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Diploma in Co-operative Business Management

AWARD PROGRAMME APPROVED BY THE
MAURITIUS QUALIFICATIONS AUTHORITY (MQA)

DIPLOMA IN CO-OPERATIVE BUSINESS MANAGEMENT

Course Information

The Diploma in Co-operative Business Management is an Award Programme approved by the Mauritius Qualifications Authority (MQA).

Basically, this course aims at infusing a new dynamism into the Mauritian Co-operative Movement and give it a new dimension.

Course Objectives

- To impart to participants a thorough insight of the philosophy, principles and values of co-operatives.
- To expose participants to the potential of co-operatives as an alternative way of doing business and of supporting entrepreneurship.
- To enhance managerial knowledge and skills of participants with a view to enabling them to manage their cooperative concern in an effective and efficient manner.

Course Duration

The programme is of 1000 hours duration, conducted on a part-time basis with a minimum of 12 hours lecture per week.

Course Contents

The following modules will be covered:

1. Concept and philosophy of Cooperation
2. Managing a Cooperative Enterprise
3. Cooperative Law and Practice in Mauritius
4. Cooperative Book-keeping and Accountancy
5. Financial Management in Cooperatives
6. Marketing and Customer Care
7. Computer Awareness and Applications
8. Leadership and Communication in Cooperatives
9. Study Visits
10. Report Writing

Entry Requirements

- a) Preference will be given to co-operators who are holders of a Certificate in Co-operative Management awarded by the National Co-operative College.
- b) Unemployed persons who are holders of the Cambridge Higher School Certificate or an alternative qualification acceptable to NCC.

Course Conditions

- a) Class attendance to the extent of 80 per cent of the whole course duration is mandatory.
- b) Candidates will be assessed continuously in every subject either orally or through class tests/practical exercises.
- c) Candidates will be expected to make a study visit to a local cooperative society and submit a report on specific aspects of management either individually or in group.
- d) Candidates will be required to make class presentation either individually or in group
- e) Candidates will also be required to submit a project/dissertation related to cooperatives either individually or in group

Course Weightage

Class Attendance and participation	10 %
Class Work and Continuous Assessment	20 %
Study Visit and Report	20 %
Project/Dissertation	40 %
Class Presentation	10 %

Examination

There will be no written examinations at the completion of any of the subjects. Instead, candidates will be continuously assessed on their performance by way of class tests, classworks and presentation.

Award of Diploma

To be eligible for the award of the Diploma in Cooperative Business Management, a candidate must satisfy all the above-mentioned conditions and score a total percentage of not less than 50%.

Course Outlines

Subject 1 : Concept and Philosophy of Cooperation

No of sessions : 50

S.N.	Topic
1	Concept of Cooperation - Principles, Values and Importance
2	Historical Evolution of Cooperative Movement in Mauritius and Europe
3	Cooperative Developments in Mauritius
4	Organizational Structure of the Movement in Mauritius
5	Role of Government
6	Socio-Economic Contributions
7	Strengths and Weaknesses of Mauritian Cooperatives
8	Potential of Cooperatives
9	Cooperative Federal Bodies, Apex Organization
10	Role of Cooperative Support Institutions such as NCC, ICA
11	Cooperative Movement around the World
12	Group Discussions and Presentation

Subject 2 : Managing a Cooperative Enterprise

No of sessions : 50

S.N.	Topic
1	<ul style="list-style-type: none"> • Introduction to Management and Organisations • Management Functions • Management Roles & Skills

2	<ul style="list-style-type: none"> • Importance and Functions of Planning • Different types of Plans • Purpose of Planning
3	<ul style="list-style-type: none"> • Nature and Functions of Communication • Methods of Interpersonal Communication • IT and Communication
4	<ul style="list-style-type: none"> • Motivation and key elements • Importance and Functions • Basic Motivation Theories
5	<ul style="list-style-type: none"> • Importance of Control • Control Process • Controlling for Organizational Performance
6	<ul style="list-style-type: none"> • What is Leadership • Types of Leaders • Power of Leaders • Becoming an Effective Leader
7	<ul style="list-style-type: none"> • Managing a Cooperative Enterprise • Composition of Management • Duties of Directors • Power of Board • Election of Directors • Removal of Directors
8	<ul style="list-style-type: none"> • Managing Resources in Organisations • Managers as Decision-Makers • Decision Making Process • Human Resource Planning • Employee Training • Performance Management
9	<ul style="list-style-type: none"> • Managing Change • Change and Change Process • Organizational Change and Types • Resistance to Change
10	Group Discussions and Presentation on Management Issues

Subject 3 : Cooperative Law and Practice in Mauritius

No of sessions : 50

S.N.	Topic
1	<ul style="list-style-type: none">• Formation of Societies• Minimum Share Capital• Liability of Society• Rules of Society• Registration of Society
2	<ul style="list-style-type: none">• Certificate of Registration• Effect of Registration• Powers and Privileges of Society
3	<ul style="list-style-type: none">• Books and Documents• Rights and Obligations of Members• Termination of Membership• Expulsion of Members
4	<ul style="list-style-type: none">• Organization of Society• Annual General Meeting• Special General Meeting• Functions of General Meetings• Quorum Requirements
5	<ul style="list-style-type: none">• Composition of Management• Board and its Powers• Qualifications of Directors• Duties of Directors• Removal of Directors
6	<ul style="list-style-type: none">• Internal Controller and Duties• Appointment and Revocation• Funds of Societies• Investment of Assets
7	<ul style="list-style-type: none">• Keeping of Accounts and Records• Audit of Accounts• Cooperative Audit Unit• Inquiry on a Society

8	<ul style="list-style-type: none">• Disputes and Arbitration• Appointment of Arbitrator• Procedure for Arbitration• Cooperative Tribunal• Powers of Tribunal
9	<ul style="list-style-type: none">• Dissolution of Society• Appointment of Liquidator• Powers of Liquidator
10	<ul style="list-style-type: none">• Duties of Liquidator• Disposal of Assets• Fraud

Subject 4 : Cooperative Book-keeping and Accountancy

No of sessions : 50

S.N.	Topic
1	Book-keeping and Accounting
2	Importance of Cash Book
3	Business Transactions
4	Journal Entries
5	Bank statements (Receipts & Payments)
6	Bank Reconciliation Report
7	Ledger (Book of entries, Purchase day book, Sales day book, Bank book)
8	Preparation of Financial Statement
9	Profit and Loss Account
10	Cash Flow Statement
11	Balance Sheet

Subject 5 : Financial Management in Cooperatives

No of sessions : 50

S.N.	Topic
1	Definition of Financial Management
2	Objectives of Financial Management
3	Need of Financial Management or Financial Decisions
4	Merits and De-Merits
5	Other Objectives of Financial Management
6	Scope of Financial Management
7	Importance of Financial Management
8	Functions Areas of Financial Management
9	Financial and non-financial performance measures
10	Role of Secretaries and Treasurers

Subject 6 : Marketing and Customer Care

No of sessions: 50

S.N.	Topic
1	<ul style="list-style-type: none">• Introduction to Marketing• Nature of Marketing Activities• Need for Marketing• Marketing Concept• Functions of Marketing
2	<ul style="list-style-type: none">• Concept of Marketing Mix• Marketing of Intangibles• Product Life Cycle
3	<ul style="list-style-type: none">• Market Segmentation• Benefits of Segmentation• Process of Segmentation

4	<ul style="list-style-type: none">• Understanding the Marketing Environment• Environmental Uncertainty• Different Levels of Uncertainty• Uncontrollable Elements
5	<ul style="list-style-type: none">• Understanding Consumer Markets• Characteristics of Consumer Markets• Classification of Consumer Products• Understanding Consumer Behaviour
6	<ul style="list-style-type: none">• Consumer Buying Process• Need for Marketing Information• Marketing Research
7	<ul style="list-style-type: none">• Marketing Communications• Role of Promotion• Communication Process• Scope of Advertising
8	<ul style="list-style-type: none">• Direct Marketing• Nature of Direct Marketing• Direct Marketing Process• Benefits of Direct Marketing
9	<ul style="list-style-type: none">• Definition, Types & Role of Customer Care in Marketing• Service Quality• Customer Satisfaction• Relationship between Service Quality and Customer Satisfaction
10	<ul style="list-style-type: none">• Definition of Customer Loyalty• Building Customer Loyalty• Customer Retention• Customer Relationship Management



Subject 7 : Computer Awareness and Applications

No of sessions : 50

S.N.	Topic
1	Basics of Computer
2	IT Operations
3	Office Automation
4	Emerging IT Trends
5	IT Applications and IT Security
6	Intermediate MS-Word
7	Intermediate MS-Excel
8	Intermediate MS-Powerpoint
9	Definition of Information and data
10	Basic data types
11	Communications and Collaboration
12	Communication using the Internet
13	Storage of data/Information as files

Subject 8 : Leadership and Communication in Cooperatives.

No of sessions : 50

S.N.	Topic
1	<ul style="list-style-type: none">• Defining Leadership• Importance of Leadership• The Trait Theory
2	<ul style="list-style-type: none">• Types of Leadership<ul style="list-style-type: none">▪ Participative▪ Situational▪ Transformational• Powers of a Leader
3	<ul style="list-style-type: none">• Modeling the way• Being an Inspirational Role Model• Influencing others

4	<ul style="list-style-type: none">• Inspiring a shared vision• Choosing your vision• Communicating your vision• Identifying the Benefits for others
5	<ul style="list-style-type: none">• Challenging the process• Developing your inner innovator• Seeing Room for improvement• Lobbying for change
6	<ul style="list-style-type: none">• Setting Goals• Setting SMART Goals• Creating a support system• Dealing with questions
7	<ul style="list-style-type: none">• Recent Trends in Leadership Development• Analysis of Leadership Effectiveness
8	<ul style="list-style-type: none">• Communication & Importance• Communication Process• Effective Communication• Types of Interpersonal Communication
9	<ul style="list-style-type: none">• Causes of Poor Communication• Tips to combat Poor Communication• Tips to improve Communication
10	Group Discussion & Presentation

