



**DAYDREAM
INSTITUTE**
OF TRAINING AND
SKILLS DEVELOPMENT

**V6-
2023**

Registered with the
Namibia Training Authority (NTA)

Enrolment Guide for Prospective Students

Ordinary/Normal Applications:

Friday, 27 January 2023

Mature Age Entry:

Friday, 20 January 2023

Late Applications:

Monday, 31 January – 28 February 2023

Ordinary/Normal Registration:

Tuesday, 03 January – Friday 10 February 2023

Late Registration:

Monday, 13 February – Friday 10 March 2023



3 **CAMPUSES
&
1** **CENTER**



This guide is valid for 2022 only.

It is obtainable free of charge from the:
Office of the Registrar
DayDream Institute of Training and Skills Development
PO Box 22318
Windhoek
Namibia

Location:

Erf 1238, Markus Shiwaringo Street, Rundu Main Campus

Cell No: +264 81 444 8889

WhatsApp No: +264 81 390 1516

Email address: info@daydreaminstitute.com

Website: www.daydreaminstitute.com

Although the information contained in this Guide has been compiled as accurately as possible, the Governing Council, Management Board, Board of Studies and Administration Board accept no responsibility for any errors and omissions, which may occur.

The Institute retains the right to amend regulations or conditions without prior notice. Due to the rapidly changing external environment that many programmes operate in, and the Institute desire to remain constantly relevant in its offerings, some programmes may be significantly amended after publication of this Guide. Please consult our website for the latest versions of our curricula, syllabi and academic regulations.

The fact that particulars of a specific programme, field of study, modules, or course have been included in this Guide does not necessarily mean that such a programme, field of study, module, or course will be offered in the academic year 2023.

© DayDream Institute of Training and Skills Development/ Student Prospectus and Enrolment Guide – 2023

This document shall be read together with:

- General Information and Regulations Year Book 2023
- Fees Handbook 2023
- Student Enrolment Policy and Procedures
- Student Withdrawal and Refund Policy
- Student Support Policy
- Student Activities Handbook 2023
- Student Activities Calendar 2023

Our Contact Details

OUR CAMPUSES/CENTERS ADDRESSES

Rundu Campus

Erf 1238, Markus Shiwarongo Street, opposite behind Shoprite Old Mall, Rundu Main Campus

Ondangwa Centre

Kwanza Sul Building, Unit 6, Ondangwa

Kharasburg Campus

Catholic Church - Resources Centre Building

Windhoek Campus

Coming Soon, to be confirmed in January 2023



DayDream Institute of Training and Skills Development



DayDream Institute - Office of the Rector



DayDream Institute – Student Representative Council (SRC)



DayDream Institute of Training and Skills Development



Rundu Campus - DayDream Institute of Training and Skills Development



Ondangwa Campus - DayDream Institute of Training and Skills Development



Windhoek Campus - DayDream Institute of Training and Skills Development



Katima Mulilo - DayDream Institute of Training and Skills Development



+264 81 7275 891

CAMPUSES/CENTRE CONTACT DETAILS

Rundu Campus

C: +264 81 444 8889

Ondangwa Campus

C: +264 81 335 1333

Kharasburg Mulilo Campus

C: +264 85 752 6851

Windhoek Campus

C: +264 81 258 5239

CAMPUSES/CENTRE EMAIL ADDRESSES

Rundu Campus

rundu@daydreaminstitute.com

Ondangwa Campus

ondangwa@daydreaminstitute.com

Kharasburg Campus

kharasburg@daydreaminstitute.com

Windhoek Campus

windhoek@daydreaminstitute.com

General email

info@daydreaminstitute.com

Website: www.daydreaminstitute.com

DISCLAIMER AND INDEMNITY

The Institute is not responsible for any property of staff members, students, visitors or any property of third parties brought onto its campus/centres by a staff member, student, visitor or any other person.

CONFIDENTIALITY OF STUDENT INFORMATION

Student Information shall at all times be treated as confidential. No information will be provided to third parties, unless so authorized by the student or by an agreement signed by the student with a donor. Progress reports will be provided to persons registered as responsible for the payment of fees of students.

DEADLINES OCCURING ON A WEEKEND

Deadlines provided for in the rules and which in some years will occur on a weekend will be deemed to be on the first working day immediately following that weekend.

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BIO/S



Mr. Kalenga Paulus

Founder and Rector

Kalenga Paulus (Founder and Rector) is one of the youngest Academician, aged 29 from Kayira-yira Village (Kavango West Region), born in Rundu State Hospital, Kavango East Region. He is a last born with 11 siblings, the first one to reach in Grade 12 and obtain a University Qualification. He holds a Bachelor Degree in Human Resources Management (NQF Level 7 from the Namibia University of Science and Technology (NUST) in 2018 a certified Quality Management System Professional by Management System Optimization. An experienced and pragmatic business executive with extensive combined experience, knowledge and growing reputation in Education and Training, Business Intelligence, Finance and Administration, Marketing and Public Relations, National Politics and Student Leadership, Human Resources Management and Industrial Relations, Corporate Governance, effective leadership and management. Mr. Kalenga began his journey in the education fraternity at the Namibia University of Science and Technology where he served in various leadership positions such as:

EXPERIENCE

- Former Marketing and Public Relations Officer and Senior Lecturer (Goldstone Software Engineering Institute)
- Former Secretary for Academic Affairs in the University Students Representative Council;
- Former Students Ambassador in the office of the Vice Chancellor (Institutional Planning Department),
- Former Chairperson of the Faculties Ambassadors in the Cooperative Education Unit,
- Former Member of the University Academic Disciplinary Committee,
- Former Member of the Academic Advisory Committee in the Faculty of Engineering,
- Former Member of all the University Board of Studies which includes (Faculty of Engineering, Faculty of Informatics and Computing, Faculty of Human Sciences, Faculty of Management Sciences, Faculty of Health and Applied Science, Faculty of Natural Resources and Spatial Sciences).
- Former Public Relations Officer and President of the Human Resources Management Society,
- Former Public Relations Officer and Crime Prevention Coordinator of the NUST Students Against Crime,
- Former Senior Coordinator for all Societies in the University.
- Human Resources Intern (Human Resources Department) through the Cooperative Education Unit,

ABOUT DAYDREAM INSTITUTE

DayDream Institute of Training and Skills Development (DITSD) is a wholly owned and managed Namibian enterprise duly registered as a Close Corporation (CC) with the Ministry of Trade and Industry (MTI) under registration number CC/2021/03923 And Registered with the Namibia Training Authority (NTA) with its headquarters in Rundu.

Over the past decade, the Higher Education and Vocational Training sector has excluded a large number of students who did not meet the admission requirements at local institutions of higher learning and this has contributed to the year-by-year rising unemployment rates among youth (the most economically active group) and those that manages to gain competency and skills through work, there are few opportunities for these people to have their skills formally recognised and obtain the additional training required to become fully qualified and be remunerated accordingly.

For the situation explained above, Mr. Kalenga Paulus (Founder and Rector) felt called to play a role by establishing a functional Institute for Vocational, Academic, Capacity Building, and Soft Skills Training and Enterprise Development, to remove barriers in Higher Education and Vocational Training, satisfy customers, create jobs, and to rapidly expand at the regional and national levels.

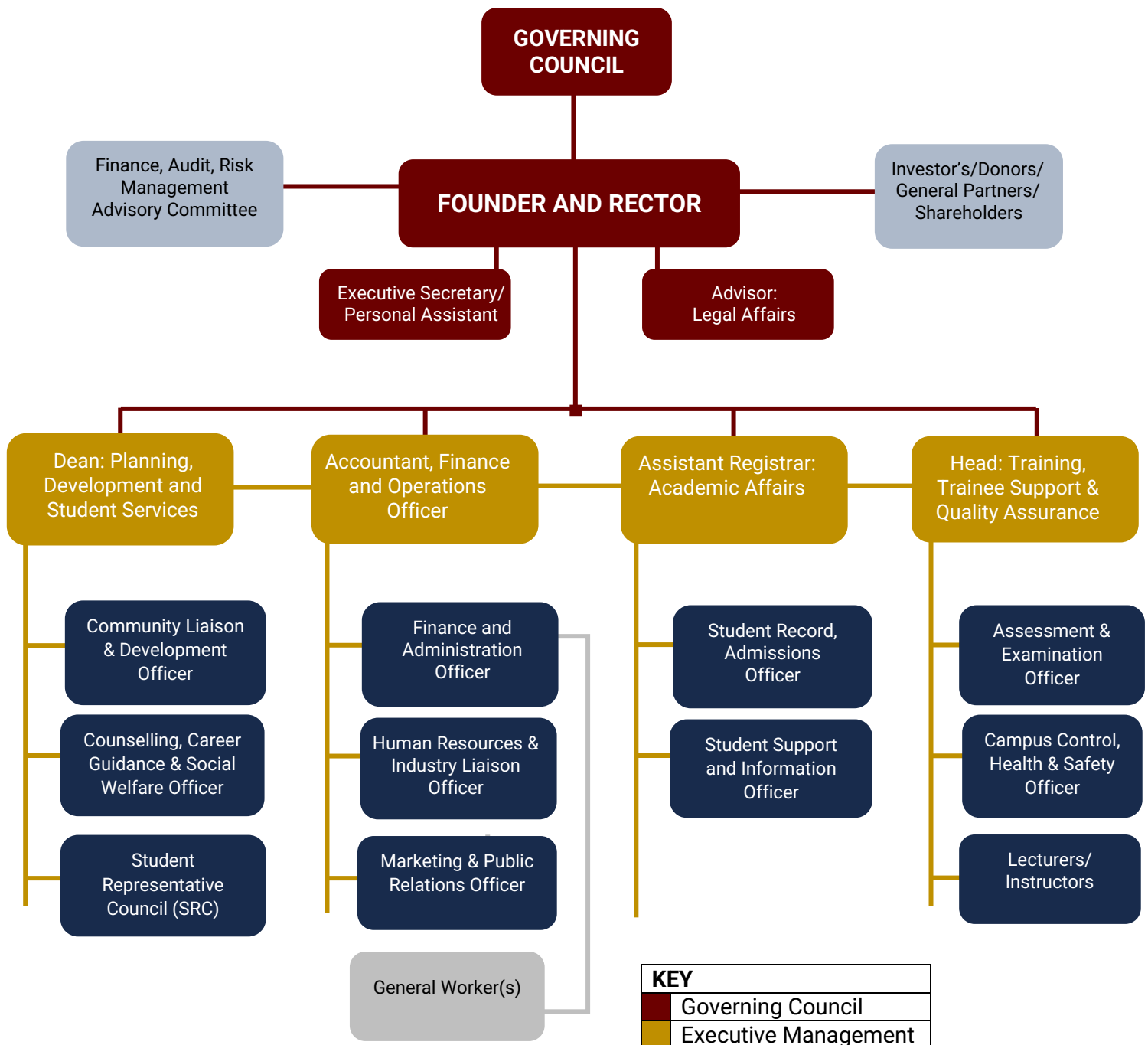




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**ORGANISATION STRUCTURE
FOR THE YEAR 2022 - 2025**

The Institute retains the right to amend the organisation structure without prior notice. Due to the rapidly changing external environment, the structure may be significantly amended after publication of this structure. Please consult the Rector's office for the latest version of the structure. The fact that some positions have been included in this structure does not necessarily mean that such position will be active in the academic year.



MANAGEMENT SUMMARY

The Institute is divided in two operational arms – an Academic Body and a Corporate Body as depicted in the organisation charts. The institute Governing Council comprise a minimum of 15 members, inclusive of the Chairman. The Rector is the official head of the two operational arms. The Institute also has a Head of Training, Trainees Support and Quality Assurance who is responsible for all Academic affairs and the day-to-day activities of the Academic Body. The Corporate Body supports and complements the work of the Academic Body, ensuring that the necessary resources are available to achieve the goals of the Institute. Mr. Kalenga Paulus is the Rector who is the Chief Executive Officer of the Institute, here is the table of different and how they are headed:

DEPARTMENT	STAFF/POSITIONS
Executive Management	Rector
Office of the Registrar	Registrar
Dean of Planning, Development & Student Services	Dean of Planning, Development and Student Services
Head of Training, Trainees Support and Quality Assurance	Head of Training, Trainees Support and Quality Assurance
Finance and Operations	Accountant, Finance and Operations Officer

Table 1: DDI Departments

Administration and Management

The management of the business and affairs of the Institute is vested in the Governing Council, with authority for the management of the day-to-day operations being delegated to the Rector. The GC functions through its Standing-Committees, Advisory Boards which are, Executive Management Board, Board of Studies and Administration Board. The Standing Committee of the Governing Council is the Audit, Finance, Risk Management, Health and Safety Committee. Additionally, Advisory Boards/Committees are set up to focus on individual fields of study and assist the Institute in enhancing the links with the industry, community and private sector. DDI utilizes a number of mechanisms to ensure effective internal communication of the decisions of the Governing Council to the members of staff. These include Attendance of the Rector at GC Meetings and Weekly meetings of the Rector with senior faculty and administrators. Board of Studies is responsible for all educational activities inclusive of teaching and learning, research and development, academic standards, determination of criteria for appointing academic personnel, academic support functions, and student services. The specific responsibilities of the Administration Board include the registry, institutional effectiveness, human resources and administration, finance, procurement, legal affairs, internal audit, and facilities operations management.

VISION

To become a premier, knowledge-driven institute through continuous innovation in education, research, creativity and entrepreneurship that is responsive to the national labour market needs and is globally competitive in order to support Namibia's long-term socio-economic development.

MISSION STATEMENT

To be a transformative Institute, focused on providing unique, responsive, accessible, high quality and diversified nationally and internationally recognised industry-aligned training and educational programmes for the inclusive and sustainable socio-economic development of the Namibian youth and adults

CORE VALUES

- **Excellence:** We strive to provide high-quality education and training programmes with continuous improvement.
- **Leadership:** We always want to set a good example, lead with character and integrity, inspire staff and students to work toward a common goal.
- **Partnership:** We cultivate academic, business and community partnerships that will place the Institute as the top choice for students.
- **Innovation/Responsiveness:** We provide distinctive, value-driven TVET programmes that are adaptable to local and international labour market needs.
- **Accountability:** Independently and together, we are each responsible for our success.
- **Student focused:** Our combined efforts converge to improve the student experience and success.

STRATEGIC PILLARS

- Infrastructure development
- Effective communication and stakeholder's engagement
- Business Re-engineering and process improvement
- Training and development
- Business growth and productivity
- Staff development and talent management
- Youth empowerment and job creation

GUIDING PHILOSOPHY FOR ORGANISATIONS: We are committed to create a strong and continuous improvement in human capital performance with organizations. We create a smart partnership with them to fully understand their unique business strategy, goals, needs, objectives and culture. Following that, their needs will be studied and a tailor-made program will be designed for organisations. The core aims of the training is to build and sustain the skills and behaviors that are essential to their business successes.

OUR COMMITMENT TO ORGANISATIONS: To achieve your desired results, our development effort extends beyond the training room. We work in partnership with you to understand your business and development needs; design development initiatives and deliver high impact training interventions and develop and implement powerful reinforcement programmes



Our Goals

Objective 1:

To offer high-quality programmes that prepare students for lifelong learning and success in a diverse global workplace, provide quality technical and vocational education and training services and increase academic achievement and success of students.

Objective 2:

To have adequate infrastructure and systems in place to increase access and provide effective services to students.

Objective 2:

To engage in national and international partnerships and cooperation with other universities, organisations and institutions; maintain good stakeholder relations to increase the number of students who are adequately prepared to enter the labour market or further and higher learning opportunities.

Objective 4:

To ensure continuous business excellence in terms of good corporate governance and effectual management of all Institute resources as well as information and data reporting. Effective management of sections (Institute, Academic and Administration)

Objective 5:

Develop, broaden, and strengthen significant relationships with all internal and external stakeholders with a focus on alumni, institutions of higher learning, business, and governmental organizations

Objective 6:

To be responsive to the demands of the market place and can transform and adapt quickly and effectively to changing skills needs, with a special emphasis on artisan training.

Objective 7:

To enhance the Institute and community socio-economic development through the promotion effective broad based Corporate Social Investment projects, while promoting access, sustainable use and benefit sharing of resources.

Objective 8:

To uphold sound management practices. Recruit and retain highly qualified, student-centred, business-oriented staff and build a recognised culture of professionalism among students and staff; Effective implementation of performance management systems.; Ensure sound labour relations practices; Ensure sound administration of staff benefits and employee wellness; Develop a sustainable financing system with efficient and cost-effective delivery systems and management structure; Maintain an effective internal control system; Manage the procurement administration; Cascade the strategic direction to all staff members and regular monitoring of strategic progress.

Objective 9:

To develop and implement strategies to recruit new students as well as to foster successful academic experiences and career preparation for continuing students.

Objective 10:

To provide excellence in the quality of training and skills development in practical training and academic programmes.

As a fast-growing Institute in Namibia, committed to National Economic Development and Enhancing academic excellence in the Republic of Namibia, we strive toward quality education and industry skills development. Welcome to DayDream Institute of Training and Skills Development (DDI)! Welcome to your home. At DDI students come first. Our staff and faculty will work with your best interests at heart to ensure that when you leave this institution you are poised for success. Every day, DDI delivers and supports education because it improves the lives of students. Students, like yourself, go out into our community, and our nation and they make the world a better place.

This establishment was formed in 2019 in response to the needs of the community and offers a variety of study modes for both post-secondary students and adults. It is not my Institution nor yours but it ours and we should strive in building and maintaining its high excellence by working together and making our Institution the best. Knowledge is key and we should strive for success not only by learning but also by planting our seeds. Let's keep our high educational standards by ensuring that. We believe in the power of education and the impact it will have in your life. We will work with your best interests in mind in all that we do. We offer a multitude of academic opportunities for you, but also remain committed to giving each of you individualized attention.

Our small class sizes and online education options provide tremendous access to our gifted faculty members, and I urge you to tap into the minds of these leaders in their fields. For the complete Institute experience, I hope you will also explore our diverse programs, clubs, organizations, and On-Job Training opportunities available to complement your learning in the classroom. Please take advantage of these resources and opportunities. Your experience at DDI is what makes you part of it, and I am confident you will make it a good one. With your membership to the Institute community, comes many rights and responsibilities. This student handbook outlines these rights and responsibilities, Institute policies and procedures, and Institute resources. Before you know it, you'll be nearing your Diploma completion. Let me offer you a small piece of advice as you move forward in your academic career.

I believe that every DDI student is a leader and has the capacity to make monumental improvements to the world in which we live. So, I would like to share with you one of my favourite leadership tips: "Decisions are made by those who show up." For you, this means that first step is showing up. Show up to class, show up to advising sessions, show up to the audition, show up to the game. You never know the decisions you could make that might change the world when you just show up. When you do show up, you are bound to face challenges. When that happens, please remember that faculty and staff are here to help you.

This Guide outlines invaluable student services and guidelines that will be instrumental in your success. Do not hesitate to reach out and ask for help. We will be there. We are here for you.

I look forward to seeing you on campus. Go register!

Foreword



Mr. Kalenga Paulus
Rector

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Student Services

Overview: The DayDream Institute consider activity programs to be an integral part of programming at the institute level. They are intended to benefit all youth. Our aim is to maximize participation within our activity programs. As a part of the co-curricular, educational experience, competitive programs are administered by institute authorities, with instruction provided by competent, well-qualified advisors. Our goals for these programs include promoting physical, moral, social, and emotional well-being of the participants. The ideals of good sportsmanship, ethical conduct, and fair play are important elements of the student's experience.

The department of student services is responsible for the provision of institutional leadership for the development and delivering efficient student services that are focused on providing support for academic activity, social, cultural and cognitive development. In the context of multicultural academic diversity, stimulated by globalization, it is necessary for all aspects of college life, student services included, to meet these new challenges. It is the aim of DDI to support and enhance their student experience both academically, socially, welfare and support from first contact through to becoming alumni is critical to success in higher education today for both the student and the institution.

Vision: To provide quality student services to our students to improve student performance, student health and in a long run contribute to the success of the Institution.

Mission: To provide a broad range of student services that are essential to the achievement of the educational goal of the institution. Give our students guidance and counselling during their studies to ensure students are choosing the right career paths.

DayDream Institute of Training and Skills Development offers the following services to students:

1. **Industrial Attachment:** Through the Office of the Industry Liaison and Cooperative Education Officer and in conjunction with the DayDream Employment Solutions and industry stakeholders, we assist students in securing internship in various companies for purpose of getting practical field exposure. This will provide them with the opportunity to apply and develop their knowledge of theoretical aspects in a practical environment and to develop interpersonal and communication skills.
2. **E-learning Guidance:** E-learning is a method of learning utilizing electronic technologies to access educational curricular outside of a traditional classroom. This means you can study anywhere and at any time, which is a real plus for those who have a busy schedule.
3. **Student Counselling and Social Welfare:** Provides Academic, HIV pre- and post –test counseling. Various events take place throughout the year e.g., Leadership workshops, business workshops, HIV/AIDS Awareness Campaign, HIV/AIDS Peer Counseling Training and Covid-19 Awareness Campaigns.



Student Activities

4. **Industrial Job Shadowing:** As part of the learning and training process, the Industry Liaison and Cooperative Education Officer require and assist students to Job Shadow for five (5) working days in any company to observe (watch) and speak to someone who does the job, have a learning experience that take place at a worksite or place of business as, it is to their benefit to get field practical exposure. This will provide them with the opportunity to see how the employee perform his/her duties
5. **Job Fair:** The Job Fair is one of the Namibian Largest Job and Training fair organized by the DayDream Consultants and Namibia Students Association of Excellence. This is the most important gathering of the year in the recruitment world Namibia. The Job Fair promote the hiring and Career Development of all individuals in a conducive, dynamic and unique environment.
6. **Business Fair:** The Business Fair is one of the Namibian Largest Business and Entrepreneurship fair organized by the DayDream Consultants (Business Solutions Unit) and Namibia Students Association of Excellence. This is the most important gathering of the year in the business sector of Namibia, which brings successful business people who come and meet with the young and start-up entrepreneurs in order to coach them and help them grow professionally and successfully.
7. **Job Placement Services:** Provide Students with career guidance counseling and place them through the DayDream Employment Solutions Unit. Additionally, facilitating workshops in CV Writing, Job Hunting Skills, Career Guidance Programmes and write professional CV for Students.
8. **Sports, Culture and Arts:** Sports provide a platform for students to participate in a variety of sport codes while cultural activities encourage cultural heritage including a week-long cultural festival, crowning of "MR AND MISS DAYDREAM INSTITUTE" and other Activities.
9. **Community Health and Arts:**
Community Health and Awareness Campaigns are good to inform the community on various pandemic and other virus and diseases prevention measures and how to protect themselves to promote a health and safe community.

Consult the Student Activities Handbook for more activities and detail information



APPLYING AT DDI

Application due dates

Ordinary/Normal Applications:

Friday, 27 January 2023

Mature Age Entry:

Friday, 20 January 2023

Late Applications:

31 January – 28 February 2023

Non-Refundable Fees

Normal Applications:	N\$200
Late Applications:	N\$300
Registration fee:	N\$1200
Deposit fee:	N\$1500

Payment Options:

Please DO NOT send cash in the post. We also DO NOT accept postal orders. Rather make a deposit through the bank. Banking Details:

Account Name:	DayDream Institute of Training and Skills Development
Bank Name:	Bank Windhoek Ltd
Account Number:	8024220349
Branch Code:	483-173, Rundu Branch, Namibia
Account Type:	Business Transaction Account
Swift Code:	BWLINANXXXX
Reference:	Identity Number

Original deposit slips MUST accompany the application form (keep a copy of the deposit slip for your own record).

Cash Payments: Cash payments can only be made at the Main Campus Finance Officer, Erf 1238, Markus Shiwarongo Street, CBD, Rundu or at the Satellite Campus Administrator in your town/region.





ADMISSION POINT OF SCALE

Admission Point Scale

DDI uses the admission Point Scale to facilitate Enrolment based on your school leaving results. Your school-leaving subjects' symbols or percentages are converted into points, then added up to determine if you have obtained the minimum number of points required to be considered for entry into your preferred Programme of study

POINTS	NSSC (H) HIGCSE	NSSC (O) IGCSE	RSA NSC	GCE (A)	GCE (AS)	GCE (O)	GCE (O)	IB (HL)	IB (SL)	ANGOLA
12				A						
11				B	A					
10	1			C	B			7		
9	2			D	C			6		
8	3	A	7	E	D			5	7	
7	4	B	6		E	A	1	4	6	18-20
6		C	5			B	2	3	5	16-17
5		D	4			C	3	2	4	14-15
4		E	3			D	4		3	12-13
3		F	2			E	5		2	10-11
2		G					6			8-9

OUR REGISTRATION PROCESS

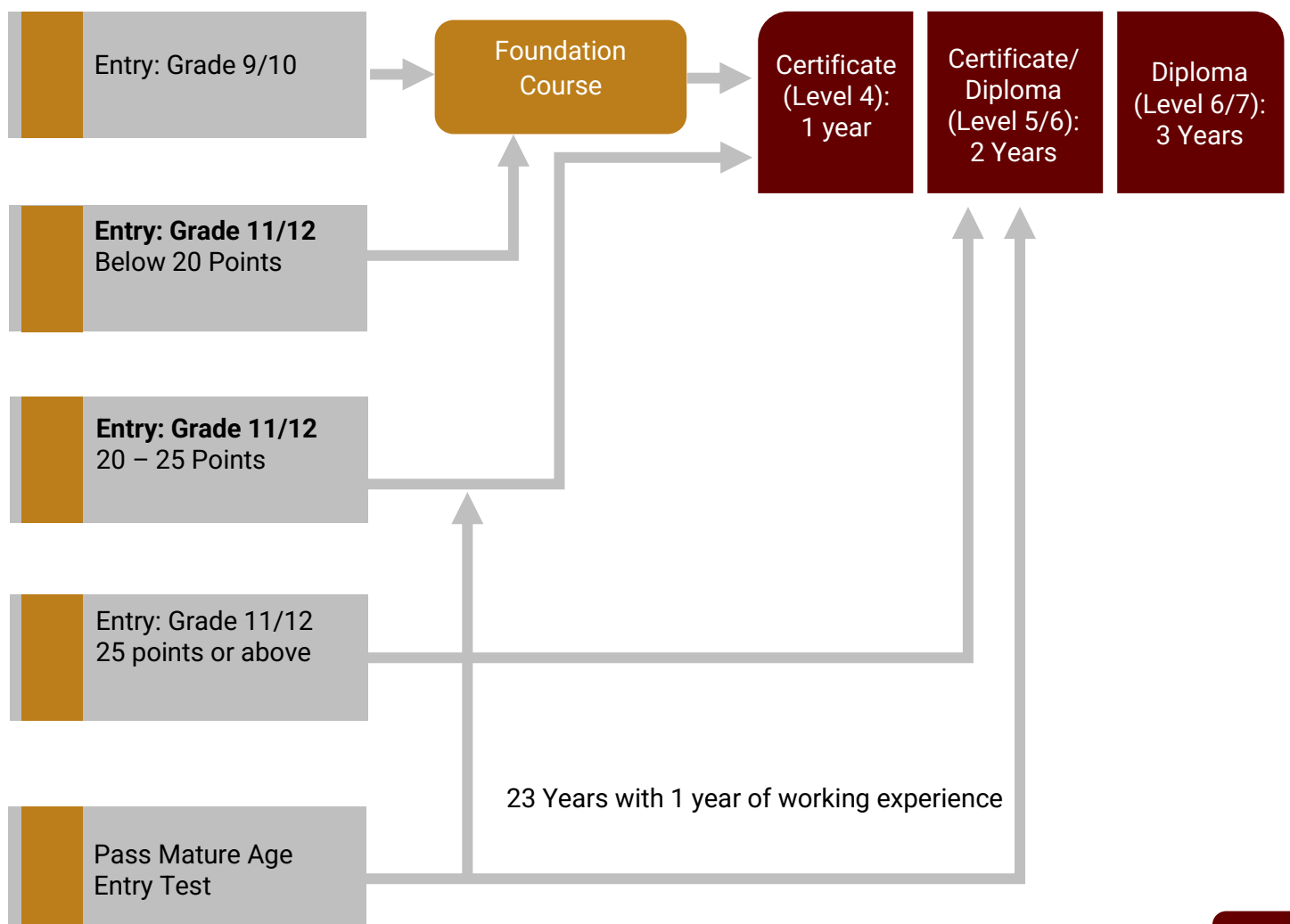


NSSCH – Namibia Senior Secondary Certificate – Higher Level; **NSSCO** – Namibia Senior Secondary Certificate – Ordinary Level (new and old curricula); **NSSCAS** – Namibia Senior Secondary Certificate – Advanced Subsidiary Level; **HIGCSE** – Higher International General Certificate of Secondary Education; **IGCSE** – International General Certificate of Secondary Education- Advanced Level, Advanced



Our Progression

ENTRY PATHS



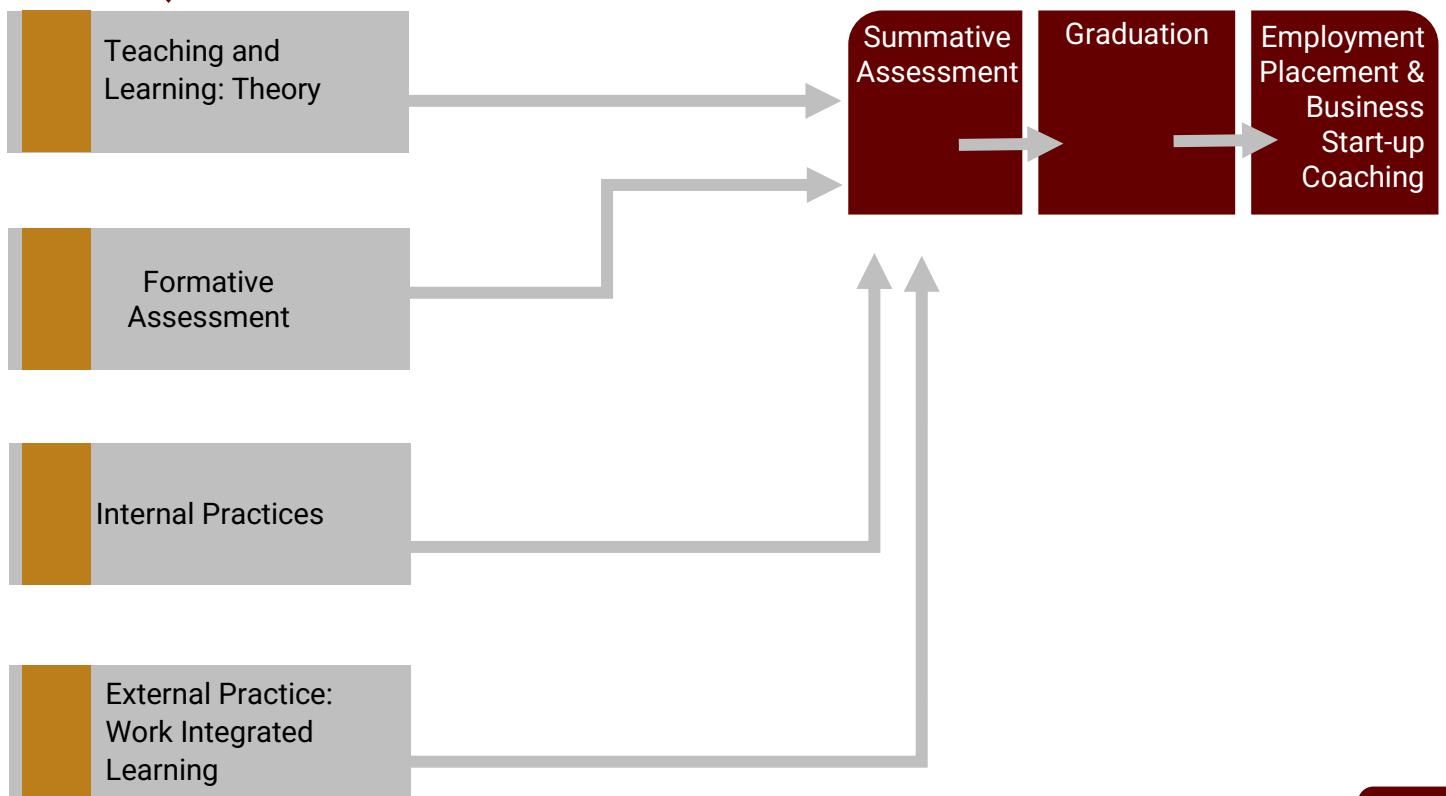


Our Progression

ENTRY PATHS



PROCESS



Admissions Requirements



Type	Who should apply	Minimum admissions Requirements
<p>General Admission Requirements</p> <p>Documents Required:</p> <ul style="list-style-type: none"> ▪ Updated CV ▪ Certified ID Copy ▪ Certified High School Certificate ▪ Any other relevant support documents ▪ Foreign Applicants: Latest qualification in original language and a translation if the qualification is in a language other than English, NQA Evaluation if the qualification is obtained outside the SADC Region 	<p>Applicants in possession with a final year school leaving certificate or current Grade 11 (Namibia only) or Grade 12 learners.</p>	<p>Applicants should have 22 points in 5 subjects including a minimum E-Symbol in English on NSSC Ordinary Level</p>
<p>Mature Age Entry Scheme</p> <p>Documents Required:</p> <ul style="list-style-type: none"> ▪ Updated CV ▪ Certified ID Copy ▪ Certified High School Certificate ▪ Reference Letter from Employer indicating your years of experience as well as the job title ▪ Any other relevant support documents 	<p>Applicants who do not meet the General Admission Requirements, but who have passed at least Grade 10/ Standard 8.</p>	<p>Applicants must:</p> <ul style="list-style-type: none"> ▪ have reached the age of 23 years on 1 January of the academic year for which admission is sought; ▪ have at least a Junior Secondary Certificate (Standard 8/Grade 10);

<ul style="list-style-type: none"> Foreign Applicants: Latest qualification in original language and a translation if the qualification is in a language other than English, NQA Evaluation if the qualification is obtained outside the SADC Region 		<ul style="list-style-type: none"> show evidence that they have worked for at least one year and; pass the DDI Numeracy and English Language Proficiency tests which will take place from 29 – 30 November 2022
<p>Advanced Standing</p> <p>Documents Required:</p> <ul style="list-style-type: none"> Updated CV Certified ID Copy Certified High School Certificate Original Academic Record Transcripts and Complete Syllabi Any other relevant support documents Foreign Applicants: Latest qualification in original language and a translation if the qualification is in a language other than English, NQA Evaluation if the qualification is obtained outside the SADC Region 	<p>Applicants with NQF Credits or qualifications from other accredited institutions of higher learning who would like to enter higher study levels within a programme.</p>	<p>Admission with advanced standing shall be considered under the following conditions:</p> <ul style="list-style-type: none"> NQF Credits must make up at least the equivalent of one study period (one semester or one year) of the programme for which advanced standing is applied for; and NQF Credits must not be older than eight years and must be presented in an official original academic transcript from the institution concerned

Notes:

1. Individual programmes may have additional admission requirements.
2. For additional admission requirements please read the below admissions requirements for every type of program.

Type of Programs	Professional Continuing Programmes: Diplomas
------------------	--

General Minimum Requirements for other Diplomas: Applicants must have with a minimum of 22 points in Grade 11/12 with symbol E in English, or Mature Age Entry of 23 years and above with at least 2 years' working experience or Individuals with a certificate in Level 5 offered by a recognized and accredited institution.

Minimum Requirements for Diploma in Enrolled Nursing and Midwifery Science: Applicants must have Certificate in Health Care Assistant (Home-Based Care) from DayDream Institute of Training and Skills Development or Grade 11/12 (National Secondary School Certificate, International General Certificate Education) with a minimum of 20 points in five (5) best subjects (which includes at least 2 science subjects), E symbol in English is compulsory Prior learning is recognized for a student with one year working experience in a health-related field (Health assistants/ TB field promoters/ Ward Assistants/ Community counsellors)

LIST OF PROGRAMS

NO	DESCRIPTION	YEAR TO BE OFFERED
1.	Diploma in Early Childhood Development and Pre-Primary Education - (Level 6)	2023
2.	Diploma: Information Technology - (Level 6)	2023
3.	Diploma in Environmental Health Science - (Level 6)	2023
4.	Diploma: Health Care Management - (Level 6)	2023
5.	Diploma: Community Health Education - (Level 6)	2023
6.	Diploma: Enrolled Nursing and Midwifery Science - (Level 6)	2023

Type of Programs	NTA – Technical Vocational Education and Training (TVET) Programmes: National Vocational Certificates
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Minimum Requirements: Applicants must have with a minimum of 18 points in Grade 9, 10, 11/12 with symbol E in English. The entry requirement for this qualification is the ability to demonstrate basic communication skills in the English language and numeracy. This qualification will be awarded to people who are credited with 80 credits and have met the requirements of the compulsory sections. The qualification includes compulsory and elective unit standards that enable the holder to show specific competencies in counselling services across a range of counselling organisations.

LIST OF PROGRAMS

NO	DESCRIPTION	YEAR TO BE OFFERED
1.	National Vocational Certificate: Preventative Health (Occupational Health and Safety) Management - (Level 5)	2023
2.	National Vocational Certificate: Preventative Health (Occupational Health and Safety) - (Level 4)	2023

3.	National Vocational Diploma: Counselling Services (Counselling Supervision) - (Level 6)	2023
4.	National Vocational Certificate: Counselling Services (Community Counselling) - (Level 3)	2023
5.	National Vocational Certificate: Office Administration - (Level 1)	2023
6.	National Vocational Certificate: Office Administration - (Level 2)	2023
7.	National Vocational Certificate: Hospitality and Tourism Management (Front office operations) - (Level 2 - 5)	2023
7.	National Vocational Certificate: Hospitality and Tourism Management (Food and Beverage Services Operations) - (Level 2 - 5)	2023
8.	National Vocational Certificate: Hospitality and Tourism Management (Food Preparation) - (Level 5)	2023
9.	National Vocational Certificate: Hospitality and Tourism Management (Core Commercial Cookery Skills) - (Level 2)	2023
10.	National Vocational Certificate in Agriculture - (Level 4)	2023
11.	National Vocational Certificate: Horticulture and Crop Husbandry - (Level 2 - 3)	2023
12.	National Vocational Certificate: Livestock Production - (Level 2 - 3)	2023

Type of Programs

Training and Soft Skills Development Short Courses Certificates

Minimum Requirements: Grade 10 /12 Certificate with 18 points both with E symbol in English or Mature Age Entry (23 years and competent in English). (Space is strictly limited for online/distance learning).

LIST OF PROGRAMS

NO	DESCRIPTION	YEAR TO BE OFFERED
1.	Certificate: Emergency Care Practitioner (Basic Level)	2023
2.	Certificate: Emergency Care Practitioner (Intermediate Level)	2023
3.	Certificate: Health Care Assistant (Home-Based Care) - (Level 4)	2023
4.	Certificate in Pharmacy Front-Shop Assistant	2023
5.	Certificate in First Aid	2023
6.	Certificate in Fire Fighting	2023

General Admission Rules

1. Students are required to complete a registration process when they commence their studies with the Institute and will only be formally admitted to the Institute as registered students on satisfactory completion of this process.
2. Student registration will take place in accordance with the registration dates as contained in the Calendar. The registration Programme is also announced in the media and prospective students must make sure of the dates, times and venues of registration. Students must abide by the registration Programme and relevant deadlines
3. Before applying at DDI please familiarize yourself with the programmes/qualifications on offer as well as the admission requirements. After deciding on a qualification, you may apply online (www.daydreaminstitute.com) or you may submit a hardcopy application form at the DDI Main Campus or at any of the Regional Branch/Campus or via the couriering. Applying online provides you with immediate notification that your application has been received. You will also be able to follow the progress of your application by contacting the Student Record and Admission Officer. Submit only ONE application. Make sure that you complete entire application form
4. Incomplete applications will not be considered for admission. Students are required to pay Deposit fee before resuming classes.
5. All required documents should be attached to your application, we do not accept faxed copies of application forms or supporting documents. All applications have to be accompanied by the relevant fees. The closing date for all applications is as determined by the Senate, approved by the Rector and published in the Annual Students Activities Calendar.
6. You will need a valid E-mail address since all admission correspondence too you will be conducted via E-mail. Applicants will be notified as soon as possible after the closing date whether their applications for admission have been successful or not. A late registration fee is levied on students who register during or after the period of late registration provided for in the Calendar
7. Mature age applicants are required to sit for a series of tests shortly after the closing date for applications. No late applications are accepted for mature age entry at the time of first registration students receive a card of membership of the Institute.
8. Application fee, Registration fee, Student Card, Uniform Fees and other Miscellaneous fees are Non-refundable The modes of study available for each programme will be stated in the relevant programme specification. Students registered on a full-time programme of study at the Institute may not be registered on another full-time programme either at the Institute or another institution
9. Students studying on a part-time basis may be registered for more than one programme with the permission of the Institute, providing there is no substantial overlap in content between programmes. However, where such permission is granted, academic pressure resulting from dual or multiple registrations will not be accepted as mitigating circumstances for poor academic performance.
10. All students studying on courses that require medical clearance or Criminal Record clearance approval are required to secure appropriate clearance and to provide a copy of their clearance certificate to the Institute both before their course commences, failure to do so may result in their registration being terminated,
11. Students with scholarships are required to provide a copy of scholarship award letter to the Institute both before their course commences, failure to do so may result in their registration being terminated

Admissions to Program of Study	<ul style="list-style-type: none"> ▪ The modes of study available for each programme will be stated in the relevant programme specification. Students registered on a full-time programme of study at the Institute may not be registered on another full-time programme either at the Institute or another institution ▪ Students studying on a part-time basis may be registered for more than one programme with the permission of the Institute, providing there is no substantial overlap in content between programmes. However, where such permission is granted, academic pressure resulting from dual or multiple registrations will not be accepted as mitigating circumstances for poor academic performance. All students studying on courses that require medical clearance or Criminal Record clearance approval are required to secure appropriate clearance and to provide a copy of their clearance certificate to the Institute both before their course commences, failure to do so may result in their registration being terminated, ▪ Students with scholarships are required to provide a copy of scholarship award letter to the Institute both before their course commences, failure to do so may result in their registration being terminated
How to attach your documents on your application	<p>First "Admission Form" followed by Previous latest academic results Institute academic transcripts (if any) Institute certificates (if any) ID Copy Curriculum Vitae</p> <p>All documents shall be certified and all foreign qualifications shall have NQA Quality Assurance Confirmation Letter</p>
Student Card	<p>The Institute issues a student card to each student on which the student's registration number and photo appear. Lost student cards are only replaced after submission of an official receipt for the prescribed replacement fee. Students are required to carry their student cards on their person at all times and may be asked to show such student card by any authorized staff member of the DayDream Institute of Training and Skills Development or its contractors. Students may be denied access to buildings, classrooms, examinations and/or services should they be unable to show a valid student card of the current academic year on demand.</p> <p>Student Card Fee is N\$150</p>
Proof of Registration	<p>A student wishing to obtain a proof of registration after the standard document has been issued at registration shall pay the prescribed fee.</p>
Syllabus/Course Outline	<p>A student shall apply in writing to the office of the Registrar for the issuing of a certified Unit Standards those enrolled for Vocational Programmes and course outlines for those enrolled for Professional Continuing Programmes and Short Courses. The student shall pay the prescribed fee at the cashier and produce the receipt to the Registrar before s/he shall be furnished with the document/s</p>



List of Programmes

TYPE	PROGRAMS	SPECIFIC ENTRY REQUIREMENTS	DURATION
Professional Continuing Programmes: Diplomas	Diploma in Early Childhood Development and Pre-Primary Education - (Level 6)	Pass in English and Arts Subject	2 Years
	Diploma: Information Technology - (Level 6)	Pass in Math and any Science Subject	2 Years
	Diploma in Environmental Health Science - (Level 6)	Pass in Math and any Science Subject	2 Years
	Diploma: Health Care Management - (Level 6)	Pass in Math and any Science Subject	2 Years
	Diploma: Community Health Education - (Level 6)	Pass in Math and any Science Subject	2 Years
	Diploma: Enrolled Nursing and Midwifery Science - (Level 6)	Pass in Math and any Science Subject	2 Years
NTA – Technical Vocational Education and Training (TVET) Programmes: National Vocational Certificates	National Vocational Certificate: Preventative Health (Occupational Health and Safety) Management - (Level 5)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Preventative Health (Occupational Health and Safety) - (Level 4)	Pass in English and with any commercial subjects	1 Year
	National Vocational Diploma: Counselling Services (Counselling Supervision) - (Level 6)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Counselling Services (Community Counselling) - (Level 3)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Office Administration - (Level 1 - 4)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Hospitality and Tourism Management (Front office operations) - (Level 2 - 5)	Pass in English and with any commercial subjects	1 Year

	National Vocational Certificate: Hospitality and Tourism Management (Food and Beverage Services Operations) - (Level 2 - 5)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Hospitality and Tourism Management (Food Preparation) - (Level 5)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate: Hospitality and Tourism Management (Core Commercial Cookery Skills) - (Level 2)	Pass in English and with any commercial subjects	1 Year
	National Vocational Certificate in Agriculture - (Level 4)	Pass in English and with any Science Subjects	1 Year
	National Vocational Certificate: Horticulture and Crop Husbandry - (Level 2 - 3)	Pass in English and with any Science Subjects	1 Year
	National Vocational Certificate: Livestock Production - (Level 2 - 3)	Pass in English and with any Science Subjects	1 Year
Training and Soft Skills Development Short Courses Certificates	Certificate: Emergency Care Practitioner (Basic)	Pass in English and with any Science Subjects	2 Month
	Certificate: Emergency Care Practitioner (Intermediate)	Pass in English and with any Science Subjects	3 Months
	Certificate: Health Care Assistant (Home-Based Care) - (Level 4)	Pass in English and with any Science Subjects	8 Months
	Certificate: Pharmacy Front Shop Assistant	Pass in English and with any Science Subjects	8 Months
	Certificate in First Aid	Pass in English and with any Science Subjects	5 days
	Certificate Firefighting	Pass in English and with any Science Subjects	5 days



Programmes Fee Structures

Type	Professional Continuing Programmes: Diplomas			
Programme	Total	Cash Option	Deposit	Instalment
Diploma in Early Childhood Development and Pre-Primary Education - (Level 6)	Y1: N\$15 700	N\$13 450	N\$2 500	N\$1 570 x 10 Months
	Y2: N\$16 500	N\$14 025	N\$2 500	N\$1 650 x 10 Months
	Y3: N\$17 300	N\$14 705	N\$2 500	N\$1 730 x 10 Months
Diploma: Information Technology - (Level 6)	Y1: N\$16 500	N\$14 025	N\$2 500	N\$1 400 x 10 Months
	Y2: N\$17 500	N\$14 875	N\$2 500	N\$1 500 x 10 Months
	Y3: N\$19 500	N\$16 575	N\$2 500	N\$1 700 x 10 Months
Diploma in Environmental Health Science - (Level 6)	Y1: N\$16 500	N\$14 025	N\$2 500	N\$1 400 x 10 Months
	Y2: N\$17 500	N\$14 875	N\$2 500	N\$1 500 x 10 Months
	Y3: N\$19 500	N\$16 575	N\$2 500	N\$1 700 x 10 Months
Diploma: Health Care Management - (Level 6)	Y1: N\$16 500	N\$14 025	N\$2 500	N\$1 400 x 10 Months
	Y2: N\$17 500	N\$14 875	N\$2 500	N\$1 500 x 10 Months
	Y3: N\$19 500	N\$16 575	N\$2 500	N\$1 700 x 10 Months
Diploma: Community Health Education - (Level 6)	Y1: N\$16 500	N\$14 025	N\$2 500	N\$1 400 x 10 Months
	Y2: N\$17 500	N\$14 875	N\$2 500	N\$1 500 x 10 Months
	Y3: N\$19 500	N\$16 575	N\$2 500	N\$1 700 x 10 Months

Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time				
Diploma: Enrolled Nursing and Midwifery Science - (Level 6) Registration fee: N\$2 000 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time	Y1: N\$17 500	N\$14 875	N\$2 500	N\$1 500 x 10 Months
	Y2: N\$19 500	N\$16 875	N\$2 500	N\$1 700 x 10 Months
Type	NTA – Technical Vocational Education and Training (TVET) Programmes: National Vocational Certificates			
Programme	Total	Cash Option	Deposit	Instalment
National Vocational Certificate: Preventative Health (Occupational Health and Safety) Management - (Level 5) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time; Part Time and Distance	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
National Vocational Certificate: Preventative Health (Occupational Health and Safety) - (Level 4) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time N.B: After completing this programme, students are required to progress to National Vocational Certificate in: Preventative Health (Occupational Health and Safety) Management - (Level 5)	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
National Vocational Diploma: Counselling Services (Counselling Supervision) - (Level 6) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months

<p>National Vocational Certificate: Counselling Services (Community Counselling) - (Level 3)</p> <p>Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time</p> <p>N.B: After completing this programme, students are required to progress to National Vocational Certificate in: Counselling Services (Counselling Supervision) - (Level 6)</p>	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
<p>National Vocational Certificate: Office Administration - (Level 1 - 4)</p> <p>Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time</p>	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
<p>National Vocational Certificate: Hospitality and Tourism Management (Front office operations) - (Level 2 - 5)</p> <p>Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time</p>	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
<p>National Vocational Certificate: Hospitality and Tourism Management (Food and Beverage Services Operations) - (Level 2 - 5)</p> <p>Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time</p>	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
<p>National Vocational Certificate: Hospitality and Tourism Management (Food Preparation) - (Level 5)</p> <p>Registration fee: N\$1200</p>	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months

Study Guides: N\$150 (books have different prices) Mode of Study: Full Time				
National Vocational Certificate: Hospitality and Tourism Management (Core Commercial Cookery Skills) - (Level 2) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
National Vocational Certificate in Agriculture - (Level 4) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
National Vocational Certificate: Horticulture and Crop Husbandry - (Level 2 - 3) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
National Vocational Certificate: Livestock Production - (Level 2 - 3) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time	N\$9 500	N\$8 500	N\$1 500	N\$800 x 10 Months
Type	Training and Soft Skills Development Short Courses Certificates			
Programme	Total	Cash Option	Deposit	Instalment
Certificate: Emergency Care Practitioner (Basic). Registration fee: N\$2000 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time N.B: Students are required to be registered with the Allied Health	N\$10 500	N\$8 925	N\$2 500	6 Weeks: 60% tuition fee is required to be settled before sitting for examination The remaining 40% is required to be settled before getting examination results.

Professions Council of Namibia before going for External Practice.				
Certificate: Emergency Care Practitioner (Intermediate) Registration fee: N\$2 000 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time N.B: Students are required to be registered with the Allied Health Professions Council of Namibia before going for External Practice.	N\$19 000	N\$16 150	N\$2 500	N\$3 300 x 5 Months 60% tuition fee is required to be settled before sitting for Examinations The remaining 40% is required to be settled before sitting for Examinations
Certificate: Health Care Assistant (Home-Based Care) - (Level 4) Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time	N\$6900	N\$6210	N\$1500	N\$900 x 6 Months
Certificate: Pharmacy Front-Shop Assistant Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time	N\$6700	N\$6030	N\$1500	N\$1300x 4 Months
Certificate in First Aid Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time	N\$1500	#NA	#NA	#NA
Certificate in Fire Fighting Registration fee: N\$1200 Study Guides: N\$150 (books have different prices) Mode of Study: Full Time & Part Time	N\$2500	#NA	#NA	#NA



Miscellaneous Fee Structures

Kindly note that, these are non-refundable fees
Uniform fees and Study guide fees are different

No	Description	Fee	Application
1.	Normal Application Fee	N\$200	All prospective students
2.	Late Application Fee (Namibian Students)	N\$300	Students who have missed ordinary/normal application period
3.	Late Application Fee (International Students)	N\$350	Students who have missed ordinary/normal application period
4.	Registration Fee	N\$1 200 (fees varies)	Fees varies depending on the programme/course
5.	Deposit fee	N\$1500	Fees varies depending on the programme/course
6.	Late Registration Fee (Namibian Students)	N\$1500	Students who have missed ordinary/normal registration period
7.	Late Registration Fee (International Students)	N\$1700	Students who have missed ordinary/normal registration period
8.	Work Integrated Learning (WIL) Fee	N\$500	All students
9.	Student Card	N\$150	All registered students
10.	Exemption/Recognition Fee (RCC)	N\$400 p/module	All prospective students
11.	Promotional Examination Fee (for all modules)	N\$600	All registered students
12.	Graduation and Certification Fee	N\$1800	met minimum requirements to be awarded
13.	Reprint/Replace of Certificate	N\$1 500	lost first original qualification
14.	Academic Transcript (per script)	N\$150	All registered students
15.	Re-marking of examination paper (per paper)	N\$200 p/module	All registered students
16.	Re-marking of Test paper (per paper)	N\$100 p/module	All registered students
17.	Lost Student Card	N\$170	All registered students
18.	Printing and re-printing of Examination Results	N\$30	All registered students
19.	Testimonial Request and Printing	FREE	All registered students



Student Withdrawal Policy

1. A student wishing to withdraw from his or her programme before the end of the normal period of study should notify the Institute in writing by email or submitted in hand at the Institute office. In cases where, due to non-attendance or non-engagement, the Institute considers that a student has withdrawn from a programme the student will be contacted at their registered Institute email address and asked to contact the Institute by a specified date.
2. If a student fails to respond satisfactorily by the specified date it will be assumed that they have withdrawn from the Institute. In all the above withdrawal circumstances, the relevant Examination and assessment Committee will consider the student's eligibility for an interim award at its next scheduled meeting. If the maximum period of registration is reached before a student has fulfilled all the requirements for the highest named award to which the programme leads, the relevant Examination and assessment Committee will consider their eligibility for an interim award and will end the student's registration at the Institute.
3. Students may not cancel individual courses after 30 May and 30 October 2023 for the first and second semesters respectively. Tuition fees are not transferable from one academic period to the next or to a future academic period. If a Student misses any part of the training/classes due to absenteeism, this may affect conferring certification status upon such a Student. Student academic record will reflect a "W" grade for each course withdrawal. Under specific conditions, considerations for refund of tuition and fees for course withdrawals may be requested using a Fee Adjustment Request Form accompanied by supporting documentation. Submit the Fee Adjustment Request Form to the Office of the Registrar within 10 days from the end of the applicable date. Students who withdraw may not continue to attend class.
4. **The provisions of this section shall apply to:**
 - Students who are currently on active duty with any unit of the Namibia Armed Forces who receive orders that require reassignment to a different duty station or absence from class for an extended period of time during the semester in which they are enrolled; and
 - Students who are members of a Namibia Protection Services, Namibia Police Force, Namibia Defense Force, Private and Public Security Guards or other military reserve unit who receive orders calling them to active duty for operational or training purposes during the semester in which they are enrolled, excluding any regularly scheduled weekend and annual training duty; and
 - Students who are veterans of the Namibia Armed Forces and who are recalled to active duty during the semester in which they are enrolled; and
 - Students who enlist in any branch of the Namibia Armed Forces and whose induction date falls within the semester in which they are enrolled.

- DDI retains the right to change the advertised agenda for classes/training or event and will make every effort to give the student reasonable notice in advance if any class or event is changed. If it becomes clear that a student follows a course for which he/she is not registered, the student's
- participation in the activities of such a course will be terminated.

5. Appeal for Retroactive withdrawal

- 5.1 A student who has an unexpected life event or other extenuating circumstances during a term may request an exception to the normal dates and deadlines.
- 5.2 A retroactive withdrawal may be requested whenever there are circumstances beyond the student's control, which make it impossible to complete a course. To initiate the appeal process, the student must submit a Petition through the Registrar to BOS for approval.
- 5.3 The Registrar petition process occurs at the Institute level. Students engaging in this process should contact and submit the relevant documentation to their representative, Secretary: Education, Training & Skills Development of the SRC
- 5.4 It is the student responsibility to obtain, complete and submit all required documentation; incomplete petitions will not be considered.
- 5.5 Petitions may be approved if the BOS determines that you experienced extenuating circumstances beyond your control, Taking note that:
- a) Such circumstances need to be supported by independent, objective and verifiable documentation.
 - b) Petitions should be submitted as soon as possible in accordance with action requested and within 14 days which the partitionable event occurred.
 - c) If a petition is submitted outside of that timeframe, it is critical to explain the reason and provide documentation for the delayed request.
 - d) All submitted documents are subject to verification. Submission of false, forged or fraudulent information will result in a referral to the Office of Student support and information officer.
 - e) When possible, the student is responsible for ensuring that all applicable courses are dropped or withdrawn from before beginning this process. By following this process:
 - Step 1: Complete and Submit the petition form
 - Step 2: Indicate the date and reasons for which you are petitioning.
 - Step 3: Students requesting for withdrawals for medical reasons should attach medical report and letter in a sealed envelope from a certified medical doctor iv. Students requesting withdrawal because the instructor/lecturer left the Institute, the student may seek assistance from the applicable Head of Department.

5.6 All petition requests should be accompanied by a personal statement detailing the nature of your request, and a clear statement of why you feel that you should be granted the requested exception. This statement should include what happened and when it happened, with relevant dates included. You should also include any supporting documentation that can substantiate the claims made in your personal statement.

- a) If you are petitioning to withdraw from select courses in a semester, yet keep other courses, you will need to explicitly address why your situation impacted only those courses to be dropped and not the others.
- b) If you stop attending class and have no documentation addressing what prevented a timely withdrawal from the class, your petition will be denied.
- c) Ensure that all forms are filled out completely with all the relevant information for your petition type, and that all the proper signatures are obtained. Submit original copies of all the completed forms, your personal statement, and any supporting documentation to your representative, Secretary: Education, Training & Skills Development of the SRC, retain copies for your own records.
- d) Students requesting withdrawals because the instructor/lecturer left the institute, the student may seek assistance from the applicable head of department.

5.7 Decisions regarding petitions can be expected within 30 days of submission, if the full process is complete. BOS petition decisions may be appealed to the next level in the Institute which is the Management Board. Final appeals to the Institute decision can be made to the Governing Council



General Conditions, Defaults of Payments & Ground for a refund & establishing amount to be refunded

1. GENERAL CONDITIONS

- 1.1 Non-refundable application fee of N\$ 200 and non-refundable registration fee of N\$2 000 is required on registration for the course. The Registrar have the right to refuse admission where evidence of payment cannot be shown or proper arrangement were not made. Students who have paid cash upon registration shall receive a discount of 10% on tuition fees.
- 1.2 Non-refundable deposit fee of N\$2500 is required before assumption of classes. The Registrar have the right to refuse a student from attending or resuming classes where evidence of payment cannot be shown or proper arrangement were not made.
- 1.3 Students who cannot afford to pay cash, can make monthly instalment payment on or before the 4th of each month. Late payment attracts 15% charges added to monthly instalment. In order to be exempted from paying the required deposit, bursary/scholarship holders need to provide written proof of sponsorship/bursary from the donor. Students registering with acknowledgment letter of NSFAP should pay the registration fee plus deposit, Kindly note that the acknowledgement letter is not a guarantee for a loan to be awarded.
- 1.4 Due date for outstanding fee for semester will be communicated to students. Outstanding balances of previous years should be settled in full before registration. Failure to settle the outstanding fees will result in the examination marks being withheld. Late registration fee of N\$ 500 is chargeable and payable by all students who register after normal registration.
- 1.5 Course fees and additional course/practical fees will be charged per course/subject against each student account for professional programmes. Qualifications with practical components may differ due to extra load on practicals. Non-SADC students will be charged double the Namibian rate.
- 1.6 Tuition fees do not include text books, study guides or projects and practical fees. The institute reserve the right to change fees guide any time without notice. Interest on overdue accounts
- 1.7 Students Representative Council shall receive rebate, which shall be calculated for the period served as the SRC member. Rebate shall be calculated on tuition fees only or any other charges and it will be refunded at the end of the year. Rebates will only be refunded if the account is settled in full. The President gets 60% rebate and other SRC Members get 40% rebate.
- 1.8 Students MUST register for all their Modules in the beginning of every semester as applicable (for professional programmes and Vocational Programmes). All other Modules

which are not registered in the beginning of every semester may not be attended AND no examination results of such Modules will be recognised.

- 1.9 Should the Governing Council temporary or permanently suspend any student's rights or privileges, or permanently refuse admission to any student, the student concerned shall forfeit all claims to refunds, reduction or remission of fees paid or payable to DDI (this exclude Miscellaneous fees)
- 1.10 It is the responsibility of each student debtor to obtain financial statements and verify his/her account (s) on a regular basis. All student account enquiries should be forwarded to the Financial Officer without delay
- 1.11 Students and parents should under no circumstances deposit money intended for personal use into the Institute account.
- 1.12 Governing Council reserve the right to AMEND all fees payable to the Institute without prior notice

Note: Failure to pay outstanding fees will result in the examination marks being withheld.

2. PAYMENT TERMS ARE CASH PLAN OR INSTALMENTS

- 2.1 Tuition fees do not include examination fees, study guides, textbooks or project or practical fees
- 2.2 Tuition fees are paid for programmes and do not take consideration of duration
- 2.3 The Institute reserve the right to change fees guide anytime without notice.
- 2.4 Registration, deposit fees, examination and miscellaneous fees are non-refundable
- 2.5 Transaction/administration cost of 10%
- 2.6 Instalments fees must be paid in advance every 4th of each month, late payment attracts 15% penalty.
- 2.7 Instalments are paid to cover fees payable; it does not matter if there is a holiday
- 2.8 Fees for courses offered in partnership with institutions outside the country can be adjusted to foreign currency fluctuations
- 2.9 Student who withdraws must inform the Institute in writing otherwise he/she will be regarded as active and liable to all payment

3. FEES

- a. Fees are:
 - established by the management of DDI
 - payable to the DDI Student Fees Account
 - clearly stated on the letter of offer, and information is made accessible to potential students.
- b. Once a student accepts an offered place and pays fees or submits a request for FEE-HELP, a binding contract is created between the student and DDI. Unless other arrangements have been made with the Institute Rector, the following are payable at the time of acceptance for a program:
 - Non-refundable Registration/enrollment fee
 - Non-Refundable Deposit Fee
 - Program fees for the first study period as stated on the letter of offer
- c. The person signing the acceptance forms is liable for payment of all fees.

4. DEFAULTS OF PAYMENTS

Should a student, his/her parents, sponsor or any other organisation who may have accepted responsibility for payments of fees, fail to pay by the due dates as prescribed in these regulations, the following will apply:

- a. Refuse access to lecture halls/rooms
- b. Refuse admission to examination
- c. Refuse registration for the next academic year
- d. Withhold examination results
- e. Withhold qualification and academic transcript as maybe applicable
- f. Refuse access to student portal

5. STUDENT WITHDRAWAL POLICY

5.1 Eligibility of Refund

- 5.1.1 To be eligible for a refund, withdrawal requests must be completed following established Institute processes.
- 5.1.2 A student who wishes to claim a fee refund will need to complete and submit the appropriate paperwork. The refund will be calculated in accordance with the conditions set out in the fee schedule in Section 13.1(13.1.23) of the Student Withdrawal and Refund Policy.
- 5.1.3 Students who are officially sponsored will not be permitted to request a refund of any tuition fee credits. In such circumstances, the recorded sponsor must apply to DDI for a refund
- 5.1.4 Tuition fee will be refunded in proportion to the time passed before cancellation
- 5.1.5 Refunds will be paid in Namibian dollars to the person who enters into the contract with DDI (usually the student) unless that person gives a written direction to pay the refund to another person.

- 5.1.6 Refunds will be made by direct deposit (electronic funds transfer) into a bank account (consistent with section 13.1(13.1.23) 9 of this policy) nominated by the student on the Refund Request Form unless the payment was made via credit card in which case the refund will be paid to the same credit card.
- 5.1.7 After the request for refund is approved, Refunds will be paid within 90 days (12 weeks) from the day a student receive the approval letter from the Management.
- 5.1.8 Failure to attend classes or withdrawing from another source (e.g. residence, verbal conversations with faculty) does not constitute an official withdrawal from the Institute.
- 5.1.9 Refunds will be assessed in accordance with the refund policy, Withdrawal Policy, Enrollment Guide, Fees Policy and other general regulations that applies at the time the completed refund form has been submitted.
- 5.1.10 Failure to attend classes or withdrawing from another source (e.g., residence, verbal conversations with faculty) does not constitute an official withdrawal from the Institute.
- 5.1.11 Any overpayment of fees by a student will remain credited towards their account and be applied against charges in the next study period, or refunded in full if there is no subsequent study period.
- 5.1.12 DDI reserves the right, at its own discretion, not to offer a program previously made available. Where a student is unable to enrol in a similar program at DDI and the enrolment is cancelled they will be refunded in accordance with the Fee Refund Schedule.
- 5.1.13 Students who have received Provisional Admission Letter from the DDI are expected to register at the Institute in the program to which they were admitted. A student who fails to re-enrol in a study period by the last day to enrol will be deemed to have withdrawn from their program. Cancellation charges will be applied effective of the last day of enrolment.
- 5.1.14 A student will only be registered if they show Provisional Admission Letter. Therefore, students seeking to study elsewhere must show another institution proof of registration to another institution for the semester to which they were originally admitted.
- 5.1.15 There are several reasons why a student may submit a withdrawal and/or refund request from DDI, including (but not limited to), the following:
- a. Study permit refusal (for international students);
 - b. Decision not to pursue study at DDI
 - c. Decision to pursue studies at another institution after registering with DDI
- 5.1.16 Application fee, Registration fee, Uniform fee, Study materials fee, Examination Fee, Transcripts, student card and other miscellaneous fees are non-refundable
- 5.1.17 No refund to be processed during the registration period
- 5.1.18 No refund for missed classes
- 5.1.19 No refund for expelled student

- 5.1.20 No refund for student terminated for any reasons as outlined in the student code of conduct, academic dishonesty and plagiarism policy and other general rules and regulations.
- 5.1.21 No refund of credits balances will be considered without written consent of the donor/parent
- 5.1.22 The date and manner of refunding of all fees shall be determined in accordance within the normal rules.
- 5.1.23 Tuition fee will be refunded in proportion to the time passed before cancellation. Cancellation credits for tuition fees (all offering type is):
- a. First Semester Module Course**
 - Cancellation of programme (s) before 31 January – 100% Credit (10% administration fee chargeable)
 - Before 28 February (even if the student did not attend the classes) – 50% Credit
 - After 28 February – No Credit
 - b. Second Semester Modular Courses**
 - Cancellation of programme (s) before 30 July – 100% Credit (10% administration fee chargeable)
 - Before 30 August (even if the student did not attend the classes) – 50% Credit
 - After 30 August – No Credit
 - c. Short Courses**
 - Cancellation of Programme(s) before classes begins – 100% credit (10% administration fee chargeable)
 - 2 – 5 days after classes begins (even if the student did not attend the classes) – 50% credit
 - After 5 days – No Credit
- 5.1.24 Students registered for a course and the institute has decided that it cannot be offered due to circumstances (e.g., student numbers not enough/adequate) will get 100% refund on tuition fees (excluding Application fee, Registration fee and other Miscellaneous fees).
- 5.1.25 Student failing to cancel programmes and/or remain responsible for the full fees for the academic period
- 5.1.26 Students who have received Provisional Admission Letter from DDI are expected to register at the Institute in the program to which they were admitted. Students who withdraw forfeit their admission to DDI and their status as a DDI student. A student who later wishes to return to the Institute must reapply for admission.
- 5.1.27 A student will only be registered if they show Provisional Admission Letter. Therefore, students seeking to study elsewhere must show the Head of Academic Affairs, Training and Skills Development proof of registration from another institution for the semester to which they were originally admitted.

5.2 Tuition Fees and/or Student Contribution Amount

A Student is entitled to a refund of Tuition Fees and/or upfront Student Contribution Amounts under the following circumstances:

- 5.2.1 Notice of withdrawal must be received in writing by email or submitted in hand at the DDI office no later than 14 working days, prior to start date. A Student, who withdraws their Enrolment in a Course before the last date to drop Courses in that Teaching Period (Census Date), is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for that Course (10% administration fee is charged) and refund excludes Application fee, Registration fee and other Miscellaneous fees, with the exception of an International Student in their first six months of on-campus study at the Institute, who requests a transfer to another registered provider.
- 5.2.2 No refund for withdrawal made after 14 days prior to starting date and for absence due to (illness, medical emergencies, death in the family or withdrawal during the course for any reason). After 14 days, only fees paid for subsequent semesters will be considered for refund, and 50% penalty will be payable on cancellation of participation.
- 5.2.3 An International Student, in their first six months of on-campus study at the Institute, who requests a transfer to another registered provider must apply for a Letter of Release. Where the Institute grants a Letter of Release, before the last date to drop Courses in that Teaching Period (Census Date), the International Student is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for their Course(s) in that Teaching Period. Where the Institute grants a Letter of Release, after the last date to drop Courses in that Teaching Period (Census Date), the International Student is not eligible for a reversal of Student Fees or a refund of Monies paid upfront for their Course(s) in that Teaching Period.
- 5.2.4 All Student tuition deposit fee Contribution Amounts must be made by the student on or before Census Date for a Teaching Period. Where Institute records indicate a student has not made a deposit payment after Census Date, the Institute will not allow the student to resume classes.
- 5.2.5 A student, who receive financial aid (aid grants, scholarships and student loans) and withdraws after 14 days, will not receive any refund.
- 5.2.6 A Student who is granted "Withdrawal without Academic Penalty and with Fee Reversal" under the Institute's Enrolment Procedure is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for that Course with applicable charges (excluding Application, Registration and other miscellaneous fees).
- 5.2.7 The offer of a place to a student is withdrawn by the Institute or the Institute is unable to provide the Course or the Program. The student is entitled to a full refund of Monies paid in advance for the Course or for Courses in that Program (excluding Application, Registration and other miscellaneous fees).
- 5.2.8 A Student fails to meet program progression rules in accordance with the Student Academic Progress Procedure is not permitted to re-enrol. The student is entitled to a full refund of Tuition Fees and/or upfront Student Contribution Amounts paid in advance of

provision of Notice of Exclusion (excluding Application, Registration and other miscellaneous fees).

5.2.9 Withdrawal due to Special Circumstances in accordance with the Assessment of Special Circumstances Procedure.

5.2.10 The Institute may refuse to provide or continue to provide a Program to a Student in one or more of the following circumstances:

- a. The student, or their Official Sponsor, failed to pay an amount he or she was liable to pay the Institute, directly or indirectly, in order to undertake the Program;
- b. The student breached a condition of his or her Student Visa (where applicable); and
- c. Misconduct by the Student in accordance with the Institute's policies on misconduct.

d. Domestic Students.

Where the withdrawal is effective on or before Census Date, the Student will be entitled to a full refund of a Student Contribution Amount and/or Tuition Fees paid on or before Census Date (excluding Application, Registration and other miscellaneous fees), and applicable charges shall apply.

e. International Students

The Institute will inform a Student of its intention to suspend or cancel their Enrolment and will provide Notice to the Student that he or she has 20 Institute Business Days to request a Review of Decision in accordance with Section 8 of the **Student Complaint Policy and Procedures**. The Institute will calculate any refund payable in accordance with this **Policy** and **any associated general rules and regulations, policies and procedures**.

Where the Institute gives a partial refund to a Student, their Authorised Representative or an Official Sponsor, the Institute will provide a statement on the method of calculation of the amount, including any fees and/or charges deducted. Where an offer to an International Student was made on the basis of fraudulent documents or incomplete or incorrect disclosure, the Institute reserves the right to subtract amounts from Course Money as detailed by this policy.

5.3 Non-Refund-Tuition Fees and/or student Contribution Amounts

Where a student withdraws from a Programme after the last date to drop Programmes in that Teaching Period (Census Date), and the withdrawal is not subject to Special Circumstances, a Student, their Authorised Representative or Official Sponsor will not be eligible for a refund of Tuition Fees or Student Contribution Amount for that Course

5.4 Refund of Miscellaneous Student Fees, Fines and Charges

A Student may be entitled to a full or partial refund of an Institute administrative fee, fine or charge where the service was not provided or the fee, fine or charge has been reversed. Requests for refunds of Miscellaneous Student Fees, Fines and Charges will, in the first instance, be addressed to the department or faculty that imposed the fee, fine or charge. Successful requests for refunds will be forwarded to Finance and Operation Department for processing. If a refund request is unsuccessful a Notice will be provided to the student, providing details of the Decision.

6 Refund of Credits Balance on Student Accounts

A Student may apply to Financial and Business Solutions Unit for the refund of a credit balance on a Student Account where:

- a. All Student Account balances relating to that Student have been satisfied in full.
- b. The overpayment was a genuine mistake (as evidenced in writing by a Student and Institute records).

7 Leave of absence

- 7.1 For DDI, where the Academic Dean approves leave of absence from their program within the first four (4) weeks of a study period the fees will be transferred to a later start date without penalty.
- 7.2 If the student subsequently withdraws the refund will be calculated from the date of receipt of the paperwork.
- 7.3 For refund purposes, where a student is granted leave of absence from the fifth (5th) week of the study period, it will be treated as a withdrawal.
- 7.4 a leave of absence must be approved before the start of the module by the Academic Dean.

8 Exceptional circumstances

- 8.1 A student whose cancellation of enrolment was due to exceptional circumstances may request a change to the refund specified in the Fee Refund Schedule above, or request a reduction of their FEE-HELP debt.
- 8.2 Requests must be made in writing to the Rector within 6 months of the date of the withdrawal or leave of absence.
- 8.3 Requests must outline the exceptional circumstances concerning the withdrawal and include documentary evidence such as medical certificates to support the request.
- 8.4 DDI will only accept medical certificates signed by registered medical practitioners, health practitioners or approved health specialists. Back-dated medical certificates will not be accepted except at the discretion of the Rector.

9 Return to studies

- 9.1 A student who has been subject to a cancellation charge and returns to their studies no more than two (2) study periods after their withdrawal may apply to have 50% of their cancellation charges credited to their account.
- 9.2 Amounts will only be credited to the tuition account when the new application has been accepted and payment of the initial fee amount received.
- 9.3 Should the student subsequently withdraw, the amount credited will be reversed and new cancellation charges will be calculated in accordance with the applicable Fee Refund Schedule.

10 False or misleading information

- 10.1 If a student is found to have provided false or misleading information at any time, excluding visa refusal DDI reserves the right to retain up to 100% of any program fees paid
- 10.2 In the event that the student has enrolled, DDI may terminate that student's enrolment and there is no entitlement to a refund.

11 Requesting a refund

All requests for Student refunds must be made in writing. Students will address their request to:

Finance and Operation Department
DayDream Institute of Training and Skills Development
PO Box 22318
Windhoek
Namibia

Or via Email: debtors@daydreaminstitute.com

Or complete a Refund Request Form A, in person, available from the Finance Officer, Rundu Campus.

Finance Officer may require proof of identity at the time of processing the refund. This will be a series of short questions relating to the student institute admission and/or Enrolment details.

Documents required to accompany the Refund Request form are:

- Provisional Admission Letter
- Proof of Registration
- ID & Student Card Certified Copy
- Student Motivational Letter
- Support letter from the Head of Training and Academic Affairs
- Any other support documents such as (death certificate)

Student Supported by Official Sponsors

Where a student has been Admitted to the Institute under a formal Official Sponsorship agreement with the Institute, and Institute records indicate the Monies were paid by the Official Sponsor, refunds of these Monies will be payable to the Official Sponsor. Official Sponsors will address their request to:

Finance and Operation Department
DayDream Institute of Training and Skills Development
PO Box 22318
Windhoek
Namibia

Or via Email: debtors@daydreaminstitute.com

International Students via and Education Partner

Students who have paid their fees to an Educational Partner are directed, in the first instance, to apply for their refund directly to the Educational Partner. An Educational Partner will provide to a student, a copy of their refund requirements, prior to accepting the Student Monies.

A Student may authorise the Institute, in writing, to refund the Monies to a third party where:

- The third party was the original payee of the Monies, as confirmed by Institute records; or
- The student is transferring to another recognised educational institution in Namibia; or
- The student applies to the Finance, setting out the reasons for the third-party payment. Where the Institute refunds the Monies to a third party, as instructed by the Student, the Institute will consider this as full and final settlement of the refund to the student.

The Institute reserves the right to offset a credit balance on a Student Account against a debit balance in another account held in the same Student name, prior to processing a refund request

12 Refund in the event of change or non-continuation of a programme of study

12.1 In this Policy a reference to DDI no longer being able to preserve continuation of study means that DDI has terminated or intends to terminate:

- An academic programme of study on which an individual has accepted a place before that individual can enroll as a student;
- An academic programme of study on which a student is enrolled before that student has completed that course.

12.2 In circumstances where DDI is no longer able to preserve continuation of an academic programme of study, and students have already commenced study on that programme, students may make a claim for refund where they are forced to withdraw from DDI. This will only apply when DDI is ceasing to deliver an academic programme of study before registered students of that programme have completed their studies. Students in these circumstances may also transfer to another programme of study at this or another Institution.

12.3 DDI will always aim to teach students to the end of their programme even when a decision has been taken to close an academic programme and to cease admissions to it.

12.4 DDI considers refunds to be a remedy of last resort and is committed to ensuring as far as possible that all students are able to continue and complete their studies at DDI.

13 Opportunity to transfer programme

In the unlikely event of DDI not being able to 'teach out' students on a programme that is being discontinued, students will be offered the opportunity to transfer to another programme in the Institute. Where there is not a suitable alternative programme at DDI, the Institute will support students to transfer to a suitable programme at another Namibian Academic Institution.

14 Review of claim

If a student remains dissatisfied with the outcome of a claim for refund under this policy, the student may be able to apply for a review of the claim to the Office of the Rector. The Rector will normally only review issues that have been dealt with through the established channels of communication.

The Student Representative Council (SRC) can advise the Rector in this matter.

15 Refund plan

- 15.1 The DDI will put in place a Refund Plan relevant to the circumstances of the individual student or students
- 15.2 The DDI will also ensure that its plan for dealing with the programme cessation includes appropriate provision for communicating with and refunding applicants who have accepted a place on the programme, to include as a minimum, an offer of advice and support to help them decide whether or not to apply for a different programme at the DDI or seek a suitable alternative.
- 15.3 Enrolled students, and any applicants who have accepted a place on the relevant programme of study, should also take such reasonable steps, in line with advice given by the DDI, to mitigate the situation.
- 15.4 The refund plan will include appropriate provision for Tuition fee costs (cover self-funded tuition fees or payment of tuition fees from a sponsor);
- 15.5 Relevant guidance published by either the Office for Registrar or the Office of the Rector will be taken into account in preparing any such plans.
- 15.6 Refunds will only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee or other costs and will not be paid in cash. This applies whether the student pays their own tuition fees or has their tuition fees paid by a sponsor.

16 Individual claims process

- 16.1 Before seeking redress under the terms of this Refunds Policy, students/individuals affected should submit a complaint to the DDI in accordance with the Student Complaints Policy and Procedures.
- 16.2 Upon completion of the procedure outlined in the DDI's Student Complaints Policy, a student may seek to use the provisions of this policy to seek financial redress if they remain dissatisfied with the outcome.
- 16.3 Claims submitted under the terms of this policy should:
 - (i) make it clear that the complaints policy has been exhausted;
 - (ii) set out the impact of the programme change and what steps have been taken to mitigate this.
- 16.4 Upon receipt of a claim under this policy the DDI will consider the detail of the claim against the factors set out below. A response will be provided within 14 days.

16.5 Factors the DDI will consider in assessing claims under this policy:

- (i) Whether DDI had failed to deliver any specific undertakings that had been given to the students for the way in which the programme is delivered;
- (ii) Whether there had been a failure by DDI to deliver against material information agreed with the students at the point of acceptance of the offer;
- (iii) Whether there has there been a demonstrable loss to the student;
- (iv) Whether DDI followed its own processes in delivering the course;
- (v) Whether the student has met their own responsibility to minimise losses;
- (vi) Whether the student took up any reasonable adjustments that were implemented for students to mitigate against the loss and if so consideration of whether a student was still disadvantaged despite alternative arrangements;
- (vii) Whether if a complaint is made due to disruption to a student's learning experience which is beyond the student's control, for example disruption to the programme of study due to industrial action, DDI communicated with students adequately throughout the process.

17 Review of decision

A Student, their Authorised Representative or an Official Sponsor may request a Review of Decision in relation to a Student Fee refund where the Student or an Official Sponsor considers that the Institute has not assessed or processed the refund request in accordance with this Policy, or not all relevant information was taken into account when the refund was assessed. Where the Student, their Authorised Representative or Official Sponsor is not satisfied with the attempt at informal resolution, or is uncomfortable with attempting an informal resolution the Student, Authorised Representative or Official Sponsor may lodge a formal request for a Review of Decision in accordance with section 8 of the Student Complaint Policy and Procedures.



OVERVIEW: We offer variety of capacity building and industry soft skills development short courses within the scope of the Industry On-Job Training, corporate training, seminars, workshops and business coaching in the Namibian business industry covering various professional business areas such as Business studies, Banking and Finance, Education and training practice, Building and construction , sports, Computer and Engineering, Agriculture and Farmer development, Occupational health and safety and linguistics. It offers training and Human Capital Development for both management and technical skills. All trainings are delivered during the day or in the evening. Durations varies, Certificates are issued based on certain criteria such as, completion or competence. Besides the standard training products, tailor made courses can be developed to address specific needs of our clients, which operates in the following sectors:

- Public and Private sector
- Industrial sector
- Civil Societies and Individuals

If they need further training in a field not listed above, we are able to develop individually customized courses, fitting 100% to their personal and organizational needs.

AIMS AND OBJECTIVES

- To empower youth to become successful entrepreneurs and promote job creation through our Business Training Project.
- To provide them with the required knowledge, skills and attitudes for strengthening a culture of continuous social innovation.
- To promote youth capacity building for marginalized and disadvantage youth to empower and motivate community participation.
- To develop Namibian labour force and Competitive Business industry.
- To increase understanding of the growing importance of, and greater potential for, youth participation in development.
- To fill some of the knowledge gaps on young people with disabilities, and raise awareness of the disabilities, and raise awareness of the specific issues facing them in order to encourage development actors to develop no gap policies and remove the many barriers that face young people with disabilities in all aspects of life.

DayDream Institute of Training and Skills Development offers the following Soft Skills and Enterprise Development Short Courses:

**COMMERCE & BUSINESS
SHORT COURSES**

- Bookkeeping
- HR Management Principles
- Office Administration & Secretariat Training
- Customer Services and Relationship Management
- Advanced Project Management
- Entrepreneurship & SME Development
- Leadership & Strategic Management
- Cashier (IQ Training)
- Computerized Accounting
- Business Tender Management & Application
- Workplace Conflict Management & Whistle blowing
- Financial Planning (Budget Management Control)
- VAT Training and Taxation
- Receptionist
- Effective Disciplinary Hearing for Chairpersons
- Occupational Certificate: Insurance Agent & Insurance Underwriter
- Banking Kiosk Operator
- Financial Product marketing
- Banking Safety and Security

**EDUCATION & TRAINING
SHORT COURSES**

- Early Childhood Development Training & Practice
- Curriculum and Program Development
- Professional Nanny and Cleaning Services
- Classroom Management
- Adult Education and Development
- Facilitators Training
- Skills Development Facilitator
- E-Learning Educator Development
- Early Childhood Education Practice
- Curriculum and Program Development
- Pre-School Training
- Lecturer's Training
- Assessors Training
- Moderator's Training
- Facilitator Training

ICT SHORT COURSES

- CompTIA A+
- CompTIA N+
- Introduction to Computer Network
- Java Programming
- Graphic Design and Digital Publishing
- Graphic Design and Web Development
- Python Programming
- PHP Programming
- Programming in C and C++
- AUTOCAD
- Computer Literacy
- Microsoft Office software's (Word, Excel, PowerPoint, Outlook) Basic Training
- Microsoft Office software's (Word, Excel, PowerPoint, Outlook) Intermediate Training
- Microsoft Office software's (Word, Excel, PowerPoint, Outlook) Advanced Training
- Cisco CAN (-640-802)
- Database Development, Administration and Management
- Web Development
- Video Production

**HEALTH AND SAFETY
SHORT COURSES**

- Emergency Action & Fire Prevention Plans
- Emergency First Aid
- Introduction to Safety Supervision and Leadership
- Electrical Safety for Employees: Basic
- Safety Management and Accountability Program
- Occupational Hazard Control and Analysis
- Welding Safety: Advanced
- Forklift Safety: Advanced
- Accident Investigation: Advanced
- School Health and Safety, Exterior Facilities & Crisis Planning
- Housekeeping Safety
- Restaurant Health and Safety
- Preventing workplace Violence and Sexual Harassment
- Managing Workplace Stress
- Construction Safety Management
- Professional Safety and Security

SENIOR MANAGEMENT SHORT COURSES

- Strategic Execution
- Change Management
- Effective Project Management
- Performance Management
- Leadership skills for Effective Managers
- Relationship Marketing and Customer Relationship Management
- Branding and Product Management
- Management retreats
- Fundamentals of Marketing and Marketing Strategy
- Conflict Management
- Team Building Course
- Advanced Business Writing and Presentation Skills
- Debt Recovery
- Financial Analysis and Financial Modelling
- Job Design and Job Analysis
- Human Resources Staffing
- Finance for Non-Finance Manager

SUPERVISORS SHORT COURSES

- Clerical development program
- Excellent office management
- Success skills for secretaries & admin personnel
- Handling multitasks for personal assistants
- Effective record keeping & filing systems
- Supervisory development skills
- Time management
- How to be an effective supervisor
- The x- factor in delighting customers
- Amazing customer's excellence
- 10 highly effective service principles
- The art of listening & telephone skills
- Telephone etiquette & telemarketing

EXECUTIVES & ADMINISTRATORS SHORT COURSES

- Effective Business Communication
- Effective Business Writing for Workplace
- Better Teamwork and Communication at work
- Positive mental attitude at workplace
- Increasing productivity & efficiency through time management
- Business Plan & Proposal Writing Workshop
- Creative Media and Public Relations Writing
- Effective human resources management
- Aligning people, processes & technology
- Recruiting, training, developing & retaining talents
- Performance appraisal & key performance indicators
- Developing graduates as business leaders & entrepreneurs
- Effective coaching, counselling and mentoring for success
- Identifying operational training needs analysis
- How to carry out disciplinary action, domestic inquiry and handling misconduct
- Designing, appraising and managing employee performance excellence
- Preventing & eradicating sexual harassment in workplace
- Measuring return on investment (ROI) in training
- The many roles of an effective HR assistant
- Law on termination of employment
- Advanced payroll administration
- HRM for non-HR managers
- labour auditing

SPORTS SHORT COURSES

- Sport Coaching
- Sport Science
- Sport Management
- Fitness
- Golfing
- Sport Facility Management
- Sport Talent Management
- Sport and Recreation Manager: Events Management



DayDream Institute of Training and Skills Development offers the following Soft Skills and Enterprise Development Short Courses:

YOUTH BUSINESS TRAINING PROJECT

The DayDream Institute of Training and Skills Development has developed a Business Training Project to assist the large community of existing and new small business owners and entrepreneurs in Namibia, which will run in all the 14 regions to improve the success of their businesses. This training project can teach youth not only to become job seekers but also job creators.

TEACHERS PROFESSIONAL DEVELOPMENT WORKSHOPS

At a primary, secondary and higher educational level, we deliver teachers professional development workshops aiming at improving teachers and VTC, college and university academic skills in contemporary pedagogies like social innovation education and enterprise education.

EDUCATIONAL WORKSHOPS AND EVENTS

We organize and deliver educational events for children aged 7 – 18 with the aim to cultivate a culture of change-making from a young age. We additionally organize and deliver educational events for VTC, College and University students with the aim to cultivate the culture of academic excellence, community change-making and social development.

EMPOWERMENT AND YOUTH DEVELOPMENT

At a youth level, we develop capacity building tools for marginalized and disadvantaged youth to empower, motivate community participation.

DayDream Institute of Training and Skills Development
Making dreams become a reality



**DAYDREAM
INSTITUTE
OF TRAINING AND
SKILLS DEVELOPMENT**