



Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

Learning Activities

October - December, 2023

PUBLIC SERVICE ACADEMY

Learning Activities for the month of *October*

Course Title	Course Objective	Target Group
HR For Non-HR Professionals	The main objective of the workshop is to provide Non-HR professionals with an overview of the key functional elements of HR practice in the Public Service	Senior Managers, Administrative Officers, Technical Officers and other professionals who require a basic understanding of HR practice to lead their team more effectively.
Disciplinary Procedures in the Public Service	The main objective of the workshop is to provide participants with the knowledge and requisite skill set for managing disciplinary matters in the Public Service.	Human Resource Officers, Legal Officers, Administrative Officers II (and above) and other officers responsible for the Disciplinary Function in the Public Service.
NIB Workshop	The main objective of the seminar is to sensitize public officers involved in the preparation of claim forms for submission to the National Insurance Board on the processes, details and timelines required.	This training is designed for Human Resource and Payroll Personnel who are involved in the preparation of NIS, as well as, Senior Personnel who are responsible for supervising same.
Business Writing Level 2 (Online)	The main objective of this workshop is to provide participants with information and techniques that will enable them to effectively draft business correspondence that conform to modern business writing standards.	Public Officers in Range 30 and below.

Learning Activities for the month of *November*

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.
Creativity and Innovation for Leadership	The main objective of the course is to expose managers to tools and strategies for developing a culture of creativity and innovation in their work context, whilst building awareness of their creative leadership abilities.	Middle level managers and other professionals who implement process improvements and drive change throughout their sections.
Vetting Cabinet Notes	To equip participants with the knowledge and skills required for vetting Cabinet Notes that conform to the specific guidelines established by the Secretariat.	Senior officers charged with the responsibility of vetting Notes for Cabinet.
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.

Learning Activities for the month of *December*

Course Title	Course Objective	Target Group
Risk Based Auditing	The main objective of the course is to provide participants with a framework for improving their organization's systems of internal control.	Auditors II's, Senior Audit Managers and other professionals who are required to implement risk based approaches as part of their strategy.
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.
Disciplinary Procedures in the Public Service	The main objective of the workshop is to provide participants with the knowledge and requisite skill set for managing disciplinary matters in the Public Service.	Human Resource Officers, Legal Officers, Administrative Officers II (and above) and other officers responsible for the Disciplinary Function in the Public Service.
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.

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

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