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

LEARNING AND DEVELOPMENT PROSPECTUS 2022

'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 (2022) are scheduled in the training schedule for Honiara and Provinces **(pg. 6 – pg.8)**. 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 2022 publication. The IPAM Prospectus 2022 can be downloaded 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 Prospectus 2022, can be accessed using the link provided;
https://solomons.gov.sb/ministry-of-public-service/

1.0 INTRODUCTION

I have the honor to present the Institute of Public Administration and Management (IPAM) Learning and Development Prospectus for this year, 2022; **IPAM Learning and Development Prospectus 2022.**

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 2022 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 2022, embraces the vision and mission of IPAM, that is, it focuses on being a leading institution in Learning and Development that contributes to the enhancement 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.

The Covid19 community transmission significantly disrupted our usual face-face classroom approach to learning and development. The 'new normal' situation means that IPAM will have to adopt other innovative platforms including virtual learning approaches to reach its stakeholders. Despite of the challenge, we are determined to collaborate with our stakeholders and partners to coordinate and facilitate the new training demands and needs in the public service.

I encourage all to make use of the training opportunities that IPAM and the Ministry of Public Service offers in the IPAM Learning and Development Prospectus 2022. All the best in your trainings.

God Bless

Nego Sisiolo

Permanent Secretary

Ministry of Public Service

2.0 TRAINING SCHEDULE - HONIARA: APRIL – NOVEMBER 2022

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

Course Codes	Course Titles	Duration	Date	Due Date For Nominations
Code of Conduct (COC)				
CLD 010	Code of Conduct	1 Day	07/06/2022	**24/05/2022**
CLD 011	Knowing Your Public Service	9 days	**Stage 1:** 11 – 15/07/2022 **Stage 2:** 26 – 29/07/2022	**27/06/2022**
CLD 010	Code of Conduct	1 Day	19/08/2022	**05/08/2022**
CLD 010	Code of Conduct	101 Day	26/09/2022	**12/09/2022**

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	09/05/2022	**25/04/2022**
CLD 022	Budget & Financial Management1	2 Days	10 – 11/05/2022	**26/04/2022**
CLD 026	Customer Service Always	3 Days	08 – 10/06/2022	**25/05/2022**
CLD 020	Record Management	3 Days	15 – 17/08/2022	**01/08/2022**
CLD 026	Customer Service Always	3 Days	29 – 31/08/2022	**15/08/2022**
CLD 023	Ethics & Governance	3 Days	14 – 16/09/2022	**31/08/2022**
CLD 025	Developing Workplace Procedure	2 Days	03 – 04/11/2022	**20/10/2022**

2.3 BUILDING ESSENTIAL SKILLS SERIES (BESS)

Course Codes	Course Titles	Duration	Date	Due date For Nominations
BESS 014	Facilitation Skills	1 Day	02/09/2022	**19/08/2022**
BESS 015	How To Run A Successful Meeting	1 Day	10/10/2022	**26/09/2022**

2.4 LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMDS)

Course Codes	Course Titles	Durations	Date	Due date for Nominations
LMD 020	Performance Management Process (PMP)	4 Days [2 Cohorts]	19 – 22/04/2022	**05/04/2022**
LMD 021	Project Management	5 Days	16 – 20/05/2022	**02/05/2022**
LMD 022	Monitoring & Evaluation	4 Days	14 – 17/06/2022	**31/05/2022**
LMD 023	Supervisor Development Course	3 Days	12 – 14/07/2022	**28/06/2022**
LMD 024	Public Service Retirement Planning	2 Days	30 – 31/08/2022	**16/08/2022**
LMD 021	Project Management	5 Days	19 – 23/09/2022	**05/09/2022**
LMD 020	Performance Management Process (PMP)	4 Days [2 Cohorts]	18 – 21/10/2022	**04/10/2022**
LMD 022	Monitoring & Evaluation	4 Days	15 – 18/11/2022	**01/11/2022**

2.5 INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

Course Codes	Course Titles	Durations	Date	Due date for Nominations
ICTS 011	Zoom Online Meeting	½ Day	13/04/2022	**30/03/2022**
ICTS 010	Basic Computing	3 Days	09 – 11/05/2022	**25/04/2022**
ICTS 011	Zoom Online Meeting	½ Day	18/05/2022	**04/05/2022**
ICTS 023	Microsoft Excel 2016	3 Days	07 – 09/06/2022	**24/05/2022**
ICTS 020	Microsoft Word 2016	3 Days	25 – 27/07/2022	**11/07/2022**
ICTS 011	Zoom Online Meeting	½ Day	17/08/2022	**03/08/2022**
ICTS 023	Microsoft Excel 2016	3 Days	29 – 31/08/2022	**15/08/2022**
ICTS 025	Microsoft Outlook	2 Days	17 – 18/10/2022	**03/10/2022**
ICTS 022	Microsoft Power Point	3 Days	01 – 03/11/2022	**18/10/2022**

3.0 TRAINING SCHEDULE - PROVINCES: APRIL – NOVEMBER 2022

3.1 MALAITA PROVINCE

Course Codes	Course Titles	Duration	Date	Due date for Nomination
ICTS 023	Microsoft Excel 2016 (**Auki**)	3 Days	20 – 22/09/2022	**06/09/2022**
ICTS 011	Zoom Online Meeting (**Auki**)	½ Day	23/09/2022	**06/09/2022**

3.2 MAKIRA PROVINCE

Course Codes	Course Titles	Duration	Date	Due date for Nomination
LMD 020	Performance Management Process (**Kirakira**)	3 Days	01 – 03/08/2022	**18/07/2022**

3.3 CENTRAL ISLANDS PROVINCE

Course Codes	Course Titles	Duration	Date	Due date for Nomination
CLD 010	Code Of Conduct (**Vuranimala CHS**)	1 Day	20/06/2022	**06/06/2022**
CLD 011	Knowing Your Public Service (**Vuranimala**)	5 Days	21 – 25/06/2022	**07/06/2022**

4.0 KEYNOTE SPEAKER SERIES SCHEDULE

Course Code	Course Title	Course Duration	Delivery Date	Due Date for Nomination	Location
KSS 025	Guest Speaker Series	1 day	28/07/2022	14/07/2022	Honiara

5.0 ABOUT IPAM

IPAM was established 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.

6.0 IPAM PRINCIPLES AND STANDARDS

6.1 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.

6.2 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.
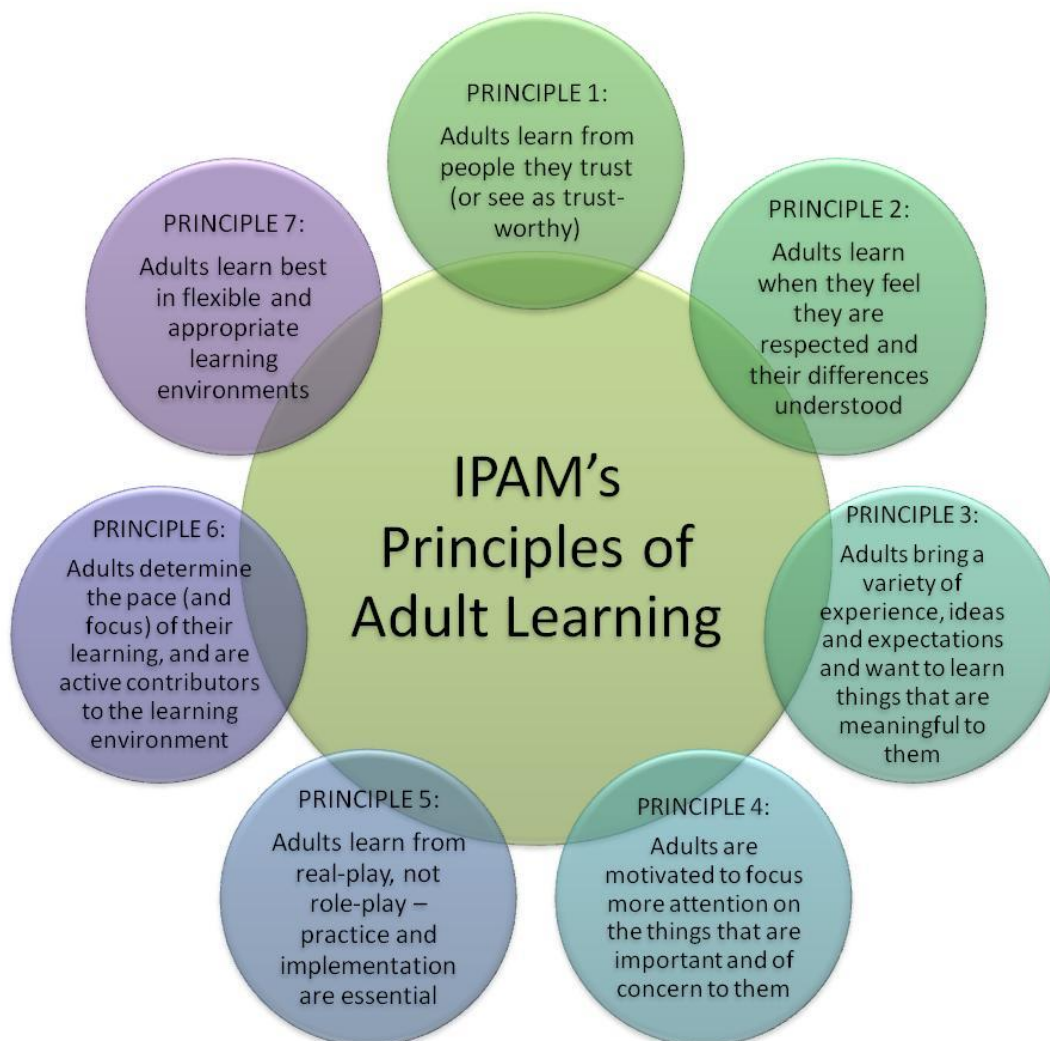
7.0 INDUCTION SERIES - CODE OF CONDUCT AND KNOWING YOUR PUBLIC SERVICE

7.1 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 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Delivery Locations	Honiara and Province

7.2 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	9 Days
Total Workshop Days	8 Days (includes field trips)
Approach to Workplace Learning	1 Day to complete Workplace Project or Assignment (Module 8)
Maximum No of Participants	25
Requirement for Certification	Attendance at full 9 Days program
Delivery Locations	Honiara and Province
The Provincial outstation training for this course will only be conducted for 5 days (field trips not included)	

8.0 CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

8.1 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 Location	Honiara

8.2 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 but now extended to all public servants. It strongly recommended that public service managers attend the 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 Location	Honiara

8.3 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 Location	Honiara

8. 4 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 Location	Honiara

8.5 CLDS: CUSTOMER SERVICE ALWAYS

INTERMEDIATE

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 Location	Honiara

8.6 CLDS: RECORD MANAGEMENT

INTERMEDIATE

Course overview

Records Management course is a training that government (public) officers are required to undergo. This training highlights the processes and procedures of records management as stipulated by the Archives Act 1996.

All public officers work with documents (either electronic or physical) in their workplaces. These documents will need managed by filing, retrieving, storing transferring and eventually be disposed. Thus all officers are required to take this course especially the public officers who work in the registry and records units of line ministries.

This is a three 3 days course that includes training room learning, guest speaker addresses and training room activities, a field trip and a workplace project.

The course has five modules;

Module 1: Introduction to records management;

Module 2: Records Identification;

Module 3: Handling Storing and Accessing Records;

Module 4: Records Performance and Risk Management and

Module 5: Disposal of Records.

Details of the three days training can be obtained from the course timetable and the course participant manual.

Target Group

This course is important for all officers who work in the registry and records units of line ministries. Officers who are ready to take up responsibilities in the registry and records units are also encouraged to attend this course.

Managers/Supervisors and Participants Responsibilities

Participants are expected to be self - motivated to learn to develop understanding, knowledge and skills required to carry out an effective and efficient records management in the workplace. They must fully engaged in various learning approaches required of this course. Managers and Supervisors are also encouraged to support their officers in implementing and applying the knowledge and skills learned from this course in their respective workplaces.

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 Location	Honiara

9.0 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.

9.1 BESS: How to Run a Successful Meeting

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 Location	Honiara

9.2 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 Location	Honiara

10.0 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.

10.1 LMDS: SUPERVISOR DEVELOPMENT COURSE

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 therefore 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. Successfully completing this course will help 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 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 Location	Honiara

10.2 LMDS: PROJECT MANAGEMENT

INTERMEDIATE

Course overview

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 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.

Managers/Supervisors and Participants Responsibilities

Participants are encouraged to familiarize themselves with their Ministries/Agencies Project Activities and number of projects their ministries engage in. Also to know the Public Service Project proposal requirements. 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 as it is a technical training. The Supervisors must support their participants to ensure they acquire maximum benefit from the training.

Program Summary	
Duration	5 days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25
Requirement for Certification	Attendance at the workshop
Delivery Location	Honiara

10.3 LMDS: PERFORMANCE MANAGEMENT PROCESS

INTERMEDIATE

The course focuses on the revised Public Service Performance Management Process (PMP) that replaces the traditional PMP commonly known as the '**Annual Confident 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.

Course Overview

This course aims to support supervisors to be confident in carrying out the Performance Management Process in their respective workplaces across the Public Service Sector; **"Making it happen right".**

It provides supervisors with understanding of performance management concepts and how the Public Service Performance Management Process (PMP) works. It also provides practical guidelines and tools that supervisors could use to plan, manage, assess, reward and develop employee performances 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 management process.

Target group

Level 6 and above, including any public officer carrying out supervisory roles.

Managers/Supervisors and Participants Responsibilities

This is a training that encompasses PMP policy and its implementation in the public service. Participants are encouraged to familiarize themselves with PMP process and policy. Also they are expected to have some understanding of the PMP process in their office and challenges or gaps they faced with. They are expected to fully participate in all aspects of the course and to contribute their own experience and expertise. Attendance at the workshops is important.

Program Summary	
Duration	4 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25 participants
Requirement for Certification	Attendance at the Workshop
Delivery Locations	Honiara and Province

10.4 LMDS: MONITORING AND EVALUATION

INTERMEDIATE

Course overview.

Monitoring and evaluation course covers basic theory and fundamental principles and the SIG monitoring and evaluation process. The course is vital to ensure government programs 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 enable 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.

Managers/Supervisors and Participants Responsibilities

 Participants are required to understand the basic M&E framework established for public sector projects as required under the Ministry of National Planning and Development Coordination (MNPDC). Supervisors are required to support the participants nominated with additional ministerial M&E materials

to support the participants' acquisition of knowledge and to articulate the gaps and challenges that may exist in the ministry.

Program Summary	
Duration	4 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	25 participants
Requirement for Certification	Attendance at the Workshop
Delivery location	Honiara

10.5 LMDS: PUBLIC SERVICE RETIREMENT PLANNING (PSRP)

INTERMEDIATE

Course overview.

The Public Service Retirement Planning is a workshop/training that involves aspects of planning and opportunities available for the public officers to understand and use for their benefit. This workshop/training aims at providing or equipping participants with information, knowledge and tools for them to use to seek and acquire benefits available. This is preparation and planning workshop/training for public officers to be engaged in economic activities to help them engage as entrepreneurs when they leave the public service. This is a two days of training that is contextualized to Solomon Islands Public Service and thus it is appropriately a workshop/training that is essential for public officers who are over 40 years old to attend.

The course is made up of four 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

Public officers reaching 5 or more years prior to retiring from the public service. All public officers at all levels with this status of retirement are targeted as recipient of this workshop/training.

Managers/Supervisors and Participants Responsibilities

Participants are required to know retirement processes in the public services and the benefits or penalties associated with it. Supervisors are required to support the participants nominated with additional information concerning retirement and prospecting small businesses and income–generating opportunities available for public officers to access.

Program Summary	
Duration	2 Days
Approach to Workplace Learning	Guided awareness and workplace application
Maximum No of Participants	25 participants
Requirement for Certification	Attendance at the Workshop
Delivery location	Honiara

10.6 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 on the SIGNet or be placed on notice boards in Ministries.

11.0 INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

The Information and Communication Technology unit of IPAM offers series of essential computing courses that are relevant for public servants to enhance their ability to use the computer as an effective tool. These series of ICT courses are designed based on the seven IPAM's Adult learning principals thus are suitable for all age and range of public officers.

Furthermore, the level of these courses begins from Introductory to Intermediate. More detail information and levels for each courses are summarised below.

11.1 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 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 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

11.2 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	½ 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 and province

11.3 ICTS: Microsoft Word 2016

INTERMEDIATE

Course Overview

This course is designed to introduce the 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 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.

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

11.4 ICTS: Microsoft Power Point 2016

INTERMEDIATE

Course Overview

The Microsoft 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 Office 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

11.5 ICTS: Microsoft Excel 2016

INTERMEDIATE

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 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.

Target Group

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

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 and Province

11.6 ICTS: MICROSOFT OUTLOOK

INTERMEDIATE

Course Overview

This communication course helps public officer to understand fundamental concepts of using electronic mail (e-mail) focusing on Microsoft Outlook. It covers the outlooks four main features; mail, calendar, people and tasks. This includes creating, sending and receiving messages as well as attaching files. Also organizing and managing individual's outlook mail box and contacts.

Furthermore, public officers will learn to create new meetings, appointments, and be able to send meeting invitation to recipients. He/she will understand to manage and organize daily tasks and information more easily.

Upon completion of this course the officer will be able to use and communicate with the Microsoft Outlook application more effectively and efficiently at work

Target Group

Any public officer who has limited knowledge and those who would like to increase their knowledge in using this necessary tool.

Course Summary	
Total Workshop Days	2 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

12.0 APPENDIX 1: POLICY AND PROCEDURE FOR NOMINATIONS

A12.1 POLICY FOR NOMINATING FOR IPAM COURSES AND PROGRAMS

The nomination form provided at A12.3 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.
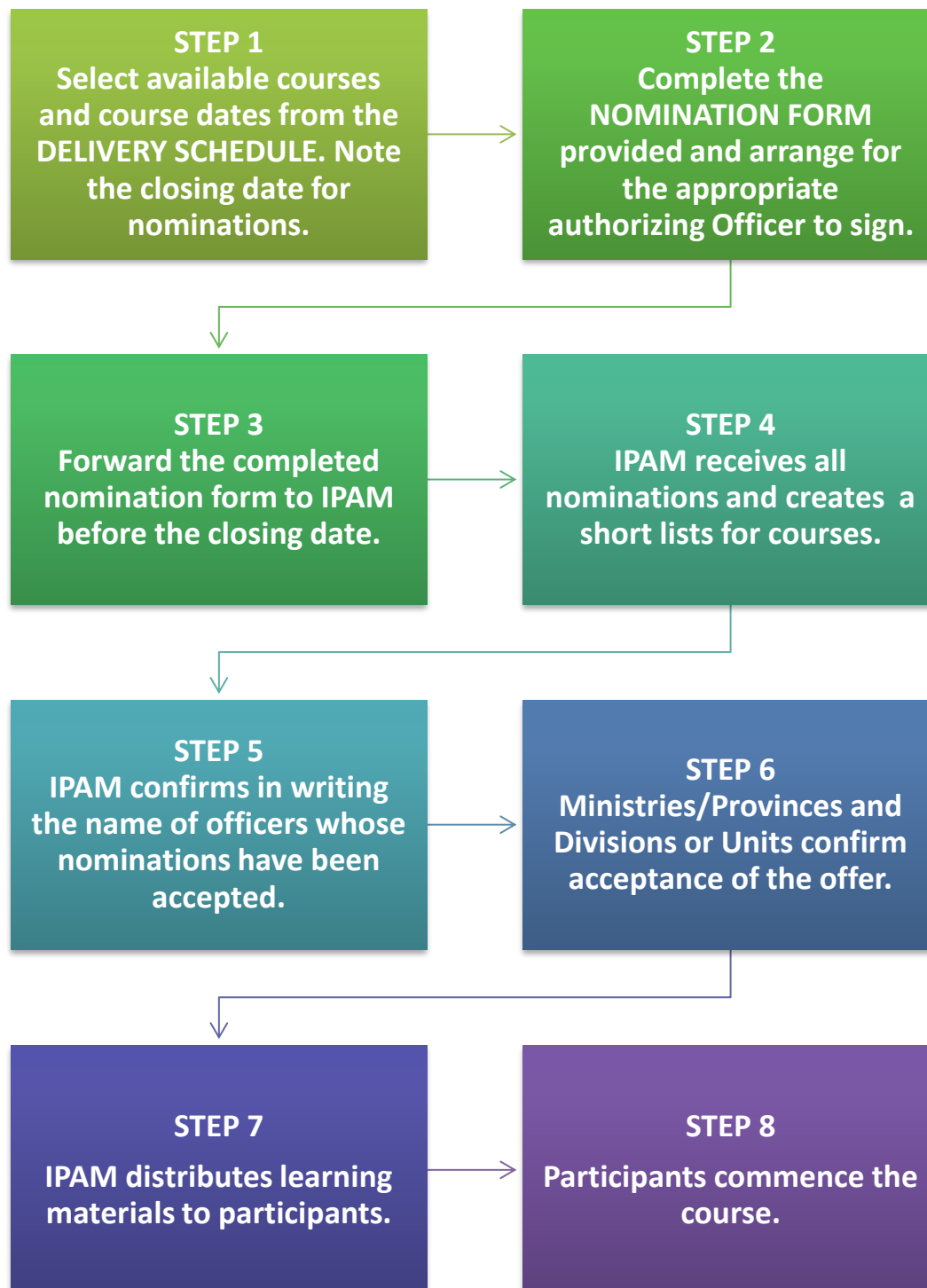
In making a nomination, the Ministry/Province and Division or Unit is committing to the fulltime participation of the officer as specified in the course information and the support of managers and supervisors when the participant is required to undertake study and/or complete an assignment or project 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.

A12.2 PROCESS AND 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.

A12.3 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:** ………………