

PUBLIC SERVICE 4.0: SMART NATION CITIZEN SERVICES

8 TO 12 MARCH 2021

Sponsored by the

SINGAPORE COOPERATION PROGRAMME

under the

SCP TRAINING AWARD (E-LEARNING)

to be conducted by

Civil Service College

Singapore Cooperation Programme

Singapore has provided technical assistance to other developing countries since the 1960s. As a country whose only resource is its people, Singapore believes that human resource development is vital for economic and social progress. Singapore itself has benefited from training provided by other countries and international organisations.

In 1992, the Singapore Cooperation Programme (SCP) was established to bring together under one framework the various technical assistance programmes offered by Singapore. Through the SCP, the range and number of training programmes were increased to share Singapore's development experience with other developing countries.

To date, over 131,000 officials from more than 170 countries and territories have participated in our courses and study visits. The SCP is managed by the Technical Cooperation Directorate of the Ministry of Foreign Affairs, Singapore.

Civil Service College

Civil Service College (CSC) is the central learning institution for the Singapore Public Service. It plays a pivotal role in nurturing and developing people for a first-class Public Service. As a Statutory Board under the Prime Minister's Office, we endeavour to be the heart of learning excellence and development for the Singapore Public Service.

CSC offers a comprehensive suite of programmes that build strategic capability in the public service, focusing particularly on core areas in public governance, leadership, public administration and management. We work closely with central government and public sector agencies to embed values, communicate public sector directions, and manage change in individuals and organisations.

CSC partners public and private sector organisations as well as academia and international government agencies to exchange best practices and experiences in leadership, policy development, public administration and public reforms.

Course Objectives

Singapore's Smart Nation ambition requires a nimble and adaptive Public Service to execute. The Public Service is expected to anticipate and develop new platforms to enhance public service delivery. This course seeks to deepen participants' understanding of incorporating frameworks, tools and techniques of service innovation.

Synopsis

Topics to be covered include:

- Fostering innovation in service delivery through design thinking, horizon scanning and identifying innovation challenges and opportunities
- Application of frameworks for the promotion and enablement of innovation cultures
- Application of behavioural insights in policy development, policy communication and service delivery.

Methodology

There will be a mix of Synchronous and Asynchronous learning components. Synchronous components will include a series of thematic sharing sessions, facilitated discussions and reflections. Asynchronous components will comprise a mix of articles, videos and other e-learning materials to complement the various Synchronous sessions.

Regulations

Participants are required to comply with the following:

- Strictly observe course schedules and not miss training sessions, and;
- Carry out instructions and abide by conditions as may be stipulated by the nominating Authority or Government and the Government of Singapore and its appointed trainer, with respect to the course.

Duration

The course will be held over 5 days from 8 to 12 March 2021.

The synchronous sessions will be conducted from **1400h to 1730h** (Singapore Time; UTC/GMT +8 hours) daily, with breaks when appropriate.

Application Information

Applicants should be:

- Policymakers involved in policy formulation and designing public service delivery platforms;
- Able to attend all the synchronous e-learning sessions. They will require an internet-enabled device with a functioning webcam, microphone and audio.
- Nominated by their respective Governments;
- Proficient in written and spoken English; and
- In good health.

Terms of Award

The course is sponsored by the Government of Singapore under the Singapore Cooperation Programme Training Awards.

Application Procedure

(Closing date for nomination: 8 February 2021)

The Government of Singapore is pleased to invite the respective National Focal Point for Technical Assistance (NFP) to nominate 1 suitable applicant. Selection of candidates will be based on merit. Should there be more applicants than training places, the Government of Singapore seeks the understanding of the respective NFP in the event that its nominee(s) is not selected.

All nominees are to submit their applications online at <https://go.gov.sg/public-service-smart-nation> by 8 February 2021. NFPs are also required to endorse nominees via email links. Instructions and FAQs for Applicants and NFPs can be found at the links below:

- Applicants: <https://go.gov.sg/start-guide>

- NFPs: <https://go.gov.sg/start-nfp>

Note:

- Participants who complete all course assignments and attend at least 80% of 'live' e-learning sessions, will receive a certificate of completion from the SCP.
- Applicants should refrain from making telephone and email inquiries on the status of their applications.
- The **Ministry of Foreign Affairs, Singapore** will inform all applicants of the outcome of their applications. The NFP will also be informed directly.



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