

MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY
DIRECTORATE OF CONTINUING EDUCATION
DEPARTMENT OF BUSINESS MANAGEMENT
SHORT COURSES FOR 2018/2019

S/N	Course Name	Code	Course Content	Duration	Date	Fee Structure
1	Accounting for Small Business	SCBM01	Role of accounting small business players, setting up financial books, accounting principles, ledger and trial balance, adjusted journal entries and an adjusted trial balance, financial statements, accounting cycle, worksheet, reporting systems in perpetual and periodic inventory, create and utilize payroll records for a small business and strategic plans for a small business utilizing accounting.	1 Week (40HRS)	2 nd week each month	800,000/=
2	Commercial Law	SCBM02	Role and importance of Law, intentional and negligent Torts, contract, contracts of guarantees, insurance and leases, sole proprietorships, partnership and corporations, security for debt and government regulation of business.	1 Week (40HRS)	3 rd week each month	800,000/=
3	Project Cost Management	SCBM03	Project costs, cost management, estimate of project costs, project budgeting and control of project costs, project planning and scheduling.	1 Week (30HRS)	4 th week each Month	800,000/=
4	Customer Service Training Skills	SCBM04	Customer service, who we are and what we do, establishing your attitude, customer analysis, identifying and addressing customer needs, generating return business, in-person customer service, over the phone customer service, electronic customer service, calming upset customers, time management strategies and stress management strategies.	1 Week (40HRS)	2 nd week each month	800,000/=
5	Effective Supervision Skills	SCBM05	Supervisory theory and practice from a Tanzanian perspective, fundamental concepts of supervisory, supervisors' role, issues Tanzanian supervisors face in the twenty first century, appraise supervisory decisions and personal philosophies of supervisory.	1 Week (40HRS)	3 rd week each month	800,000/=
6	Essential Technical Writing	SCBM06	Developing a writing strategy, critical thinking, organizational strategies, using language effectively, writing the technical report, constructing effective, sentences and	1 week (40HRS)	1 st week each month	800,000/=

	Skills		paragraphs, understanding how readers read, building the argument of the document, using figures, graphs, and charts, writing proposals, editing and proofreading strategies.			
7	Excellent Customer Service	SCBM07	Customer service, improving customer relations through effective communication, identifying and meeting customer needs, identifying and dealing with different customer types, dealing with “difficult” customers, handling customer complaints and action planning.	1 week (40HRS)	3 rd week each month	800,000/=
8	Human Resources Management	SCBM08	Major challenges facing managers today and the role of the HR department in assisting line managers, the legal human resources framework in Tanzania and the role the manager plays to ensure legal compliance and effective employee relations, managers role in employment planning and the impact on the recruitment and selection process, appropriate performance management and the management practices necessary for a good system and strategic role of compensation in managing employees effectively.	1 week (40HRS)	3 rd week each month	800,000/=
9	Innovation and Social Entrepreneurship	SCBM09	Innovation and entrepreneurship, technology entrepreneurship, entrepreneurial finance, marketing research, new product development, growing and exiting a venture, intrapreneurship, change management, social entrepreneurship, and innovation and sustainability.	1 week (40HRS)	4 th week each Month	800,000/=
10	Management & Supervisory Skills	SCBM10	Effective leadership attitude, communication, achieving effective results with workforce, adjusting communication style to achieve results, communicating with your work unit, providing performance feedback, effective on-the-job training, motivating through empowerment, teambuilding, growing and time management	1 Week (40HRS)	2 nd week each month	800,000/=
11	Negotiation Skills	SCBM11	Understanding negotiation, laying the groundwork, conducting a negotiation, phase one - exchanging information, phase two – bargaining, mutual gain, phase three – closing, dealing with difficult issues, negotiating outside the boardroom ,	1 Week (40HRS)	1 st week each month	800,000/=

			negotiating on behalf of someone else.			
12	Principles of Marketing	SCBM12	Steps in strategic planning, forces influencing customer behavior and buying decisions behavior, forces impacting a company's environment and their impact on marketing initiatives, product and brand management decisions, an integrated marketing communications and distribution strategy and philosophy, marketing plan for small business.	1 Week (40HRS)	4 th week each Month	800,000/=
13	Project Management	SCBM13	Project management dynamics, management philosophy, strategy and systems, project management leadership and organization, project planning and scheduling, project control and closure, coordinating project elements for successful project completion, achieving project objectives of timely completion in budget and to stakeholder satisfaction, utilizing project team members effectively and disposing project information appropriately, acquiring project resources efficiently from external sources, managing project risks for maximizing positive outcomes.	1 week (40HRS)	1st week each Month	800,000/=
14	Enterprise Risk Management	SCBM14	Enterprise risk management, business management, enterprise statistics, business finance and accounting, enterprise economics, enterprise risk financing and risk control.	1 week (40HRS)	2 nd week each Month	800,000/=
15	Small Business Management	SCBM15	Business problems and opportunities, qualitative and quantitative information for decision making, impact of economic, social, political, and cultural variables affecting a small business operation and formulate strategies based upon the results, strategies to creatively organize, lead and assume the risks of an organization.	1 week (28HRS)	1st week each Month	500,000/=

16	Data Management and Analysis.	SCBM16	Introduction to data management, data capture, the body of the data set, data entry, data archiving, data ownership issues, data management strategies, data analysis, analysis of objectives, preparing for data analysis, exploring and describing data, formal analysis and statistical modeling, confirmatory analysis, ensuring research objectives are met.	1 Week (40 Hrs)	1 st week of Each month	800,000/=
17	Data Analysis Using Econometric Models.	SCBM17	Introduction to econometric models, theory and specification, data and model specification, estimating and testing alternative specifications, reporting econometric results.	1 Week (40 Hrs)	2 nd week of Each month	800,000/=
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			in-person customer service, over the phone customer service, electronic customer service, calming upset customers, time management strategies and stress management strategies.			
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17	Data Analysis Using Econometric Models.	SCBM17	Introduction to econometric models, theory and specification, data and model specification, estimating and testing alternative specifications, reporting econometric results.	1Week (40 Hrs)	2nd week of Each month	800,000/=
18	Monitoring and Evaluation	SCBM18	Introduction to M&E; -Why M&E? -What is M&E? (Why and for whom, what). M&E System, components of M&E (causal analysis framework, M&E strategy, the indicator matrix, data collection and analysis plan), Aspects of M&E, Participatory M&E. Core principles of participatory monitoring & evaluation. Implementing participatory M & E.	(70 Hrs)	Second and Third week of August	1,000,000/=
19	Writing a Funding Proposal	SCBM 19	Project Overview, Background Information, Project Detail(Goals and Objectives, Clientele, Methods Staff/Administration), Available Resources, Needed Resources, (Personnel, Facilities, Equipment/Supplies/Communication & Budget) and Evaluation Plan.	2 Weeks	August	1,000,000/=

1. Target groups:

SCBM01, 2 &15: Employees from private sector involved in accounting for small business, private sectors enterprises participants involved in business.

SCBM03, 4 &9: Employees from public or private sectors who want to make a significant contribution to their companies'/organizations, image.

SCBM05: Private enterprises employees/self employed involved in small business planning and operations.

SCBM06: Both public and private sectors/ voluntary sectors/ corporate sector whose participants are involved in report writing or documentation.

SCBM07: Practitioners Hotel Managers from private sectors who want to make a significant contribution to their hotels by providing exceptional customer services.

SCBM08: Business managers from the public and private sectors involved in Human Resources Management.

SCBM10: Anyone whose work involves management and supervisory in groups from public sectors, voluntary sectors, corporate sectors and private sectors.

SCBM11: Anyone whose work involves negotiation or persuasion - with individuals or in groups from public sectors, voluntary sectors, corporate sectors and private sectors.

SCBM13: Employees from business or private/public institutions, organizations or departments involved in project-type works.

SCBM14: Employees of the public and private sectors involved in risk management.

SCBM16 &SCBM 17: Practitioners, both from private/public institutions, organizations or departments, involved in research work.

SCBM18 &SCBM 19: Anyone whose work involves planning, implementation, monitoring and evaluation of funded projects from public/ private sectors.

2. Mode of delivery:

Power point presentation, group discussions, group assignments, and case studies

3. Registration and Payment:

Registration shall be one week prior to commencement of the course.

4. The fee covers : Breakfast, training materials and provision of certificates

5. Venue:

All courses are conducted at MUST main campus in Mbeya City.

6. Mode of Payment:

Pay to “Mbeya University of Science and Technology” A/C No 016101002687 NBC .