

NIPA Embarks on Ambitious Journey to Establish Centre of Excellence

By Joseph Mwenya

In the heart of Lusaka, beneath the watchful eyes of history and hope, the National Institute of Public Administration (NIPA) marked a new chapter in its storied existence with the Inaugural Annual Fundraising and Friends-Making Gala Dinner.

The event, held under the theme *“Partnering for Progress: Advancing Public Service Training, Certification and Institutional Growth”*, was graced by Honourable Felix Mutati, MP, Minister of Technology and

Science, who represented President Hakainde Hichilema, the President of the Republic of Zambia and Patron of the Institute.

Founded in 1963, NIPA has stood as a venerable institution in Zambia's public administration landscape, an enduring symbol of intellectual growth and civil service excellence.

However, like a well-worn book passed down through generations, the Institute's infrastructure now tells tales of time, wear, and increasing maintenance burdens.

Despite its historical charm, the aged facilities no longer reflect the aspirations of a modern Zambia, nor the evolving demands of its growing student population.

“Transformation is not merely a matter of brick and mortar—it is a reflection of our collective intent to shape a future that is worthy of our people,” remarked President Hichilema in his speech delivered through the Honourable Minister.

Full story on page 5

TABLE OF CONTENTS

01	Cover Page
02	About Us
03	Editorial Team
04	Executive Director's Message
05	NIPA Embarks on Ambitious Journey to Establish a Center of Excellence
07	NIPA Launches Public Service Information System
09	What do We know about Customer Care and customer Relation?
11	Work Place Cult Culture
12	Photo Focus
14	NIPA Celebrates Women's Months
16	Understanding Risk Management
17	World Read Aloud Day at NIPA
18	NIPA Library
19	Zambia Launches a Public Service Framework for the Future

ABOUT US

The National Institute of Public Administration (NIPA) was established in 1963 by the Government as a Staff Training College (STC) for the Civil Service, addressing the critical need for capacity building during the formative years of Zambia's nationhood following Independence on 24th October 1964.

Pursuant to the Government Reforms of 1966, the institution was formally re-designated the National Institute of Public Administration (NIPA), reflecting its expanded mandate for public service training and development.

In 1998, NIPA was transformed into a commercial entity under Act of Parliament No. 15 of 1998, operating under the following mandate:

- To provide high-quality training, research, and consultancy in public administration;
- To enhance the Institute's capacity in teaching, research, and consultancy;
- To offer high-quality training, research, and consultancy in private sector management;
- To undertake all activities connected with or incidental to the aforementioned objectives.

Over the years, NIPA has evolved and is now anchored on four fundamental pillars, namely:

1. Mandatory Public Service Training and Certification,
2. Academic Education,
3. Research, Innovation and Collaborations
4. Commercialisation of Business Entities.

OUR VISION

To provide market-driven Training, Research and Consultancy services to the public and private sectors and individuals to enhance their capacity for sustainable development.

OUR MISSION

An Institute of choice promoting an ethical and competent Public Service.

CORE VALUES

- Integrity
- Customer Centric
- Innovativeness
- Teamwork
- Transparency
- Accountability
- Confidentiality

EDITORIAL TEAM



Merit B. Katotobwe
Chief Editor, Marketing and
Communications Manager



Joseph Mwenya
Senior Marketing and Communications
Officer



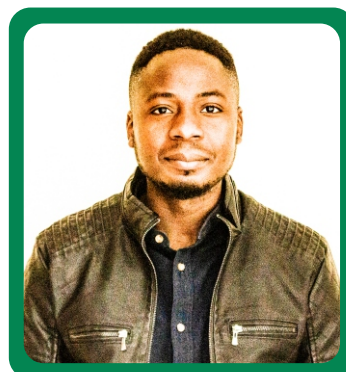
Laustein Musonda
Assistant Registrar - Risk and Quality Assurance



Muyani Shinjabale
Communications Officer



Sharon Akapelwa
Marketing Officer - Conference



Kaumba Chilomba
Graphics Designer

Executive Director's Message



Prof. Jacob R.S. Malungo, PhD

Dear Readers,

Prepare to be inspired by a quarter that has redefined what is possible when innovation meets determination.

The first quarter of 2025 has witnessed NIPA evolving beyond traditional boundaries, pioneering innovations that are reshaping the very fabric of Zambian governance. From revolutionary digital systems that streamline public service delivery to ground breaking partnerships that bridge continents. As NIPA, we are not just adapting to change, we are leading it.

Within these pages, discover how strategic vision meets practical implementation across our four (4) fundamental pillars:

1. Mandatory Public Service Training and Certification,
2. Academic Education,
3. Research, Innovation and Collaborations, and
4. Commercialisation of Business Entities.

Each pillar stands as a testament to our comprehensive approach, where global partnerships fuel local innovation, and sustainable development becomes more than just a concept; it becomes reality.

Join us in shaping the future of Zambia's public service. Together, let's drive innovation, excellence, and progress.

Dear Esteemed Readers,

Welcome to the first quarter of 2025 Newsletter. This quarter has been a testament to ambition turned into achievement, where innovation has found its voice, and strategic vision has translated into tangible impact.

As you turn these pages, you will witness the unfolding of extraordinary possibilities. Every story reflects our unwavering commitment to excellence across all dimensions of our mission. This edition celebrates not just our accomplishments,

but the collective spirit that makes them possible. It's a tribute to strategic thinking, collaborative partnerships, and the unshakeable belief that public administration can be a powerful force for positive change.

Prepare to be inspired by a quarter that has set new standards and opened new horizons.

As your Chief Editor, I present to you this edition, a reflection of our collective efforts to drive positive change through Service Training and Certification.



Merit B. Katotobwe

NIPA Embarks on Ambitious Journey to Establish a Centre of Excellence

By Joseph Mwenya

In the heart of Lusaka, beneath the watchful eyes of history and hope, the National Institute of Public Administration (NIPA) marked a new chapter in its storied existence with the Inaugural Annual Fundraising and Friends-Making Gala Dinner. The event, held under the theme “Partnering for Progress: Advancing Public Service Training, Certification and Institutional Growth”, was graced by Honourable Felix Mutati, MP, Minister of Technology and Science, who represented President Hakainde Hichilema, the President of the Republic of Zambia and Patron of the Institute.

Founded in 1963, NIPA has stood as a venerable institution in Zambia's public administration landscape, an enduring symbol of intellectual growth and civil service excellence. However, like a well-worn book passed down through generations, the Institute's infrastructure now tells tales of time, wear, and increasing maintenance burdens. Despite its historical charm, the aged facilities no longer reflect the aspirations of a modern Zambia, nor the evolving demands of its growing student population.

“Transformation is not merely a matter of brick and mortar—it is a reflection of our collective intent to shape a future that is worthy of our people,” remarked President Hichilema in his speech delivered through the Honourable Minister.

Indeed, the rise in student enrolment and the increasing demand for Public Service Training and Certification have pushed NIPA's capacity to its limits. The time has come, not for repair, but for rebirth. At the heart of this renaissance is a bold vision, the construction of a state-of-the-art, multi-storey glazed amphitheatre complex, which will serve as the Centre of Excellence in Public Service Training and Certification. This architectural marvel will marry



Artistic view of the Ampitheatre

functionality with futuristic design, featuring:

- A curved façade with expansive glazing that lets light—and inspiration—pour in.
- Five floors of purpose-built space, seamlessly accessible and intuitively structured.
- A green rooftop amphitheatre, echoing sustainability and serenity.
- Two theatres with a combined capacity of 5,000, classrooms, examination halls, boardrooms, exhibition halls, a 2,000-capacity library, and integrated sports and parking facilities.

Estimated to cost between \$7 million and \$15 million, the Institute's initial fundraising target is K30 million (approximately \$1.5 to \$2 million).

As President Hichilema emphasised, “this is not just fundraising—it is an investment in the transformation of our public service, and by extension, our nation.”

NIPA's continued relevance is anchored in its four strategic pillars:

1. Mandatory Public Service Training and Certification – ensuring ethical, efficient, and capable civil service.
2. Academic Education – through rigorous undergraduate, and postgraduate programmes.
3. Research, Innovation, and Collaborations – such as recent international engagements with institutions like Longi, GIZ, belt and Road Institute of Science



Part of the NIPA Ushering Team During the Gala

and Technology, and SUNY Schenectady County Community College.

4. Consultancy and Advisory Services – helping institutions grow, evolve, and self-sustain.

President Hichilema used the occasion to announce several transformative directives:

- All government training allocations for public service capacity building shall be channelled to NIPA.

- The NIPA Act will be strengthened to better reflect the Institute's evolving role in national development.
- Public institutions are encouraged to embrace the Government-to-Business (G2B) principle to generate sustainable revenue through strategic partnerships.

As the sun sets on an era of ageing walls and rises on the promise of architectural and academic excellence, NIPA now

calls upon development partners, private sector actors, and alumni to rally behind this transformative vision.

“Let us not look at this as charity, but as seed—planted in fertile ground—that will yield a more accountable, responsive, and visionary public service,” the President declared.

With a new foundation on the horizon—glazed, green, and grand—the Institute is poised not only to serve, but to inspire generations to come.

OFFICE OF THE PRESIDENT



National
Institute of Public
Administration



PUBLIC SERVICE TRAINING AND CERTIFICATION

The seven training programmes are as follows:

1. Pre-deployment Training
2. In-Service Training
3. Public Service Leadership and Governance Training for Constitutional Office holders and Senior Government Officials
4. Entry into Senior Level Management Training
5. Economic Governance Training for Cabinet Ministers
6. Pre-retirement Training
7. Sector-specific Continuous Professional Development Training

NIPA Launches Public Service Information System

By Merit Katotobwe

The National Institute of Public Administration (NIPA) unveiled its innovative Public Service Information System on 25th March 2025—a development set to fundamentally transform how government services are delivered across Zambia.

Led by Executive Director Prof. Jacob R.S Malungo, PhD, the launch ceremony marked not just a technological advancement but a pivotal shift in the relationship between citizens and their government.

Beyond Technology: A Vision for Service

"Today, we stand at the intersection of compassion and empowerment," Prof. Malungo declared in his powerful opening remarks. These words summarised the essence of an

initiative that reaches far beyond software implementation.

The Public Service Information System embodies NIPA's institutional vision "to be an institute of choice promoting an ethical and competent public service" through practical, accessible technology. What distinguishes this system is its human-centered approach.

Rather than simply digitizing existing bureaucratic processes, NIPA has reimagined how public services can be structured to democratise information access and dismantle traditional barriers that have long frustrated both citizens and public servants alike.

Addressing Zambia's Public Service Challenges

For years, Zambia's public service sector has grappled with substantial operational obstacles that have hindered effective service delivery: namely:

- Fragmented information systems creating departmental silos
- Inefficient communication channels between agencies
- Limited accessibility for citizens, particularly in rural areas
- Absence of real-time data management for informed decision-making

partnership with SUNY Schenectady County Community College. The American institution was represented at the launch by Board of Trustees Chairperson Ms. Ann Fleming-Brown and College President Dr. Steady Moono.

"Our partnership with SUNY Schenectady amplifies this vision," noted Prof. Malungo during the ceremony. "It demonstrates that ground-breaking solutions emerge when academic expertise meets institutional commitment."

This collaboration exemplifies how international academic partnerships

can serve as catalysts for public sector innovation while ensuring solutions remain contextually appropriate for Zambia's specific needs and challenges.



The new system offers comprehensive solutions to these persistent challenges. For ordinary Zambians, these improvements translate to fewer hours spent in government offices, reduced paperwork, and more responsive public services. For public servants, the system promises to alleviate administrative burdens, allowing greater focus on quality service delivery rather than procedural tasks.

International Collaboration Fuels Local Innovation

The development of the Public Service Information System was significantly enhanced through NIPA's strategic

A New Chapter in Zambian Governance

As information increasingly becomes a critical resource in modern governance, the Public Service Information System positions NIPA at the forefront of creating a more transparent, accessible, and efficient public service ecosystem in Zambia.

The system's implementation comes at a time when digital transformation is increasingly recognized as essential for national development across Africa. By embracing this technological shift, Zambia demonstrates its commitment

to modernising governance structures in ways that benefit both institutions and citizens.

The dedicated development team received special recognition during the launch, with Prof. Malungo acknowledging that their work represents "a bridge between institutional potential and public service excellence." Their efforts have created a foundation for sustainable improvement in how government interacts with the people it serves.

Looking Forward: Implementation and Impact

"We are not just launching a system," Prof. Malungo emphasized in his address. "We are launching a new era of governance – where technology serves humanity, information empowers, and innovation knows no boundaries."

The Public Service Information System is now operational and accessible to authorized personnel.

To ensure smooth adoption across all departments, NIPA has scheduled comprehensive training sessions throughout the second quarter of 2025.

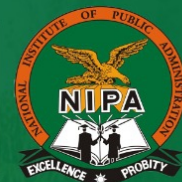
As this digital transformation initiative takes root, NIPA invites all stakeholders to embrace and contribute to this new chapter in Zambian public administration—one that promises to strengthen institutional capacity while bringing government services closer to the people they are designed to serve.

The National Institute of Public Administration continues to fulfill its mandate of developing capacity for an efficient, effective, and ethical public service through innovative solutions and excellence in training and consultancy



2025 Enrolment is Still Ongoing

National
Institute of Public
Administration



Enrol now for a Certificate, Diploma, Bachelor's Degree and Master's Degree.
Choose to learn from either our Main Campus in Lusaka or one of our satellite campuses in Livingstone, Burma Road Campus (Lusaka), Ndola or Solwezi.


STUDY MODE

Full time, Part time, Distance
and Block Release.

CONTACT US

Livingstone Campus, 0777 307 588
Solwezi Campus, 0977 366 326

Burma Road Campus 0769 938 275
Ndola Campus, 0977 718 813

Admissions Office: +260 7676 70 985
 admissions@nipa.ac.zm

What Do We Know About Customer Care and Customer Relations?

By Eleonah Kapapa

I want to begin with a confession: despite having a solid understanding of how to treat customers, especially if I want my business to thrive, I have often fallen short in practicing what I know. Ironically, many of us want our businesses to grow, yet we fail to invest in our most valuable assets: our customers.

This is a major weakness I've noticed in our country. We are failing terribly in this area. I constantly ask myself:



Who is a customer? And more importantly, how should I relate with my customers? Let me attempt to answer these questions through two personal experiences outside Zambia.

Scenario 1: South Africa, 2002

In 2002, I travelled to Randburg, Johannesburg, South Africa, to attend a three-week training at MEETI, sponsored by the Netherlands Government. I stayed at a hotel called Mercury Inn at the waterfront. The staff, mostly white and coloured, offered exceptional customer service.

Two days after arrival, I tried to call my mother to let her know I'd arrived safely. These were the days of landlines, and the phone in my room was connected through reception. Unfortunately, I couldn't get through, and after several attempts, I gave up.

Three days later, the receptionist informed me that I had incurred a phone bill not covered by the scholarship. I was shocked. I hadn't successfully placed a single call! She explained that every attempt was logged and billed. I refused to pay, stating I had not been informed of this policy on arrival. She remained calm and promised to raise it with the manager.

Two days later, while having breakfast with my colleagues, the hotel manager, a white man, approached me. To everyone's surprise, he knelt beside me with the three-page bill in his hands. He sincerely apologized, admitting they had failed to inform me about the dialing charges. He assured me the hotel would absorb the cost and even offered to personally assist me if I still needed to call home.

Given the context of South Africa's history and my own subtle experiences of apartheid in other places during that visit, this act of humility and professionalism moved me deeply.



That hotel, in my eyes, earned a five-star rating for customer service.

Scenario 2: Central London, 2018

In 2018, I travelled to Central London on official business with the London School of Hygiene and Tropical Medicine. I was booked at The Mint off Oxford Road. Though I arrived in the morning, check-in was scheduled for the afternoon. I left my luggage and returned around 1 PM.

Two young white ladies took me to my assigned room on the ground floor. It faced an alley and had a small window. I immediately declined the room, saying it would make my stay miserable. The ladies smiled and said, "You know what? We're going to do something very nice for you." They moved me to the top floor with a stunning view and the largest window. "Please tell our manager we did something nice for you," they said. Their gesture left a lasting impression. That, to me, is true customer care proactive, responsive, and thoughtful.

Back Home: Zambia

So why do we struggle with customer care in Zambia? Is it cultural? Do we simply not care? We treat customers as if they need us, forgetting they have choices.

Take our public transport: conductors beg us to board at discounted fares, but once inside, you may face insults for not having exact change. Fellow passengers stay silent, unless they too are targeted. In some restaurants, the service is appalling, and if you complain, your order is delayed. In hospitals, being sick can feel like a punishment.

Waiting 12 hours to be seen is the norm, and you have no choice, you're vulnerable. At the bank, customers with large amounts of money walk in almost apologetically, forgetting that without them, the bank wouldn't exist.

But even amidst the frustrations, there are small pockets of excellence that remind me that true customer care is not dead; it is simply rare. One place that has consistently renewed my faith is a humble family-run business called **Culture Dreadlocks**.

The family that runs this salon is not formally educated they are what many would dismiss as "illiterate" yet their understanding of customer care would rival that of the best establishments anywhere in the world. The founder, a father who learned the art of dreadlocks with his hands and his heart, passed down not just his skills but a whole philosophy of service to his son, who now manages the place.

I have often booked appointments at the most inconvenient hours, 5:30 or 6:00 a.m., and I would find them already there each time, having arrived as early as 4:00 a.m. They never grumbled, never showed impatience. Even on days when I arrive 30 minutes or an hour late, instead of frowns or curt remarks, I am met with warm smiles and a royal treatment that makes me feel seen, respected, and valued.

Every interaction at Culture Dreadlocks is a lesson in humility, attention to detail, and quiet excellence. They listen to your needs. They notice the little things. They anticipate your comfort without you having to ask. Their business is not just about styling hair, it is about honouring people. And they have built a loyal clientele not through advertising or formal training, but through a genuine culture of care.

Whenever I sit in their chair, I am reminded that great customer service is not a product of university degrees or polished English; it is born from respect, dignity, and a true love for the work. **Culture Dreadlocks** is living proof that customer care flows naturally when the heart is right.

Customer care in Zambia is in crisis. We need a paradigm shift. Customers are the reason we are in business. Without them, there is no growth, no sustainability, nothing.

The Student as Customer: A Different Dynamic

However, when it comes to students, I believe the customer model must be approached differently. Our service to them includes more than knowledge we offer socialization, values, behaviours change, and discipline.

These are not optional extras they are essential parts of our product. If we treat students the same way I was treated in Central London, pampered and indulged, we risk producing graduates who are not employable because they lack resilience, structure, and values. At NIPA, our mission is to prepare students for real-world

challenges. Customer care for students should be rooted in firm but fair guidance. Discipline is part of the package. Our goal is for them to shine, not just because of the academic training we provide, but also because of the values they carry into the world.

Knowing Our Product, Knowing Our Customers

Customers vary, and so do the services they require. For example, the Higher Education Authority (HEA) accredits our courses. We pay for this service, but should they approve everything we submit just because we are paying customers? Absolutely not. Their role is to maintain standards, and only when we meet those standards should accreditation be granted.

Back at NIPA, where should customer service be strongest? At the reception, our face to the world. In the auditorium, where clients pay to use our space. At the restaurant, where people choose whether to eat here or across the road.

With students, the rules and expectations are clearly defined. Both academic staff and students must respect these guidelines. That, too, is customer care.

Final Thoughts

Customer care and customer relations are foundational to any successful business or institution. Yet, in Zambia, they are often neglected. We must invest in training our employees, not just in technical skills, but in empathy, responsiveness, and service excellence.

Our businesses, schools, hospitals, banks, and public institutions will only thrive if we start putting our customers first and treating them like the invaluable assets they are.

The author is a lecturer in the Management Studies Division at Main Campus.



Work Place Cult Culture

By Eleonah Kapapa

The workplace is ideally meant to be a space where skills are recognized and harnessed for the benefit of the entire organization, a place where talent, dedication, and hard work are valued above all else, regardless of gender, ethnicity, religion, or personal affiliations.

Unfortunately, this is not always the case. Instead, growth is often stunted due to the very biases that should have no place in a professional setting.

In recent times, a new, deeply entrenched culture has emerged, one that makes collaboration and healthy working relationships increasingly difficult. This culture behaves like a **cult** in structure and influence, though its leadership remains invisible. It operates not under formal authority, but through unspoken norms and values held so dearly that they seem sacred.

Belonging to this group or rather, being accepted into it, is often a prerequisite for success or even survival in the organization. If you have not been "initiated" into this cult-like structure, your efforts are dismissed, your talents ignored, and your presence barely acknowledged. The moment you resist conforming to their ways, you're branded a deviant, a rebel, or an outsider. From there, the group mobilizes, not with fists, but with calculated alliances, systems manipulation, and social sabotage.

Because you are not part of this inner circle, you may not even know who is. This makes you vulnerable. Members may pretend to befriend you, mining personal information, especially your weaknesses, only to later use it against you. They might even act like they dislike each other,

gossiping and sharing secrets just to earn your trust. But once you let your guard down, they begin a silent campaign to destroy your credibility, confidence, and career.

And if your moral compass is shaky or your personal integrity compromised, they win. They isolate you, label you, and systematically push you out. **Never underestimate the power of numbers, when a group of small-minded individuals unite, they become a formidable force.** The danger lies not in their intellect, but in their unity.

This workplace cult is like a cancer. It doesn't care for competence, innovation, or merit. All that matters is your allegiance to the group. As long as you conform, you're safe, even celebrated. But if you stand alone, you are automatically considered incompetent, unfit, or even a threat to the organization's image.


This culture is hard to dismantle because it is passed on from one generation of employees to the next. The loyalty within is fierce, unwavering, and often irrational. -Your achievements are met with suspicion.

Your success is dismissed as corruption or favoritism, because *how could you achieve anything without being "one of them"?* They'll say the organization is not what it used to be. They'll lament poor leadership, complain about the current state of affairs, and idealize past leaders, ironically, the same ones they once pushed out.

They sound as though they're on the verge of resigning but they never do. Instead, they convince you to leave.

Subtly and steadily, they chip away at your confidence, pushing you to sabotage your own performance, until eventually, you're out of the system. Not because you lacked ability, but because you dared to exist outside their circle.

Never underestimate the cult at work. Though it may appear weak, it is well-rooted. It understands the system and knows how to work it. And in the end, you're left with only two choices: **join them, or leave.** The choice is yours.



STUDY AT
THE NATIONAL INSTITUTE
OF PUBLIC
ADMINISTRATION
(NIPA)
**ENROL NOW FOR THE
2025 JULY INTAKE**

Caping Ceremony Held on Friday 7th March, 2025 at the Confernce Centre.



Public Service Training and Certification for Non Accounting Staff in the Ministry of Education in Chongwe District. The Event was held on Monday, 10th February, 2025 at Chalimbana Local Government Traing Institute.



Official launch of the Food and Clothing Corner on Wednesday, 26th March 2025.



Launch of the Public Service Training Information System held at Protea Hotel, Lusaka on Wednesday, 26th March 2025.



The Ministry of Labour held a Productivity Clinic for Job seekers and employees on Wednesday 26th February 2025 at the Conference Centre.



BREAKING BARRIERS AND BUILDING BRIDGES: NIPA Celebrates Women's Month

By Merit Katotobwe

March came alive at the National Institute of Public Administration (NIPA) as corridors and meeting spaces transformed into vibrant hubs of inspiration, connection, and empowerment. Women's Month 2025 wasn't just marked on calendars—it was experienced through meaningful celebrations that recognised the invaluable contributions women make to our institution, communities, and society.

The Power of Collective Voice

The morning of 8th March dawned with anticipation as NIPA staff joined thousands across the nation for the International Women's Day march past. The sea of participants moving through city streets created a powerful visual representation of solidarity in the ongoing journey toward gender equality.

"Standing shoulder to shoulder with colleagues and women from all walks of life reminded me why this day matters," shared one participant. *"Each step forward wasn't just about us, it was about all the women who walked before us and those who will follow."*



The march symbolized the essence of this year's Women's Month—that progress happens when women unite their voices and move forward together, regardless of position or background.

Creating Spaces for Authentic Connection

The NIPA women's luncheon, generously sponsored by management, transformed the typical workday into an opportunity for genuine connection. Beyond the delectable spread and elegant setup

the real nourishment came from conversations that flowed freely among women who typically interact within the constraints of professional roles.

Senior administrators sat alongside new recruits, department divides dissolved, and hierarchies temporarily faded as stories were exchanged and laughter shared. These moments of authentic connection reminded everyone present that behind every professional title stands a woman with unique experiences, challenges, and triumphs.

Investing in Leadership That Transforms

As Women's Month reached its crescendo, the NIPA Women Leadership Workshop on March 24th brought together female staff for a day dedicated to developing the skills and networks essential for leadership success.



The workshop theme—"Empowering Women Leaders: Building Networks, Managing Change, and Securing Financial Futures"—addressed critical areas that often determine whether women advance into and thrive in leadership positions.

What made this workshop particularly significant was the international dimension brought by distinguished guests from SUNY Schenectady County Community College. Their presence underscored an important truth: women's leadership development transcends borders, with challenges and solutions that resonate globally despite cultural differences. Interactive sessions moved beyond theory to practical application, with participants actively engaging in discussions about overcoming institutional barriers, building strategic networks, navigating change processes, and securing financial independence. The energy in the room reflected women actively investing in themselves and each other—a powerful form of collective empowerment.

Beyond Celebrations: Creating Lasting Impact

While special events marked Women's Month at NIPA, the true measure of their success lies in the lasting changes they inspire. Already, informal mentoring relationships have formed between workshop participants. Conversations about women's advancement have migrated from designated events into everyday workplace discussions. Ideas generated during March activities are evolving into proposals for institutional improvements.

These developments highlight an essential truth: women's empowerment isn't confined to a single month but requires year-round commitment to creating.

The Broader Significance

Women's Month celebrations at NIPA reflect the broader significance of recognizing women's contributions across all sectors of society. When institutions invest in women's professional development, the benefits extend far beyond

individual careers. Research consistently shows that organizations with strong female representation in leadership positions perform better, innovate more effectively, and create more inclusive cultures.

By celebrating Women's Month through meaningful activities like the march past, luncheon, and leadership workshop, NIPA acknowledges that advancing women means advancing the institution itself. Each conversation sparked, connection formed, and skill developed contributes to a future where women's leadership becomes not just accepted but expected.

As one workshop participant reflected, *"Today reminded me that my voice matters—not just for myself, but for every woman who will walk through NIPA's doors in the future."*

Through these celebrations, NIPA reaffirms its commitment to being an institution where women don't just participate but lead, influence, and transform.

MANAGEMENT STUDIES DIVISION

Enrol now for academic programmes in the Management Studies Division.

UNDERGRADUATE DEGREE PROGRAMMES

- Bachelor of Human Resource Management
- Bachelor of Public Administration
- Bachelor of Public Relations
- Bachelor of Development Studies
- Bachelor of International Relations and Diplomacy
- Bachelor of Records and Archives Management
- Bachelor of Social Work
- Bachelor of Occupational Health and Safety
- Bachelor of Defence and Security

DIPLOMA PROGRAMMES

- Diploma in Public Administration
- Diploma in Human Resource Management
- Diploma in Health Services Management
- Diploma in Records Management
- Diploma in Public Relations
- Diploma in Management Studies
- Diploma in Social Work
- Diploma in Project Management
- Diploma in Gender Studies
- Diploma in Management Studies

Welcome to the cradle of Public Administration studies in Zambia.



CERTIFICATE PROGRAMMES

- Certificate in Management Studies
- Certificate in Human Resource Management
- Certificate in Records Management
- Certificate in Monitoring & Evaluation
- Certificate in Project Management
- Certificate in Management and Leadership



Understanding Risk Management

By Laustein Musonda

Risk management is the process of identifying, assessing, and controlling threats to an organization's capital, operations, or reputation. These risks can stem from various sources, including financial uncertainties, legal liabilities, strategic management errors, accidents, operations and natural disasters.

The Government of the Republic through the Ministry of Finance launched the Risk Management Framework for the public sector on 15th September 2020.

The introduction of the Risk Management Framework entails that all Public bodies are required to practice risk management as required by the Public Finance Management Act No. 1 of 2018, Good Corporate Governance principles and as part of the ongoing Public Reform Programmes (PRP).

The National Institute of Public Administration Governing Council is committed to establishing an institution that risk management is a

core activity and an integral part of the institute's activities.

Thus, the Governing Council set the tone by approving the Institutes Risk Management Framework in 2021 at the National Institute of Public Administration. Risk management is a shared responsibility, but the overall accountability often lies with top management. However, everyone has a role to play as can be seen in the assigned responsibilities below:

- **The Board/Governing Council** sets the tone and influences a culture of risk awareness by establishing a risk management policy and integrating it into the organizational culture.
- **Risk and Compliance Department** take the lead in designing and implementing the risk management framework and providing explanatory guidance and training in risk management.
- **Heads of Division and Departments** are responsible

for encouraging and implementing good risk management practices within their areas.

Employees at All Levels manage day-to-day risks and opportunities effectively and report concerns to their superiors.

The Enterprise Risk Management (ERM) framework applies to all academic and non-academic processes as well as systems and assists in achieving the strategic objectives by bringing a leading proactive and systematic approach to identifying, analyzing, mitigating and reporting risk and control. The ERM Framework will lead to enhanced and proactive decision making and improve the Institute's performance, since it combines governance, risk and opportunity management, compliance and financial reporting. Ultimately, effective risk management strengthens decision-making, enhances operational efficiency, protects resources, and ensures institutional sustainability and growth.

World Read Aloud Day at NIPA

By Sharon Akapelwa

World Read Aloud Day is celebrated annually by various institutions worldwide, each year adopting a unique theme. This February, NIPA hosted its own celebration at the American Corner, featuring a range of engaging activities for students across its campuses (Ndola, Livingstone and barma).

The main library welcomed first-year students to the American Corner, where Ms. Prudence Ngoma, Library Assistant and Coordinator of the American Corner plus other Library Assistants, delivered an enlightening PowerPoint presentation. She emphasized the importance of reading aloud, highlighting how it enhances vocabulary, comprehension, and critical thinking skills.

Ms. Ngoma also discussed how reading aloud fosters a stronger connection to the material, improves listening skills, and makes the reading experience more enjoyable. Following the presentation, students had the opportunity to practice



reading aloud in front of their peers, which helped them build confidence in their reading and speaking abilities.

They took turns reading excerpts from various books available in the library, making the event interactive and enjoyable. This practice not only provided them with a chance to articulate clearly but also encouraged self-expression.

The event concluded with a lively discussion, where students shared their insights on how reading aloud enriched their connection to stories and the value

of cultivating this habit.

The atmosphere was vibrant, with many students expressing renewed enthusiasm for reading aloud and committing to incorporating it into their daily routines.

Overall, World Read Aloud Day at NIPA was a resounding success, promoting a love for reading and fostering a sense of community among students.



NIPA LIBRARY

AMERICAN CORNER

Unbiased information about the United States
 Information on higher education opportunities in the U.S.
 Access to English language learning and resources
 Conduct educational and cultural programmes
 Promote interaction with U.S. universities
 U.S. government exchange programmes
 Provides trainings, workshops, seminars on various skills development
 A great place for youths to use digital tools
 Film screenings
 A multi-purpose discussion room



NIPA LIBRARY

NIPA currently has four libraries based at the Main Campus, Burma Road Campus, Ndola Campus and Livingstone Campus, whose main objective is to provide and manage physical and digital literary resources and services in order to support effective and efficient provision of quality market driven learning, training, research and consultancy services for sustainable development. NIPA

libraries boast of very conducive study spaces and a broad range of current resources both in hard copy and electronic format for lecturers, students as well as members of the public who have subscribed for membership. All our libraries have an assignment help desk for students. The main campus library also boasts of having an exciting American corner which provides information about the U.S and other secondary services such as exchange programmes and training workshops on entrepreneurship and other topics.

Zambia Launches Public Service Training Change Management Framework

By *Laustein Musonda and Eleonah Kapapa*

In an era marked by ambitious reforms and heightened citizen expectations, the Government of the Republic of Zambia has taken bold steps to transform its public service for the better.

Through a directive by the Secretary to the Cabinet, the **National Institute of Public Administration (NIPA)** and **Chalimbana Local Government Training Institute** have been tasked to lead the national response to one of the most pressing barriers to reform: **resistance to change** among public service workers.

Why Change Is Necessary

For many years, Zambia's public institutions have operated using traditional, bureaucratic systems that are increasingly misaligned with the demands of modern governance. With the launch of the **Eighth National Development Plan (8NDP) 2022–2026**, the focus is now on creating a public service that is **efficient, transparent, and citizen-focused**.

However, no reform effort can succeed without also addressing the “**soft**” elements, behaviours, mindsets, and workplace culture.

Recognizing this, the government, with support from the **GIZ GFG IV programme**, has introduced the **Zambia Public Service Change Management Framework**, a structured roadmap designed to unify and guide transformation efforts across ministries, provinces, and local authorities.

In a landmark move toward transforming Zambia's public service, the **Government of the Republic of Zambia** has officially launched the **Public Service Change**

Management (PSCM) Framework, mindset to drive meaningful reform, overcome resistance to change, and deliver improved services to citizens.

The launch took place at the **National Institute of Public Administration (NIPA) on 18th February 2025**, in a well-attended event featuring speeches, panel discussions, artistic performances, and strategic reflections. The program was graced by the **Secretary to the Cabinet**, who officially unveiled the framework, supported by Permanent Secretaries, directors, development partners, and institutional stakeholders.

A Framework for Systematic, Sustainable Change

The ZPSCM Framework provides a five-phase structure to help ministries, provinces, and spending agencies (MPSAs) transition from intention to implementation:

1. **Initiation & Planning** – Define goals, mobilize leadership, and plan resources.
2. **Assessment & Analysis** – Evaluate readiness and gather insights.
3. **Design & Development** – Develop solutions and build stakeholder alignment.

4. **Implementation & Support** – Roll out change with tools, training, and communication.
5. **Closure & Handover** – Sustain the change, embed it in daily operations, and evaluate success.

This process is backed by three integrated approaches:

- **Systems Thinking** to address complexity and root causes.
- **Cultural Transformation** to shift mindsets and behaviours.
- **Lean Thinking** to streamline processes and eliminate inefficiencies.

Launch Highlights: Voices for Transformation

The event featured a range of contributions, including:

- A moving poem by **Dr. Samson Kantini** (UNESCO) highlighting the human side of change.
- **Drama by Twikatane Cultural Theatre**, depicting resistance and hope within reform contexts.



NIPA Registrar, Mr. Nasilele (second from left) with some female members of staff during the launch of the Change Management Framework

- **Panel discussions** with senior officials from the Public Service Management Division (PSMD), Ministry of Finance, and SMART Zambia.
- **Speeches** from the consulting team, the funding agency, and the **Head of the Presidential Delivery Unit**, all emphasizing the need for unity of purpose and leadership-driven transformation.

Putting Change into Action

Already, several government entities have begun using the framework to support priority reforms. These include: reporting and improve fiscal accountability.

- **Ministry of Mines and Minerals Development, Ministry of Agriculture, and Ministry of Home Affairs** – Undertaking structured change initiatives aligned with the 8th National Development Plan (8NDP).

What This Means for Zambia

The launch of the ZPSCM Framework represents more than a policy milestone; it is a cultural reset. It marks Zambia's commitment to creating a **responsive, citizen-centric public service** that aligns with both the 8NDP and Vision 2030.

As the Secretary to the Cabinet noted in his keynote address:

“Transformation is no longer a choice, it is a necessity. This framework is our collective path to building a public service that earns the confidence of the Zambian people.”

With leadership, vision, and the right tools now in place, Zambia is well on its way to making change **not only possible, but permanent.**

Zambia Public Service Change Management Framework

Vision | A Smart and Value-centered Public Service

REVIVE . RESET . RAISE



LIGHTING THE PATH FORWARD: NIPA'S SOLAR PV TRAINING WORKSHOP ADDRESSES ZAMBIA'S ENERGY CRISIS HEAD-ON

By Merit Katotobwe

As Zambians across the nation experienced the harsh reality of extended load shedding during the first quarter of 2025, a different kind of energy was pulsing through the halls of Chrismar Hotel in Livingstone. From February 24-28, over 70 energy professionals from Zambia and the SADC region gathered for what would prove to be a watershed moment in the country's renewable energy journey.

The timing couldn't have been more critical. While households and businesses grappled with power outages that highlighted our dangerous over-reliance on hydropower, NIPA was orchestrating a solution-focused response through its pioneering "Building Bankable Solar PV Projects: Power Purchase Agreements and Financial Modeling Fundamentals" workshop.

The statistics are sobering yet motivating: Zambia relies on hydropower for approximately 85% of its 3,456 MW installed electricity generation capacity. With only 44.5% of our population having access to electricity—and rural areas languishing at just 13.1% the recent drought episodes have served as a wake-up call that diversification isn't optional; it's essential for national survival.

The Bankability Challenge

Perhaps the most eye-opening revelation from the workshop was this stark fact: of 27 solar project proposals received by the Ministry of Energy last year, only four met basic bankability criteria required by financial institutions. Nearly 70% failed due to inadequate financial modeling and risk assessment—a gap this workshop was specifically designed to bridge.

"What makes this training particularly unique is its practical focus on the financial aspects of solar projects—an area that has often been the stumbling block in renewable energy development," emphasized Professor Jacob R.S. Malungo, NIPA's Executive Director, during the opening ceremony.

This workshop exemplified how NIPA's four (4) fundamental pillars work in harmony to address real-world challenges:

1.Mandatory Public Service Training and Certification came alive as public sector professionals gained essential capacity in energy sector development, receiving internationally recognized certification that strengthens service delivery.

2.Academic Education bridged the gap between theoretical knowledge and practical application, with curriculum designed to meet international standards while addressing local contexts.

3.Research, Innovation, and Collaborations flourished through partnerships with Kafue Gorge Regional Training Centre, ZESCO, and notably, a technical support MOU with

LONGI—a world-leading solar PV module manufacturer, witnessed by His Excellency President Hakainde Hichilema.

4.Commercialization of Business Entities took center stage as participants learned to create commercially viable energy projects capable of attracting investment and driving economic growth..

Regional Cooperation: Beyond Borders

The workshop's regional dimension added significant value, with participants from Namibia bringing diverse perspectives that enriched discussions. This cross-pollination of ideas strengthens not just bilateral cooperation but the entire SADC region's renewable energy capabilities—crucial as neighbouring countries face similar energy security challenges.



Transforming Sunshine into Sustainable Solutions

Zambia is blessed with 2,000 to 3,000 hours of sunshine annually—a resource that remains largely untapped. While projects like the Bangweulu and Ngonye Solar Parks have successfully added 76MW to the national grid, the potential remains enormous.

The workshop equipped participants with critical skills to:

- a) Structure and negotiate effective Power Purchase Agreements
- b) Develop robust financial models that can withstand investor scrutiny
- c) Conduct comprehensive risk assessments with appropriate mitigation strategies
- d) Identify and secure diverse financing options for solar projects

The workshop's success was made possible through generous support from key industry players:

- a) Kafue Gorge Lower Power Station
- b) Indo Zambia Bank
- c) AfricaGreenCo
- d) Kariba North Bank Extension Power Corporation
- e) Itzhi-Tezhi Power Corporation

Their investment demonstrates the private sector's commitment to building the expertise needed for Zambia's energy future.

Looking Forward: The Sun Rises on New Possibilities

As participants returned to their organizations across Zambia and the region, they carried with them more than certificates—they possessed the tools to transform Zambia's abundant solar resources into reliable, bankable energy solutions.

In Professor Malungo's closing words: *"Remember that the sun does not just rise—it powers our future. You now have the tools to turn that power into progress for Zambia and beyond."*

TAs we move through 2025, with energy security remaining a top national priority, this workshop represents a crucial investment in human capital development. It's not just about training; it's about building the expertise foundation that will support Zambia's transition to a more diverse, resilient energy sector.

The path forward is illuminated not just by sunshine, but by the knowledge, skills, and partnerships forged during those five transformative days in Livingstone. The question now is not whether Zambia can harness its solar potential, but how quickly we can turn this potential into the bankable projects our nation desperately needs.

The next phase of NIPA's renewable energy capacity building initiatives will be announced soon. For more information about upcoming training programmes, Visit our website: nipa.ac.zm or contact NIPA on 0977 864035/0960 176401



NIPA LAUNCHES ITS FOURTH PILLAR: Commercialization of Business Entities - A Strategic Move Towards Financial Independence

From Training Institution to Business Hub: How NIPA is Transforming its Infrastructure into Revenue-Generating Assets

By Merit Katotobwe

In a bold strategic move that reflects both innovation and necessity, the National Institute of Public Administration (NIPA) has officially launched its fourth pillar: **Commercialization of Business Entities**. This groundbreaking initiative marks a new chapter in NIPA's evolution—one that transforms the institution from purely an academic and training entity into a dynamic, self-sustaining organization capable of generating its own revenue streams.

The Genesis

To appreciate the significance of this fourth pillar, one must understand NIPA's unique journey and current operational reality. Established in 1963 as the Staff Training College (STC) during Zambia's formative post-independence years, NIPA has weathered numerous transformations. The most pivotal came in 1998 when Act of Parliament No. 15 transformed NIPA into a commercial entity, effectively making it a **100% self-financing institution** with no government financial assistance.

This transformation, while granting NIPA operational autonomy, also placed the burden of financial sustainability squarely on the institution's shoulders. Unlike many public institutions that rely on government subventions, NIPA must generate every kwacha needed for its operations, staff salaries, infrastructure maintenance, and program development.

The Fourth Pillar: More Than Just Business

The Commercialization of Business Entities pillar represents NIPA's strategic response to this financial reality while simultaneously maximizing the value of its existing infrastructure. Rather than viewing facilities as mere operational costs, this pillar transforms them into **resource pullers**—assets that actively generate revenue to support NIPA's core mission



The key revenue streams under the successful debut of the fourth pillar include:

- 1. Ultra-Modern Conference Hall and Auditorium**
- 2. NIPA Canteen and Catering Services**
- 3. Commercial Services which include;** the tuckshop operations serving the NIPA community, a secure parking facilities for events and daily users, car wash services and additional business ventures under development

Early Success

The Fourth pillar's potential was immediately demonstrated during NIPA's inaugural fundraising gala dinner held in February 2025. This high-profile event showcased NIPA's enhanced capacity to provide comprehensive event management and catering services, marking the

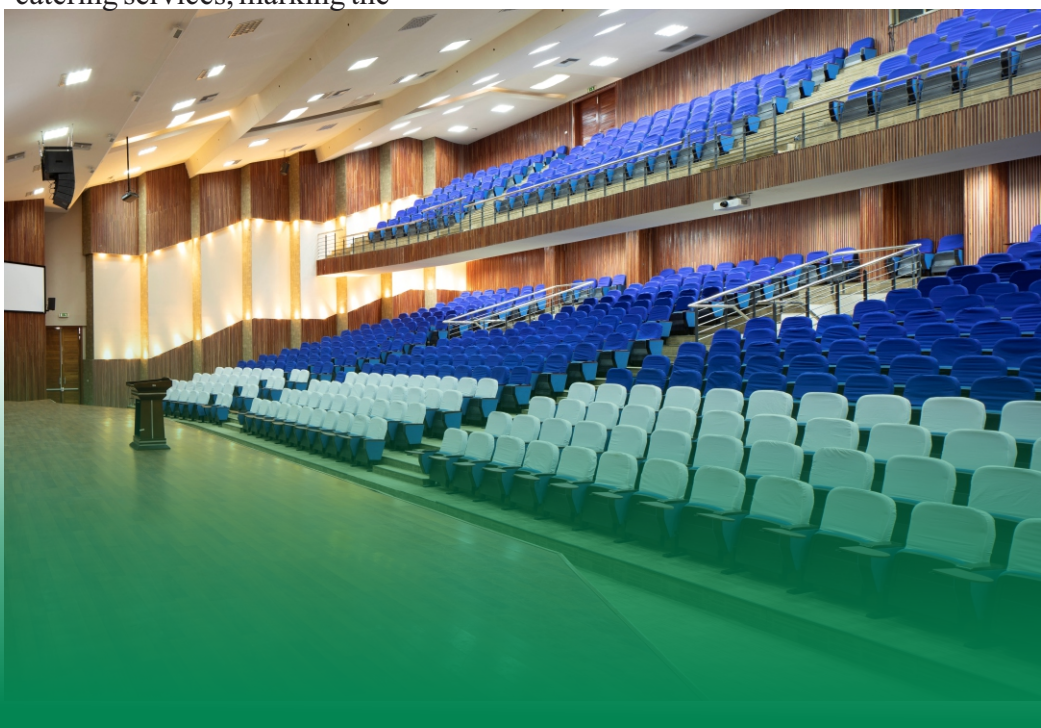
The gala dinner served as both a fundraising success and a powerful proof of concept, demonstrating that NIPA's facilities and services can compete favourably in Zambia's events and hospitality market while maintaining the institution's high standards of excellence.

The fourth pillar doesn't operate in isolation but works synergistically with NIPA's other three fundamental pillars:

Pillar 1: Mandatory Public Service Training and Certification

Pillar 2: Academic Education

Pillar 3: Research, Innovation and Collaborations



This commercialization strategy reflects a broader global trend where educational institutions are increasingly leveraging their assets to achieve financial sustainability. However, NIPA's approach is particularly noteworthy for several reasons, namely; **Financial Resilience, Infrastructure Optimization, Market Responsiveness and Community Integration**

A Model for Institutional Sustainability

The launch of the fourth pillar is not without its challenges. Balancing commercial operations with academic activities requires careful scheduling and resource management. Additionally, competing in Zambia's hospitality and events market demands maintaining consistently high service standards while managing costs effectively.

However, the opportunities far outweigh the challenges. NIPA's central location, modern facilities, and established reputation provide significant competitive advantages. More importantly, success in commercial ventures directly translates to enhanced capacity for delivering NIPA's core training and education mandates.

As NIPA continues developing its fourth pillar throughout 2025, the institution is positioning itself as a model for how public institutions can achieve financial sustainability without compromising their core mission. The success of this initiative could provide a blueprint for other educational and training institutions facing similar financial pressures.

The commercialization of business entities represents more than just revenue generation—it embodies NIPA's commitment to innovation, sustainability, and maximizing value for all stakeholders. By transforming necessary infrastructure into income-generating assets, NIPA ensures its ability to continue serving Zambia's capacity-building needs for generations to come.

Building Tomorrow's NIPA Today

The official launch of NIPA's fourth pillar marks a watershed moment in the institution's 62-year history. From its humble beginnings as a staff training college to its current status as

a comprehensive public administration institute with commercial capabilities, NIPA continues to evolve in response to changing circumstances while remaining true to its core mission.

a comprehensive public administration institute with commercial capabilities, NIPA continues to evolve in response to changing circumstances while remaining true to its core mission.

As we move through 2025, the success of the Commercialization of Business Entities pillar will be measured not just in kwacha generated, but in the enhanced capacity it provides for NIPA to fulfil its mandate of building capable, effective public service for Zambia.

The fourth pillar isn't just about business—it's about ensuring NIPA's sustainability, relevance, and continued service to the nation. In launching this pillar, NIPA demonstrates that with vision, innovation, and strategic thinking, challenges can become opportunities, and necessities can become strengths.

For bookings of NIPA's conference facilities or catering services, contact 0977 366905, 0974595204. The fourth pillar represents not just NIPA's business expansion, but its commitment to sustainable excellence in serving Zambia's development needs.



PROGRAMMES OFFERED

The National Institute of Public Administration (NIPA) is one of the leading providers of high quality Professional Management and Business Training, Research and Consultancy Services in Zambia.

PROGRAMMES ON OFFER INCLUDE;

MANAGEMENT STUDIES DIVISION (MSD)

	DURATION	STUDY MODE
1. Bachelor of Public Administration	4 Years	FT/PT/DL
2. Bachelor of Human Resource Management	4 Years	FT/PT/DL
3. Bachelor of Records, Archives and Information Management	4 Years	FT/PT/DL
4. Bachelor of International Relations and Diplomacy	4 Years	FT/PT/DL
5. Bachelor of Public Relations	4 Years	FT/PT/DL
6. Bachelor of Development Studies	4 Years	FT/PT/DL
7. Bachelor of Social Work	4 Years	FT/PT/DL
8. Bachelor of Science in Nursing	4 Years	FT/PT/DL
9. Diploma in Gender Studies	3 Years	FT/PT/DL
10. Diploma in Health Services Management	3 Years	FT/PT/DL
11. Diploma in Management Studies	3 Years	FT/PT/DL
12. Diploma in Nursing	3 Years	FT/PT/DL
13. Diploma in Human Resource Management	3 Years	FT/PT/DL
14. Diploma in Public Administration	3 Years	FT/PT/DL
15. Diploma in Project Management	3 Years	FT/PT/DL
16. Diploma in Social Work	3 Years	FT/PT/DL
17. Diploma in Records Management	3 Years	FT/PT/DL
18. Diploma in Public Relations	3 Years	FT/PT/DL
19. Certificate in Management Studies	2 Years	FT/PT/DL
20. Certificate in Human Resource Management	2 Years	FT/PT/DL
21. Certificate in Management and Leadership	2 Years	FT/PT/DL
22. Certificate in Monitoring and Evaluation	2 Years	FT/PT/DL

BUSINESS STUDIES DIVISION (BSD)

1. Bachelor of Accounting and Finance	4 Years	FT/PT/DL
2. Bachelor of Arts in Film and Media Studies	4 Years	FT/PT/DL
3. Bachelor of Computer Science with Education	4 Years	FT/PT/DL
4. Bachelor of Disaster Studies and Sustainable Development	4 Years	FT/PT/DL
5. Bachelor of Economics	4 Years	FT/PT/DL
6. Bachelor of Science in Information System	4 Years	FT/PT/DL
7. Bachelor of Science in Logistics and Transport	4 Years	FT/PT/DL
8. Bachelor of Climatology and Meteorology	4 Years	FT/PT/DL
9. Bachelor of Business Administration with Education	4 Years	FT/PT/DL
10. Bachelor of Business Studies with Education	4 Years	FT/PT/DL
11. Bachelor of Marketing and Creative Studies	4 Years	FT/PT/DL
12. Bachelor of Performing and Creative Arts	4 Years	FT/PT/DL
13. Bachelor of Information Technology	4 Years	FT/PT/DL
14. Bachelor of ICT with Education	4 Years	FT/PT/DL
15. Bachelor of Computer Science	4 Years	FT/PT/DL
16. Bachelor of Procurement and Supply Chain Management	4 Years	FT/PT/DL
17. Bachelor of Science in Climatology	4 Years	FT/PT/DL
18. Bachelor of Science in Water and Land Resources Management	4 Years	FT/PT/DL
19. Bachelor of Science in Disaster Studies and Sustainable Development	4 Years	FT/PT/DL
20. Bachelor of Emergency Management in Occupational Health and Safety	4 Years	FT/PT/DL
21. Diploma in Business Administration	3 Years	FT/PT/DL
22. Diploma. In Chartered Institute of Purchasing & Supply Chain Management	3 Years	FT/PT/DL
23. Diploma in Taxation Level 1	3 Years	FT/PT/DL
24. Diploma in Marketing	3 Years	FT/PT/DL
25. Accounting Technician Diploma	3 Years	FT/PT/DL
26. Diploma in Accountancy and Government Accounting	3 Years	FT/PT/DL
27. Diploma in Information Systems and Programming	3 Years	FT/PT/DL
28. Certificate in Government Accounting	2 Years	FT/PT/DL
29. Certificate in Business Administration	2 Years	FT/PT/DL
30. Certificate in Information Systems and Programming	2 Years	FT/PT/DL
31. Certified Custom Clearing Agent	2 Years	FT/PT/DL
32. Chartered Institute of Marketing and Professional Diploma	2 Years	FT/PT/DL
33. Zambia Institute of Banking Finance – Certificate and Diploma	2 Years	FT/PT/DL
34. Certificate in Marketing	2 Years	FT/PT/DL
35. Chartered Institute of Logistics and Transport-Certificate	2 Years	FT/PT/DL

36. Chartered Institute of Purchasing and Supply (CIPS)	2 Years	FT/PT/DL
37. Zambia Institute of Purchasing and Supply (ZIPS)	2 Years	FT/PT/DL
38. ZIM Certified Professional Marketing Programmes	2 Years	FT/PT/DL
39. ZICA Accounting Programmes	2 Years	FT/PT/DL

LEGAL STUDIES DIVISION (LSD)

1. Bachelor of Laws	4 Years	FT/PT/DL
2. Bachelor of Arts in Criminology and Criminal Justice	4 Years	FT/PT/DL
3. Diploma in Law	3 Years	FT/PT/DL
4. Certificate in Law	2 Years	FT/PT/DL
5. Certificate in Law	2 Years	FT/PT/DL
6. Certificate in Military Law	2 Years	FT/PT/DL
7. Certificate in Prosecutions	2 Years	FT/PT/DL
8. Pre ZIALE	4 Months	

POST GRADUATE STUDIES DIVISION (PSD)

1. Master of Arts in Climate Change and Global Sustainability	2 Years	FT/PT/DL
2. Master of Human Resources Management	2 Years	FT/PT/DL
3. Master of Business Administration (MBA Entrepreneurship)	2 Years	FT/PT/DL
4. Master of Business Administration	2 Years	FT/PT/DL
5. Master of Business Administration (MBA General)	2 Years	FT/PT/DL
6. Master of Business Administration (MBA Marketing)	2 Years	FT/PT/DL
7. Master of Science in Computer Science	2 Years	FT/PT/DL
8. Master of Laws General	2 Years	FT/PT/DL
9. Master of Laws-Labour and Employment Relations	2 Years	FT/PT/DL
10. Master of Laws-Corporate and Commercial Law	2 Years	FT/PT/DL
11. Master of Laws-Regional and International Human Rights	2 Years	FT/PT/DL
12. Master of Laws in Criminal Law and Criminal Justice	2 Years	FT/PT/DL
13. Master of Laws-Taxation Law	2 Years	FT/PT/DL
14. Master of Laws in Constitutional and Administrative Law	2 Years	FT/PT/DL
15. Master of Laws in Criminal Law and Criminal Justice	2 Years	FT/PT/DL
16. Master of International Relations and Diplomacy	2 Years	FT/PT/DL
17. Master of Public Administration	2 Years	FT/PT/DL
18. Master of Records and Archives Management	2 Years	FT/PT/DL
19. Master of Science in Project Management	2 Years	FT/PT/DL
20. Postgraduate Diploma in General Management	1 Year	FT/PT/DL
21. Postgraduate Diploma in Teaching Methodology	1 Year	FT/PT/DL
22. Postgraduate Diploma in Management and Leadership	1 Year	FT/PT/DL
23. Postgraduate Diploma in Management Studies	1 Year	FT/PT/DL

STUDY MODE KEY;

FT= FULL TIME

PT= PART TIME

DL = DISTANCE LEARNING

ENTRY REQUIREMENTS;

UNDERGRADUATE PROGRAMMES;

Full Grade 12 Certificate with 5 "O" level credits (grades 1-6) including Mathematics and English

SECOND YEAR ENTRY INTO DEGREE PROGRAMMES;

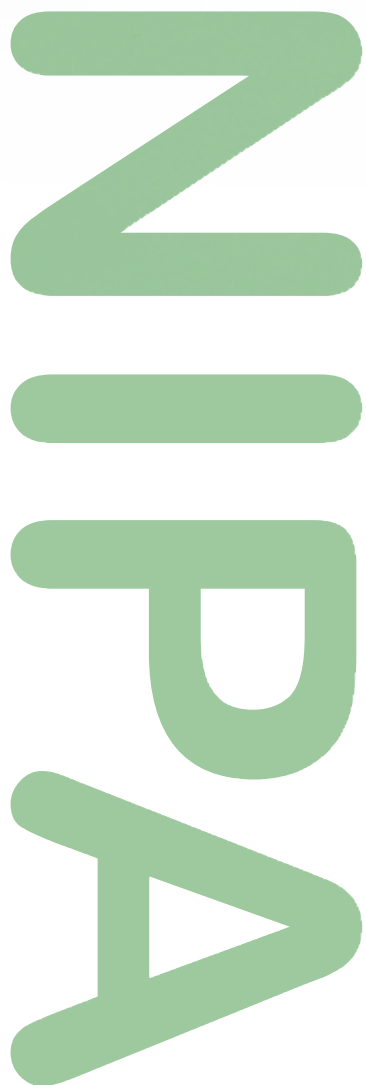
A Diploma in the same field from a reputable and recognized Institution with minimum 5 'O' level credits

POSTGRADUATE PROGRAMMES;

Bachelor's Degree in a relevant field from a reputable and recognized Institution

For More Information, Contact; The Registrar

NIPA Main Campus
4810 Dushanbe Road
P.O Box 31990, Lusaka
Tel: +211 228802-4



Lusaka Main Campus:

The Registrar
National Institute of Public Administration
P.O Box 31990
Dushanbe Road
Plot 4810
LUSAKA

Tel: +260 211 228802/4
Cell: +260764677671/+260767670985
registrar@nipa.ac.zm
academic@nipa.ac.zm
executivedirector@nipa.ac.zm

Livingstone Campus:

Corner of Airport Road and Neru Way
Email: d.mwika@nipa.ac.zm
Call/WhatsApp: +260 777 307 588

Solwezi Campus:

Mbonge Area
Email: p.mumba@nipa.ac.zm
Call/WhatsApp: +260 977 366 326

Ndola Campus:

Monkey Fountain Road
Email: ndola.campus@nipa.ac.zm
Call/WhatsApp: +260 967 141 495

Burma Road Campus:

Email: admissions@nipa.ac.zm
Call/WhatsApp: +260 977 794 696
Lusaka.