INSTITUTE OF OUTSOURCING MANAGEMENT

Professional Qualification & Membership Prospectus

Accelerated Professional Qualification System — 2027

"Outsourcing is the operating system of modern organisations. Those who understand it lead — those who do not, compete at a disadvantage."

INSTITUTE OF OUTSOURCING MANAGEMENT PROSPECTUS AMENDMENT

PROFESSIONAL QUALIFICATION & MEMBERSHIP PROSPECTUS

Accelerated Professional Qualification System — 2027

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GLOBAL STANDARDS • PROFESSIONAL RECOGNITION • LEADERSHIP CAPABILITY

Contents

01 Lead the Systems That Power Modern Organisations

02 Who We Are & Why IOM

03 Who Should Apply

04 Professional Qualification Framework

05 Professional Designations & Membership Pathway

06 Professional Ethics, Conduct & Compliance

07 Entry Routes & Requirements

08 Controlled Advanced Admission & Fellowship

09 Programme Structure & Curriculum

10 Career Outcomes

11 Key Benefits, Fees & How to Apply

A professional body for the advancement of outsourcing, enterprise services, and modern operational leadership.

Lead the Systems That Power Modern Organisations

Across business, government, healthcare, defence, logistics, infrastructure and the digital economy, outsourcing has become a boardroom-level strategic capability — not a back-office or procurement task.

Modern organisations depend on external capability, service ecosystems, vendor partnerships, contract governance and cross-border delivery. Professionals who understand outsourcing do more than manage suppliers: they design systems, govern performance, protect value and lead execution across institutional boundaries.

The Institute of Outsourcing Management (IOM) equips professionals with the standards, knowledge and leadership capability to design, manage, govern and transform enterprise service operations across industries and borders. This is where professional credibility meets modern operational leadership.

Why It Matters

Efficiency, market scale, specialist expertise, technology and innovation

Stronger governance, risk management and compliance

Resilience amid rapidly changing markets and globally distributed talent

Digital transformation, which increasingly depends on external capability integration

What This Means for Professionals

The future belongs to professionals who can work across systems, suppliers, contracts, technology and service environments with confidence and discipline. Rather than merely supervising transactions, they:

Shape strategy and govern value chains

Improve performance and manage service risk

Lead modern service ecosystems at scale

Outsourcing is a core leadership discipline for the modern economy.

Who We Are & Why IOM

Outsourcing is no longer a side strategy. It is fast becoming the operating discipline of modern enterprise — shaping how economies, governments and global businesses deliver value.

The Institute of Outsourcing Management (IOM) is a professional and educational body incorporated in Nigeria under the Corporate Affairs Commission (CAC). We develop globally competent professionals through:

Professional certification and designation

Industry-aligned education and executive development

Applied research and policy advancement

Global partnerships and professional collaboration

Our Mandate

To establish and advance global standards, ethics and leadership in outsourcing and enterprise service management.

Our Vision

To be the world’s leading professional body for outsourcing management — shaping a system where outsourcing creates value, trust and sustainable growth for organisations, nations and communities.

Our Mission

Equip professionals with globally relevant skills and credentials

Set and enforce standards of ethics, practice and leadership

Connect a global community of practitioners, employers and partners

Influence policy and thought leadership to ensure outsourcing remains a force for good

Our Ethos

Excellence — benchmarked against the best professional bodies in the world

Integrity — ethical leadership in every decision

Innovation — future-ready, data-driven and digital-first

Inclusivity — opening doors for learners across continents

Impact — strengthening careers, businesses and societies

Why IOM

IOM is a standard-setting professional body, not just a training provider — building a profession around one of the most important capabilities in modern institutional life: the ability to govern, integrate and lead outsourced and enterprise service operations with excellence.

Global standards and frameworks for outsourcing governance and enterprise services

A code of ethics and professional conduct promoting accountability and trust

A future-ready curriculum spanning digital transformation, cybersecurity, analytics, ESG and compliance

An accelerated pathway with Recognition of Prior Learning (RPL) for experienced professionals

Career-aligned certifications with real market relevance

IOM is for professionals who want more than attendance, training or a certificate — recognition, capability, credibility and leadership relevance in a discipline now central to organisational performance.

Who Should Apply

IOM is designed for professionals across all sectors and career stages. Outsourcing is a universal capability used across every modern organisation, making this qualification relevant to anyone involved in operations, systems, services, governance, leadership or decision-making.

Ideal For

Students, graduates and early-career entrants seeking global opportunities

Young professionals building future-ready capabilities

Managers and executives overseeing vendors, contracts and service delivery

Government and public-sector leaders, entrepreneurs and consultants

Professionals transitioning into leadership or global roles

Professionals In

Operations, procurement and supply chain

IT, digital systems and cybersecurity

Finance, analytics, audit and risk

Healthcare administration, logistics and infrastructure

Defence, energy, telecommunications and utilities

Education, consulting, public sector and development organisations

Whether entering the profession, strengthening a current role, or preparing for higher responsibility, IOM provides a structured and credible route for growth.

Professional Qualification Framework

The IOM framework provides a clear progression from foundational understanding to executive capability and fellowship-level influence — a professional progression system, not a fragmented short-course model.

What This Framework Delivers

A structured route from entry-level learning to executive capability

Clear progression across stages of responsibility

A pathway combining knowledge, application, ethics and leadership

Professional Designations & Membership Pathway

Each qualification level confers a globally benchmarked professional designation and post-nominal badge, marking progression in competence, responsibility and influence:

All designations are benchmarked to global professional and academic levels, spanning undergraduate through postgraduate and executive-mastery equivalence.

Membership Pathway

Affiliate (AIOM) → Associate (AsIOM) → Member (MIOM) → Fellow (FIOM)

Qualification progression reflects learning development; membership progression reflects professional standing, verified experience, ethical compliance and Continuing Professional Development (CPD). Together, they create a more credible and globally legible professional identity.

Professional Ethics, Conduct & Compliance

All students and members of the Institute of Outsourcing Management (IOM) commit to uphold the highest professional standards. This Code defines the values that guide outsourcing professionals in every decision, across borders, industries and technologies.

Core Principles

Integrity — act with honesty, truthfulness and transparency in every professional dealing.

Objectivity & Fairness — remain impartial, respect diversity and avoid bias in global dealings.

Professional Competence — maintain and advance knowledge, skills and judgment; apply diligence and due care.

Confidentiality — safeguard sensitive information and respect client and stakeholder trust.

Accountability — take ownership of decisions, outcomes and professional conduct.

Sustainability — promote practices that protect the environment, society and long-term value creation.

Professional Behaviour — protect the reputation of IOM and avoid actions that discredit the profession.

Public Interest — serve society, build trust and contribute to the global good.

Diversity & Inclusion — value cultural, gender and experiential diversity as strengths in global outsourcing.

Responsible Innovation — use technology, AI and analytics ethically, safeguarding human dignity and sustainability.

Enforcement

Breaches of this Code are subject to disciplinary action, which may include warnings, suspension or withdrawal of membership. All breaches are assessed according to their severity — minor, serious or gross misconduct — as defined in the IOM Disciplinary Framework, ensuring proportionate sanctions.

An IOM designation signals not just competence but trustworthiness. Employers know that an IOM professional is a safe pair of hands.

Entry Routes & Requirements

IOM combines accessibility with professional rigour — multiple entry routes, Recognition of Prior Learning, and controlled advanced admission (Levels 1–4 shown below; see next page for Levels 5–6).

Entering Above Level 1 & Exemptions

Applicants may begin at Level 1 in line with their qualification and experience, or may be admitted directly to Level 2, 3 or 4 through Recognition of Prior Learning (RPL) where equivalent prior learning or professional experience can be evidenced. Every application for advanced entry is assessed on its merits by the Institute's Admissions and Exemptions Panel against the following criteria:

A relevant prior qualification (e.g. a diploma, degree or professional certificate) equivalent to the exit level of the preceding stage

Course-for-course exemption, where a previously completed module is assessed as substantially equivalent to an IOM module at the entry level

Completion of bridging or integrative assignments for the preceding levels as test of competence

Verification of qualifications, references and, where relevant, employer confirmation of professional experience

Exemptions are assessed on a case-by-case basis and are never automatic. Where evidence is partial, candidates may be offered conditional entry pending completion of specified bridging work, and all decisions are documented to preserve consistency and fairness across applicants. Advanced admission to Levels 5 and 6 follows a separate, more rigorous route, set out below.

Controlled Advanced Admission & Fellowship

Level 5 — Professional Diploma in Global Outsourcing Leadership

An advanced admission route for experienced practitioners, managers and leaders — not a routine first point of entry. Applicants should normally demonstrate one of the following:

Successful completion of Level 4

A relevant Master's degree with substantial professional relevance

A minimum of 5 years' senior-level experience in outsourcing, enterprise services, procurement, operations, governance or transformation

Applicants may also be required to provide a professional statement, current CV, evidence of strategic responsibility, professional references and, where required, bridging assignments. Admission is subject to formal academic and professional review.

Level 6 — Fellowship (FIOM)

The Institute's highest professional distinction, reserved for individuals of proven senior standing, recognised achievement and significant contribution to the profession. Fellowship is not a standard entry route; candidates are normally considered through formal nomination, invitation, or direct application subject to Fellowship panel review.

Candidates should typically demonstrate:

Outstanding achievement as a COE holder or equivalent senior professional

Normally 7–10+ years of executive or leadership experience

Evidence of strategic impact, institutional influence or professional contribution

A strong record of ethical and professional standing

Commitment to advancing the profession through leadership, research, policy, mentoring or thought leadership

Fellowship may also require interview, peer review, documentary evidence and approval by the appropriate Institute authority.

Programme Structure & Curriculum

Each level contains seven carefully designed modules combining academic rigour with practical, professional application. The programme is competency-based, industry-driven and designed for real-world impact.

Learning Approach

Structured self-study with guided tutorials and online lectures

Applied assignments, case studies, projects and practical labs

Mentoring support where applicable

Curriculum Overview

Career Outcomes

IOM prepares professionals for high-impact roles across industries, institutions and service environments — from specialist and management roles to executive and independent advisory pathways.

Executive & Strategic Roles

Chief Outsourcing / Operations / Strategy / Procurement Officer

Director of Global Sourcing, Shared Services or Digital Transformation

Senior & Management Roles

Outsourcing / Vendor Management Director

Contract & Commercial Manager, Service Delivery Manager

Risk & Compliance Manager, Supply Chain & Logistics Manager

Specialist & Operational Roles

Outsourcing Analyst, Vendor Relationship Manager

Procurement Officer, Contract Administrator, Business Analyst

Independent & Advisory Pathways

Management Consultant, Outsourcing Advisor, Entrepreneur / Founder

These pathways represent only a sample of the many roles open to IOM professionals across corporate, public and global service environments.

Across every pathway, candidates must demonstrate sound outsourcing governance, competence in enterprise service integration, and a firm commitment to ethics and professional conduct.

Key Benefits, Fees & How to Apply

Key Benefits

Globally aligned professional certification and accelerated career progression

Access to global opportunities and a professional network

Strong professional credibility and future-ready capabilities

Use of the designatory letters associated with your qualification level

Continuing Professional Development (CPD) resources, webinars and industry updates

Eligibility for mentorship, advisory panels and speaking opportunities within the IOM community

Access to the Outsourcing Professionals Growth Fund (OPGF), a voluntary member savings and investment initiative for building long-term financial security

Fees & Professional Requirements

Fees may cover study materials, assessment and certification, professional membership, learning support and tutorials, CPD and renewal requirements, and administrative services. Advanced-entry candidates may also complete bridging modules, integrative assignments or additional verification as required.

Contact the Institute for the current fee schedule applicable to your level and entry route.

How to Apply

Identify your entry level and route based on qualifications and experience

Submit your application with supporting documents (CV, credentials, references)

Complete assessment or advanced-standing review where applicable

Receive an offer and enrol into the programme

Limited places are available. Early application is strongly advised.

Take your place in a profession shaping how modern organisations operate, innovate and grow. Join a professional body that recognises not only what you know, but what you can do, how you lead, and the standards you uphold.

Lead the Systems That Power Modern Organisations

Build expertise that works across industries and borders. Become a globally recognised outsourcing professional.

INSTITUTE OF OUTSOURCING MANAGEMENT

Global Standards. Professional Recognition. Leadership Capability.

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Key Framework & Pathway Tables

Level	Qualification	Stage
1	Certificate in Outsourcing & Enterprise Principles	Foundation
2	Advanced Certificate in Outsourcing Practice	Operational
3	Diploma in Outsourcing Management	Tactical
4	Advanced Diploma in Strategic Outsourcing	Strategic
5	Professional Diploma in Global Outsourcing Leadership	Executive
6	Fellowship (FIOM)	Thought Leadership

Level	Qualification	Professional Designation	Badge
1	Certificate in Outsourcing & Enterprise Principles	Outsourcing Foundations Badge	OFB
2	Advanced Certificate in Outsourcing Practice	Certified Outsourcing Specialist	COS
3	Diploma in Outsourcing Management	Outsourcing Integration Professional	OIP
4	Advanced Diploma in Strategic Outsourcing	Strategic Outsourcing Lead	SOL
5	Professional Diploma in Global Outsourcing Leadership	Certified Outsourcing Executive	COE
6	Fellowship (FIOM)	Fellow of the Institute of Outsourcing Management	FIOM

Levels	Membership Grade	Basis
1 – 2	Affiliate (AIOM)	Qualification achievement
3 – 4	Associate (AsIOM)	Qualification achievement
5	Member (MIOM)	Verified experience, ethics & approval
6	Fellow (FIOM)	Fellowship assessment & approval

Level	Standard Entry Requirements
1 — Certificate	WAEC / O-Level / A-Level / High School Diploma or equivalent. Open to school leavers and mature entrants; alternative entry considered where prior learning can be evidenced.
2 — Advanced Certificate	Level 1 qualification, a relevant diploma or undergraduate with minimum 1 year relevant work experience. Recognition of Prior Learning may apply.
3 — Diploma	Level 2 qualification, a recognised bachelor's degree or equivalent professional qualification with 2–3 years relevant professional experience.
4 — Advanced Diploma	Level 3 qualification, a recognised bachelor’s or master’s degree or equivalent professional qualification with 3–5 years relevant professional experience.

Level	Focus	Curriculum Highlights
1 — Foundation	Literacy & operational competence	Business Management & Organisational Behaviour · Business Communication & Professional Skills · Quantitative Methods · Principles of Economics & Global Business · Fundamentals of Outsourcing & Procurement · Business Technology & Digital Systems · Research & Study Skills
2 — Operational	Literacy & operational competence	Outsourcing & Enterprise Management · Business Planning & Development Strategy · Resource Management in Outsourcing · Applied Business Analysis & Valuation · International Trade, Law & Compliance · Public–Private Partnerships in Outsourcing · Cybersecurity, Data Privacy & Governance
3 — Tactical	Tactical integration	Relationship Management in Outsourcing Contracts · Financial Management for Outsourcing · Business & Corporate Law · Business IT & Digital Systems · Market & Service Research for Outsourcing · Enterprise Architecture & Process Redesign · Sectoral Outsourcing & Sustainability

Level	Focus	Curriculum Highlights
4 — Strategic	Strategic execution & leadership	Outsourcing Strategy & Global Value Chains · Strategic Contracting, SLAs & Governance · Strategic Knowledge Transfer & Exit Planning · Enterprise Risk, Compliance & Resilience · Change Management in Outsourcing · Programme, Cost & Delivery Management · Leadership & Stakeholder Influence
5 — Executive	Executive mastery & global leadership	Strategic Outsourcing & Global Governance · Strategic Negotiation & Conflict Resolution · Public Sector & Mega-Contracting Strategies · Organisational Performance & Behaviour · Ethics, Corporate Governance & Responsible Leadership · Analytics, AI & Decision Intelligence · Innovation, Entrepreneurship & Business Transformation
6 — Fellowship	Policy, research & transformation	Consulting Masterclass & Boardroom Competencies · Outsourcing Policy & Regulatory Leadership · Strategic Leadership in Disruptive Environments · Business & Data Analytics for Policy Decisions · Enterprise Transformation & Global Change Leadership · Digital Ethics, Responsible AI & Future Technologies · Dissertation / Applied Research Thesis & Fellowship Defence