



Ministry of Public Service

Institute of Public Administration and
Management (IPAM)



IPAM PROSPECTUS 2021

“Aspire to Excel”

LEARNING AND DEVELOPMENT

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Email: information@ipam.gov.sb

To download 2021 Prospectus using the given link below:

<https://solomons.gov.sb/ministry-of-public-service/>

NOTE:

Where an inconsistency or conflict arises from the information contained in the IPAM 2021 Prospectus publication, please do not hesitate to contact us at IPAM.

Users are strongly advised to refer to the 2021 Prospectus or the online version, which can be down loaded from the Ministry of Public Service using the link given below.

<https://solomons.gov.sb/ministry-of-public-service/>

The Institution of IPAM shall not be liable for any loss or damage arising from the use of information contained in this publication or any other publication of the Institute of Public and Administration and Management (IPAM) under the Ministry of Public Service (MPS).

Foreword

I have the honour and pleasure to once more present the Ministry of Public Service (MPS); Institute of Public Administration and Management (IPAM) Learning and Development Prospectus for the year 2021.

The Institute of Public Administration and Management (IPAM) is the training arm of the Government of Solomon Islands. It is mandated to train and capacitate the workforce of the Solomon Islands Government on role-focused learning and development services to public officers across different cadres including other sectors. This covers Learning and Development Program in disciplines such Public Administration and Supervision, Leadership and Management, Information and Communication Technology skills, Financial Management and the Public Service systems and Procedures.

The 2021 Prospectus contains comprehensive information on the training programmes and eligibility requirements that would guide students when they choose their courses and programs under IPAM. The information that are provided by the Prospectus includes admission requirements, the courses that are offered under Corporate Learning and Development Unit (CLDU), Information and Communication Technology Unit (ICTU) and Leadership and Management Development Unit (LMDU) and the times these courses will be offered. This would assist prospective officers in their decision-on how they would approach these courses and their course preferences.

This Prospectus embraces the Vision and Mission of the Institution where it wants to be the leading institution in Learning and Development and also contribute to the creation of skilled, professional and ethical public service that is empowered to providing public values and service delivery to the community.

IPAM is the only public institution in the country that offers hands-on courses that actually show officers what to do in their offices as well as how to serve and provide services to the people. It is well recognised by the government and other stakeholders as the leading institution that is practically enriching public officers in their area of training, developing and enriching public officers on hands on tasks and responsibilities.

Public officers who enrol to do these courses are the main beneficiaries of these programs. IPAM ensures that they are provided with a comprehensive range of excellent and relevant courses that could be seen as the pathways to assist in solving some of the needs and gaps that existed in the service delivery processes. This could be done expanding the courses that we offer each year as contained in this Prospectus.

As a learning and development institute, we will continue to strive to be the leading institute of excellence in learning and development in Solomon Islands and the Region. We are determined to collaborate with all our stakeholders for a successful year of learning and development in 2020.

It is therefore with great pleasure and delight that I have the honour to present the Ministry of Public Service (MPS); Institute of Public Administration and Management (IPAM) Learning and Development Prospectus for the year 2020



Nego Sisiolo
Permanent Secretary
Ministry of Public Service

About IPAM

Established in 2005, IPAM is the premier public institution in the country as well as the region. It has a very good reputation of providing hands-on courses that enriches the performances and enhancement of the service delivery to the people. IPAM's main office is in Honiara with officers and facilitators would normally carry out trainings in and around Honiara as well going out to the provinces and rural areas to teach and run course for public officers who serve in those places.

There are four units operating under this government owned institution with the support of its administration that looks after the logistic and its day-to-day operations of the institution. It employs a Director who reports directly to the Permanent Secretary of the Ministry of Public Service (MPS) as well as overseeing the whole operations and functions of the Institution. These four units are; Leadership and Management Unit (LMDU), the Corporate Learning and Development Unit (CLDU), Strategic Planning Unit (SPU) and Program Design and Development Unit (PDDU).

IPAM offers a wide variety of courses and programmes that cover mostly areas of its four core units, on a short and long-term basis. Most of the courses that are offered in this Institution are work related enrichment tools, designed purposely for public officers to enhance their various responsibilities for effective and efficient deliveries. It awards certificates to public officers who have undertaken these courses, upon completion and has been proven over the years that those officers who have actually undertaken these courses excel in executing their duties and perform extremely well, resulting in some officers promoting to higher ranking positions, including executive positions in the line ministries of the government.

We are hoping that in the coming years IPAM would work with other local, regional and other re-owned academic institutions to provide courses and programs that would assist public officers to acquire relevant qualifications and skills to further assist them while serving in the public offices. This process would not only be able to capacitate public officers to build their careers but to acquire accredited certificates, diplomas, degrees and even masters through the initiatives that provided by this institution.

I strongly urge you to consider IPAM for your trainings and development as the only institution that would help you to acquire hands-on and enrichment trainings that would empower you to build a successful career as well as getting high satisfaction not only in learning and exceptional student experience but satisfaction in how services and provided effective and efficiently.

Vision, Mission and Values:

OUR VISION:

'A Leading Institute of Excellence in Learning and Development in Solomon Islands and the Region'

OUR MISSION:

'Through excellence in learning and development, contribute to the creation of a skilled, professional and ethical public service that is empowered to providing public value and service delivery to the community'

OUR VALUES:

- **Excellence in Delivery**

Being organised to deliver and teach IPAM courses and programs, capacitating them to deliver and improve the quality of services, taking into account the diverse customer needs and requirements. Effective use government funds in the delivery of services and Working collaboratively across boundaries to ensure that IPAM maximises its strategic outcomes within the resources available.

- **High Leadership and Management with transparent and ethical behaviors**

Leading from the front; communicating with clarity; conviction and enthusiasm; establishing a strong, direction and a persuasive future vision; Managing and engaging stakeholders through honesty and integrity; upholding the reputation of IPAM and supportive of one another

- **Responsibility & Accountability**

Delivering timely performance with energy; Taking responsibility and accountability for quality outcomes; Building a performance culture to deliver outcomes with a firm focus on prioritisation and transparency; Addressing performance issues resolutely, fairly and promptly; teaching and encouraging staff to perform effectively during challenging and changing times

- **Teamwork**

Creating a culture of flexibility in the pursuit of excellence in teaching and services delivery; proactive and responsive to changing priorities; Highest standards of creativity, innovation, teamwork and flexibility to respond swiftly by taking courage to take risks and make changes to how things are done.

- **Building Trusting Relationships**

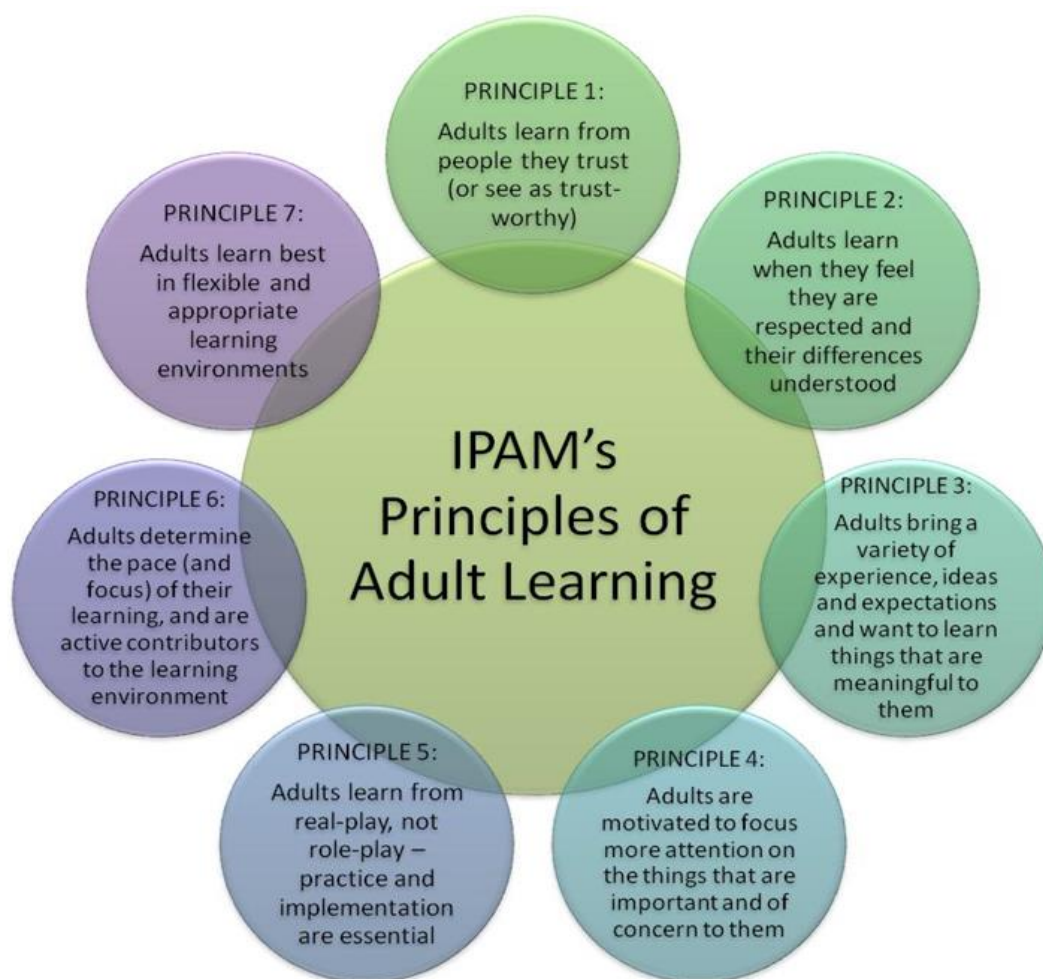
Sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions and Delivering teaching and learning through creating an inclusive environment, encouraging collaboration and building effective partnerships with officers and other stakeholders. Respect the cultural distinctiveness and the diversity of all stakeholders in the country and abroad.

- **Empathy & Respect**

Being sensitive to signs of overwork in others, Showing interest in the needs, hopes and dreams of other people and Be willing to help an employee with personal and professional awareness

IPAM'S Principles of Adult Learning

The overarching approach taken in the designing, delivering and managing learning and development in the Solomon Islands Public Sector is done with the notion of aligning IPAM's core functions with adult learning principles. To achieve and support these intentions, IPAM has identified a set of principles that provide guidance as to how well adult principles are implemented in the learning processes. Further to this, IPAM has a Guideline for Review and Design of its Learning and Development Programs, which provides practical instructions on how to ensure that IPAM's programs support effective adult learning, and in particular consider how IPAM can support the application of learning on-the-job. The IPAM Principles of Adult Learning are depicted in the chart below.



Accreditation and Recognition

Accredited Programs are programs that are owned by other Universities and Institutions but they are often delivered by their Lecturers in-country with IPAM doing the facilitation role. This means that participants who complete the program successfully will be awarded with an award from that University or Institute.

Currently, there is no national framework that is used as benchmark to accredit IPAM developed courses. However, IPAM courses are sanctioned by appointed and recognized Reference and Working Groups, supported with an internal framework that guides the design of the role based trainings/courses. These trainings are derived from felt needs being identified.

IPAM also facilitates accredited trainings/courses from other internal and external training and academic institutions. The IPAM facilitation arrangement is mostly in association with other stakeholders within Solomon Islands Public

Service. For example, IPAM facilitates ICDL (International Computers Driver's License) computer trainings from Singapore and Australia. Other accredited trainings that IPAM facilitates or supports includes, USP/TAFE Certificate IV in Project Management, Certificate IV in Procurement, USP's Postgraduate Certificate in Gender Studies, Postgraduate Certificate in Diplomacy and International Affairs and etc. These accredited trainings are one off training offerings. They are arranged when certain credentials or requirements are established or met.

IPAM is mandated and committed to the training needs of the Solomon Islands Public Service. It also considers the career pathway for Solomon Islands Public officers, hence IPAM in association with other stakeholders will continue to facilitate accredited and recognised trainings to the public officers apart from the role-based trainings it offers.

Scope and Sequence of Courses

IPAM as the only Public Institution in the Solomon Islands is striving to be one of the best, not only in the country but in the region and beyond, in training and developing of public officers to deliver decent services to the people of Solomon Islands. Courses and programs that are offered in the institution are very much work related and practical in nature.

The scope and sequences of the courses that are offered in the institution are much related to the jobs and tasks that carried in various ministries in Honiara and provinces. They are very practical in nature and should be used by public officers to complement their qualifications in carrying out those tasks. Choice of courses and how they are designed are much related to the needs and the gaps that are identified in the service delivery processes and by the institution of IPAM. Courses offered are tailored and designed in a way that they are very much work related and should assist ministries to meet the needs of the people and the services that are provided to them.

These courses should also complement the qualifications that public officers attained in various universities and institutions as they serve the people. They may qualify in their related fields but may lack knowledge of how to perform their duties therefore IPAM courses would help them in disseminating services to the people and public at large.

From the outset, we have been focusing on the pursuit of real life learning opportunities for our participants in our line ministries, providing high quality and professional training that should complements them in their work. It is therefore vital that those who wish to seek employment in the public sector and those who are already serving must undertake courses and program that are offered at IPAM. These courses would help them to learn hands-on tasks as well as right protocols in performing and serving customers and people at large in both urban and rural areas.

Levels:

The courses that are offered by IPAM are in different levels depending on the content that covered by those courses. Those levels of the courses started with *Introductory Level* which is the beginning of the courses followed by *Intermediate* and lastly the *Advance Level*.

Before settling down to apply for courses at IPAM, some of the things that must be considered are; the type of courses you want to undertake and at what level these courses are offered. Various courses that are offered at IPAM have corresponding levels attaching to them. Different courses that are offered at IPAM are also offered at different levels. . It's not just about the course you want to take but you should think about the level at which you want to study and the qualification and certification you want to achieve at the end. We provide a wide variety of courses at Introductory to Advance levels which one you choose depending on your needs and goals.

There are courses that are very practical in nature and designed specifically to assist officers to get into their jobs and perform well as expected. Some need specialist prior knowledge in particular fields to do those courses.

Different Levels that are used by the institution to categorise the courses that are offered are provided below;



INTRODUCTORY: These courses are designed to address basic knowledge and skills development needs, and are suitable for most Public Officers.



INTERMEDIATE These courses are designed with some level of assumed prior knowledge or experience within the specific field of development. They are suitable for more experienced Public Officers.



ADVANCED: These courses offer an advanced development opportunity, and are designed to suit very experienced Public Officers with well-developed professional skills.



ACCREDITED: These courses and programs are offered by other Institutions in partnership with IPAM. Public Officers who wish to apply for this accredited training **MUST** first complete the Leadership Development Program (LDP) or other advanced eligible training

The training and courses that IPAM provided covers the following areas; *Induction and Work Ethics section in the Public Service (Induction Courses), Leadership and Management Development (LMD), Information and communication (ICT), Building Essential Skills (BES) and Corporate Learning and Development (CLD).*

Numerical Coding:

In correspondence with the levels that are used for the courses that are offered at IPAM, numerical codes are also used to represent various levels of courses that are offered by the institution. The numerical coding system that is used for the courses that are offered by the institution represent different levels of courses that are offered.

There are three levels that are used for the courses that are offered by the institution, in all of the three units at IPAM in the learning and development of programs. They are; **Introductory Level, Intermediate Level and Advance Level.** Three digits numbers that are used for the codes with zero digit to be the first digit followed by the other two digits which should be in the place value of ten. The numbers are aligned to different levels of courses offered. The first initial letters represent the unit that offers the course followed by the numerical three digits that show the level of the course where numbers between 10 to 19 represent the introduction level, 20 to 29 represent the intermediate level and lastly 30 to 39 represent the advance level. Therefore you would have the three letters to represent the unit followed by numerical three digits that represent the levels. For instance; CLD 024 stand for a course that is offered by the unit of CLD and its level is intermediate. The following are the summary of the Units and their corresponding numerical codes.

- **Introductory Level.** - Numerical numbers between **ten (10)** and **nineteen (19)** are allocated to courses that are offered in the introductory level by the three units; CLD, LMD and ICT. However, digit zero is being used in front of all the numerical digits to make it three digits for all the levels and for all the courses in those three units under IPAM. Introductory Level would have a numerical value between 010 to 019 attached to it with the initial of the unit comes before the number. For example; CLD 012, CLD 023 etc.
- The next level which is **Intermediate**, numerical value between **twenty (20) to twenty nine (29)** are allocated for this level. Courses in this level would have 020 to 029 would assigned to them.
- The next level is **Advance**. This would have numerical numbers between **Thirty (030) to Thirty nine (039)** allocated to them with the name of the units coming before the number as given above with the other two levels.
- **Accredited Courses.** These courses are normally offered by external institutions but facilitated by IPAM. The institution would arrange what courses to be offered and which university to provide them. It would also facilitate the number of participants that would underrate the courses. If there is an Accredited Course/s that is/are offered by the institution but has/have no course numerical code numerical 40 would be used to represent those courses.

All the three units namely Corporate Learning and Development Unit (CDLU), Leadership and Management Unit, (LMDU) and ICT Unit all have the same numerical coding for all the levels for all courses under these three units.

The summary of the numeral coding for courses that are offered by the institution are given below;

Levels	Numeral Codes
Introduction:	Between 010 and 019
Intermediate	Between 020 and 029
Advance	Between 030 and 039
Accredited	40 (If that course has no code then we use this otherwise we use the code used for the accredited course).

Therefore ALL courses that are offered under IPAM would now have Permanent Coding using the *Initials for the Unit* followed by the *numerals* that are *allocated to the corresponding levels*.

Coding for IPAM Courses:

CORPORATE LEARNING AND DEVELOPMENT UNIT (CLDU):

<u>Course Codes:</u>	<u>Course Titles:</u>
CLD 010	Code of Conduct
CLD 011	Know your Public Service
CLD 012	Customer Service
CLD 013	Facilitation Skills
CLD 014	Presentation Skills
CLD 015	How to run a successful Meeting
CLD 020	Records Management
CLD 021	Financial and Legislative Framework
CLD 022	Budget and Financial Management
CLD 023	Ethics and Governance
CLD 024	Executive and Personal Secretary
CLD 025	Developing Work Place Procedures

LEADERSHIP MANAGEMENT AND DEVELOPMENT:

<u>Course Codes:</u>	<u>Course Titles:</u>
LMD 020:	Performance Management Process (PMP)
LMD 023:	Supervisor Development Course
LMD 021:	Project Management
LMD 022:	Monitoring & Evaluation

INFORMATION COMMUNICATION AND TECHNOLOGY:

<u>Course Codes:</u>	<u>Course Titles:</u>
ICTS 010	Basic computer Essential
ICTS 011	Zoom Training
ICTS 020	Microsoft Word 2016
ICTS 023	Microsoft Excel 2016
ICTS 024	ICDL Workforce
ICTS 024	Power Point Presentation
ICTS 021	Information and Communication

CORPORATE LEARNING AND DEVELOPMENT (CLD) UNIT:



Corporate training, or Corporate Education or more recently Workplace Learning, is a system of activities designed to educate employees to perform to the best of their abilities in their work places. Corporate development basically refers the planning and execution of strategies by the organisation to meet its objectives and making it grow. Activities may vary but some would fall under corporate development may include management of recruitment, management of intellectual property and many others. One of the manifestations of corporate development has to do with reshaping the management arm of the corporation.

The responsibility of training the Public Workforce in Solomon Islands is generally taken on board by the Institute of Public Administration and Management (IPAM) which is the training arm of the national government. Both the employees and employers see the importance in the career development of their workforce therefore training and development is a must. More importantly, your employees have varied roles, experience, knowledge, & abilities. CLD is trying its best to design and offer courses and trainings that are realist and specific to each one of them with the aim of improving learning efficiency. We hope that CLD Courses will build the desired knowledge and skills that will impact individual employee performance and increase job satisfaction, which often results in higher employee retention.

CORPORATE LEARNING AND DEVELOPMENT UNIT (CLDU)

i. INDUCTION AND WORK ETHICS SERIES (IWES)

- **CLD 010: Code of Conduct**

The Code of Conduct (COC) was developed as the standard code for all ministries and provincial governments. This course determines to serve as a guide to the everyday professional conduct of Public Officers. Successfully completing this course will enable officers to be empowered and aware about standards and expectations while serving the wider community. Public Officers are expected to continuously achieve high standard of ethical work performances and experiences, ensuring that individuals and Public Service as a whole deliver 'best practice' public services by complying with Solomon Islands Public Service Code of Conduct.

Target Group

This course was designed for ALL public officers; Line Ministries and Provincial Governments.

- **CLD 011: Know Your Public Service**

This course aims to improve the understanding of public officers about the broader roles, responsibilities and operations of the Public Service under the Solomon Islands Government regarding the services it delivers to the citizens of the Solomon Islands. This course includes four key elements; pre-program learning by participants, cross cutting topics, learning and development theory and the application of learning in the work place.

Target Group:

The course is suitable for both new and long serving public officers of all levels.

ii. CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

- **CLD 021: Financial and Legislative Framework**

As a public servant you are governed by rules as to what you can do and what you can't do. This is particularly the case when it comes to the use and control of public money. Its participants to have some financial knowledge and know the right way to look after government money. This course aims to explain the financial and legislative framework within which all public servants perform their duties as well as key rules they need to know and understand.

Target Group

The focus groups are officers from the accounts section and HOD's including supervisors.

- **CLD 022: Budget and Financial Management**

Regardless of whether you are a Chief Accountant, a manager or a public servant working in a program you will need to make decisions or do work that requires funding for this to happen. The purpose of this course is to explain how ministries receive funding and the rules around how this money must be managed and its use reported.

Target Group

Chief and Senior Accountants, other senior accounting staff and managers.

- **CLD 025: Developing Work Place Procedures (DWPP)**

Policies and procedures are an essential part of any organization since they reduce the risk of problems arising. Procedures are developed to ensure that Policies are put into practice. A Policy may require a number of procedures to be developed to ensure that staff clearly understands how to apply the Policy in their everyday work activities. This course is designed to enable public officers to be more aware of the necessary processes involved in developing generic policies and procedures in the workplace.

Target Group

Level 6

- **CLD 024: Executive Personal Secretary**

Today's workplace demands a secretary to be more than just a typist. She/he plays more administrative and managerial roles and an irreplaceable back up to an executive in a business or government office. The secretary is a very important mechanism in the public service wheel, vital to the running of busy government offices.

This Executive Secretarial Development course is designed to support participants to develop their capabilities that will enable them to be proficient, competent and proactive in managing the offices of Ministers and Chief Executive Officers. She or he must be adaptable and flexible enough to merge into the work environment easily and confidently.

Target Group

Executive Personal Secretaries and other officers in the Secretarial cadre graded as Typist Level 3 to Senior Secretary Level 9

- **CLD 023: Ethics and Governance Course**

Issues of misconduct and official corruption by public servants have tarnished the public service sector. At the centre of some of these scandals are high ranking officials who graduated from renowned institutions. Due to this, Solomon Islands Public Service integrity is perceived to be declining.

The Ethics and Governance course aims to empower public officers in the Level 6 and above bracket who completed the Code of Conduct. It will highlight legislative practices and personal development to uphold ethical leadership in their respective service delivery domains. This course will engage Solomon Islands Public Servants in identifying ethical issues and to establish propositions to develop an ethical public service with high standards. It envisages that experienced and learned public officers will share their experiences and create awareness about ethical dilemmas and how they encounter these dilemmas/challenges.

Target Group

Level 6. Including officers who have completed the Public Service Code of Conduct training

- **CLD 020: Records Management**

Records Management course offers training to understand the appropriate procedures and processes of managing public records or government records. All public officers work with electronic or physical documents in their workplaces. These documents requires proper management for filing, retrieving, storing transferring and eventually be disposed. The proper management is important because it reflects good governance and transparency.

iii. BUILDING ESSENTIAL SKILLS SERIES (BESS)

This series of courses includes one (1) and two (2) days workshops that comprise of single topic sessions that target a common suite of knowledge and skills that are required on a day-to-day basis in the workplace.

- **CLD 015: How to Run Successful Meetings**

This course aims to enhance skills in conducting and managing meetings including the development of agendas, chairing meetings, time management and the preparation of minutes.

Target Group

Any Public Officer that has the responsibility for planning, chairing meetings, or preparing meeting minutes.

- **CLD 014: Presentation Skills**

Presentation and reports are ways of communicating ideas and information to a group of people. But unlike a report, presentation allows immediate interaction between all participants. This course will inform officers of the basic requirements and preparations needed before and during a presentation. For beginners it will help to improve their image on public speaking and presentations while for many it will remind them of best ways to gain and maintain the interest of their audience during presentation.

Target Group

ALL Public servants are entitle to take this course but more suitable to those who do a lot of presentations in their work area.

Any public officer who is interested in developing and improving their presentation skills.

- **CLD 012: Customer Services.**

This Customer Service course is design to enhance the effectiveness and efficiency of public servants when dealing with customers. It enhances the capability of officers who deal with customers to be confident. This course also enables officers to approach and serve their customers in the most appropriate and satisfying manner.

The course highlights the theme “Raising the quality of customer service in the public service”. Officers who need to up-skilling in customer service are recommended for this course. The course is set up in four (4) modules as stated below;

Module 1: Knowing your customers.

Module 2: Customer service ethic/values and governance.

Module 3. Effective communication.

Module 4. Dealing with customers.

The course is structured for three (3) days of classroom interactive learning and workplace visitation.

- **CLD 013: Facilitation Skills.**

Facilitation is a skill that is often confused with presentation. Facilitation has become more important now because there is a shift in our teaching approach as we embrace adult learning training principles. The art of instruction that strikes a balance between learning content and learning process is also referred to as the art of facilitation.

HONIARA DELIVERY SCHEDULES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE
CLD 012:	Customer Service	3 days	10-12 Feb 2021
CLD 010:	Code of Conduct	1 day	26 th Feb 2021
CLD 11:	Know Your Public Service	5 days	22-26 March 2021
CLD 011:	Know Your Public Service	4 days	6 – 9 April 2021
CLD 021:	Financial Legislative Framework	1 day	10 th May 2021
CLD 022:	Budget & F/Management	2 days	11- 12 th May 2021
CLD 023:	Ethics & Governance	3 days	9 – 11 th June 2021
CLD 011:	Know Your Public Service	5 days	12 – 16 th July 2-021
CLD 011:	Know Your Public Service	4 days	27 – 30 July 2021
CLD 010:	Code of Conduct	1 day	20 th August 2021
CLD 025:	Developing work place procedure	2 days	30 -31 st Aug 2021
CLD 010:	Code of Conduct	1 day	9 th Sept 2021
CLD 024:	Executive Personal Secretary	3 days	28 – 30 th Sept 2021
CLD 014:	Presentation skills	1 day	1 st Oct 2021
CLD 015:	Successful meeting	1 day	8 th Oct 2021
CLD 010:	Code of Conduct	1 day	27 th Oct 2021
CLD 013:	Facilitation skills	1 day	29 th Oct 2021
CLD 020:	Record Management	3 days	10 – 12 th Nov 2021
CLD 010:	Code of Conduct	1 day	26 th Nov 2021

PROVINCIAL SCHEDULED COURSES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE	VENUE
CLD 010:	Code Of Conduct	1 day	1 st March 2021	Waisis CHS - Malaita
CLD 011:	Know Your Public Service	5 days	1-5 th March 2021	Waisis CHS - Malaita
CLD 010:	Code Of Conduct	1 day	19 April 2021	Moli CHS -Choiseul
CLD 011:	Know Your Public Service	5dys	19 - 23 April 2021	Moli CHS -Choiseul
CLD 010:	Code Of Conduct	1 day	24 th May 2021	Kalenga CHS- Ysabel
CLD 011:	Know Your Public Service	5 days	24 - 28 th May 2021	Kalenga CHS- Ysabel
CLD 023:	Ethics and Governance	3 days	7 – 9 th June 2021	Belona
CLD 025:	Developing Work Place Procedures	2 days	10 -11 th June 2021	Belona
CLD 010:	Code Of Conduct	1 day	21 st June 2021	Jacob Vouza CHS- Guadalcanal
CLD 011:	Know Your Public Service	5 days	21 st – 25 th June 2021	Jacob Vouza CHS- Guadalcanal
CLD 010:	Code Of Conduct	1 day	9 th August 2021	Vuranimala CHS-Gela
CLD 011:	Know Your Public Service	5 days	9 th -13 th Aug 2021	Vuranimala CHS-Gela
CLD 010:	Code Of Conduct	1 day	13 th Sept 2021	Makira PG-Kirakira
CLD 011:	Know Your Public Service	5 days	13 – 17 th Sept 2021	Makira PG-Kirakira
CLD 025:	Developing Work Place Procedures	2 days	11-12 th Oct 2021	Makira PG-Kirakira
CLD 020:	Record Management	3 days	13 – 15 th Oct 2021	Makira PG-Kirakira

LEADERSHIP MANAGEMENT AND DEVELOPMENT (LMD) UNIT:



This Unit responds to the widely acknowledged need for effective leadership and management in ALL ministries as well as provincial governments in the Solomon Islands. This multi-day programmes provide participants with opportunity to grow and improve their knowledge in leadership and management skills that are necessary to immerse and accelerate leadership in diverse cultures and situations in Solomon Islands. There are wide range of courses that are offered under Leadership and Management Unit, offering at different levels with the aim of training officers to be effective leaders not only in various offices they served but in various communities they are living in as well.

LEADERSHIP MANAGEMENT AND DEVELOPMENT (LMD).

LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMDS):

- **LMD 023: Supervisor Development Course.**

This course is specifically design for aspiring supervisors and supervisors. This course provides and guides participants to become effective supervisors and to be assertive and confident in handling problem and dilemmas. It will encompass the knowledge needed in assessing and managing employees' performances, maintaining focus and accountability towards achieving the organization strategies, and ensuring effective communications with both subordinates and managers. Successfully completing this course will enable participants to ease into the responsibilities and the demands of supervisory roles and increase their chances of success.

Target Group:

Level 6 and above, including public officers who have supervisory roles.

- **LMD 021: Project Management Course**

Managing and coordinating projects effectively requires proper and better understanding of the theory and practical skills of project management. One must possess good grounding of the requisite project management skills as they will directly contribute to the success and failure of any project.

This course aims to support public officers who manage or coordinate projects or project related activities to fully understand the project management process both in theory and in practical in Solomon Islands government context so that they could be effective in their roles and confidently deal or solve problems pertaining to projects.

Target Group

Level 6. Designed for Public Officer who manages and coordinates projects related activities in their workplaces

- **LMD 022: Monitoring and Evaluation Course.**

Monitoring and Evaluation course covers basic theories and fundamental principles and the SIG monitoring and Evaluation process. The course is vital to ensure government programmes and projects are not only *"on track but are on the right track"*.

This is a contextualized course focusing mainly on the Monitoring and Evaluation process within the Solomon Islands Government. It enables government officers to recognize their role and responsibilities in the whole monitoring and evaluation process. It ensures responsible officers know of the requirement of a monitoring and evaluation process and expectations by authorities and the stakeholders for a quality monitoring and evaluation report. The course is made up of 4 units. It begins with a theory-based knowledge in Module 1 and gradually builds up to practice-oriented concepts and activities in Module 4.

Target Group

Level 6 and above who are responsible for monitoring and evaluation in the government ministries and agencies.

- **LMD 020: Performance Management Process**

The course focuses on the revised Public Service Management Process that replaces the traditional PMP commonly known as the annual confidential report (ACR).The ministry of Public Service has taken this development approach to ensure all public officers are equipped with right skills and knowledge and also understand their roles and responsibilities in effectively implementing the Performance Management Process according to the PMP Policy in their respective ministries.

This course aims to support supervisors to be confident in carrying out the Performance Management Process in their respective workplaces across the public sector- *"Making it happen"*.

It provides supervisors with understanding performance management concepts and how the public service Performance Management Process works. It also provides practical guidelines and tools that

supervisors could use to plan, manage, assess reward and develop employee performance in their workplaces.

Hence, this course will enable supervisors to engage in a comprehensive performance management system that embraces collaboration and participation between them and their subordinates throughout the performance process.

HONIARA SCHEDULED COURSES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE
LMD 020:	Performance Management Process (PMP)	3 Days	3 rd – 5 th March
LMD 023:	Supervisor Development Course	3 Days	14 th – 16 th April
LMD 021:	Project Management	5 days	24-28 May
LMD 022:	Monitoring & Evaluation	4 days	13 th -16 th July
LMD 20:	Performance Management Process(PMP)	3 days	17 th -19 th August
LMD 023:	Supervisor Development Course	3 days	27 th -29 th September
LMD 022:	Monitoring & Evaluation	4 days	19 th -22 nd October

PROVINCIAL SCHEDULED COURSES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE	VENUE
LMD 022:	Monitoring & Evaluation	4 days	16-19 February 2021	Buala, Isabel Province
LMD 020:	Performance Management Process(PMP)	5 days	22-26 March 2021	Munda & Noro, Western Province
LMD 021:	Project Management	5 days	3-7 May 2021	Afio, Malaita Province
LMD 021:	Project Management	5 days	14-18 June 2021	Marau, Guadalcanal Province
LMD 020:	Performance Management Process(PMP)	3 days	3-5 August 2021	Tulagi, Central Islands Province
LMD 020:	Performance Management Process(PMP)	3 days	3-9 September 2021	Tingoa, Renbel Province

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) UNIT



The Information and communication technology unit of IPAM offers series of essential computing courses that are relevant for public servants to use in enhancing their work and service delivery. Learning IT courses would enable officers to be effective in delivering more and better services and cost effective leveraging the evolving technology to be used effectively within the public sector. These series of ICT courses are designed based on the seven IPAM's Adult learning principals thus are suitable for all age, ranks and range of public officers.

Furthermore, the level of these courses begins from Introductory to Intermediate as well as accredited level for an international certification program that are facilitated and offered by IPAM. More detail information and levels for each courses are summarised below.

INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

- **ICTS 011: Zoom Meeting Course**

Course overview

The online Zoom meeting course is one of IPAM's new course designed to assist public officers during the current COVID-19 pandemic. It is a half day course that will introduce participants to this modern real time communication platform that is widely used for meetings, video and audio conferences, collaboration, chats and webinars.

Upon completion of this course, the public officers will have better understanding and knowledge on using the zoom meeting application especially with the ability to host meetings and join any online meeting using zoom.

Target Group

Any public officers who have limited or no knowledge on zoom and are interest to expand their knowledge and skills on using Zoom application.

- **ICTS 010: Basic Computing Essential**

Course Overview

The Computer Basics course introduces the fundamental concepts public officers need to know about how to use a computer as an effective work tool. Computer skills are essential for every public officer and this course enables a non-computer user to become a proficient computer user. It guides participants through from the very beginning.

This course focuses briefly on what a computer does, how it works and how you can use it. It helps enable public officers to know how to use a computer at work or in everyday life competently.

Target Group

Any public officer who has limited or no knowledge about computer and its usage

- **ICTS 020: Microsoft Office – Word 2016 Version**

Course Overview

This course is designed to introduce the Microsoft Office Word processing concepts and applications to Public Officers. It will enable the officer to demonstrate his or her ability to use the word processing applications to deliver ones responsibilities efficiently.

Upon completion of this course the Officer should be able to accomplish everyday tasks competitively and to work effectively in a computerized word processing environment.

Target group

Certified Basic Computing course participants and those who need to increase their knowledge and skill in using Word application.

- **ICTS 023: Microsoft Office – Excel 2016 Version**

Course Overview

This course is the latest version of Excel and is the world's widely used spreadsheet software. Undertaking this course will enable a public officer to understand the basic concept of spreadsheets and have the ability to use a spreadsheet application on a computer.

The content of this program includes introducing Excel 2013 window, creating, formatting, modifying, saving and using other common features and techniques in excel that will enable the officer to work effectively in his or her day to day operation. It also includes applying standard mathematical formulas and functions and be able to create charts and graphs.

Target Group

Certified Basic Computing course participants and those who need to increase their knowledge and skill in using Microsoft Office Excel.

- **ICTS 021: Information and Communication (Internet Usage)**

Course Overview

The Information and Communication course is divided in two sections. The first section, **Information** helps public officers to understand some of the concepts and terms associated with using the Internet. This includes using a Web browsing application and available search engine tools. The officer will be able to bookmark Web sites, print Web pages and search outputs.

The second section, **Communication** helps public officers to understand some of the concepts of online electronic mail (e-mail) focusing on using of Microsoft Outlook. This includes using the available sites to create, send and receive messages and to attach files to mail messages.

Upon completion of this course the officer will be able to use the Internet effectively and efficiently at work and use email to communicate effectively.

Target Group

Any public officer who wish to learn how to use the internet and those who would like to increase their knowledge in using this necessary tool.

- **ICTS 022: Microsoft Power Point**

Course Overview

The Microsoft Office Power Point course is a presentation program which will enable a public officer to understand the basic concept of Power point presentation and have the ability to use the presentation tools on a computer.

The content of the program includes the fundamental concepts of presentation and learn to perform tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution.

Upon completion of this course the officer will be able to use the presentation application to plan and design more effective presentations that have great impact and will better engage and involve an audience.

Target Group

Any public officer who have completed the Basic Computing course and those who have limited or have a need to increase their knowledge and skill in using PowerPoint presentation.

- **ICTS 024: International Computer Driver's License (ICDL) Workforce**

Program overview

The International Computer Driver's License Workforce program are designed to provide digital skills for employability and productivity of an employee within the workforce. The ICDL Workforce modules consist of eight separate modules which are categorised into three section; the essential skills, office application and good practice.

Essential Skills

- **Computer Essentials**

This module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.

- **Online Essentials**

The online essentials module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Office Applications

- **Word Processing**

This module allows public officers to demonstrate the ability to use a word processing application to accomplish everyday tasks associated with creating, formatting and finishing word processing documents, such as letters and other everyday documents.

- **Spreadsheets**

The Spreadsheets module allows candidates to understand the concept of spreadsheets and to demonstrate an ability to use a spreadsheet to produce accurate work outputs.

- **Presentation**

This module will enable participants to demonstrate competence in using presentation tools on a computer and learn to perform tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution

Good Practice

- **IT Security**

The IT Security allows candidates to understand the main concepts underlying the secure use of ICT in daily life and to use relevant techniques and applications to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately

- **Online Collaboration**

The Online Collaboration module sets out concepts and skills relating to the setup and use of online collaborative tools, such as storage, productivity applications, calendars, social media, web meetings, learning environments, and mobile technology.

These modules are designed for both in class and self-paced learning, hence the first four modules will be delivered face to face while the rest of the modules the participants are required to do self-paced learning at their workplace or home. It is recommended that officer nominated to participant in this program must have regular access to a computer at work or home. There will be assessments at the end of each modules.

HONIARA SCHEDULED COURSES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE
ICTS 022	Microsoft Power Point Presentation	3 days	15 th – 17 th Feb, 2021
ICTS 011	Zoom Training	½ day	8 th Mar, 2021
ICTS 010	Basic computer Essential	3 days	20 – 22 April 2021
ICTS 024	ICDL Workforce	2 Months	3 rd May – 16 th July, 2021
ICTS 020	Microsoft Word 2016	3 days	8 th – 10 th June 2021
ICTS 021	Information & Communication	3 days	19 th – 20 th July 2021
ICTS 020	Microsoft Word 2016	3 days	9 th – 11 th August 2021
ICTS 023	Microsoft Excel 2016	3 days	13 th – 15 th September 2021
ICTS 022	PowerPoint presentation	3 days	4 th – 6 th October 2021

PROVINCIAL SCHEDULED COURSES:

COURSE CODES	COURSE TITLES	DURATIONS	DATE	VENUE
ICTS 020	Microsoft Word 2016 – Guadalcanal Province	3 days	16 th – 18 th March 2021	2 nd Mar, 2021
ICTS 023	Microsoft Excel 2016 – Seghe /WP	3 days	6 th – 8 th April 2021	23 rd Mar, 2021
ICTS 023	Microsoft Excel 2016 – Auki / MP	3 days	24 th – 26 th August 2021	10 th Aug, 2021

Keynote Speakers Series (KSS)

Keynote Speakers are eminent persons who reside in or visit the Solomon Islands from time to time and by invitation are prepared to speak on key topics relevant to public administration management and leadership.

The keynote speaker series are not limited to a *keynote address*, they may for example include *panel discussions, the launch of policy initiatives, alumna gatherings, information sessions and workshops*.

All officers are encouraged to contribute to this series by nominating possible keynote speakers or by registering an email address in order to receive copies of the “**IPAM Keynote Speaker Flyer**” that will be circulated from time to time to advise on upcoming events. Officers can register by simply sending your email address to IPAM Help Desk at information@ipam.gov.sb.

Advice on upcoming events will also be distributed to Permanent Secretaries, HRM Officers or the press or be placed on notice boards in Ministries.

Career Pathways for Public Officers

Apart from the courses and programs that are offered by the Institute of Planning and Administration (IPAM) to officers, IPAM should be used as an avenue where public officers would use to build their career pathway while continue serving their government. IPAM would continue to offer its courses while simultaneously offering other courses from other universities and institutions that offices would use to build their career with. Courses from other universities would be provided using IPAM as the training venue for those courses and programs on face-to-face basis.

This model was actually done by IPAM in collaboration with other internal and external universities, where IPAM facilitates those accredited trainings/courses and universities came and run their programs and courses on face-to-face mode. Accredited Programs and courses are owned by other Universities and Institutions but they are delivered by their Lecturers in-country with IPAM doing the facilitation role. This means that participants who complete the program successfully will be awarded with an award from that University or Institute. For example, IPAM facilitates ICDL (International Computers Driver’s License) computer trainings from Singapore and Australia. Other accredited trainings that IPAM facilitates or supports includes, USP/TAFE Certificate IV in Project Management, Certificate IV in Procurement, USP’s Postgraduate Certificate in Gender Studies, Postgraduate Certificate in Diplomacy and International Affairs and etc. These accredited trainings are one off training offerings. They are arranged when certain credentials or requirements are established or met.

Courses and area of study would be advertised to officers and those who are willing to apply would do so with the Institution would compile and getting the names of the officers’ together ready for training. After that IPAM would organise those institutions who are offering those courses to come or send their facilitators to actually come here and run those courses on face-to-face basis with those public officers. These officer could undertake graduate courses up to master levels.

This an ideal and comprehensive approach where returns on investments (ROI) is very high because less money and resources would be used to train so many officers here compared to sending them to train abroad where lots of money would be used to train them. Less money spend to build the careers of these officers while they serve and work here. A very comprehensive approach especially now where COVID 19 had brought upon us.

2021 Fees & Cost Sharing

Since the inception of the Institute of IPAM the government have been paying for all the expenses incurred regarding the training of public officers who serve both in Honiara and provinces. All the courses that are listed in the IPAM Prospectus are all offered for FREE to any or all public officers who wish to undertake training at IPAM. This means that the government pays for the followings;

- i. Cost for producing the resources for trainings for the participants
- ii. Travelling expense and freights for facilitators and
- iii. Allowances for facilitators as well as participants who take part in those courses and trainings.

However, if any ministry or provincial governments wants to undertake trainings or courses that are not enlisted in the Prospectus then that particular ministry or provincial government must share the costs with IPAM. It means that IPAM and its facilitators would continue to provide trainings to government ministries/agencies and provincial governments even if they are not listed or scheduled in the IPAM Prospectus on a **Cost Sharing Basis Approach** and must have the minimum requirement of fifteen (15) participants before the training could go on. Once an approval is made all cost sharing commitments become binding obligations.

The following items/resources are being offered as cost sharing and to be paid or met by the requesting ministry/agency other than IPAM/MPS:

1. Facilities/venue hire
2. Catering
3. Accommodation, allowance and travelling expenses for facilitator for provincial requests
4. Printing of courses materials
5. Freights for course materials for provincial requests

Provincial Request:

For Provincial requests the following must be met before the training could go on a cost sharing basis;

Province to meet the following;

- a. Facilitator/s travel- to and from & Honiara
- b. Accommodation
- c. Catering costs
- d. Hire of venue
- e. Facilitator allowance
- f. Co-facilitators/trainers/guest speakers allowance if they are engaged
- g. To print training materials for number of participants to attend if IPAM is unable to do printing due to financial difficulties
- h. Meet freight costs if IPAM prepare training materials

Honiara Requests;

Ministry or organisation requesting to meet the following:

- a. Catering
- b. Provide venue or hire/meet venue expenses
- c. Co-facilitators/trainers/guest speakers allowance if they are engaged – if have that in their budget under their training programs otherwise IPAM facilitators to deliver the request course/s at no cost.
- d. To print training materials for number of participants to attend if IPAM is unable to do printing due to financial difficulties
- e. To pick and drop facilitator if IPAM having difficulties with transport

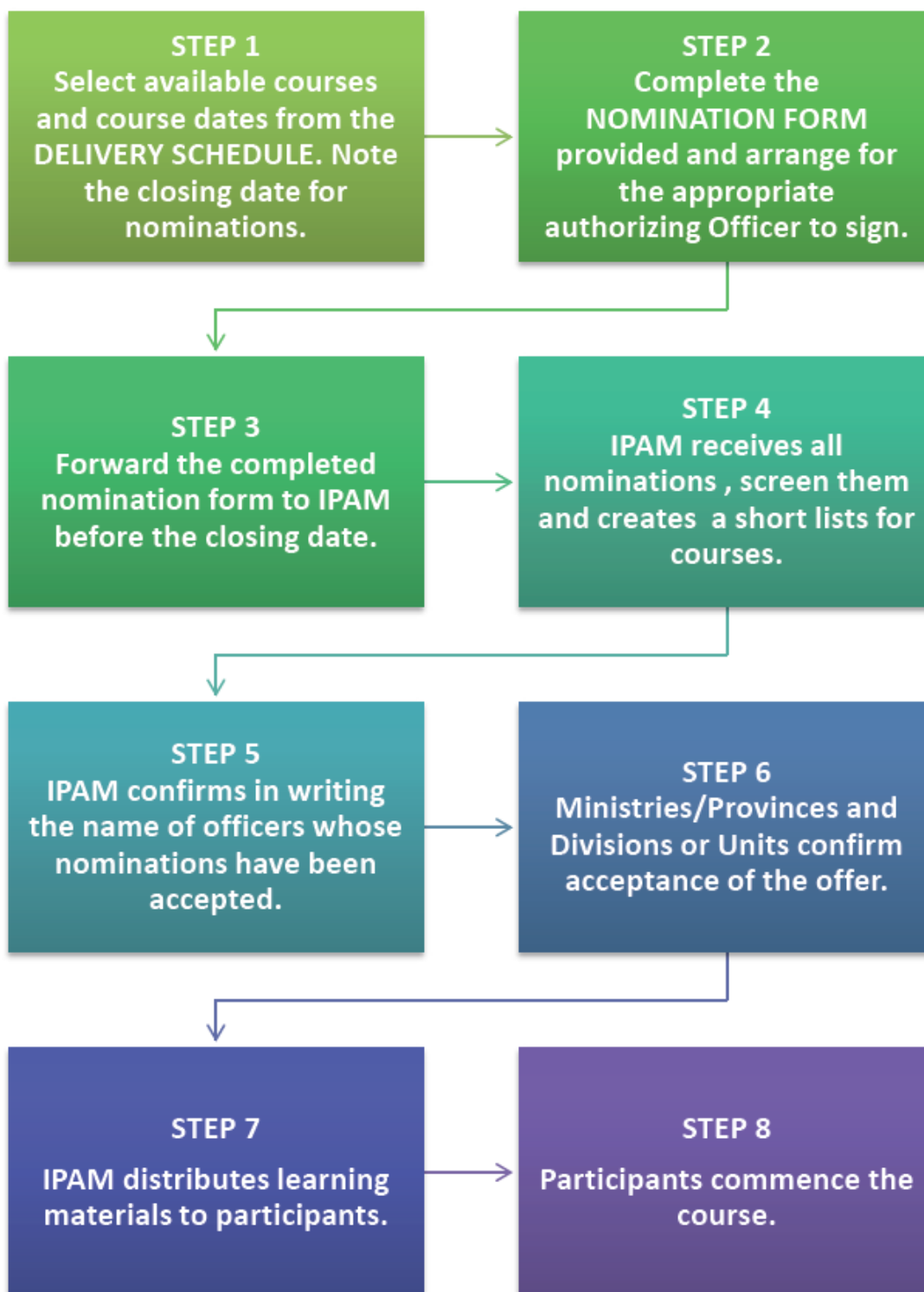
Enrolment Procedures:

Policy and Procedures for Nominations

Policy for Nominating for IPAM Learning and Development Programs and Courses.

1. The nomination form provided at A14.3 should be completed and signed by the Permanent Secretary or an Officer who is authorized by the Permanent Secretary or Head of Division to nominate officers to attend learning and development courses at IPAM.
2. In making a nomination, the Ministry/Province and Division or Unit is committing to the fulltime participation of the officer as specified in the course information and the support of managers and supervisors when the participant is required to undertake study and/or complete an assignment or project in the work place.
3. The closing date for nominations has been scheduled two weeks prior to the commencement of the course. This is to allow IPAM sufficient time to screen applicants and confirm nominations to Ministries/Provinces and Divisions or Units and to distribute information to participants.
4. The completed nomination form must be returned to IPAM prior to the closing date for nominations. Incomplete nomination forms or forms received after the closing date will not be accepted, nor will any changes to the original list of nominations.
5. On receipt of nominations from Ministries/Provinces and Divisions or Units, IPAM will finalize the list of applications and advise ministries of public officers who have been selected to attend a particular learning and development course.
6. Finally to be consistent with IPAM nomination policy and procedure, all government ministries and agencies Must provide their HRD plans to IPAM.

Process and Steps for Completing a Nomination and Confirming a Participant



IPAM Course Nomination Form



Institute of Public Administration and Management (IPAM)
 Ministry of Public Service
 P O Box G29, Honiara, Solomon Islands

Course Code:..... Course Title:

Course Date:..... Ministry/Province and Division:.....

Contact Details. Tel: Fax: Email:.....

Nominees Name	Job Title/Level	Gender (F/M)	Length of Service	Previous IPAM Course attended	Name of Supervisor/ Manager

Signature:

Supervisor: Responsible officer: Date:

(The Supervisor will be the Nominating Officer and the Permanent Secretary or an Authorizing Officer is the Responsible Officer)