MINISTRY OF PUBLIC SERVICE
INSTITUTE OF PUBLIC ADMINISTRATION AND
MANAGEMENT (IPAM)

LEARNING AND DEVELOPMENT PROSPECTUS 2021

'Aspire to Excel'

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NOTICE TO PARTICIPANTS AND THEIR MANAGERS OR SUPERVISORS

IPAM welcomes participants from across the Public Service and other sectors.

When participating in IPAM Learning and Development programs, participants and their Manager or Supervisor hold certain responsibilities. These responsibilities are provided in detail within each program description.

IPAM invites all potential participants to familiarize themselves with the IPAM Professional Standards. Although it is very rare, please note that poor performance or disruptive behavior may lead to officers being directed to leave IPAM courses.

IPAM Courses offered this year (2021) are scheduled in the training schedule for Honiara and Provinces (pg. 6 – pg.10). IPAM courses not scheduled are not offered this year.

COURSE LEVELS AND CODING

To help our clients to make the right selection for their needs, this prospectus includes a coding system that identifies 3 different levels of program:

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

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

The coding system described herein are for all IPAM courses.

LEVELS	NUMERICAL CODES
Introductory	**010 to 019**
Intermediate	**020 to 029**
Advanced	**030 to 039**
Accredited	**40** (If that course has no code then we use this otherwise we use the code used for the accredited course).

CONTACT

Please talk to our helpful staff at IPAM and/or contact the office using the given contacts below, for further information regarding the courses, course suitability or where inconsistencies arise from the IPAM Prospectus 2021 publication. The IPAM Prospectus 2021 can be down loaded from the public service portal under the Ministry of Public Service using the online access link given below.

Mail: Institute of Public Administration and Management (IPAM)
Ministry of Public Service, P O Box G29, Honiara.

Telephone: +677 23042 / 23044 / 25777

Email: PKwasi@ipam.gov.sb or CAruafu@ipam.gov.sb

Online access: The IPAM Prospectus2021, can accessed the link provided;
https://solomons.gov.sb/ministry-of-public-service/IPAM Learning and Development Prospectus 2021.pdf

1.0 INTRODUCTION

I have the honor to present the Institute of Public Administration and Management (IPAM) Learning and Development Prospectus for this year, 2021; **IPAM Learning and Development Prospectus 2021**

The Institute of Public Administration and Management (IPAM) is a division in the Ministry of Public Service (MPS). It is mandated to be the training arm of the Solomon Islands Government. This mandate involves building the capacity of Solomon Islands Public Service workforce on role-focused trainings. This covers programs and courses in disciplines such as Public Administration and Supervision, Leadership and Management, Information and Communication Technology skills, Financial Management and Public Service systems and Procedures.

The IPAM Learning and Development Prospectus 2021 contains comprehensive information on the training programs and eligibility requirements that would guide participants when choosing courses and programs offered by IPAM. The information that are provided in the prospectus includes; training schedules, admission requirements and the courses that are offered under the IPAM training units. The training units are; Corporate Learning and Development Unit (CLDU), Information and Communication Technology Unit (ICTU) and Leadership and Management Development Unit (LMDU).
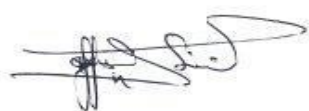
The IPAM Learning and Development Prospectus 2021, embraces the vision and mission of IPAM, that is, it focuses on being a leading institution in Learning and Development that contributes to the creation of skilled, professional and ethical public service that is empowered to providing public values and service delivery to the community.

This year, IPAM continues to offer mainly role-focused/hands-on trainings and programs and it supports other stakeholders in offering accredited trainings that would build the skills and knowledge and promotes good ethics among the participants. IPAM is still recognized by the Solomon Islands Government and other stakeholders/partners as the leading institution that is enriching public officers' capability and relevance through training and capacity building. Our external partners are continuing to support and build the capacity of the institution.

Given the new scenario or the "new normal" in the public service, IPAM will endeavor to maintain its status as a leading of institute of excellence in learning and development. We are determined to collaborate with our stakeholders and partners to coordinate and facilitate the new training demands and needs in the public service.

Make use of the training opportunities that IPAM and the Ministry of Public Service offers in the IPAM Learning and Development Prospectus 2021. All the best in your trainings.

God Bless

Nego Sisiolo

Permanent Secretary

Ministry of Public Service

2.0 TRAINING SCHEDULE - HONIARA: FEBRUARY – NOVEMBER 2021

2.1 INDUCTION SERIES - COC AND KNOWING YOUR PUBLIC SERVICE (COC &KYPS)

Course Codes	Course Titles	Duration	Date	Due Date For Nominations
CLD 010	**Code of Conduct**	1 day	23/02/2021	10/02/2021
CLD 011	**Knowing Your Public Service**	5 days 4 days	15 – 19/03/2021 29/ 03 – 01/04/2021	02/03/2021
CLD 010	**Code of Conduct**	1 day	17/05/2021	04/05/2021
CLD 011	**Knowing Your Public Service**	5 days 4 days	12 – 16/07/2021 27 – 30/07/2021	29/06/2021
CLD 010	**Code of Conduct**	1 day	20/08/ 2021	06/07/2021
CLD 010	Code of Conduct	1 day	09/09/2021	27/08/2021
CLD 010	**Code of Conduct**	1 day	27/10/2021	14/09/2021
CLD 010	Code of Conduct	1 day	26/11/ 2021	12/10/2021

2.2 CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

Course Codes	Course Titles	Duration	Date	Due Date For Nominations
CLD 021	**Financial Legislative Framework**	1 day	10/05/2021	28/04/2021
CLD 022	**Budget & Financial Management**	2 days	11 – 12/05/2021	29/04/2021
CLD 023	**Ethics & Governance**	3 days	9 – 11/06/2021	27/05/2021
CLD 025	**Developing Workplace Procedure**	2 days	30 -31/08/2021	18/07/2021
CLD 024	**Executive Personal Secretary**	3 days	28 – 30/09/2021	16/07/2021
CLD 020	**Records Management**	3 days	10 – 12/11/2021	28/10/2021

2.3 BUILDING ESSENTIAL SKILLS SERIES (BESS)

Course Codes	Course Titles	Duration	Date	Due date For Nominations
CLD 012	**Customer Service Always**	3 days	10 – 12/02/2021	29/01/2021
CLD 014	**Presentation skills**	1 day	01/10/2021	17/09/2021

| CLD 015 | **How to Run a Successful meeting** | 1 day | 08/10/ 2021 | 24/09/2021 |
| CLD 014 | **Facilitation Skills** | 1 day | 24/09/2021 | 10/09/2021 |

2.4 LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMD)

Course Codes	Course Titles	Durations	Date	Due date for nominations
LMD 020	**Performance Management Process (PMP)**	3 Days	3 – 5/03/2021	18/02/2021
LMD 023	**Supervisor Development Course**	3 Days	14 – 16/04/2021	01/04/2021
LMD 021	**Project Management**	5 days	24 – 28/05/2021	12/04/2021
LMD 022	**Monitoring & Evaluation**	4 days	13 – 16/07/2021	01/07/2021
LMD 20	**Performance Management Process(PMP)**	3 days	17 – 19/08/2021	04/07/2021
LMD 023	**Supervisor Development Course**	3 days	27 -29/09/2021	14/07/2021
LMD 022	**Monitoring & Evaluation**	4 days	19 – 22/10/2021	07/09/2021

2.5 INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

Course Codes	Course Titles	Durations	Date	Due date for nominations
ICTS 022	**Microsoft Power Point Presentation**	3 days	15 – 17/02/2021	02/02/2021
ICTS 011	**Zoom Online Meeting**	½ day	8/03/2021	24/02/2021
ICTS 010	**Basic computer Essential**	3 days	20 – 22/04/2021	08/04/2021
ICTS 024	**ICDL Workforce**	2 months	03/05/2021 – 16/07/2021	19/04/2021
ICTS 020	**Microsoft Word 2016**	3 days	8 - 10/06/2021	28/05/2021
ICTS 021	**Information & Communication**	3 days	19 – 20/07/2021	07/06/2021
ICTS 020	**Microsoft Word 2016**	3 days	9 – 11/08/2021	28/07/2021
ICTS 023	**Microsoft Excel 2016**	3 days	13 – 15/09/2021	01/09/2021
ICTS 022	**PowerPoint presentation**	3 days	4 – 6/10/2021	21/09/2021

3.0 TRAINING SCHEDULE - PROVINCES: FEBRUARY – NOVEMBER 2021

3.1 MALAITA PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
CLD 010	**Code Of Conduct** (Waisis CHS)	1 day	01/03/2021	17/03/2021
CLD 011	**Know Your Public Service** (Waisis CHS)	5 days	01 – 05/03/2021	17/03/2021
LMD 021	**Project Management** (Afio)	5 days	03 -07/05/2021	18/06/2021
ICTS 023	**Microsoft Excel 2016** (Auki)	3 days	24 – 26/08/2021	10/08/2021

3.2 ISABEL PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
LMD 022	**Monitoring & Evaluation** (Buala)	4 days	16 – 19/02/2021	02/02/2021
CLD 010	**Code Of Conduct**(Kalenga CHS)	1 day	24/05/ 2021	11/04/2021
CLD 011	**Know Your Public Service** (Kalenga CHS)	5 days	24 – 28/05/2021	11/05/2021

3.3 GUADALCANAL PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
ICTS 020	**Microsoft Word 2016 (Guadalcanal Province)**	3 days	16 - 18/03/2021	02/03/2021
LMD 021	**Project Management** (Marau)	5 days	14 -18/06/2021	02/06/2021
CLD 010	**Code Of Conduct** (Jacob Vouza CHS)	1 day	21/06/2021	08/06/2021
CLD 011	**Know Your Public Service** (Jacob Vouza CHS)	5 days	21 - 25/06/2021	08/06/2021

3.4 WESTERN PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
LMD 020	**Performance Management Process** (Munda & Noro)	5 days	22-26/03/2021	09/03/2021
ICTS 023	**Microsoft Excel 2016** (Seghe)	3 days	6 – 8/04/ 2021	23/03/ 2021

3.5 CHOISUEL PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
CLD 010	**Code Of Conduct** (Moli CHS)	1 day	05/04/2021	23/03/2021
CLD 011	**Knowing Your Public Service** (Moli CHS)	5days	05 - 09/04/2021	23/03/2021

3.7 MAKIRA PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
CLD 010	**Code Of Conduct** (Kirakira)	1 day	13/09/2021	31/08/2021
CLD 011	**Know Your Public Service** (Kirakira)	5 days	13 - 17/09/2021	31/08/2021
CLD025	**Developing Work Place Procedures** (Kirakira)	2 days	11 – 12/10/2021	30/09/2021
CLD 020	**Record Management** (Kirakira)	3 days	13 - 15/10/2021	30/09/2021

3.8 CENTRAL PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
LMD 020	**Performance Management Process** (Tulagi)	3 days	03 - 05/08/2021	21/07/2021
CLD 010	**Code Of Conduct** (Vuranimala CHS)	1 day	09/08/2021	27/07/2021
CLD 011	**Know Your Public Service** (Vuranimala CHS)	5 days	09 - 13/08/2021	27/07/2021

3.9 RENBEL PROVINCE: TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
CLD 023	**Ethics and Governance** (Bellona)	3 days	7 - 9/06/2021	24/05/2021
CLD 025	**Developing Work Place Procedures** (Bellona, Renbel)	2 days	10 – 11/06/2021	27/05/2021
LMD 020	**Performance Management Process** (Tingoa, Renbel)	3 days	7 - 9/09/2021	23/08/2021

4.0 ABOUT IPAM

IPAM was e stablished in 2005 and had developed into a premier training institution for the public officers in the country as well as the region. It offers reputable courses that focuses on role-based and hands on trainings (on the job trainings). The establishment of IPAM therefore focuses on enhancing and enriching the performances of the public officers thereby providing quality service delivery to the populace.

Currently, IPAM is a division within the ministry of Public Service. It is mandated to carry out training for public officers stipulated under Cap 92/ 4 – 1 (c), in the Public Service Act. IPAM has four units; Leadership and Management Unit (LMDU), the Corporate Learning and Development Unit (CLDU), Strategic Planning Unit (SPU), Program Design and Development Unit (PDDU) and the Business Support Unit(BSU) which oversees the administration and management of the training schedules in liaison with the training Units.

IPAM offers a wide variety of courses and programs that cover mostly areas of induction and corporate administration/management, leadership and basic technical courses, ICT courses and liaises with other institution for accredited courses on short and long-term basis. Most of the courses that are offered in this are work related enrichment tools or role based trainings designed purposely to enhance and build the capacity public officers' various responsibilities for effective and efficient and ethical delivery of service. It awards certificates to public officers who have undertaken these courses upon completion. Obtaining an IPAM certificate has been proven to increase the capacity of public officers and has assisted many public officers to excel in their duties.

IPAM is now working with stakeholders to develop its training to meet the contemporary needs in this new public management era. This is by linking up with local, regional and international training or academic institutions to provide courses and programs that would assist public officers to acquire relevant qualifications skills, knowledge and ethics. It also forges relationship with donors to support its aspirations and to develop its training facilities and capabilities to meet the growing demand and relevant training opportunities for it clients.

You are urged to choose IPAM for your training and development plans because it it's a government funded program and offers contextualized enrichment and role-based trainings. an institution that would help you to acquire hands-on and enrichment trainings within the public service. This will empower you to work effectively and efficiently, ethically and would support you to build a successful career. Furthermore, it will drive you towards a high satisfaction job within the public sector.

5.0 IPAM PRINCIPLES AND STANDARDS

5.1 IPAM PROFESSIONAL STANDARDS

IPAM's Professional Standards are a statement of the values and practices that guide the way in which IPAM operates. We offer a summary of our Professional Standards so that Ministries can share in our aspirations and support IPAM's efforts in living to these standards.

Honesty and Integrity	• We take action consistent with these values and capabilities. • We are responsible for earning and sustaining public trust by being honest, open and transparent in all matters of public administration.
Pride and Sense of Duty	• We take pride in promoting unity of purpose and being patriotic through the delivery of learning and development programs. • We display a sense of duty, commitment and dedication.
Accountability	• We take personal responsibility for achieving results by working to clear objectives and through the best use of financial, physical and human resources. • We always accept the consequences of actions or decisions that they make.
Merit and Equal Opportunity	• We make decisions and treat people without prejudice. • We ensure decisions are made without patronage, favouritism or political influence.
Achievement and Self Confidence	• We believe in our own ability and celebrate our achievements. • We are not be afraid to acknowledge our strengths and weaknesses and to seek development guidance.
Creativity and Innovation	• We encourage innovation and continuous improvement in design and management of programs. • We honour and follow through to completion commitments we make and assigned tasks.
Tolerance and Empathy	• We accept and respect differences. • We encourage constructive objective, evidence-based criticism as a means of growth and recognize and embrace opportunities to learn and apply new ideas.
Customer Service	• We provide a friendly and helpful service to customers. • We understand and work to meet the needs of customers, manage expectations and strive to demonstrate a work ethic that exceeds commitments that have been given.

5.2 IPAM PRINCIPLES OF ADULT LEARNING

IPAM's strategic intention is to ensure that the approach taken to the design, delivery and management of learning and development in the Solomon Islands Public Service is aligned with Adult Learning Principles. To support the achievement of this intention, IPAM has identified a set of principles that inform their approach and provide a guide for all future activities.

Since 2011, IPAM has been working hard to ensure that the programs they offer are in line with their Adult Learning Principles. To this end an important document has been produced: The *Guideline for Review and Design of IPAM Learning and Development Programs.* The Guideline 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 Guideline is being used in the design of new programs and in the review of existing ones.
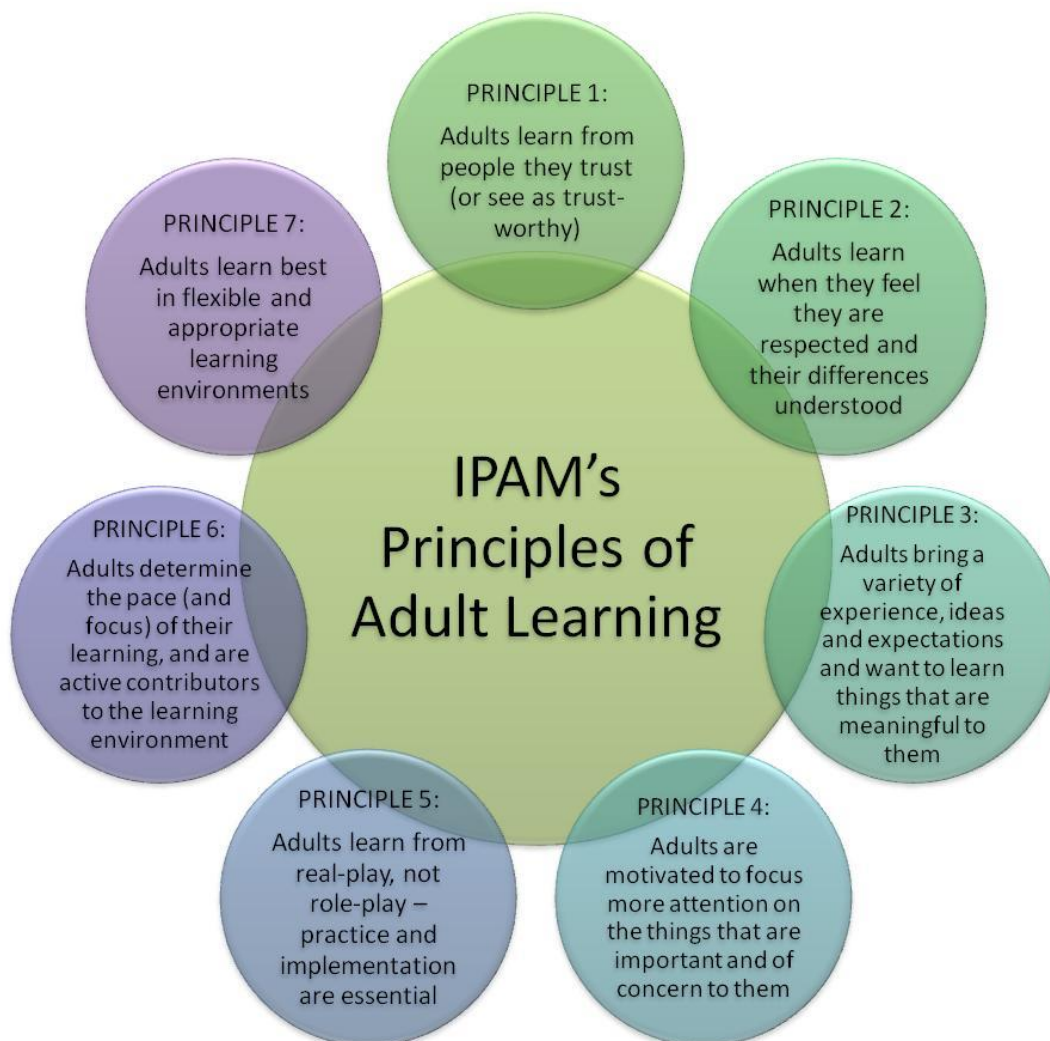
6.0 INDUCTION SERIES - CODE OF CONDUCT AND KNOWING YOUR PUBLIC SERVICE

6.1 COC: Code of Conduct

INTRODUCTORY

Course Overview

Solomon Islands Public Service (SIPS) strives for a standard excellence in service delivery as a benchmark in delivering public services. Therefore, SIPS Code of Conduct was developed as the standard code for all ministries and provinces. This course determines to serve as a guide to the everyday professional conduct of Public Officers.

Code of Conduct Course comprises of SIPS Code of Conduct five key principles;

- Respect for the Law and Government
- Respect for people
- Integrity
- Diligence
- Economy and Efficiency

Attending this course will enable officers to be aware about standards and expectations while serving the wider community. Public Officers are expected to live and achieve continuous high standard of ethical work performance to ensure that individuals, and the Public Service as a whole deliver 'best practice' public services.

Successfully completing this course will inform and empower Public Officers of their responsibilities as a Public Officer operating under the code and consequences for breaching the Code. Significantly, Public Officers to acknowledge their obligatory understanding under the Code and willingness to comply with SIPS Code of Conduct.

Target Group

This course was designed for all public officers and direct employees for all Provincial Governments. Ideally the course aimed to provide the added value in ethical work behaviour and attitude. This course is also a requirement for confirmation and promotions in the Public Service of Solomon Islands.

Course Summary	
Duration	1/2 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

6.2 KYPS: KNOWING YOUR PUBLIC SERVICE

INTRODUCTORY

This series includes core service wide learning and development courses and programs relating to public administration and management. The focus of this series was identified through the IPAM service wide training needs analysis and is refined through ongoing consultations with Ministries.

Course Overview

This course aims to improve the understanding of public officers about the broader operations of Solomon Islands Government with its responsibilities when delivering services to the citizens of the Solomon Islands. The course is suitable for both long serving and new public officers.

This course includes four key elements; preprogram learning by participants, cross cutting topics, learning and development theory and the application of learning in the work place. The methodology embraces an integrated approach to learning and development such as; facilitated discussions, workshops, field trips, role-plays, and projects and assignments.

Subject matter includes laws that regulate the operations of the public service, an overview of organization structures, and the roles and function(s) of central and line Ministries as well as key policies, systems and procedures. This course also aims to assist officers in fostering mutual respect and an understanding of the importance of ethical relationships between other officers in the Public Service, the community, and the elected Government.

The course comprises eight modules:

Module 1: Professional Standards

Module 2: The Public Service as an Organization

Module 3: The Parliament

Module 4: Legal Framework of the Public Service

Module 5: Public Service Systems, Procedures and Work Practices

Module 6: Human Resource Management in the Public Service.

Module 7: Improving Relations in the Work Place

Module 8: Work Place Projects or Assignments.

Module 1 and Module 7 make up the cross cutting topics. These are "IPAM Professional Standards" and "Improving Relations in the Work Place". **Module 1 IPAM Professional Standards** deals with behaviors and work practices that are expected of IPAM Officers and participants when delivering or attending learning and development courses at IPAM. **Module 7 Improving Relations in the Work Place** deals with forms of harassment and discrimination in the workplace, diversity, and how mutual respect can contribute to work place productivity and the well-being of public officers.

Module 8 Workplace Projects or Assignments is a crucial component of the course. Participants will be tasked with a project or assignment that they will be required to complete within the time allocated to the course. This will require the cooperation and support of Managers/Supervisors. Participants will be advised of the projects or assignments during the course of study.

Target Group

Although priority will be given to public officers who are in the first six months of service, IPAM encourages nominations for this course from officers regardless of experience.

Managers/Supervisors and Participants Responsibilities

Pre-course reading is a requirement for all participants. Participants who are nominated to attend the course will be sent a pre-course study kit prior to the commencement of the course.

In collaboration with their Managers/Supervisors participants are required to collect information relating to the roles, functions, goals, and objectives of the Ministry in which they are employed. The information they collect will form the basis for presentations that participants will be required to give during the course. If more than one officer from the same Ministry is accepted into the course, they may collaborate on this assignment providing they all participate in the final presentation. IPAM has equipment that will aid presentations including white boards, projectors and chart paper.

If it becomes evident that participants have not read the material provided or they have not prepared a presentation, they may not be eligible for receiving certificates.

This is a compulsory course for all officers entering the Public Service. Before officers are confirmed, they must have completed this course.

Course Summary	
Duration	10 Days
Total Workshop Days	8 Days (includes field trips)
Approach to Workplace Learning	2 Days to complete Workplace Project or Assignment (Module 8)
Maximum No of Participants	25
Requirement for Certification	Attendance at full 10 Day program
Delivery Locations	Honiara and Provinces
The Provincial outstation training for this course will only be conducted for 5 days (field trips not included)	

7.0 CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

7.1 CLDS: Developing Workplace Procedures

INTERMEDIATE

Course Overview

Policies and procedures are an essential part of any organization since they reduce the risk of problems arising. A policy is a statement on a specific issue that clarifies the overall standards applied to work practices, delegations and responsibilities. It explains employer and employee rights and accountabilities and the consequences of failing to adhere to the standards. Without clear policies there are no clear directions for the organization and we can end up with a chaotic and hostile work environment.

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.

Course content includes:

- The Policy Cycle
- Types of Policies
- Policy Development Process
- Policy Content
- Procedure development process

Target Group

Level 6 and above

Managers/Supervisors and Participants Responsibilities

Participants are encouraged to familiarize themselves with Chapter C – Conduct and Discipline section of the General Orders and the Solomon Islands Public Service Code of Conduct.

Course Summary	
Total Workshop Days	2 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara and Provinces

7.2 CLDS: Executive Personal Secretary Course

INTERMEDIATE

Course Overview

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 the right hand of many executives in government or business offices, working together as a team. In the government office, a 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 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.

Participants undertaking this course will have a clear understanding of their roles and functions in effectively managing Executive Offices.

Course Content: The course will focus on developing appropriate knowledge, skills and attitudes that will improve the performance of executive secretaries in managing executive offices.

Outstanding Protocol Services start with an effective and efficient Executive Personal Secretary (EPS) who knows his/her duties well.

The four (4) modules in the Executive Personal Secretary Course: Enhancing knowledge for quality performance, that prepares officers well for the EPS office include;

- Module 1: Ethics, Values and Domains of influence
- Module 2: Personal Grooming
- Module 3: Good Customer Service
- Module 4: Doing it Right
    - Proper Forms of Addresses/Titles/Introductions
    - Protocol and Etiquette for Official Events and Entertainments
    - Arranging Overseas Travels
    - Seating Plan

This course is designed to introduce to Executive Personal Secretaries (EPS) necessary Protocol needed to equip them with knowledge, skills and confidence to carry out their duties more properly   in the areas of;

- Personal/organizational ethics and values.
- Basic required skills in their day to day work.
- Performance to the standard required (protocol)
- Performance with professionalism to meet expectations of the executive level.

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Throughout the course officers will have the opportunity to engage in some practical sessions and field trip as well as group activities.

Target Group

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

Managers/Supervisors and Participant Responsibilities

Participants are encouraged to familiarize themselves with their Ministries/Agencies Corporate Plans and the General Orders. Also they are expected to have done the Knowing Your Public Service course. Participants are also expected to fully participate in all aspects of the course and to contribute their own experience and expertise. Attendance at the workshops is required.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

7.3 CLDS: Engaging Adult Learners

INTERMEDIATE

Course Overview

This course is specifically designed to equip IPAM Associate Trainers and Guest Speakers to be able to effectively engage adult participants in IPAM programs. Delivering specialist information to adult learners requires much more than just "telling" participants what you know. In order to help facilitate learning, Associate Trainers and Guest Speakers must also understand how to design their program module to engage participants so that they interact, explore and make sense of the information provided. Adult learning is an autonomous process, and the role of the Associate trainer is to create an "environment" that is conducive to effective learning.

Participants in this program will learn some practical steps that they can take to design their approach and deliver their material as effectively as possible. They will be provided with a practical Guideline to assist their planning so that they can confidently work to IPAM's Principles of Adult Learning.

Target Group

IPAM Associate trainers and IPAM Guest Speakers. Prospective Associate Trainers and Guest Speakers are also welcome.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	IPAM will provide ongoing coaching support to help participants apply what they learn to improve their own delivery when they next deliver in an IPAM program
Maximum No of Participants	25
Requirement for Certification	Attendance at all workshop days
Delivery Locations	Honiara

7.4 CLDS: Financial and Legislative Framework

INTERMEDIATE

Course Overview

As a public servant you are governed by rules as to what you can do. This is particularly the case when it comes to the use and control of public money, but also activities that may have a financial impact such as purchasing goods and services or organizing travel. 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.

Course content includes:

- The Structure of Government in the Solomon Islands
- Legal requirements
- The Constitution, the Public Finance and Audit Act and other legislation
- Roles and Responsibilities of Parliament, Government, Ministries and other key parties
- Major procedures and activities in the public service with a financial impact
- The Budget, collecting, managing and using public money
- Responsibilities and Obligations of public servants in making financial decisions
- The Financial Instructions – what they are and what you need to know

Target Group

This course seeks to improve understanding of how the financial framework operates and how it impacts on people's jobs. The focus of this initial course is on Chief Accountants and other senior accounting staff.

After an evaluation of the pilot course necessary changes will be made and access to the course will be extended to all public servants in 2012. It will be strongly recommended that public service managers attend the 2012 course.

Managers/Supervisors and Participants Responsibilities

As an introductory course no learning and development resources will be provided to participants prior to the commencement of the course. Participants are expected to fully participate in all aspects of the course and to contribute their own experience and expertise.

Course Summary	
Total Workshop Days	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

7.5 CLDS: Budget and Financial Management

INTERMEDIATE

Course Overview

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.

Course content includes:

- The Budget
  - o Overview of the Budget Process
  - o Key elements of a Ministry Budget
  - o Approval of the Budget and Allocation of Funding
- Managing Budgets
  - o Spending plans and revenue forecasts
  - o The importance of cash - phasing monthly cash requirements and forecasts
  - o Managing within Budget and why
  - o Preparation of monthly reports on current and expected financial performance
  - o Changes to Budget allocations and amounts
  - o Expenditure and revenue reviews
  - o Reporting and accountability - Parliament, Government and the Permanent Secretary
  - o Preparation of monthly reports for Permanent Secretary
  - o End of year – accounts, audit and reporting to Parliament

Target Group

This course seeks to improve understanding of how resources are managed and what this means for how people do their jobs. The focus of this course is on Chief and Senior Accountants, other senior accounting staff and managers.

Managers/Supervisors and Participants Responsibilities

As an introductory course no learning and development resources will be provided to participants prior to the commencement of the course. Participants are expected to fully participate in all aspects of the course and contribute their own experience and expertise.

Course Summary	
Total Workshop Days	2 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

7. 6 CLDS: Ethics and Governance

INTERMEDIATE

Course Overview

Issues of misconduct and official corruption by public servants have tarnished the public service sector. At the center 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.

The course is divided into four modules. The objectives of each module are outlined in detail at the start of each module. The module topics include:

Module 1: Theories and Definitions of Ethnics

Module 2: Solomon Islands Public Service Ethnic and Standards

Module 3: Managing Unethical Practices

Module 4: Nurturing the Ethics Within

Target Group

Level 6 and above bracket who have completed the Public Service Code of Conduct training.

Managers/Supervisors and Participants Responsibilities

Learning and development resources will be provided to participants prior to the commencement of the course. Participants are also expected to familiarize themselves with the resources provided to ensure they can fully participate in all aspects of the course. They must also attend and actively participate in all the sessions of the course. Managers and Supervisors are also encouraged to support their officers in implementing and applying the learning in their respective workplaces.

Course Summary	
Duration	3 Days
Total Workshop Days	2 ½ Days
Approach to Workplace Learning	½ Day return to workplace for practice.
Maximum No. of Participants	25
Requirement for Certification	**Attendance** and **Demonstrated** completion of Workplace Activities
Delivery Locations	Honiara

8.0 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.

8.1 BESS: How to Run Successful Meetings

INTRODUCTORY

Course Overview

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 or chairing meetings, or preparing meeting minutes.

Course Summary	
Duration	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

8.2 BESS: Customer Service Always

INTRODUCTORY

Course Overview

This course enables public officers to better understand the principles of customer service, how to enhance service delivery and improve customer care and management.

Target Group

Any public officer who provides customer service to another ministry or the community.

Course Summary	
Duration	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

8.3 BESS: The Art of Report Writing

INTRODUCTORY

Course Overview

Report Writing is an essential skill that every public officer should acquire. It is a necessary skill that is easily acquired and very beneficial for the dissemination of important information in every organization. This course should enable public officers to be aware of the appropriate techniques of report writing.

Target Group

Any public officer who is interested in improving their report writing skills.

Course Summary	
Duration	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

8.4 BESS: Win-Win Negotiation Skills

INTRODUCTORY

Course Overview

Today in our workplaces, we are required to negotiate on a number of issues. Negotiation is sometimes thought of as a problem solving technique. Our working environment has become more diverse and communicating

effectively has become an important factor in maintaining a healthy work environment. Knowing and acquiring the skills or the art of negotiation will greatly assist public officers in effectively putting their views and opinions across to the intended party.

This course helps public officers to be aware of the necessary skills and the processes involved in achieving a win-win negotiation.

Target Group

Any public officer who is interested in improving their negotiation skills.

Course Summary	
Duration	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

8.5 BESS: Facilitation Skills

INTRODUCTORY

Course Overview

Facilitation skills and presentation are often misinterpreted to mean the same thing. This course aims at informing participants of the difference between facilitation and other presentation methods. It will also equip and improve the skills of officers who would like to facilitate courses whether it's in house or when the need arises. The course will also allow public officers to have a greater understanding and appreciate what facilitation is all about.

Target Group

Any public officer who is interested in developing or improving their facilitation skills.

Course Summary	
Duration	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

8.6 BESS: Presentation Skills

INTRODUCTORY

Course Overview

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

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

Course Summary	
Duration	1 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Provinces

9.0 LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMDS)

This series of important trainings responds to the widely acknowledged need for effective learning and development opportunities in the areas of leadership and management. The programs offered are linked to the new Leadership and Management Development Framework, and offer a range of courses and advanced level programs designed to support the development of capabilities needed in the context of the Solomon Islands Public Service.

9.1 LMDS: Leadership Development Program

ADVANCED

Course Overview

This advanced program offers opportunity to build contemporary leadership within SIPS, in a way that focuses on consolidating *transactional leadership* capabilities. These are the professional capabilities that are needed to ensure that effective and efficient task and project outcomes are achieved through the coordinated efforts of Ministry staff. This focus provides a solid foundation for the development of *transformational leadership capabilities*. Both transactional and transformational leadership is needed in the SIPS.

In particular, this program focuses on developing a range of capabilities in accordance with the new Leadership and Management Development Framework. Capabilities include: Action orientation; Delegation; Decision quality; Managerial courage; Perseverance; Managing and measuring work; Conflict Management; Confronting direct reports. The program also focuses on a range of cross-cutting capabilities including: Working with diversity; Self-knowledge; Ethics and values; Mentoring and coaching; Customer focus; Financial accountability.

This program involves a considerable commitment. It runs over a 3-month period and includes 10 workshop days. It also includes the establishment of project-based Action Learning groups back in the workplace to support each participant to apply what they are learning through the delivery of a strategic project.

Target Group

This is an advanced program designed for senior managers up to undersecretary. Ideally the program will work best with small groups of senior leaders from a number of different Ministries (e.g. 3-5 people from 4 different Ministries) as this will give the added advantage of groups of colleagues engaging in the learning experience together.

The program is highly recommended for public officers seeking promotion to levels 12/13 to SS3.

Managers/Supervisors and Participants Responsibilities

This is an **advanced level program** that requires considerable commitment of time and energy over the life of the program. Participants who are nominated must consider the commitment of **10 workshop days** over 3 months. Attendance at all workshop days is required for certification.

In addition, this program requires the formation of **workplace-based action learning groups** who will meet 4-6 times over the life of the program. This also requires a commitment of time and is necessary to progress the chosen strategic projects. Attendance at action learning group meetings is also required for certification.

Ministry Executives who approve participation need to also be aware of, and support participants, to make the time available for their full participation. This includes identifying projects that are of strategic relevance to the Ministry. In this way, Ministries can help ensure that practical value as well as professional development value is gained through the participation of their Ministry staff.

Nomination

Nomination for Leadership Development Program (LDP) is different from other courses. Each Ministry will have to nominate eight (8) of each senior management officers, five (5) officers are priority candidates for LDP and the other three (3) as reserves. Reserve candidates will replace any officer who is unable to attend all eight (8) stages of the program. Therefore, when filling up the IPAM nomination form please clearly indicate your reserve candidates.

Workplace Action-Learning Group Project

All nominated candidates must submit a Brief Project Proposal for their Action Learning Project. The chosen project must be relevant and ensure it is practical to the officers Ministry. (Please refer to the given guidelines provided on pages 50 and 51 in the appendix).

Program Summary	
Duration	4 Months
Total Workshop Days	11 Days (1+3+ 3+ 3+1 Days)
Approach to Workplace Learning	Project-based Action Learning Groups
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshops; Participation in 80% of scheduled Action Learning Group meetings
Delivery Locations	Honiara

9.2 LMDS: SUPERVISOR DEVELOPMENT

INTERMEDIATE

Course Overview

Becoming a supervisor is an exciting promotion and it brings with it a new set of challenges in the workplace. While effective supervision is influenced by how well the personalities of a team mesh together, there is also a set of skills and practices that an effective supervisor needs that can indeed be learned.

Even experienced supervisors can face work place dilemmas such as handling difficult personnel problems, confronting crises with confidence, communicating between managers and subordinates, and keeping their staff motivated, focused, and productive.

This course is designed to support participants to be assertive and confident in handling such dilemmas.

It will encompass the knowledge needed in assessing and managing employee performance, maintaining focus and accountability towards achieving the organization strategies, and ensuring effective communications with both subordinates and managers. This course will help participants 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 recently been promoted to supervisory roles.

Managers/Supervisors and Participants Responsibilities

Learning and development resources will be provided to participants prior to the commencement of the course. Participants are expected to familiarize themselves with the resources provided to ensure they can fully participate in all aspects of the course. Likewise, participants must also attend and actively participate in all the sessions of the course. Managers and Supervisors are also encouraged to support their officers in implementing and applying the learning in their respective workplaces.

Course Summary	
Duration	3 Days
Total Workshop Days	2 ½ Days
Approach to Workplace Learning	½ Day return to workplace for practice
Maximum No of Participants	25
Requirement for Certification	**Attendance** and **Demonstrated** completion of workplace activities.
Delivery Locations	Honiara and Provinces

9.3 LMDS: INTRODUCTION TO MANAGEMENT

INTERMEDIATE

Course Overview

The rate at which the world is changing has influenced or somewhat forced organisations to be more innovative and proactive in meeting the challenges of reforms and changes in general. The Solomon Islands Public Service is undergoing changes and the need to understand and adapt successfully to the changes is more evident now. The Introduction to Management course will equip public officers with the competencies needed to adapt to the changes and to work towards the achievement of their ministries/departments goals and objectives.

With the adult learning methods in mind, this course has been designed to be more practicable, allowing participants to put into practice what they have learned through action learning projects in workplaces. The course will be conducted module by module giving participants 2 weeks of workplace activities in between the modules. In total the course should run for 2 ½ months. This course should enable public officers to have a better understanding of what Management is all about.

Program content

Module 1:   Introduction and Briefing

Module 2:   Management of Self

Module 3:   Management of Activities

Module 4:   Management of Others

Module 5:   Management of Resources

Module 6:   Management of External Environment

Target Group

Level 6 and above

Managers/Supervisors and Participants Responsibilities

Participants are encouraged to familiarize themselves with their Agencies/Department Corporate Plan and the General Orders. Likewise, participants must also attend and actively participate in all the sessions of the course. Managers and Supervisors are also encouraged to support their officers in implementing and applying the learning in their respective workplaces.

Program Summary	
Duration	**2 ½ months** (Each module covered through a 1- day workshop and two weeks of workplace based activities)
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	**Attendance** and **Demonstrated** completion of workplace activities.
Delivery Locations	Honiara and Provinces

9.4 LMDS: Human Resource Management Fundamentals

INTERMEDIATE

Course Overview

Human Resource Management concerns recognizing that the workforce is vital to achieving goals of the organization. It means effectively and fairly utilizing several functions and activities for the benefit of the

individual, organization, and society. In the Solomon Islands Public Service, it means recognizing that effective HRM underpins future improvement.

This course is designed to enable public officers to have a better understanding of what Human Resource Management is all about and offers an opportunity for participants to put into practice what they have learned from each module.

The course will be conducted giving 2 weeks of action learning projects in the workplace between each module. The total duration for this course is 4 months.

Program content

Module 1:	Introduction to HRM and Planning
Module 2:	Job Analysis and Design
Module 3:	Recruitment and Selection
Module 4:	Human Resource Development Planning
Module 5:	Appraising and Managing Performance
Module 6:	Occupational Health and Safety
Module 7:	Employment Relations

Target Group

Level 6 and above

This course is highly recommended for Human Resource Managers or any public officer working in the area of human resource management.

Managers/Supervisors and Participants Responsibilities

At the commencement and completion of the course participants will be required to complete a course evaluation. Managers/Supervisors must support participants while doing their action learning projects in their respective work places. All participants are to familiarize themselves and comply with the IPAM Professional Standards.

Program Summary	
Duration	4 Months
Total Workshop Days	12 Days (1+2+2+2+2+2+1 Days)
Approach to Workplace Learning	Project-based Action Learning Groups
Maximum No of Participants	20
Requirement for Certification	Attendance at <u>all</u> workshops; Participation in 80% of scheduled Action Learning Group meetings
Delivery Locations	Honiara

9.5 KEYNOTE SPEAKER SERIES (KSS)

The Keynote address speaker series is coordinated by the LMD unit to engage renowned and eminent persons that are willing to share insights, knowledge and skills with the participants. These speakers 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 and 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 advice on upcoming events. Officers can register by simply sending your email address to IPAM BSU unit through PKwasi@ipam.gov.sb or CAruafu@ipam.gov.sb or IPAM LMD Facilitator SAmasia@ipam.gov.sb

Advice on upcoming events will also be distributed to Permanent Secretaries, online n the SIGNet or be placed on notice boards in Ministries.

10.0 INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

10.1 ICTS: BASIC COMPUTING

INTRODUCTORY

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 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.

Target Group

Any public officer who has limited or no knowledge about computer and it's usage as a tool for work and those interested in improving their computer skills.

Managers/Supervisors and Participants Responsibilities

For the program to be successful managers and supervisors must allow participants sufficient time to explore the importance and basic use of computers in the workplaces.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Delivery Locations	Honiara (IPAM Computer Laboratory)

10.2 ICTS: Microsoft Word 2016

INTERMEDIATE

Course Overview

The Microsoft Word 2016 is designed to introduce version of Microsoft word processing concepts and applications to Public Officers. It will enable the officer to demonstrate his or her ability to use the word processing application to type any written correspondence.

The content of this course includes understanding the Microsoft Office Word 2016 screen layout, creating, modifying, formatting and saving documents. The officer will also be able to use some of the features associated with word processing applications such as creating standard tables, inserting pictures and images within a document, and using mail merge tools.

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

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 Microsoft Office Word 2016.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Laboratory)

10.3 ICTS: Microsoft Excel 2016

INTERMEDIATE

Course Overview

The Microsoft Excel 2016 course is the world's widely used spreadsheet software. This program 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 2016 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 and linking of worksheets.

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 Microsoft Excel 2016

Course Summary

Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Laboratory)

10.4 ICTS: Information and Communication

INTERMEDIATE

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 electronic mail (e-mail) using the Microsoft Office Outlook. This includes create, send and receive messages, creating folders, and attaching files to mail messages. Participants will also be able to create distribution

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

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Laboratory)

10.5 ICTS: Microsoft Power Point 2016

INTERMEDIATE

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 Microsoft Power Point 2016.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Lab)

10.6 ICTS: International Computers Driver's License (ICDL Workforce)

INTERMEDIATE

Program Overview

The International Computer Driver's License (ICDL) Workforce program are designed to provide digital skills for employability and productivity of an employee within the workforce. It consists of six separate modules covering basic computer theory and practice. The ICDL Workforce modules are considered essential skills because they are crucial for anyone who uses a computer to possess.

The ICDL Workforce modules are:

- Computer Essentials (Using Computer & Managing Files)
- Online Essentials (Web Browsing & Communications)
- Word Processing
- Spreadsheets
- Presentation
- IT Security

These modules are designed largely for self-paced learning in the workplace or at home. Thus, the final three modules will be done on self-pace mode. Participants will be given course materials and it is recommended that officers who are nominated to participate in this program must have regular access to a computer in their work place or at home. Tutorial assistance will be provided to participants by the ICT Officer at IPAM.

Participants who enroll on this program must be given 2hrs per day study time by their supervisors while undertaking this program. Assessments will be conducted in the IPAM Computer Laboratory at times detailed in the schedule of activities provided at the commencement of the program.

Participants must pass all six modules to successfully complete the program and be eligible for the award of an International Computer License Workforce Certificate.

Target Group

This course is suitable for officers who use computers at their work place and need to know the basic functions and operations of a computer in the performance of their work.

Managers/Supervisors and Participants Responsibilities

For the program to be successful managers and supervisors must allow participants sufficient time to study their modules and allow time for them to undertake the tests that will be conducted at the IPAM Computer Laboratory.

Program Summary	
Duration	2 Months maximum
Total Workshop Days	10 ½ days (½ Day Program briefing session, plus 2 ½ days tutorial and assessment per module on self-paced mode).
Approach to Workplace Learning	Guided workplace application and self-paced learning is undertaken on workplace computers
Maximum No of Participants 20	
Requirement for Certification	Successfully passing all ICDL base modules assessments and will be awarded with Certificate (ICDL Workforce Certificate).
Delivery Locations	Honiara (IPAM Computer Lab)

10.7 ICTS: ZOOM ONLINE MEETING

INTRODUCTORY

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.

Course Summary	
Total Workshop Days	1 Day
Approach to Workplace Learning	Guided workplace application

Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Laboratory)

11.0 APPENDIX 1: POLICY AND PROCEDURE FOR NOMINATIONS

A11.1 POLICY FOR NOMINATING FOR IPAM COURSES AND PROGRAMS

The nomination form provided at A1.3 should be completed and signed by the Permanent Secretary or an Officer who is authorized by the Permanent Secretary to nominate officers to attend learning and development courses at IPAM.

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.
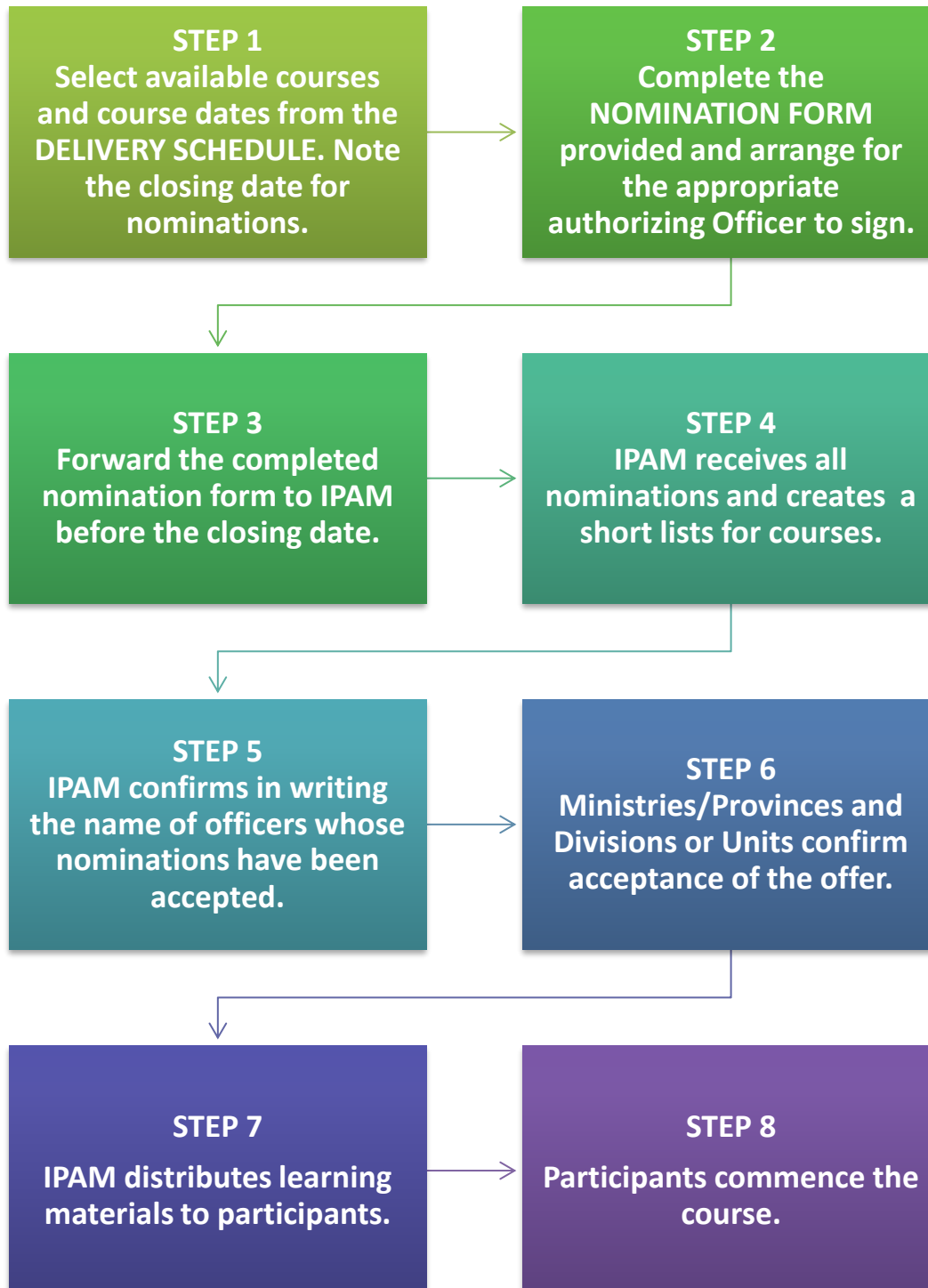
The closing date for nominations has been scheduled two weeks prior to the commencement of the course. This is to allow IPAM sufficient time to screen applicants and confirm nominations to Ministries/Provinces and Divisions or Units and to distribute information to participants.

NB: Incorrect, incomplete and late applications have previously caused disruptions in the preparation of programs delaying notification to Ministries/Provinces and Divisions or Units and the distribution of prior learning materials to participants. Therefore, 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.

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.

A11.2 PROCESS STEPS FOR COMPLETING A NOMINATION AND CONFIRMING A PARTICIPANT

Please note that if applying for the ICDL courses, then a different nomination process applies. See Appendix 2.

STEP 1
Select available courses and course dates from the DELIVERY SCHEDULE. Note the closing date for nominations.

STEP 2
Complete the NOMINATION FORM provided and arrange for the appropriate authorizing Officer to sign.

STEP 3
Forward the completed nomination form to IPAM before the closing date.

STEP 4
IPAM receives all nominations and creates a short lists for courses.

STEP 5
IPAM confirms in writing the name of officers whose nominations have been accepted.

STEP 6
Ministries/Provinces and Divisions or Units confirm acceptance of the offer.

STEP 7
IPAM distributes learning materials to participants.

STEP 8
Participants commence the course.

A11.3 IPAM COURSE NOMINATION FORM

<table>
<tr><td>
Institute of Public Administration and Management (IPAM)

Ministry of Public Service

P O Box G29, Honiara, Solomon Islands
</td></tr>
</table>

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:** …………………