

OFF-SHORE TRAINING FROM ENGLAND FOR CAMEROON-BASED CORPORATIONS

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BRITISH CAREERS TRAINING COLLEGES

The Cambridge Tutorial College-CTC is accredited by the Open and Distance Learning Quality Council. It provides a full tutorial service by qualified and experienced British tutors from its Headquarters in Jersey, Britain. Each of its quality training manuals contains a progress test which a trainee attempts and send his or her answers to the College by airmail post, fax or Email. These answers are corrected and assessed, and then returned speedily to the trainee with the tutor's personal comments and advice to boost confidence and morale, and to encourage rapid progress to a successful conclusion. Model Answers/solutions to the progress test questions and exercises set are supplied. A course to qualify for the award of the Cambridge Tutorial Diploma can be completed in 4 to 6 months.

The College of Professional Management - CPM is a member of the British Association for Open Learning. It provides planned training programs which are designed specially to be studied on self-assessment basis by trainees who do not feel the need for a tutorial service, and who have the self-discipline to study regularly without the valuable personal attention of tutors. A CPM trainee assesses his or her own attempts by tests set at regular intervals during the Program, against recommended answers and or solutions supplied. At the end of a Program, a trainee sits for a final test, the attempt assessed by a qualified and experienced British assessor at the College Headquarters in Jersey, Britain. If that test is passed, the trainee is awarded a CPM Diploma.

OBJECTIVE AND TARGETED GROUP

The objective of this training is to enhance professionalism in companies with the hope of reinforcing and developing necessary competence that will boost productivity of enterprises that desire a sustainable future. Beneficiaries can be business executive, supervisors, office management assistants and employees in general of any business industry.

British Professional Management training is designed especially for those involved or intending to make careers in modern business, administration, management and supervision, suitable for Skilled Business Executives, Informed & Productive Employees of Industrial, Commercial & Service Companies, the challenges of the year 2000.

INSTRUCTORS AND METHODS OF TRAINING

Each programme is taught intensively by experts of the British Career Colleges, drawn from a world wide network. Any programme, subdivided into 12 modules, can be taught in a three months tutorial, distributed into two or three sessions a week. The four following methods of training are commonly used:

“3 Day-In-plant Modular Training Method “

With this method The College sends an expert to train worker or a group of workers in the premises of the company for a desired period of time defined in advance to enable the employees acquire some specific skills.

“3 Day-Off The Job Modular Training “

This approach allows The College to receive executives and other company staff at the local campus premises to provide the necessary training. The time table for such an exercise is defined in advance after consultation between the trainee(s), the College and the employer.

“Up to 12 Months Distance Learning “

This approach functions with an absolutely minimum tutorial assistance from the institution. All training manuals and self-tutorial materials are provided to the trainee by the training providers. This are particularly designed for short term training.

“12 Modules in Discontinuing Vocational Training”

This approach takes into account the fact that some executives or employees are too busy, so they need extra time to be given training, and at the same time not disrupting their work schedule. For this reason, the training here lasts much longer depending on the availability of the beneficiary. A single programme may last about 12 months, done in succession.

ADVANTAGES OF A BRITISH CORPORATE TRAINING PROGRAMME

All training manuals are supplied free of charge by CTC and these are products of specialists in the field of management from across the world. Besides, a flexible timetable is drawn up in consultation to enable the beneficiary obtain as much as possible from the training programme.

The teacher to trainee ratio is very high thereby ensuring a higher level of tutorial assistance from the trainer or teacher.

Very outstanding is the possibility to prepare both undergraduate and postgraduate degrees as well as to be affiliated to a famous network of management professionals with a recognised organisation with grades or levels such as : Associate, Full Member or Fellow, Chartered Accountant, Manager or Administrator, International Chartered Consultant ...

ENROLMENT PROCEDURES

Application for Training

Request for professional training for business executives and employees of corporations and NGOs is made through an application form filled by the candidate and approved by the non governmental, the manager or supervisor he/she works for. This form must provide information including the identification of trainee, goals of training for the candidate and for the company. This document for professional training of Managers and supervisors comprises an assessment of needs. For this reason, candidates are required to provide relevant answers to the following topics below:

Description of the practical needs of the candidate's job on a daily basis.

Description of the problems candidates have on the job and suggestions of new solutions applicable.

Confirmation from the candidate on whether training can act as a solution to some of the problems faced by his corporate.

Statement of the problems and brief description of the needs in the training offered.

Draft of Individual Timetables

A draft of individual timetables is filled by potential trainees and approved by the College. Their modules of interest are selected from the large set of topics for training offered.

- It is worth noting that the Cambridge Tutorial College organises training on all the modules solicited. Complete registration to a Programme leads to a Specialisation Diploma, requires that the 12 modules be involved. Nevertheless where the enterprise does not want to register all the modules, it could choose only one or a few of them to fill specific needs.
- Suitable modular seminars needed are chosen by matching them with the corresponding month when time for training can be allocated. At least two modular seminars are requested before training can take-off.
- This form is more or less a reflection of the personalised timetable that would be established and modified to suit the needs of both the enterprise and the beneficiary

Available professional management training programmes, broadly speaking, includes Management, Business, Accounting, Office Management, Executive Assistance, Hospitality Studies, Marketing Studies, and Computers in Modern Management Studies.

TRIPARTITE TRAINING AGREEMENT

The training action with corporate is governed through an agreement in which are involved the training provider, the Participant to Professional training Programme (trainee), and The Employer of the Participant. The objective of the Training Programme is stated as the training provider wishes to reinforce the quality of productivity of enterprises of the private, public and non-governmental organisations. This can be done through targeted professional training of the staff that have to execute duties and functions. These renowned British Career Colleges in International Distance Training also offers Institutional Development Consultation to enable companies and organisations walk towards sustainable profitability and development. Amongst other things this programme also aims at satisfying the needs and expectations of the trainee who are the primary beneficiaries and who hope to :

- ameliorate their skills to become more effective and efficient;
- ameliorate skills to occupy a new position;
- ameliorate skills to obtain a higher diploma or
- accumulate knowledge to do some research or timely publication.

The engagement of the parties also stipulates in the agreement that the training provider is expected to organise the professional training programme in conformity with the needs and objectives of the enterprise as set out in the modules chosen and specified on “form 03”, attached herewith. The College of course supplies all necessary official training manuals of the College designed specifically for this purpose. The beneficiary of the training programme is expected to participate actively in the lessons, as defined by the contract and of the calendar of training programme.

The employer takes the engagement to:

- present the right candidates possessing the right qualifications for training.
- grant permission to have some irregular hour training sessions that might coincide with duty time.
- pay the trainee during the period of training.
- contribute to the training fee of the candidate or trainee(s) if sent by the organisation.

FEEDBACK FROM CORPORATE ORGANISATIONS

Corporate Organisations in Cameroon certify that with the training provided, they have a choice. Both methods of training, namely tutorial and non tutorial, are excellent and highly successful. Many business people feel more confident if they can call for personal assistance from tutors should the need arise. But an almost equal number of people are happy to study more independently. So British Career Colleges give them a unique chance in succeeding in their professional lives.

The following programs are the most popular and required by businesses: Principles of Modern management, Office Management, Business Administration, Personnel Management & Industrial relation, Selling and Salesmanship, Advertising and Public Relations, Tourism and Hotel Management, Stores management and Inventory, Personal Assistant and Communication in Business. The reasons of the big interest in those programmes are well understood, because for corporate, a good manager is a person set apart by his or her training and abilities to guide the efforts of others, to plan, organise, direct, co-ordinate and control the activities around, so much so that the desired objectives of his section, department or enterprise are achieved and in the most efficient and economical manner. These are easy tasks, but they can and must be well performed, only if an enterprise is to prosper and, indeed, survive.

Success in modern businesses depends on more than just the ability to produce or to sell. The modern business manager must also be proficient in some or all aspects of managing finance and accounts, personnel management, stock control, office organisation and control, computerisation, and much more.

No corporate can prosper, or indeed survive, unless its products are sold, and at a profit. Only proficient sales personnel can sell those products, and keep on selling them. Good sales Personnel are therefore always in great demand, but modern, more sophisticated customers require the employment of modern techniques and skills of selling, and those come only from expert training and experience.

Concerning the Advertising field, for corporate bodies, it is one of the marketing activities contributing to the efficient distribution of products to consumers. An understanding of advertising and its role is essential for all sales and marketing managers, business owners and managers and other involved in selling. Good public relations can make a positive contribution to the success of enterprises by influencing the attitudes of people towards them, and towards the products they have for sales. All modern managers should be aware of the benefits of good public relations.

On the one hand, the success or the failure of any enterprise can be greatly affected by the efficiency of its stores, which frequently handles items greater in value than the total value of all the other enterprise's assets. Corporate organisations believe that efficient stores management can save an enterprise money, help to retain customers and maintain production: stores mismanagement can lose an enterprise money, customers and production.

On the other hand, effective communication, both internally and with external sources, are essential for the smooth functioning of any corporate body. Communication may be oral, written, by telephone, facsimile, or e-mail, but all must be effective.

For Tourism and Hotel corporate organisations, they consider that the tourism industry is very important in many countries; but for their economies and peoples to benefit fully from this, its development must be planned and controlled. Travel agencies are an important link between tourism, travel products and travellers. To make profit, these must be efficiently and well- managed, with knowledgeable staff.

Hotels of many different sizes and types, and catering for differing demands of guests exist in a country. Despite their differences, all hotels are businesses, with common functions and with the aim of profitability. The prosperity of any hotel requires considerable knowledge, experience, and managerial skill. Every hotel comprise a number of departments, each of which performs different operations which need to be skilfully co-ordinated to ensure satisfied guests.

The Personnel management and industrial relations program is designed to promote better human resources management to the benefit of both employees and employers. The activities of the trained, and modern personnel manager and whole department can make all the difference between the uninterrupted operations of an enterprise and the loss of production and profits due to industrial action by a discontented workforce. And all the difference between harmonious management/worker relations, is what can appear at times to be industrial battle-ground.

For corporate organisations, computers have become a common means of work in commerce, industry and government, just as pocket calculators and photocopies. But too many managers simply accept computers. Lack of real knowledge and understanding prevent them realising the true benefits of computers, or the problems poorly planned computerisation can cause.

From the commonwealth forum on Open Learning, the enriched experiences shared at this conference will undoubtedly help to innovate and consolidate new programmes to the benefit of the many corporate organisations still functioning in a non effective system.