



Training Calendar: 1st April 2019 to 31st March 2020

MANAGEMENT, POLICY AND REGULATORY UNIT

S/n	Course Title	Date	No Days	Location
1	Master of Communications Management by eLearning (eMCM)	Apr 2019 - Aug 2020	18 Months	Online
2	Telecommunications Market Analysis, Numbering Plan and Tariff Regulations	1st-12th Apr 2019	10	Nairobi, Kenya
3	Spectrum Economy and Valuation Based on A Case Study of Digital Dividends	15th-26th Apr 2019	10	Nairobi, Kenya
4	Broadcasting Content Regulation in a Converged Environment	29th Apr-10th May 2019	10	Nairobi, Kenya
5	Customer Service and Complaints Management	20th-24th May 2019	5	Nairobi, Kenya
6	National Addressing System and e-Commerce	3rd-15th Jun 2019	10	Nairobi, Kenya
7	Foundational Business Architecture	17th-21st Jun 2019	5	Nairobi, Kenya
8	Master of Communications Management by eLearning (eMCM)	Jul 2019 - Dec 2020	18 Months	Online
9	Telecommunications Market Analysis, Numbering Plan and Tariff Regulations	1st-12th Jul 2019	10	Nairobi, Kenya
10	National Addressing System and e-Commerce	15th-26th Jul 2019	10	Nairobi, Kenya
11	ICT Policy and Regulation in a Converged Environment	5th-9th Aug 2019	5	Nairobi, Kenya
12	Digital Dividend Review	12th-23rd Aug 2019	10	Nairobi, Kenya
13	Digital Broadcasting Regulation	2nd-13th Sept 2019	10	Nairobi, Kenya
14	ICT Policy and Regulation in a Converged Environment	16th-20th Sept 2019	5	Nairobi, Kenya
15	Master of Communications Management by eLearning (eMCM)	Oct 2019 - Mar 2021	18 Months	Online
16	Financial Reporting and Accounting for Regulators	30th Sept-11th Oct 2019	10	Nairobi, Kenya
17	Spectrum Economy and Valuation Based on A Case Study of Digital Dividends	7th-18th Oct 2019	10	Nairobi, Kenya
18	Multimedia Content Development and Management	14th-25th Oct 2019	10	Nairobi, Kenya
19	Regulatory Accounting for Utility Regulations	21st Oct-1st Nov 2019	10	Nairobi, Kenya
20	Telecommunications Market Analysis, Numbering Plan and Tariff Regulations	4th-15th Nov 2019	10	Nairobi, Kenya
21	Marketing Strategies in Telecoms	18th-22nd Nov 2019	5	Nairobi, Kenya
22	Human Resources Training (Admin, Job Analysis, Job Evaluation, Talent Sourcing/Recruitment and Audit)	18th-22nd Nov 2019	10	Nairobi, Kenya
23	ICT Policy and Regulation in a Converged Environment	25th-29th Nov 2019	5	Nairobi, Kenya
24	Master of Communications Management by eLearning (eMCM)	Jan 2020 - Jul 2021	18 Months	Online
25	Postal and Courier Policy, Regulations and Licensing Procedures	20th-24th Jan 2020	5	Nairobi, Kenya
26	Running a Courier Business	27th-30th Jan 2020	4	Nairobi, Kenya

S/n	Course Title	Date	No Days	Location
27	Customs Procedures for Postal and Courier Operators	3rd-6th Feb 2020	4	Nairobi, Kenya
28	Postal and Courier Standards and Operations	10th-14th Feb 2020	5	Nairobi, Kenya
29	Postal and Courier Interconnection Principles	17th-18th Feb 2020	2	Nairobi, Kenya
30	Customer Experience Management in Postal and Courier Industry	19th-20th Feb 2020	2	Nairobi, Kenya
31	Quality of Service in Postal and Courier Operations	24th-28th Feb 2020	5	Nairobi, Kenya
32	Postal and Courier Security Standards	2nd-5th Mar 2020	4	Nairobi, Kenya
33	National Addressing System	9th-13th Mar 2020	5	Nairobi, Kenya
34	National Development and e-Commerce	16th-20th Mar 2020	5	Nairobi, Kenya