IPAM
Ministry of Public Service

MINISTRY OF PUBLIC SERVICE

INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

(IPAM)

LEARNING AND DEVELOPMENT PROSPECTUS
2023

TABLE OF CONTENTS

NOTICE TO PARTICIPANTS AND THEIR MANAGERS OR SUPERVISORS

IPAM welcomes participants from within the Public Service throughout the Solomon Islands both in the provinces and Honiara. The Participants and their Managers or Supervisors hold certain responsibilities, when participating in IPAM Learning and Development training programs. These responsibilities are provided in detail within each program descriptions.

IPAM invites all eligible and potential participants to familiarize themselves with the IPAM Professional Standards. In principle, poor performance or disruptive behavior may lead to officers being directed to leave IPAM courses.

IPAM courses offered this year (2023) are in the schedule trainings for Honiara and Provinces (pg. 6 -10). The courses which not scheduled are not offered for this year 2023.

COURSE LEVELS

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

INTRODUCTION

INTERMEDIATE

ADVANCED

ACCREDITED

INTRODUCTION: 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.

ACCREDITED: These courses and programs are offered by other institutions in partnership with IPAM. Public officers who wish to apply for these accredited trainings must seek approval from their Human Resource Managers (HRMs) or Heads of Divisions (HoDs).

The coding system described herein are for all IPAM courses. Please see course coding at appendix A15.3 for further details.

CONTACTS

Please consult our staff for further information concerning course enrolments and other queries.

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 Bkausua@ipam.gov.sb

Online access: The IPAM Prospectus 2023, can be accessed from the link provided below;

https://solomons.gov.sb/wp-content/uploads/2022/11/IPAM-Learning-and-Development-Prospectus-2023.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, 2023; **IPAM Learning and Development Prospectus 2023**

The Institute of Public Administration and Management (IPAM) is a division within 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 2023 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).
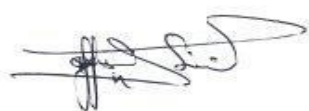
The IPAM Learning and Development Prospectus 2023, embraces the vision and mission of IPAM, that is, it focuses on being a leading Institution in Learning and Development that contributes to the creation of skilled, professional and ethical public service that is empowered to providing public values 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 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 2023. All the best in your trainings.

God Bless

Nego Sisiolo
Permanent Secretary
Ministry of Public Service

2.0 TRAINING SCHEDULE (HONIARA): FEBRUARY – NOVEMBER 2023

2.1 INDUCTION SERIES (IS)

Course Codes	Course Titles	Duration	Date	Due Date for Nominations
IS02	Knowing Your Public Service	9 days	06 - 10/03/2023 & 20 - 23/03/2023	20/02/2023
IS01	Code of Conduct	1 day	13/03/2023	27/02/2023
IS01	Code of Conduct	1 day	03/04/2023	20/03/2023
IS02	Knowing Your Public Service	9days	08 - 12/05/2023 & 23 - 26/05/2023	24/04/2023
IS01	Code of Conduct	1 day	29/06/2023	15/06/2023
IS01	Code of Conduct	1 day	05/09/2023	22/08/2023
IS01	Code of Conduct	1 day	19/10/2023	05/10/2023
IS01	Code of Conduct	1 day	06/11/2023	23/10/2023

2.2 CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

Course Codes	Course Titles	Duration	Date	Due Date for Nominations
CLD07	Engaging Adult Learners *Focused group only*	3 days	01 - 03/02/2023	18/01/2023
CLD03	Customer Service Always	3 days	04- 06/04/2023	21/03/2023
CLD05	Ethics & Governance	3 days	24 - 26/04/2023	10/04/2023
CLD06	Developing Work Place Procedure	2 days	01 - 02/06/2023	18/05/2023
CLD04	Records Management	3 days	26 - 28/06/2023	12/06/2023

2.3 BUILDING ESSENTIAL SKILLS SERIES (BESS)

Course Codes	Course Titles	Duration	Date	Due date For Nominations
BES01	Facilitation Skills	1 day	04/09/2023	21/08/2023
BES02	Presentation Skills	1 day	20/10/2023	06/10/2023
BES03	How to Run A Successful Meeting	1 day	07/11/2023	24/10/2023

2.4 LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMDS)

Course Codes	Course Titles	Durations	Date	Due date for nominations
LMD01	Performance Management Process	2 days	20 – 21/02/2023	06/02/2023
LMD04	Supervisor Development Course	3 days	08 -10/03/2023	23/02/2023
LMD02	Project Management	5 days	27-31/03/2023	13/03/2023
LMD07	Decision Making and Records	2 days	11 – 12/04/2023	28/03/2023
LMD06	Human Resource Management Fundamentals (Stage 1) (Stage 2) (Stage 3) (Stage 4)	 2 days 2 days 2 days 2 days	 01 - 02/05/2023 30 - 31/05/2023 21 - 22/06/2023 29 - 30/06/2023	17/04/2023
LMD05	Public Service Retirement Planning	2 days	17 - 18/05/2023	03/05/2023
LMD03	Monitoring & Evaluation	4 days	01 - 04/08/2023	18/07/2023
LMD01	Performance Management Process	2 Days	23 - 24/08/2023	09/08/2023
LMD05	Public Service Retirement Planning	2 days	12 - 13/09/2023	29/08/2023
LMD04	Supervisor Development Course	3 days	07 - 09/11/2023	24/10/2023
LMD02	Project Management	5 days	09 - 13/11/2023	25/10/2023
LMD03	Monitoring & Evaluation	4 days	15 - 18/11/2023	01/11/2023

2.5 INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

Course Codes	Course Titles	Durations	Date	Due date for nominations
ICT03	Microsoft Word 2016	3 days	06 - 08/ 03/2023	20/02/2023
ICT02	Cyber Security Awareness	½ day	23/03/2023	09/03/2023
ICT06	Microsoft Excel 2016	3 days	17 – 19/04/2023	03/04/2023
ICT02	Cyber Security Awareness	½ day	03/05/2023	19/04/2023
ICT05	Microsoft Power Point	3 days	19 - 21/06/2023	05/06/2023
ICT01	Zoom Online meeting	½ day	05/07/2023	21/06/2023
ICT02	Cyber Security Awareness	½ day	26/07/2023	12/07/2023
ICT06	Microsoft Excel 2016	3 days	07 - 09/08/2023	24/07/2023
ICT04	Microsoft Outlook	2 days	05 - 06/09/2023	22/08/2023
ICT05	Microsoft Power Point	3 days	03 - 05/10/2023	19/09/2023

3.0 TRAINING SCHEDULE (PROVINCES): FEBRUARY – NOVEMBER 2023

3.1 ISABEL PROVINCE TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
CLD05	Ethics & Governance **(Lilika CHS - Isabel Province)**	3 days	13 - 15/02/2023	30/01/2023
CLD06	Developing Work Place Procedure **(Lilika CHS - Isabel Province)**	2 days	16 - 17/02/2023	02/02/2023

3.2 RENBEL PROVINCE TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
LMD01	Performance Management Process **(Tingoa – Renbel Province)**	3 days	27 – 29/03/2023	13/03/2023

3.3 CHOISEUL PROVINCE TRAINING SCHEDULE

Course Codes	Course Titles	Duration	Date	Due date for nomination
ICT06	Microsoft Excel 2016 **(Taro - Choiseul Province)**	3 days	23 - 25/05/2023	09/05/2023

3.4 VIRTUAL TRAINING FOR PROVINCES (HEADQUATERS)

Course Codes	Course Titles	Duration	Date	Due date for nomination
IS01	Code of Conduct *Virtual for Provincial HQs*	1 day	04 /07/2023	20/06/2023
ICT02	Cyber Security Awareness *Virtual for Provincial HQs*	½ day	12/07/2023	28/06/2023

4.0 KEYNOTE SPEAKER SERIES (KSS)

Course Codes	Course Titles	Duration	Date	Due Date for Nomination
KSS01	Keynote Speaker Series (Honiara)	1 Day	04/10/2023	21/09/2023

5.0 ACCREDITED TRAINING SERIES (ATS)

A number of accredited trainings will be offered by the Solomon Islands National University in 2023. These trainings will include Long and Short-term courses.

i.   Long-Term Course - **Master of Business Administration** from the Institute of Governance Diplomacy and Development. This is a two-year program designed for in-service cohorts. It aims to developing, strengthen and enhancing career pathway for middle level managers.

ii.   For the Short-Term Trainings – the **Centre for Productivity Professional Development and Life-Long Learning (CPPDL)** shall develop, manage and facilitate short course training through consultation with IPAM and MPS. These role-based trainings will upskill and build competency of public officers to be efficient and effective in their roles and duties.

Further details and instructions relating to these trainings will be widely circulated through, IPAM training flyers and the SIG online platform. For more inquiries contact IPAM (MPS) through emails and phonse on page 4.

6.0 PACIFIC GAMES 2023 TRAININGS (PGT)

A series of trainings will be offered for Liaison officers, Logistics officers, Executive Personal Secretaries and Receptionists. The trainings will be focused on these officers, who will be deployed or will be providing support to dignitaries and clients, during the Pacific Games 2023. The PG2023 trainings are just one-off trainings for the targeted participants.

7.0 ABOUT IPAM

The Institute of Public Administration and management (IPAM) is the leading government training institution offering role-based trainings for public officers. IPAM is a division within the Ministry of Public Service mandated to carry out training for public officers stipulated under Cap 92/ 4 – 1 (c), in the Public Service Act 1988. The mandate for training public officers started before independence. IPAM was evolved from the earlier public training setup after 2005.

Pre-independence - Administration Training Centre (ATC)	1989 - 1997 - Government In-service Training College (GIT)	1997 - 2000 - Administration Training Centre (ATC)	5 years inactive - Crisis	2005 - Present - IPAM now a division within Ministry of Public Service
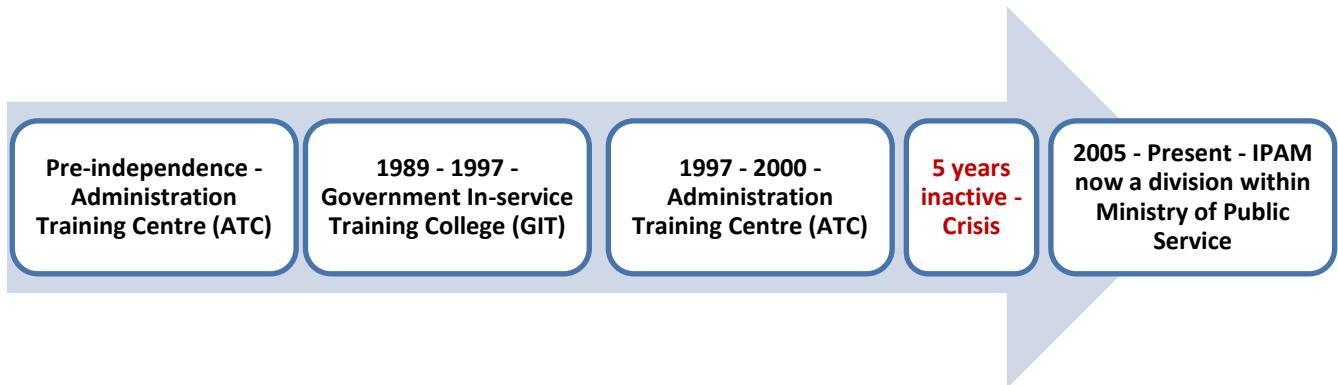
IPAM has six units; Leadership and Management Unit (LMDU), Corporate Learning and Development Unit (CLDU), Information Communication and Technology (ICT), Strategic Planning and Coordination Unit (SPCU), Program Design and Development Unit (PDDU) and Business Support Unit (BSU).

IPAM offers variety of courses and programs that includes induction and corporate trainings, leadership and basic technical courses. It also offers leadership and supervisory trainings for middle managers. And its ICT Unit offers IT trainings to enhance public officers' skills and knowledge in information communication and technology.

 IPAM through the Ministry of Public Service liaises with renowned institutions for accredited courses on short and long-term basis. These trainings and course offerings are acquired to enhance the capacity of public services officers to provide effective and efficient delivery of service. Certificates of attainments are awarded to the participants upon completion of the trainings.

Human Resource Managers and Corporate Services are encouraged to identify their officers who need these trainings to enroll them into the IPAM trainings. The trainings and workshops and forums are government funded; hence it is an opportunity for the role-based training needs of the public service.

8.0 IPAM STANDARDS AND PRINCIPLES
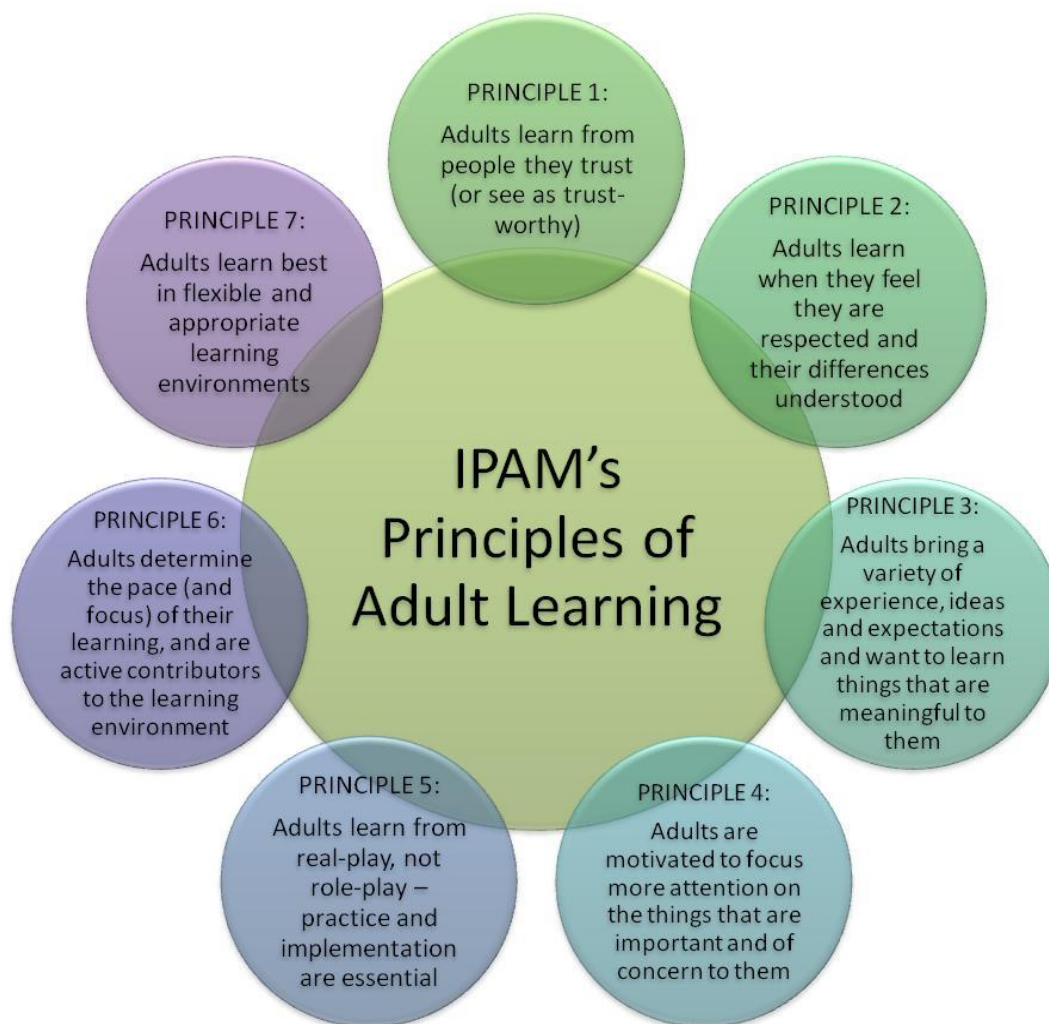
8.1 IPAM PROFESSIONAL STANDARDS

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.

8.2 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.

PRINCIPLE 1: Adults learn from people they trust (or see as trust-worthy)

PRINCIPLE 2: Adults learn when they feel they are respected and their differences understood

PRINCIPLE 3: Adults bring a variety of experience, ideas and expectations and want to learn things that are meaningful to them

PRINCIPLE 4: Adults are motivated to focus more attention on the things that are important and of concern to them

PRINCIPLE 5: Adults learn from real-play, not role-play – practice and implementation are essential

PRINCIPLE 6: Adults determine the pace (and focus) of their learning, and are active contributors to the learning environment

PRINCIPLE 7: Adults learn best in flexible and appropriate learning environments

IPAM's Principles of Adult Learning

9.0 INDUCTION SERIES - CODE OF CONDUCT AND KNOWING YOUR PUBLIC SERVICE

9.1. 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.

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.

Course Summary	
Duration	1/2 Day
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	35
Delivery Locations	Honiara

9.2. 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: Structure of the government

Module 3: The Parliamentary Processes

Module 4: The Constitutional offices.

Module 5: Public Service Systems, Procedures and Work Practices

Module 6: Communication in the workplace

Module 7: Cross cutting topics

Module 8: Work Place Projects or Action learning projects.

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 Cross cutting topics** 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 action learning projects 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, officers are encouraged to be nominated for this course regardless of experience and number of years in service.

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	9 Days (includes field trip)
Approach to Workplace Learning	2 Days to complete Workplace Project (Module 8)
Maximum No of Participants	35
Requirement for Certification	Attendance at full 10 Day program
Delivery Locations	Honiara
*The Provincial outstation training for this course will only be conducted for 5 days (field trips not included)	

10.0 CORPORATE LEARNING AND DEVELOPMENT SERIES (CLDS)

10.1. 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	35
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara and Province

10.2. 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 and trainings. 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.

Managers/Supervisors and Participants Responsibilities

Managers and supervisors are asked to support participants prepare for the trainings by giving them time and space to complete their trainings. Participants must familiarize themselves with the course book.

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.
Maximum No of Participants	35
Requirement for Certification	Attendance at all workshop days
Delivery Locations	Honiara

10.3. 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.

Managers/Supervisors and Participants Responsibilities

Managers and participants must practice good customer service and are asked to be familiar with general orders Chapter C.

Course Summary	
Total Workshop Days	3 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	35
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

10.4. RECORDS 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 engage 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	35
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

10.5. 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	35
Requirement for Certification	Attendance and Demonstrated completion of Workplace Activities
Delivery Locations	Honiara and Provinces

11.0 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.

11.1. 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	35
Delivery Locations	Honiara

11.2. 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 is 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	35
Delivery Locations	Honiara

11.3. 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	35
Delivery Locations	Honiara

12.0 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.

12.1. 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. Effective supervision is influenced by how well the team gel together. There is a set of skills and practices that an effective supervisor needs to 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 dilemmas. It will incorporate knowledge needed to assess and manage performance. A supervisor ensures there is effective communication both with managers and direct reports.

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 by attending and actively participating in all the sessions. Managers and Supervisors are encouraged to support their officers in implementing and applying the learning in their 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	35
Requirement for Certification	**Attendance** and **Demonstrated** completion of workplace activities.
Delivery Locations	Honiara

12.2. 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 project.

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	35
Requirement for Certification	Attendance at the workshop.
Delivery Locations	Honiara and Provinces

12.3. PERFORMANCE MANAGEMENT PROCESS

INTERMEDIATE

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. 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. Furthermore, all public officers need to be acquainted with the expectations of the public service. This will help them adhere to performance expectations of their respective ministries.

Target Group

For all officers, including probationers and substantive public officers who perform supervising 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	2 days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	35 participants
Requirement for Certification	Attendance at the Workshop
Delivery Locations	Honiara

12.4. 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	2 Months
Total Workshop Days	8 Days
Approach to Workplace Learning	Project-based Action Learning Groups
Maximum No of Participants	35
Requirement for Certification	Attendance at <u>all</u> workshops; Participation in 80% of scheduled Action Learning Group meetings
Delivery Locations	Honiara

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

Target Group

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

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.

Course Summary	
Total Workshop Days	4 Days
Approach to Workplace Learning	Guided workplace application
Maximum No of Participants	35
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

12.6. 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 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 ages between 45 and 50years prior to retiring from the public service. All public officers who apply for retirement and granted approval are the 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.

Course Summary	
Duration	2 Days
Approach to Workplace Learning	None
Maximum No of Participants	35
Requirement for Certification	Attendance at the workshop
Delivery Locations	Honiara

13.0 KEYNOTE SPEAKER SERIES (KSS)

The Keynote address speaker series is coordinated by the Directorate and SPC unit and supported by LMD 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 are simply sending your email address to Directorate and SPC unit through Email: smane@ipam.gov.sb and Bkausua@ipam.gov.sb

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

14.0 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 in 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 course are summarised below.

14.1. ZOOM ONLINE MEETING COURSE

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	1/2Day
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)

14.2. 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 one's 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	3Days
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)

14.3. 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

14.4. 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 (IPAM Computer Laboratory)

14.5. 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 (IPAM Computer Laboratory)

14.6. CYBER SECURITY AWARENESS

INTRODUCTORY

Course overview

These courses are designed to provide staff with an understanding of the basics of cyber security threats, and provide awareness about every day measures we can put in place to better mitigate the risk these threats pose.

The course will focus on fundamental cyber security threats and secure practices, including topics of phishing, business email compromise and social engineering, password practices, safe browsing practices, storing and sending data & travel security.

Target Group

All end users and managers who use laptops, mobiles and other devices as part of their day to day activities, or are interested in improving cyber hygiene and literacy.

Course Summary	
Total Workshop Days	½ Day
Approach to Workplace Learning	Guided workplace application / video conferencing equipment
Maximum No of Participants	20
Requirement for Certification	Attendance at all workshop days
Prerequisite Courses	Basic Computing course
Delivery Locations	Honiara (IPAM Computer Laboratory)

15.0 APPENDIX 1: POLICY AND PROCEDURES FOR NOMINATION

A15.1. 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 Human Resource Manager to nominate officers to attend learning and development courses at IPAM.

In making a nomination, the Ministry/Province/Division/Unit granted necessary support 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.

A15.2. 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.

A15.3 IPAM COURSE CODING SYSTEM

The coding system is developed through this process, the first three letters stands for the course initials and course codes number.

INDUCTION SERIES (IS)

NO.	Name of Course	No. Code	COURSE CODE
1	Code of Conduct	01	IS01
2	Knowing Your Public Service	02	IS02

CORPORATE LEARNING AND DEVELOPMENTSERIES (CLD)

NO.	Name of Course	No. Code	COURSE CODE
1	Customer Service Always	01	CLD03
2	Record Management	02	CLD04
3	Ethics & Governance	03	CLD05
4	Developing Workplace Procedure	04	CLD06
5	Engaging Adult Learning	05	CLD07

BUILDING ESSENTIAL SKILLS SERIES (BESS)

NO.	Name of Course	No. Code	COURSE CODE
1	Facilitation Skills	01	BES01
2	Presentation skills	02	BES02
3	How to Run a successful Meeting	03	BES03

LEADERSHIP AND MANAGEMENT DEVELOPMENT SERIES (LMDS)

NO.	Name of Course	No. Code	COURSE CODE
1	Performance Management Process	01	LMD 01
2	Project Management	02	LMD 02
3	Monitoring & Evaluation	03	LMD 03
4	Supervisor Development Course	04	LMD 04
5	Public Service Retirement Planning	05	LMD 05
6	Human Resource Fundamentals	06	LMD 06
7	Decision Making & Research	07	LMD 07

INFORMATION AND COMMUNICATION TECHNOLOGY SERIES (ICTS)

NO.	Name of Course	No. Code	COURSE CODE
1	Zoom Online Meeting	01	ICT 01
2	Cyber Security Awareness	02	ICT02
3	Microsoft Word 2016	03	ICT 03
4	Microsoft Outlook	04	ICT 04
5	Microsoft Power Point	05	ICT 05
6	Microsoft Excel 2016	06	ICT06

KEYNOTE SPEAKER SERIES (KSS)

NO.	Name of Course	No. Code	CODE
1	Keynote Speaker Series	01	KSS01

ACCREDITED TRAINING SERIES

NO.	Name of Course	No. Code	CODE
1	Accredited Training Series	01	ATS01

A15.4 IPAM COURSE NOMINATION FORM

Institute of Public Administration and Management (IPAM)
Ministry of Public Service
P O Box G29, Honiara
Solomon Islands Tel: +677 23042 or +677 23044 +67725777

Course Code: ……………………………… **Course Title:** …………………………………………….

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

Contact Details. Tel: ………………… **Mobile:** ……………………………**Email:** ………………………………

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

Signature:

Supervisor: ……………………………**Responsible officer:** …………………….… **Date:** …………………