade
11. Organisation Environment	12. Project/Thesis

Specialisation in COMMERCE & ADMINISTRATION

5. Business Economics & Commerce	6. International Business & Trade
7. Business Finance & Accounting	8. Project Leadership & Management
9. Computers & IT in Business & Management	10. Economics & The Business Environment
11. Organisation Environment	12. Project/Thesis

Specialisation in COMMUNICATION & MEDIA ADMINISTRATION

5. Communication in Business & Management	6. Business English & Communication
7. Advertising & Public Relations	8. Mass Media & Communication
9. Computers & IT in Business & Management	10. Professional Communication Skills
11. Organisation Environment	12. Project/Thesis

Specialisation in CONSTRUCTION MANAGEMENT & ADMINISTRATION

5. Workplace Health & Safety	6. Purchasing & Resource Management
7. Project Leadership & Management	8. Construction Management Theory & Practice
9. Computers & IT in Business & Management	10. Construction Project Management
11. Organisation Environment	12. Project/Thesis

Specialisation in ECONOMICS & ADMINISTRATION

5. Business Economics & Commerce	6. Business Economics Theory & Practice
7. Economic Development	8. International Business & Trade
9. Computers & IT in Business & Management	10. Economics & The Business Environment
11. Organisation Environment	12. Project/Thesis

Specialisation in EDUCATION, SCHOOLS LEADERSHIP & ADMINISTRATION

5. Teaching: Classroom Psychology & Management	6. Educational Psychology & Administration
7. Middle School Leadership: Subjects & Teams	8. School Leadership & Development
9. Computers & IT in Business & Management	10. Management & Improvement in Schools
11. Organisation Environment	12. Project/Thesis

Specialisation in ENGLISH & ADMINISTRATION

5. Professional & Social English	6. Business English & Letter Writing
7. Communication in Business & Management	8. Advanced English Language
9. Computers & IT in Business & Management	10. Professional Communication
11. Organisation Environment	12. Project/Thesis

Specialisation in FINANCE & INVESTMENT ADMINISTRATION

5. Business Finance & Accounting	6. Financial Management
7. Investment Management	8. Banking & Bank Operations
9. Computers & IT in Business & Management	10. Accounting for Decision Makers
11. Organisation Environment	12. Project/Thesis

Specialisation in HOSPITAL MANAGEMENT & HEALTH ADMINISTRATION

5. Leadership & Team Management	6. Health & Safety in the Workplace
7. Hospital Management: Productivity & Economics	8. Hospital Departments: Quality & Efficiency
9. Computers & IT in Business & Management	10. Improving Performance in Hospitals
11. Organisation Environment	12. Project/Thesis

Specialisation in HOSPITALITY & EVENTS ADMINISTRATION

5. Hotel Operations & Management	6. Tourism & Travel Management
7. Events Management	8. Hospitality Industry & Administration
9. Computers & IT in Business & Management	10. Hospitality Management
11. Organisation Environment	12. Project/Thesis

Specialisation in HUMAN RESOURCE ADMINISTRATION

5. Human Resource/Personnel Management	6. Organisational Behaviour
7. Management of Health & Safety	8. Training & Development Management
9. Computers & IT in Business & Management	10. Strategic Human Resource Management
11. Organisation Environment	12. Project/Thesis

Specialisation in INTERNATIONAL BUSINESS & ADMINISTRATION

5. International Business & Trade	6. Logistics, Materials & Supply Chain Management
7. International Marketing Management	8. Business Economics & Commerce
9. Computers & IT in Business & Management	10. International Business & Management
11. Organisation Environment	12. Project/Thesis

Specialisation in INTERNATIONAL RELATIONS & ADMINISTRATION

5. International Relations & Global Politics	6. International Business & Trade
7. International Relations Theory	8. Business Economics & Commerce
9. Computers & IT in Business & Management	10. International Relations & Diplomacy
11. Organisation Environment	12. Project/Thesis

Specialisation in IT SYSTEMS & DATABASE ADMINISTRATION

5. Workplace Management & Administration	6. Project Leadership & Management
7. IT Systems Security & Administration	8. Leadership & Team Management
9. Computers & IT in Business & Management	10. Database Management & Administration
11. Organisation Environment	12. Project/Thesis

Specialisation in LEADERSHIP, STRATEGY & ADMINISTRATION

5. Leadership & Team Management	6. Organisational Behaviour & Leadership
7. Marketing Strategy	8. Project Management & Leadership
9. Computers & IT in Business & Management	10. Strategic Management
11. Organisation Environment	12. Project/Thesis

Specialisation in MANAGEMENT & ADMINISTRATION

5. Administrative Management	6. Project Management & Leadership
7. Human Resource/Personnel Management	8. Leadership & Team Management
9. Computers & IT in Business & Management	10. Health & Safety Management
11. Organisation Environment	12. Project/Thesis

Specialisation in MARKETING ADMINISTRATION

5. Sales & Marketing Administration	6. Advertising & Public Relations
7. International Business & Trade	8. Retail Marketing & Customer Service
9. Computers & IT in Business & Management	10. Global Marketing Management
11. Organisation Environment	12. Project/Thesis

Specialisation in MATERIALS & LOGISTICS ADMINISTRATION

5. Stores, Inventory & Warehouse Management	6. Purchasing & Resourcing Management
7. Logistics, Materials & Supply Management	8. Supply Chain Strategy & Management
9. Computers & IT in Business & Management	10. Inbound Logistics Management
11. Organisation Environment	12. Project/Thesis

Specialisation in PROJECT MANAGEMENT & ADMINISTRATION

5. Project Leadership & Management	6. Project Leadership
7. Project Event Management	8. Purchasing & Resourcing Management
9. Computers & IT in Business & Management	10. Programme Management & Project Strategy
11. Organisation Environment	12. Project/Thesis

Specialisation in PUBLIC POLICY & ADMINISTRATION

5. Public Management & Administration	6. Public Policy Making
7. Administrative Management	8. Leadership & Team Management
9. Computers & IT in Business & Management	10. The Public Policy Process
11. Organisation Environment	12. Project/Thesis

Specialisation in TRAINING & DEVELOPMENT ADMINISTRATION

5. Human Resource/Personnel Management	6. Organisational Behaviour
7. Management of the Training Function	8. Training & Development
9. Computers & IT in Business & Management	10. Management & Employee Development
11. Organisation Environment	12. Project/Thesis

Specialisation in TRANSPORT MANAGEMENT & ADMINISTRATION

5. Logistics, Materials, Supply & Transport Management	6. Business Economics & Commerce
7. Transportation Management	8. Public Transport Management
9. Computers & IT in Business & Management	10. Shipping Management or Air Transport Management
11. Organisation Environment	12. Project/Thesis

Other Specialisations might be available on request to the College. Acceptable entry qualifications include academic professional qualifications and work experience at appropriate levels of responsibility. If you are not certain if you are eligible, ask for an Eligibility Application Form or advice. EBA holders may proceed to EMBA with Study Exemptions.



"CIC is a true International College that gives global recognition to its Members. I gained new knowledge through your professional manuals and complete practical studies. I received promotion at my work place and an excellent salary with my CIC Diploma."

Joana Peter Khamis, South Sudan

"I successfully completed a course on Accounting and was promoted to Administration and Operations Controller; all thanks to CIC and my CIC Diploma. Now I am working for a large Logistics company and I am planning to study further with the College to advance my knowledge."

Passmore Lazarus, Mozambique

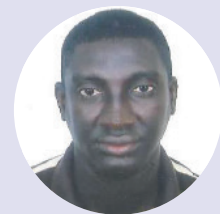


"The wonderful news is that I'm now a new Administrator at School as my interview was successful. I gained the position because of my training with CIC. My CIC studies gave me this opportunity to gain such a good job in a big school, it shows the benefit of my training already. I'm successful because of CIC."

Jean Banu Jordaan, Egypt

"The Study Materials were detailed and easy to understand and I appreciate the knowledge gained from my study with CIC and am using it to achieve my goals." His Employer wrote: "We are proud of him for completing this course with CIC. The knowledge gained will be of service to our organisation."

Ernest Apim Tawiah, Ghana



"Since receiving my Diploma from you I got a job in a big international company here in Benin. Firstly I was employed as Accounts Manager and then was promoted to Assistant Finance Controller. CIC Diplomas really do open doors! Thank you CIC and I wish you all the best."

Kocouvi Kodjo Roland, Benin

"I must say it was a pleasure doing studies with CIC. The courses are affordable and well-rounded which suited my learning style. I am now closer to my dream because of my studies with CIC. I am very proud to be a Graduate and will strongly recommend Cambridge International College to all. Thank you CIC."

Patricia Fleming-Baker, Grenada



"I really thank CIC for assisting me in my studies in Management and Administration for which I received my Diploma. This knowledge and understanding has helped me to properly organise my work and be professional as a School Administrator. I am a priest, and CIC has helped me enter into the corporate world successfully."

Godfrey Augustino Kolowoga, Tanzania

Mastery of Management Graduate Diplomas

These specialist Programs comprise market-leading content and syllabuses written by leading authors and experts, and are produced by leading professionals to provide great knowledge, understanding and development.

These high-level Graduate Diplomas are rated as level 7 and can be attained within one year. Applicants should already have good subject knowledge and/or relevant awards, and want specialist knowledge for their careers.

These professional Programs are offered to men and women who are, or who aim to become, specialist senior personnel, senior managers, directors and executives. They are intended for professionals who need specialist awards and specialist knowledge to apply effectively at work. Graduate Diplomas offered include:

Business Finance & Investment

This Program covers the theory and practice of business finance. It focuses on major theories of financial decision making and investment appraisal methods. It explains financial decision-making theory and actual practice.

It is for accounts, finance & investment personnel, managers, directors and owners who make finance and investment decisions. Contents include:

- The Business Finance Environment
- A Framework for Financial Decision Making
- Investment Decision Making
- Portfolio Theory and Pricing Models
- Business Finance, the Organisation of Business
- Financial Accounting Statements, Interpretation
- Investment Appraisal Methods, Risk Factors
- Tax, Inflation, Capital Rationing, Cash Flows

Business Law

This Program covers the major area of business law and legal developments, using business examples to increase understanding and to demonstrate the practical application of the law and how it applies to businesses.

It is for intending law specialists, and for business managers, executives and others who require a good knowledge of business law. Contents include:

- The Nature of Law, How the Law is Made
- Tort Law, Liability: Goods, Services, Premises
- Rights at Work: Safety, Discrimination, Dismissal
- Directors, Secretary, Auditors, Shareholders
- The Terms of Contract, Remedies for Breach
- Employment Law, Agency Law, Sale of Goods
- Company Law, Formation, Organisation
- Intellectual Property, Copyright, Patent, Trademark

Corporate Strategy, Policy & Planning

This Program expertly explains about strategic management and corporate policy, how to analyse the business environment, and how to make strategic decisions; and how to plan, implement, control and evaluate strategies.

It is for current and aspiring senior managers, directors, executives and owners who must control organisational strategy effectively. Contents include:

- Concepts of Strategic Management and Policy
- Environmental Scanning, Industry Analysis
- Strategy Formulation, Situational Analysis
- Strategy Implementation: Staffing, Directing
- Corporate Governance, Social Responsibility
- Internal Scanning, Organization Analysis
- Corporate, Business and Functional Strategy
- Strategic Choices, Evaluation and Control

International Marketing

This Program provides a detailed, informative explanation of the international marketing and planning process; of customers, producers, suppliers, global markets; and how best to implement and develop marketing programmes.

It is for high-level managers, executives and marketing personnel who must make important international marketing decisions. Contents include:

- Global Marketing, Management and Firms
- Selecting International Markets, Research
- Production Abroad and Strategic Alliances
- Global Logistics, Channel/Distribution Decisions
- Political, Economic, Sociocultural Environment
- Entering International Markets and Exporting
- Global Competition, Global Marketing Strategy
- Managing Global Marketing Programmes

International Relations & Politics

This Program provides a wide ranging but concise examination of all the key themes, trends and issues of contemporary international relations & politics. It covers major IR theories, explaining their rationale and impacts.

It is particularly for people involved in politics, diplomacy, and government; and international development, trade and human rights. Contents include:

- International Relations and World Politics
- World Politics, History and Geography
- Diplomacy, Foreign Policy, Power
- International Law, Human Rights, Conflict
- Globalization, Current Issues, Human Rights
- The Sociocultural Environment Overseas
- Realism, Liberalism, International Societies
- Importance of and Reasons to Study IR Theories

Management Accounting for Decision Makers

This Program provides effective knowledge on preparing and using accounting information. It explains how to operate within a framework of strategic planning and decision making and make the best business and financial choices.

It is for managers and executives who need to understand the key factors required for effective budgeting, investment, cost and accounting decision-making. Contents include:

- Management Accounting, Control, Objectives
- Relevant Costs for Decisions, Cost Types
- Cost-Volume-Profit and Marginal-Analysis
- Costing Methods, Overhead, Absorption, Pricing
- Value Chain Analysis, Standard Quantity & Cost
- Periodic and Continual Budgets, Variances
- Capital Investment Decisions, Transfer Pricing
- Performance Evaluation, Working Capital, EVA

Management & Leadership

This Program teaches about the managerial leadership role relating to control, power, culture, conflict, decision-making, organisations, relationships and performance. It explains how to create and lead an effective work environment.

It is for managers, executives, leaders needing high-level understanding of leadership roles, processes, and the theory and practice. Contents include:

- Qualities of Successful Managers, Attributes
- Managerial Styles, Systems, Philosophies
- Management Control Systems and Strategies
- Power, Organisation, Transformation, Change
- Managerial Behaviour, Effectiveness
- Leadership, Influence, Attitudes, TQM
- Theories, Concepts: MBO, the 7-S Framework
- Organisational Culture, Development, Conflict

Management of Human Resources

This Program expertly deals with the theory and practice of personnel (workforce-centred) and human resource (resource-centred) management. It explains the detailed roles, responsibilities and strategic management of HR.

It is for senior HR managers, executives, leaders and administrators who need to assess, control and improve HR management. Contents include:

- Personality Dynamics, Cognitive Theory
- Individual Perception, Transaction Analysis
- Workgroups, Teamwork, Processes, Dynamics
- Job Design, Satisfaction, Work Performance
- Managing Knowledge, Learning Organizations
- Behaviour, Motivation, Relationships, Culture
- Managing Change, Improving Performance
- Staffing, Appraisals, Training, Roles, Conflict

Managerial Economics

This Program explains how to make good business decisions based on macroeconomic and microeconomic theory; it teaches how the economy works, about the business environment, and how to run businesses competitively.

It is for senior managers, directors and executives who must understand the economy in order to run businesses effectively. Contents include:

- The Domestic Economic Environment, Income
- Macroeconomic Issues, Employment, Supply
- Demand, Forecasting, Pricing, Competition
- Economies of Scale, Mergers, Acquisitions
- The International Environment, Exchange Rates
- The Economy: Structure, Industry, Productivity
- Costs: Total, Marginal, Average; Theory, Practice
- Governments, Legislation, Balance of Payments

Marketing Strategy

This Program focuses on strategic marketing and how to conduct strategic market planning, develop core strategy, and segment markets. It explains how to achieve customer satisfaction, quality, value, growth, and overcome competition.

It is for managers, marketers, strategists, directors and business people in both domestic and global companies and businesses. Contents include:

- Strategic Marketing Planning, Marketing Mix
- Segmentation, Targeting, Strategic Groups
- Building Customer Relationships, Quality, Value
- Product Life-Cycle Strategy, Pricing Strategy
- Core Strategy, Satisfying Customer Needs
- Positioning, Differentiation, Communication
- Creating Competitive Advantage, Market Share
- Product Development, Innovation, Review

Money, Banking & Financial Systems

This Program explains the purposes and features of money, banks, banking, financial institutions, financial systems and markets, their function and importance, risks, regulation and effects on financial and economic activity.

It is for banking and financial services personnel who need advanced knowledge of banking and financial economics theory and policy. Contents include:

- Roles, Features, Operation of Financial Systems
- Valuation of Assets, Rates of Return, Risk
- The Demand for Money, Monetary Policy
- Equity Markets, Foreign Exchange Markets
- Interest Rates, Liquidity, Risk, Inflation
- Banks, Money Supply, Expectation, Borrowing
- Money Markets, Bond Markets, Pricing
- Derivatives, Futures, Options, Swaps Markets

Operations & Quality Management

This Program explains the key issues and techniques of operations management, and its strategic role in managing and making the best and most efficient use of resources to produce high quality goods and services.

It is for managers, directors and business people wishing to improve processes, efficiency, customer satisfaction and competitiveness. Contents include:

- Operations Management, Processes, Resources
- Operations Strategy; Total Quality Management
- Product, Service and Process Design, Layout
- Supply Networks, Inventory Management
- The Input-Transformation-Output Process
- Performance: Social, Environmental, Economic
- Enterprise Resource Planning; Operations Flow
- Demand and Capacity, Market Requirements

Organisational Design & Behaviour

This Program expertly takes and teaches a managerial approach to design, structure, management and behaviour, and shows their effects on organisational performance, productivity and management effectiveness.

It is for managers, executives, directors and business people who need an effective approach to organisational behaviour and design. Contents include:

- Management and Organisational Behaviour
- Approaches, Behaviour, Culture, Psychology
- Organisational Goals, Strategy, Responsibility
- Work Relationships, Behaviour, Performance
- The Environment, Social Systems, Operation
- Delegation, Systems, Functions, Change
- Organisation Structure, Design, Work Patterns
- Technology, Organisations, Human Resource

Real Estate (Property) Management

This Program provides detailed, thorough and well-planned guidance and details on the essential concepts which need to be understood to achieve a successful professional career in the field of real estate (property) management.

It is for practitioners, property owners and managers and real estate (property) personnel involved in one or more of surveying, land management, housing, property, planning and construction. Contents include:

- Real Estate Management, Agency-Client Relations
- Surveying, Commercial Property Management
- Construction, Development, Economics
- Finance, Investment, Tax, Real Estate Valuation
- Real Estate Law, Planning in Real Estate
- Property Asset Management, Quantity Surveying
- Real Estate & Land Regeneration, Sustainability
- Land & Residential Property Management

Executive Mini MBA Course

This Course will rapidly transform your career and revolutionise how you work. You will quickly develop MBA critical thinking, tactical behaviour and dynamic strategies. It will help you become a business leader and use MBA critical thinking to take your business knowledge and managerial practice to a new level. You can use and apply what you learn in the course to your every day work and tasks to improve your confidence and your effectiveness.

This Course aims to provide invaluable guidance for managers looking to apply MBA thinking in the contemporary world. You rapidly cover and learn many MBA key management and business ideas and concepts to help guide, challenge and inspire you to better results, whatever stage you are in your career:

The Course is ideal for aspiring and new managers with wide experience but no MBA or similar Executive-level qualification, and for those already holding an MBA or similar award and who need to refresh or continue their personal and professional development.

The practical, enjoyable Course is designed to be completed in a matter of months. It is carefully written in a comprehensive easy-to-study style, the helpful content is easy to refer back to when needed, and is valuable to use in real-life practical situations.

Syllabus/Contents outline, including:-

Introduction, Study Guidance & Advice

- 1 Managers and MBA thinking
- 2 MBA thinking: Strategy and Tactics
- 3 MBA thinking: Managerial Planning
- 4 MBA thinking: Processes and Operations
- 5 MBA thinking: Managerial Control
- 6 MBA thinking: Leadership and Management
- 7 MBA thinking: Corporate Governance
- 8 MBA thinking: Accounting and Finance
- 9 MBA thinking: The Human Resource
- 10 MBA thinking: Operations Management
- 11 MBA thinking: Supply Chain Management
- 12 MBA thinking: Marketing Management

Our Executive Mini MBA Course has been designed specifically for managers and professionals in business, corporate, government and nonprofit roles who need immediate, tangible, positive results and improvement.

A CIC Executive Mini MBA can be a wonderful alternative to the traditional MBA, and thousands of business leaders all over the world are taking advantage of this learning opportunity. If you are looking for a way to obtain new skills, learn new business tactics, brush up on modern business practices or are interested in the possibility of proceeding to a full MBA level Course, registering onto the CIC Mini MBA might be just right for you.

The Mini MBA Course focuses on communicating the essence of what a standard MBA offers, but in a more accessible format, and as a Distance Training Course for those who cannot commit to a full-time 2 or 3 year course. For MBA degree holders, this Mini MBA Course serves as a handy and valuable refresher course and practical exercise.

The Executive Mini MBA Course is designed to be completed over a 12/18 week period by those who dedicate an average of just 3/4 hours per week to each Module. However, because we understand the time constraints on working individuals, you will be allowed to take up to 52 weeks if needed.

A quick and cost-effective way to reach your next career goal and boost your employment profile. It offers a unique opportunity to equip yourself with top-level practical business and management skills which you can implement immediately.

'The detailed and enjoyable CIC Course helped me apply management skills to my workplace with success, and provided me access to further studies in management at MBA level.'

Ross Cooper, England

Executive Mastery of Business Administration (EMBA)

This specially-designed comprehensive high-level Programme develops advanced business management and administration skills essential for senior, executive and Board-level positions in our highly competitive business world.

This excellent Programme is flexible and expertly produced. Study materials and content are written and produced by world-leading experts to provide expert knowledge, understanding and to enable continuous progress.

This Programme is for men and women aiming to get to the top of their chosen careers, and who are motivated, highly-driven and determined to be successful, top-quality leaders, executives, business people and senior managers. It offers great rewards in terms of wide-ranging knowledge and high potential to achieve top careers, high pay and good benefits.

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- The first two Study Years provide a wide-ranging practical-oriented view of the business and commercial environment, covering important subjects with a focus on management and business.
 - The third Study Year comprises 3 compulsory subjects and 2 specialisation subjects. They are high-level subjects with both technical and academic content, yet with a focus on the practical application of the subject knowledge.
 - A valuable additional benefit of the EMBA Programme is that:
 - on completion of the First Study Year a Transcript is provided and on completion of the Second Study Year a Transcript is issued; a First Year and a Second Year EMBA certificate can also be provided;
 - at each stage these provide proof to employers and sponsors of your progress, achievement, commitment, development and on-going success, without you needing to wait until the very end of the Programme.
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- The EMBA Programme provides professional graduate degree (level 7) business and management focused expertise, knowledge, understanding.
 - The Programme includes a Project/Thesis which incorporates theoretical and practical aspects of the topic, and key MBA management models. Full guidance and instruction is given on selecting, researching and preparing a Project/Thesis, which is designed to be stimulating and to increase research, analytical and assessment skills.
 - The flexible 3-Year Programme can be studied and completed at the pace which is required and suitable for each individual Member registered onto the Programme.
 - The Programme is preparation for accelerated high-level career development and demonstrates that the holder has excellent training and education, and is destined for career success.

Acceptable entry qualifications may include academic/professional qualifications acceptable to and recognised by CIC, and/or work and practical experience at an appropriate senior level of responsibility. If you are not certain whether you are eligible for entry, ask for an Eligibility Application Form.

"I learnt a lot through this EMBA Programme. It has all a student needs. I thank CIC for their expertise in preparing this course. CIC enabled me to gain the EMBA, and made the impossible become possible."

Lawrance Bottney, Oman

"It has been my pleasure studying (specialisation Human Resource Management) with CIC. I have made upward strides and was promoted to Director and accepted for membership by several professional institutions."

Densill Sinclair, Jamaica

Core Subjects of the FIRST 'STUDY YEAR' common to all Specialisations:

1. Business Theory & Commercial Practice	2. Business Economics & Commerce
3. Management & Administration in Business	4. Advanced Management & Administration

Core Subjects of the SECOND 'STUDY YEAR' common to all Specialisations:

5. Business Finance & Accounting	6. Sales & Marketing Administration
7. Human Resource Management	8. Commercial Practice & Law

Core Subjects of the THIRD 'STUDY YEAR' common to all Specialisations:

9. Corporate Strategy, Policy & Planning	10. Managerial Economics
11. Business Finance & Investment	12. Project/Thesis

Specialisation Subjects for the Third 'Study Year':**Specialisation on Accounting & Management:**

13. Management Accounting	14. Cost & Financial Accounting
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Specialisation on Business Management:

13. Management & Leadership	14. Marketing Strategy
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Specialisation on Financial Management:

13. Money, Banking & Financial Systems	14. Financial Strategy & Policy
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Specialisation on Hospitality Management:

13. Hospitality Management	14. Hospitality & Organizational Behaviour
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Specialisation on Human Resource Management:

13. Management of Human Resources	14. Management & Leadership
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Specialisation on International Business & Management:

13. International Business	14. International Marketing
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Specialisation on Leadership & Management:

13. Project Management	14. Management & Leadership
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Specialisation on Logistics & Supply Chain Management:

13. Materials Management	14. Logistics, Supply & Transport Management
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Specialisation on Marketing Management:

13. International Marketing	14. Marketing Strategy
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Specialisation on Organisational Management:

13. Organisational Design & Behaviour	14. Organisation Understanding & Development
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Specialisation on Project Management:

13. Project Management	14. Event Management or Operations Management
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Specialisation on Strategic Management:

13. Marketing Strategy	14. Financial Strategy or Organisational Strategy
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EVERYTHING YOU NEED FOR YOUR STUDY SUCCESS IS INCLUDED IN YOUR HIGH QUALITY CIC PROGRAM

Your Affordable Fee includes all this:-

- Registration as a Member of this internationally recognised, respected and accredited College.
- Your own high-quality, professionally written, well produced CIC Study & Training Publications.
- A detailed Study & Training Guide with advice on how best to study and answer Examinations well.
- A Progress Chart, Self-Assessment Tests & Model Answers and/or Training Test(s) or a Past Paper.
- The Examination(s) and/or Assignment(s) written in your own area (see below), and the Assessment.
- Rapid despatch of all your Study Materials, Exam Papers, and awards by registered airmail post.
- Your CIC award/qualification on your successful completion of your enjoyable Study & Training.
- Your personal pages on CIC's Member Services website showing results, despatches, and lots more.
- Newsletters, details of special offers, new Programs, competitions, information and advice.
- A hard-working Principal, Vice-Principal and team of staff who are dedicated to ensuring your success.

Accreditation & Guarantee of Quality

- CIC undergoes an annual ILM City & Guilds Quality Audit, a rigorous, in-depth, quality assurance review; CIC is approved in all aspects and to provide courses worldwide.
- CIC is fully accredited by the Accreditation Service for International Schools, Colleges and Universities (ASIC) which is one of the worlds largest accrediting bodies.
- The Quality Audit and Accreditation fully cover:
- Qualifications & Courses
- Assessment & Evaluation
- Management and Staff Resources
- Marketing & Recruitment
- Communication, Health & Safety
- Internal Quality Control
- Administration & Security
- Policies & Procedures
- Training & Development

Audit and Accreditation - Assurance of CIC's quality



The College is certified by the British Assessment Bureau, accredited by the United Kingdom Accreditation Service (UKAS), the National Accreditation Body appointed by the government. CIC is approved for: "The provision of professional and international Study, Training and Educational Programs inclusive of Study Materials, Administration, Examinations Assignments, Assessments, and Awards delivered across the globe."



Exams and Assignments: simple to arrange, wherever in the world you are

- CIC Exams are sat under **Approved Invigilation**, supervised by an approved Invigilator (or Proctor Supervisor). Invigilation can be **quickly and easily** arranged for you to sit Exam(s) wherever you are.
- You may sit your Exam(s) on **any day or date** which is mutually convenient to you and your Invigilator; **wherever you are resident**, whenever you are ready and prepared to attempt your Exam(s).
- Invigilation arrangements are made after you are enrolled as a Member of the College - CIC provides **full, clear, straightforward guidance** to you about Invigilation as soon as you enrol.
- If sitting an Exam is problematic due to COVID-19 or other reasons, there is an Assignment Option (course-work) instead. Full details and guidance are provided on Enrolment or at the appropriate time (you must have your own email address.)

BENEFITS AND EXCELLENT REASONS TO ENROL WITH THIS ACCREDITED INTERNATIONAL COLLEGE

The College was established in 1935 so you can be confident in our quality and experience. Nearly half of all CIC Members are recommended by other Members, friends, colleagues and employers to study with the College - confirming their high satisfaction and regard for the professional study, training and education offered.

PERSONAL & INDIVIDUAL STUDY & TRAINING FROM BRITAIN

- **YOU WILL BE A 'MEMBER' OF CIC.** We treat you as a mature person and respect your goals. You can rely on CIC's high quality management and support to help you succeed and achieve YOUR ambitions!
- **YOU STUDY IN YOUR OWN AREA.** You do not have to travel or leave home to study. With distance-learning you can study wherever you are. But if you wish to enrol with a local CIC centre we can give advice.
- **YOU CAN ENROL AS SOON AS YOU ARE READY.** You can register and start your CIC Study & Training on ANY day of the year; whenever you are ready and able; there are no set semesters, terms or registration dates.
- **YOU STUDY AT YOUR OWN PACE CONVENIENTLY AND FLEXIBLY.** You are able to study at the speed which best suits your circumstances to ensure YOUR success, at home, at work, day or night. The time taken to complete study is flexible to suit your available time, work needs and other commitments.
- **YOU CAN RAPIDLY MASTER CIC STUDY MATERIALS.** Study Materials are written by highly skilled Professors and Experts to ensure your rapid progress even if your main language is not English.
- **YOUR EMPLOYMENT.** CIC is perfect if you are already employed as you do not need to give up work or take study leave. And if not yet employed, CIC is your rapid route to good jobs, promotions and top careers!
- **SUCCESSFUL MEMBERS WORLDWIDE.** Wherever you live you can succeed with CIC. A CIC Award confirms you have taken accredited Studies for competence, skills and professionalism in work activities.

STUDY & GRADUATE TO ACHIEVE YOUR OWN AWARDS AND QUALIFICATIONS



Actual certificates are A4 size (21 by 29.5 cm). Cambridge International College is a legal entity registered with the JFSC, Government of Jersey, Britain. CIC is registered with the Office of Data Protection and is compliant with GDPR data regulations; CIC will never provide your details to a 3rd party for marketing or similar purposes. CIC is an accredited College, not a university; and CIC is approved to deliver awards, qualifications and programmes internationally. CIC promotes inclusivity and operates positive Equal Opportunity & Special Needs policies which are strictly applied - see www.cambridgecollege.co.uk for these and other key policies

PROFESSIONAL STUDY, TRAINING & EDUCATION FROM BRITAIN

- Accounting • Administration • Advertising & Public Relations • Banking & Finance • Bookkeeping
- Business Management • Classroom Management & Psychology • Commerce • Communication
- Computers & IT • Construction Management • Credit Control • Entrepreneurship • Economics
- Education & Schools Leadership • English • Environmental Management • Events Management
- Finance & Investment • Health & Safety in the Workplace • Hospital Management
- Hospitality Management • Hotel Management • Human Resource/Personnel Management • Insurance
- International Business • International Marketing • International Relations • Investment Management
- Law • Leadership & Team Management • Logistics & Materials Management
- Management & Administration • Marketing & Sales Management • Media • Office Administration
- Operations & Quality Management • Organisational Behaviour • Organisational Development
- Police Management • Project Management • Property Management • Public Administration
- Purchasing & Resourcing • Retail Management • Risk Management • Security Management
- Secretarial & PA Duties • Sports & Leisure • Stores, Inventory & Warehouse Management
- Strategic Management • Supply Chain Organisation • Supervisory Management • Teaching
- Tourism & Travel Management • Training & Employee Development • Transport Management

A WIDE RANGE OF STUDY & AWARDS INCLUDING:

- International Diplomas • Mastery of Management Graduate Diplomas • Honours Diplomas
- Baccalaureate in Business Administration • Executive Business Administration (EBA) • Executive Mini MBA
- Executive Mastery of Business Administration (EMBA)

**DESIGNED TO PROVIDE YOU WITH THE SKILLS, KNOWLEDGE,
ABILITY AND CONFIDENCE NEEDED FOR ACHIEVING
SUCCESSFUL CAREERS**



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