Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

Learning Activities

January – March 2024

PUBLIC SERVICE ACADEMY

Learning Activities for the month of *January*

Course Title	Course Objective	Target Group
Risk-Based Auditing	To provide participants with a framework for improving systems of internal control	Audit III's, senior audit managers and other professionals who are required to implement risk based approaches as part of their strategy
Preparation of Estimates	To provide participants with the essential skills and knowledge required for the effective preparation of budget estimates	Officers responsible for the preparation of estimates and managers who need to understand the process
Corporate Image and Protocol	To expose participants to the principles of professional imaging and workplace etiquette	Senior Officers, Range 54 and above who wish to enhance their professional image.
Project Management Toolkit Series: Preparation of Logical Frameworks	To expose participants to a set of concepts which aids in structured and well-designed projects	Officers responsible for the management of projects in Ministries and Departments
Designing Orientation Programmes	To equip participants with the requisite knowledge and skills to develop Orientation Programmes for their Ministries/ Department	HR Officers and other professionals responsible for training and development in their Ministry/ Department

Learning Activities for the month of *February*

Course Title	Course Objective	Target Group
Customer Service (Online)	The main objective is expose participants to the various tools and techniques associated with delivering excellent customer service, so as to improve the customer's experience when interacting with the Public Service.	Officers who are required to interface directly with customers. Namely, Customer Service Representatives, Receptionists, Front Line Officers, Clerk/Typists, Clerical Officers and Secretarial, Counter and Manipulative Staff.
Introduction to Ethics and Values	The main objective of the workshop is to examine the principles of ethical behaviour and their relationship to productivity, morale and performance in the workplace.	Clerical Officers, Clerk Typists, Manipulative Staff and other Officers who occupy offices at Range 25 and under and who provide administrative and clerical support in their Ministries/Department.
Conflict Resolution	To provide participants with the tools and techniques to effectively deal with conflict situations	Supervisors, Administrative Officers, and other officers who are required to resolve workplace conflicts
Cabinet Note Writing	To provide professionals with the knowledge and skills required for the effective writing of Cabinet Notes that conform to the specified guidelines and to examine the key components of the process in the submission of Notes to Cabinet	Mid to Senior Level Officers charged with the responsibility of writing Notes for Cabinet.
Accounting Procedures in Government	To expose participants to the fundamentals of the Government Accounting System	Accounting Assistants, Vote Book Clerks and other Clerical Officers performing varying accounting functions in Ministries/ Departments

Learning Activities for the month of *February* continued

Course Title	Course Objective	Target Group
Succession Planning in the Public Service	To examine the principle of succession planning and the link to organisational goals and objectives	HR Managers and other senior managers in the public service
Improving Workplace Productivity	To examine some of the key principles in improving employee productivity levels	Senior managers and other professionals who are required to monitor and optimise employee productivity levels
Data Analytics	To introduce participants to the tools and techniques involved in data analysis and its application in the decision-making process.	Senior Public Officers, Project Managers and other professionals who are required to advise on and make policy decisions
Webinar: Professionalism in the Workplace	To provide participants with guidelines for professional behavior in the workplace.	Clerical and Secretarial Officers up to Range 20 or equivalent.

Learning Activities for the month of *March*

Course Title	Course Objective	Target Group
Registry Procedures (Online)	To expose participants to the main functions of a well-organized Registry Department in a Public Service Environment.	All levels of staff who require training in the registry systems and procedures
Risk-Based Auditing	To provide participants with a framework for improving systems of internal control	Audit III's, senior audit managers and other professionals who are required to implement risk based approaches as part of their strategy
Government Protocol and Etiquette	To expose participants to the standards of professional conduct and procedures required in the Public Service of Trinidad and Tobago	Officers whose functions include regular interaction with senior Trinidad and Tobago and Foreign Officials as well as officers responsible for planning, coordinating and implementing formal events
The Role of the Investigating Officer	To provide participants with guidelines on how to investigate/conduct an enquiry into an allegation of misconduct/indiscipline.	Administrative, Professional and Technical Officers, Range 30 and above who have participated in the workshop, One Man Tribunal.
Policy Planning and Development	To provide an overview of the policy making process and the key issues and context within which policy is developed	Officers, Range 46 and over, who are directly and indirectly involved in policy development

Learning Activities for the month of *March* continued

Course Title	Course Objective	Target Group
Leading with Emotional Intelligence	To explore the key concept and principles of Emotional Intelligence that promote effective leadership	Heads of Divisions Range 60 and above and other senior managers in leadership roles in the public service
Managing Public Sector Programmes	To provide participants with a better insight into the development of the PSIP projects and programmes to effectively enhance its effectiveness as a development tool/mechanism.	Project Officers, Project managers, and other professionals who are responsible for managing projects under the Public Sector Investment Programme (PSIP).
Administration of Government Contracts	To provide insight into the tender evaluation and contract administration processes involved in the award of contracts	Managers and professionals involved in the procurement of goods and services
Leadership Webinar	The purpose of these webinars is to provide leaders with a medium through which they can be sensitized on various current matters.	Permanent Secretaries, Deputy Permanent Secretaries, Directors, and other senior public officers.

The Launch of the *Executive Development Series*

The promotion of persons to the position of Deputy Permanent Secretary has resulted in the need to identify and develop a suite of training initiatives for persons appointed and/or acting in the position of DPS.

The main objective of the Executive Development Series is to address personal development plans to improve competencies, as well as, technical knowledge of Appointed and Acting Deputy Secretaries in the Public Service.

Upcoming Activities under the *Executive Development Series*

Month	Activity
January 2024	Virtual meeting to sensitize Deputy Permanent Secretaries of the Competency/ Leadership Assessment and Coaching sessions
February 2024	Competency /Leadership Assessment begins
March 2024	Virtual session – Maximizing resources for Effective Leadership

Please note that these courses are scheduled tentatively and are only confirmed upon the dispatch of the respective Circular Memoranda.

Ministry of Public Administration
Level 5, National Library Building
23 Abercromby Street
Port of Spain 100509
Republic of Trinidad and Tobago
Tel: (868) 623-4724 Exts: 31951, 31961, 31956
Email: mpapublicserviceacademy@gov.tt

www.mpa.gov.tt