

LEARNING AND DEVELOPMENT DIRECTORATE

COURSE CATALOGUE

2024-2025

A Catalogue of Our Offered Courses





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About The Ministry of the Public Service

The Ministry of the Public Service (MPS) was recently created through the amalgamation of the former entities under the Ministry of the Civil Service – the Ministry of the Civil Service, Personnel Administration Division and Training Administration Division. This amalgamation repositions the Ministry of the Public Service to give a more strategic focus to the delivery of human resource services by allowing for better integration and coordination of policy and implementation, both within the Ministry of the Public Service and across the Public Service.

The Ministry of the Public Service is divided into three Directorates, namely Human Resource Policy and Staffing, People Resourcing and Compliance, and Learning and Development.

About the Learning and Development Directorate

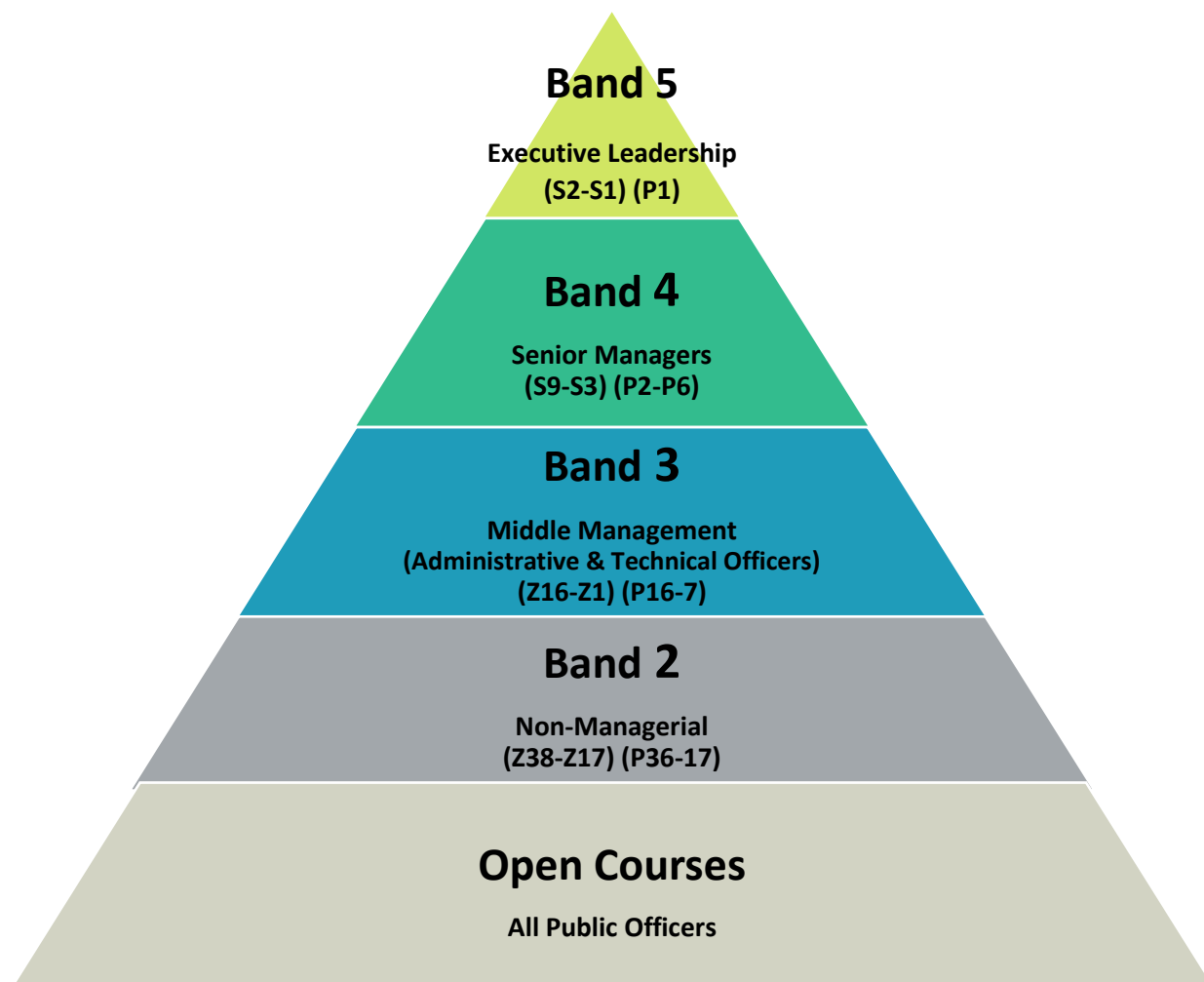
The Learning and Development Directorate (L&DD), formerly Training Administration Division, has overall responsibility for coordinating human resource development in the Public Service of Barbados. This Directorate has a broad mandate to assist in improving the efficiency and effectiveness of the Public Service through an integrated human resource development effort aimed at improving individual and organizational work performance.

The Learning and Development Directorate has responsibility for:

- Learning and Development
- Performance Management
- Competency Management and Assessment
- Career Planning
- Talent Management; and
- Administration of:
 - Training Leave
 - Study Leave
 - Applications for training loans

Training Opportunities

Training opportunities are grouped or banded according to the level at which you are within the public service.



Applications for training must be completed on the Local In-Service Training Application form, which can be found [here](#).

Please ensure that the form is completed in its entirety as incomplete forms will not be processed.

Nominations should be received at least six (6) weeks prior to the indicated start date of the course.

Also note that undersubscribed courses may be postponed or cancelled.



LEVEL 5 Executive Management



CLINTON HR



THE UNIVERSITY OF THE WEST INDIES
CAVE HILL CAMPUS, BARBADOS, WEST INDIES

LDD MANAGEMENT 	LDD FINANCE 	LDD ADMINISTRATIVE
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LEVEL 5

Executive Management

Executive Learning in the Barbados Public Service.

Learning and continuing to learn is key to being effective in the role of executive management in the public service. While the key role of executive management in leading their organisations has changed little over the years, the context in which they operate has shifted immensely. Environmental, social and corporate governance issues are increasingly coming to the fore; a precarious and volatile geopolitical situation is compounded by a slowing world economy; and the use of technology, such as data analytics and machine learning is also playing its part and, when combined with rising levels of globalisation, is leading to the transformation of ways of working.

What all this means in practice is that the skills and attitudes required by senior executives to lead effectively are changing significantly too.

Public service executives therefore need to and should lead by example and be lifelong learners themselves. It's important to be open to trying new things and sharing those experiences with your team members. It's no longer just about technical skills, rather executives must also possess multiple social skills and an aptitude to imagine future scenarios their organisation may face.

The L&DD has partnered with other institutions to cater for the continuous learning and development of our executive as well as senior managers in the public service. Opportunities to engage in continuous learning will continue to be presented through:

- Executive coaching and personal development workshops with ClintonHR,
- Dale Carnegie offerings,
- Executive Education Courses through the Harvard Kennedy School (HKS) of Government,
- CARICAD; and
- the Centre for Lifelong Learning and Professional Development, UWI-Cave Hill Campus.

Don't delay; make your continuous learning and professional development a priority. Too much is at stake if you don't.

LEVEL 4

Senior Management



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Cloud Suite

Course Number: MNL0409

[Click Here to Apply](#)

Course Outline

Start Date: June 7, 2024

End Date: June 7, 2024

Duration: 1 Day

Deadline: May 20, 2024

Target Group:

Officers within the S9 – S3 salary scales or equivalent P6 – P2 scales involved in the management of the funds allocated to their respective ministries or departments and the preparation of annual estimates and the programme budget documents, and who have not had training or certification in accounts.

Course Aim:

To familiarise senior management officers with the use of Cloud Suite for the tracking and monitoring of the funds allocated to their respective ministry or department for more efficient management of these funds.

Course Objectives:

At the end of the training, participants should be able to:

- Identify the different tools in Cloud Suite Financials for managing their ministry's or department's estimates and budgets
- Effectively use the Cloud Suite tools to aid in the tracking and monitoring of their ministry's or department's finances and producing efficient financial reports

Course Content:

The course will cover the following broad subject areas:

- What is Cloud Suite
- Using Cloud Suite Financials Budget Edits
- Account Analysis
- Budget/Estimates Analysis

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lecture
- Group Discussions
- Demonstration

**Assessment
Methods:**

Participants will be assessed using the following:

- Group work

Award

Certificate of Successful Completion.

Coaching for People Development and Leadership Effectiveness

Course Number: MNL0401

[Click Here to Apply](#)

Course Outline

Start Date: January 23, 2025

End Date: January 31, 2025

Duration: 5 Days – Deadline: Jan 10, 2025 Sessions on Jan 23, 24, 29 – 31, 2025

Target Group:

Deputy Permanent Secretaries, Heads of Department, Senior Administrative Officers and related grades.

Course Aim:

To equip participants with the competencies necessary to coach employees in the workplace.

Course Objectives:

- At the end of the training, participants should be able to:
- Champion the development of a coaching culture in the ministry/department
 - Plan and execute appropriate coaching interventions across the ministry/department
 - Act as effective first respondents where a coaching need is present in the ministry/department
 - Practise mindfulness in coaching

Course Content:

The course will cover the following broad subject areas:

- Fundamentals of coaching
- The Coach Roles
- Myers Briggs Type Inventory Profiling (MBTI)
- The Coaching Process
- Coaching Planning and Preparation
- Coaching Skills
- Developing your Communication Skills
- Assessing your Communication Skills
- Coaching and Counselling in the Workplace

**Delivery
Methods:**

Face-to-face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Virtual Lectures/Discussion
- Group Discussion
- Case Studies
- Self-Assessments
- Role Play

**Assessment
Methods:**

Participants will be assessed using the following:

- Group Work

Award

Certificate of Successful Completion.

Conducting Engaging Online Meetings

Course Number: ADM0402ONL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: July 12, 2024

End Date: July 12, 2024

Cohort 2 Start Date: December 6, 2024

End Date: December 6, 2024

Duration: 1 Day

Deadline: Jun 17, 2024

Deadline: November 22, 2024

Target Group:

Senior officers at S9-S3 and P6-P2.

Course Aim:

The aim of this session is to equip participants with the tools necessary to conduct virtual meetings in which the meeting's objectives are achieved and the participants remain engaged.

Course Objectives:

At the end of the training, participants should be able to:

- Effectively employ the technology used to conduct an online meeting
- Plan productive and engaging online meetings
- Conduct an online meeting in which interaction and engagement feature prominently
- Close the meeting so that action continues afterwards

Course Content:

The course will cover the following broad subject areas:

- In-person vs Online Meetings
- Best Practices with Technology Use in Online Meetings
- The 4 Ps of Meeting Planning
- Tips for Increasing Interactivity and Engagement in Online Meetings
- Strategies for Receiving Results After the Meeting

Delivery Methods:

Virtual (Synchronous).

Instructional Methods:

The following methods will be used in course delivery:

- Lectures/Discussion
- Group Activities

**Assessment
Methods:**

Participants will be assessed using the following:

- None

Award

Certificate of Successful Completion.

Estimates Preparation and Budget Execution

Course Number: FIN0403

[Click Here to Apply](#)

Course Outline

Start Date: May 30, 2024

End Date: May 31, 2024

Duration: 2 Days

Deadline: May 20, 2024

Target Group:

The course targets senior officers (S9-S3 and P6-P2) who are involved in the preparation of their organization's Annual Estimates of Expenditure and who have not had the benefit of training or certification in accounts.

Course Aim:

The course aims to expose participants to the preparation process for the annual estimates.

Course Objectives:

At the end of the training, participants should be able to:

- Evaluate how budgets are used in planning the work of the ministry/department
- Identify the different types of budgets
- Explain the budgeting process
- Outline the estimates preparation process

Course Content:

The course will cover the following broad subject areas:

- Budgeting as a Planning Tool
- The Budgeting Process
 - Types of Budgets
 - The Budget Timeline
 - Ceilings
- Estimates Preparation
- Supplementary Estimates

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lecture/Discussions
- Case Studies

**Assessment
Methods:**

Participants will be assessed using the following:

- Group work

Award

Certificate of Successful Completion.

Industrial Relations Management

Course Number: MNL0402ONL

[Click Here to Apply](#)

Course Outline

Start Date: June 19, 2024

End Date: June 21, 2024

Duration: 3 Days

Deadline: May 27, 2024

Target Group:

Deputy Permanent Secretaries, Heads of Departments, Senior Administrative Officers and related grades.

Course Aim:

To enhance the knowledge and skills of deputy permanent secretaries in the area of industrial relations so that they can practise sound industrial relations practices which will ensure the continuance of a stable industrial relations climate in the public service.

Course Objectives:

At the end of the training, participants should be able to:

- Describe the existing legislative framework for industrial relations
- Describe the critical role that negotiation and collective bargaining plays in promoting a stable industrial relations climate
- Explain the importance of public service industrial relations activities to a successful industrial relations climate

Course Content:

The course will cover the following broad subject areas:

- The Industrial Relations System
- The Role of Trade Unions
- The Legal Framework for Industrial Relations in the Public Service
- Grievance Handling
- Disciplinary Management
- The Management of Occupational Health and Safety

Delivery Methods:

Face-to-face

**Instructional
Methods:**

The following methods will be used in course delivery:

- Lectures/Discussions
- Group Activities

**Assessment
Method:**

Participants will be assessed using the following:

- Facilitator and Peer Assessment

Award

Certificate of Successful Completion.

Managing the HR Function

Course Number: MNL0403

[Click Here to Apply](#)

Course Outline

Start Date: September 18, 2024

End Date: September 20, 2024

Duration: 3 Days

Deadline: August 9, 2024

Target Group:

Deputy permanent secretaries, heads of departments and other senior officers in the salary scales S9-S3/P6-P2 who manage the HR function in their ministries/departments.

Course Aim:

To further enhance the competencies of senior managers so that they are better able to manage the human resource function in their ministries.

Course Objectives:

At the end of the training, participants should be able to:

- Critically assess the role of the senior manager as the officer with primary responsibility for staff development matters
- Evaluate the legislative and regulatory framework for human resource related matters
- Apply the relevant aspects of the legislation and regulations to the execution of their functions as human resource managers

Course Content:

The course will cover the following broad subject areas:

- The Role of the Senior Manager as the Human Resource Manager
- The Legislative and Regulatory Framework for Human Resource Management
- Critical Issues in Human Resource Management Procedures – Managing Misconduct
- Maximising Performance Management in the Public Service

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Discussions
- Case Studies
- Practical Exercises

Assessment Method:

Participants will be assessed using the following:

- Practical Exercises

Award

Certificate of Successful Completion.

Policy Formulation and Implementation

Course Number: MNL0406

[Click Here to Apply](#)

Course Outline

Start Date: October 15, 2024

End Date: October 18, 2024

Duration: 2 Days

Deadline: September 9, 2024

Target Group:

Officers in the salary scales S9-S3/P6-P2 who are required to formulate, implement, and evaluate policy initiatives.

Course Aim:

To fully equip participants with the knowledge and skills to successfully formulate, implement, and evaluate policies within their ministries.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the importance of policy formulation, implementation, and evaluation to the functioning of government
- Use with competence the tools required at each stage of the policy cycle
- Write a high-quality policy document
- Evaluate existing policies of national, regional, and international organisations

Course Content:

The course will cover the following broad subject areas:

- Models and Theories in the Policy-Making Process
- Tools for Policy Design
- Forecasting Policy Outcomes and Recommending Preferred Policies
- Policy Implementation
- Policy Failure
- Fundamentals of Policy Evaluation
- Conducting and Writing Evaluations

Delivery Methods:

Face-to-Face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Discussions
- Lectures
- Practical Exercises

**Assessment
Method:**

Participants will be assessed using the following:

- Case Study

Award

Certificate of Competence/Certificate of Participation.

Principles of Administrative Justice

Course Number: ADM0401

[Click Here to Apply](#)

Course Outline

Start Date: February 27, 2025

End Date: February 28, 2024

Duration: 2 Days

Deadline: February 14, 2024

Target Group:

Senior officers at S9-S3 and P6-P2

Course Aim:

The aim of this session is to introduce senior public officers to the core principles of administrative justice so that they are better able to make decisions under their purview.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the basic tenets of administrative law
- Describe the limits that the law places on their decision-making powers
- Identify potential areas of litigation within their decision-making powers
- Explain how judicial review litigation may be avoided

Course Content:

The course will cover the following broad subject areas:

- Introduction to the Principles of Administrative Law
- Decisions Subject to Judicial Review
- Remedies Available in Judicial Review
- Practical Application of Administrative Law to Decision Making Roles
- Accountability within Government Departments and other Public Sector Organisations

Delivery Methods:

Face-to-Face.

Instructional Methods:

The following methods will be used in course delivery:

- Lecture/Discussion
- Case Reviews
- Case Studies

**Assessment
Method:**

Participants will be assessed using the following:

- Case Studies

Award

Certificate of Successful Completion.

Understanding the Commitment for Results (CFR) Framework

Course Number: MNL04100NL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 10, 2024

Cohort 2 Start Date: January 20, 2025

Duration: 2 weeks

Deadline for each cohort is 2 weeks before the Start Date

Target Group:

Senior officers at S9-S3 and P6-P2

Course Aim:

To expose senior officers to the performance management tool to be utilized by the Government of Barbados to evaluate government performance at an organizational level.

Course Objectives:

At the end of the training, participants should be able to:

- Define Government Performance Management
- Explain the underlying principles of the CFR Framework
- Use the CFR portal
- Navigate the CFR framework to record, monitor, and measure your respective MDA's performance

Course Content:

The course will cover the following broad subject areas:

- What is Government Performance?
- Introduction to the CFR Framework
- Inter se Priorities, Key Objectives, Success Indicators and Targets
- Trend Values of the Success Indicators
- Description and Definition of Success Indicators, Proposed Measurement Methodology
- Specific Performance Requirements from Other Departments
- Outcome/Impact MDAs' Activities

Delivery Methods:

Virtual – Self Directed.
Virtual Asynchronous and Synchronous.

Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Text-based resources• Asynchronous Reflective discussions• Videos
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• Quizzes
Award	No certificate issued.



LEVEL 3 Middle Management

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Effective Writing Skills for the Public Service

Course Number: ADM0305

[Click Here to Apply](#)

Course Outline

Start Date: October 10, 2024

End Date: November 28, 2024

Duration: 8 Days [1 day a week for 8 weeks]

Deadline: September 13, 2024

Target Group:

Public Officers in grades Z16-1 and P20-5, with responsibility for research related matters and organisation decision-making in their respective ministries/departments/agencies.

Course Aim:

To enhance the writing skills of public officers so that they are better able to plan, format and craft clear, impactful documents with a professional finish.

Course Objectives:

At the end of the training, participants should be able to:

- Efficiently plan their documents
- Express ideas clearly, concisely and with persuasive language where necessary
- Explain and summarize complex concepts
- Format and structure their documents for easy reading and comprehension
- Edit their documents to give a professional finish

Course Content:

The course will cover the following broad subject areas:

- Introduction to Business Writing and Public Sector Communication; Plain Language; Expression and Mechanics
- Speech Writing
- The Press Release
- The Business Memo
- Taking Minutes
- Revising, Editing and Proofreading
- Report Writing and Overview of APA Style
- Review – Writing Checklists
- Tips and Tools to Remember

Delivery Methods:	Face-to-face.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Interactive Lectures, • Classroom Discussions • Cooperative Group Work
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • Attendance and participation • Assignments • Exercises • Self-critique
Award:	Certificate of Competence/Certificate of Participation.

Enhancing Financial Performance

Course Number: FIN0301

[Click Here to Apply](#)

Course Outline

Start Date: July 22, 2024

End Date: July 26, 2024

Duration: 5 Days

Deadline: June 28, 2024

Target Group:

Accountants and Assistant Accountants.

Course Aim:

This course is designed to enhance the competencies of Accountants and Assistant Accountants in carrying out their accounting related duties as well as their supervisory skills in managing the Accounting Clerks or Clerical Officers assigned to accounting matters.

Course Objectives:

At the end of the training, participants should be able to:

- Apply the legislation that governs the accounting functions in the public service
- Discuss the financial management process
- Employ the principles of internal control to their department
- Verify data inputted into the financial management information system
- Identify behaviour that leads to effectiveness as a supervisor.

Course Content:

The course will cover the following broad subject areas:

- Public Financial Management Act, 2019
- Financial Management and Audit (Financial) Rules, 2011
- Public Service Act Cap 29
- General Orders for the Public Service of Barbados 1970
- Estimates and Budgetary Process
- Appropriation Accounts
- Request for Quarterly Allocation (RQA)
- Principles of Internal Control
- Cloud Suite
- Payroll
- Cash vs Accrual Basis
- Recording of Transactions

	<ul style="list-style-type: none"> • Recording Fixed Assets • Types of Accounts • Charts of Accounts • Overview of Financial Statements • Treatment of Overdrawn Salaries • Treatment of Hotel Accommodation • Calculation of Salaries, NIS
Delivery Methods:	Face-to-Face.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Lectures • Group Discussions • Practical Exercises
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • End of Course Assessment
Award:	Certificate of Successful Completion.

Leading From the Middle

Course Number: MNL0305ONL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: September 5, 2024 End Date: October 3, 2024

Cohort 2 Start Date: Feb 20, 2025 End Date: March 20, 2025

Duration: 5 Days Deadline: August 15, 2024 Deadline: January 30, 2025
(1 day per week)

Target Group: Public officers in the Z16-1 Salary Scale (e.g., Technical Officers, Senior Research Officers, Systems Administrators) who supervise officers.

Course Aim: To provide the participants with essential leadership competencies to inspire and lead staff using self-awareness as the foundation from which to strengthen critical leadership competencies.

Course Objectives: At the end of the training, participants should be able to:

- Identify strengths and motivators that they can leverage to improve their leadership effectiveness
- Assess themselves against the 21st Century Leadership Competencies
- Use the focus areas of self-awareness, collaborating with others and business acumen to build a strategy to mature in leadership competence
- Identify and utilise techniques that focus on ways to strengthen the hands of those they lead

Course Content: The course will cover the following broad subject areas:

- Inspirational Leadership
- The Leadership Competency Model
- Self-Awareness Competencies
- Collaborating with Others
- Business Acumen

**Delivery
Methods:**

Virtual.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums
- Case Studies

**Assessment
Method:**

Participants will be assessed using the following:

- Practical Exercises
- Quizzes

Award:

Certificate of Successful Completion.

Management Development for Executive Secretaries

Course Number: MNL0302ONL

[Click Here to Apply](#)

Course Outline

Start Date: July 15, 2024

End Date: July 22, 2024

Duration: 6 Days

Deadline: June 21, 2024

Target Group:

Executive Secretaries and Secretaries to Ministers and Permanent Secretaries, who are responsible for the day-to-day running of an office and handling responsibility for various managerial and administrative tasks.

Course Aim:

To assist participants with developing an assertive and organised approach to managing people and processes in their offices.

Course Objectives:

At the end of the training, participants should be able to:

- Discuss the range of managerial duties, responsibilities, essential knowledge and skills required to successfully fulfil their role
- Manage tasks, teams and individuals using various approaches and techniques to achieve objectives
- Develop assertive communication and problem-solving skills to establish a positive work environment conducive to team-building
- Incorporate motivational theory and principles of performance management to motivate team members to achieve the organisation's objectives
- Use technology to develop personal effectiveness and manage workload effectively

Course Content:

The course will cover the following broad subject areas:

- The Role of the Executive Secretary
- Overview of Management Functions
- Managerial Problem-Solving and Decision-Making
- PRDS and Report Writing
- Communication and Interpersonal Skills
- Time Management Principles and Diary Management
- Document Management using MS Outlook and MS Word

Delivery Methods:

Virtual (Synchronous).

Instructional Methods:

The following methods will be used in course delivery:

- Discussion
- Practice Activities (Individual and small group)
- PowerPoint Presentation

Assessment Method:

Participants will be assessed using the following:

- Multiple Choice Quiz

Award:

Certificate of Successful Completion.

Practical Research for Policy and Government Professionals

Course Number: ADM0306

[Click Here to Apply](#)

Course Outline

Start Date: September 3, 2024

End Date: October 8, 2024

Duration: 6 Days

Deadline: August 16, 2024

Target Group: Public Officers of Grades Z16-1 and P20-5, with responsibility for research related matters and organisation decision-making in their respective ministries/departments/agencies.

Course Aim: To equip public officers in this group with the necessary skills in planning, designing and executing research in different public service policy/planning environments using different research methodologies. The course also aims to expose them to different data analysis software packages for policy purposes.

Course Objectives: At the end of the training, participants should be able to:

- Develop practical research plans and proposals
- Develop critical research objectives and questions for different contexts
- Identify, design and execute various methodologies to gather scientific data for organisational decision-making
- Interact with key data analysis software packages to analyse research data for policy development.

Course Content: The course will cover the following broad subject areas:

- Understanding Research
- Research Process
- Developing Research Topics and Objectives
- Design Research Instruments (e.g., survey instruments and interview protocols)
- Sampling Approaches
- Primary and Secondary Data Collection Procedures (e.g., surveys and focus groups)
- Assessing and Interpreting Statistical Data Using Software
- Policy Building Based on Research Evidence

**Delivery
Methods:**

Face-to-face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Interactive Lectures,
- Classroom Discussions
- Cooperative Group Work

**Assessment
Method:**

Participants will be assessed using the following:

- Oral Presentation
- Group Project
- Practical, Individual Essay

Award:

UWI CPDLL – Certificate of Competence/ Participation.

Preparation of Cabinet Papers

Course Number: ADM0302ONL

[Click Here to Apply](#)

Course Outline

Cohort 1 Dates: June 17 - 24, 2024

Sessions on Jun 17, 21, 28, July 5 & 24

Cohort 2 Dates: Jan 6 – Feb 7, 2025

Sessions on Jan 6, 10, 17, 24 & Feb 7

Duration: 5 Days Deadline: May 31, 2024

Deadline: December 13, 2024

Target Group:

Administrative Officers and officers who are required to prepare Cabinet Papers.

Course Aim:

To equip participants with the necessary knowledge to prepare cabinet papers for submission to Cabinet. It is also aimed at promoting awareness about the critical information to be include in a Cabinet Paper and adherence to its correct structure.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the context in which submissions to the Cabinet are to be prepared
- Prepare accurate and coherent papers for submission to the Cabinet in accordance with the requirements of the Cabinet Office

Course Content:

The course will cover the following broad subject areas:

- The Cabinet & Its Role and Function
- Role and Function of Cabinet Office
- The Cabinet Secretary
- Matters to be Submitted to Cabinet
- Types of Cabinet Papers
- Formatting Cabinet Papers
- Key Components of a Good Cabinet Paper
- The Structure of a Cabinet Paper
- Challenges Encountered in Vetting Cabinet Papers

Delivery Methods:

Virtual – Blended.

Instructional Methods:

The following methods will be used in course delivery:

- Virtual Presentation
- Lectures
- Case Studies
- Online Discussion
- Practical Exercise

Assessment Method:

Participants will be assessed using the following:

- Quizzes
- Preparing a Cabinet Paper

Award:

Certificate of Successful Completion.

Processing Human Resource Management Matters

Course Number: OSD0301

[Click Here to Apply](#)

Course Outline

Start Date: December 2, 2024

End Date: December 6, 2024

Duration: 5 Days

Deadline: November 8, 2024

Target Group:

This course is designed to enhance the competencies of those officers who have responsibility for performing human resource (HR) management related matters in their respective ministries and departments.

Course Aim:

To further develop the HR Officer's skills with a view to improving operational effectiveness.

Course Objectives:

At the end of the training, participants should be able to:

- Identify the rules and regulations that govern HR management in the public service
- Prepare public service documents to reduce completion time and to improve turnaround
- Describe the framework for HR management in the Public Service

Course Content:

The course will cover the following broad subject areas:

- The Role of the HR Officer
- The Legislative Framework
- Preparation of HR Documents
- The Organisational Framework
- Conditions of Service
- Pensions and Gratuities
- Leave Matters
- Performance Management

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Discussions

Assessment Method:

Participants will be assessed using the following:

- End of Course Assessment

Award:

Certificate of Successful Completion.

Public Service Document Preparation

Course Number: ADM0301

[Click Here to Apply](#)

Course Outline

Start Date: February 11, 2025

End Date: February 21, 2025

Duration: 5 Days

Deadline: Jan 17

Sessions on Feb 11 – 14 & 21

Target Group:

Administrative Officers and officers of the related grades who are required to prepare public service documents on behalf of their respective ministries/departments

Course Aim:

To provide the participants with the requisite knowledge and skills to prepare documents used within the public service of Barbados

Course Objectives:

At the end of the training, participants should be able to:

- Explain the role that the Administrative Officer plays in the functioning of the public service
- Apply a systematic approach to the research and writing of public service documents
- Use established formats to prepare a variety of public service documents including minutes, reports and briefs.

Course Content:

The course will cover the following broad subject areas:

- The Administrative Function
- Developing Research and Writing Skills
- Servicing Meetings
- Report Writing and Writing Briefs

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Discussion
- Practice Activities
- PowerPoint Presentation

**Assessment
Method:**

Participants will be assessed using the following:

- Facilitator and Peer assessment

Award

Certificate of Successful Completion.

Speechwriting

Course Number: ADM0303ONL

[Click Here to Apply](#)

Course Outline

Start Date: June 3, 2024

End Date: June 19, 2024

Duration: 6 Days

Deadline: May 17, 2024

Target Group:

The course is relevant to public officers in grades Z16-1 and the corresponding P scales as well as technical officers who are required to write speeches as part of their duties.

Course Aim:

The program aims to equip participants with the requisite tools and techniques to improve their competence in writing speeches.

Course Objectives:

At the end of the training, participants should be able to:

- Create an outline using a methodical approach to incorporate all critical elements of a speech
- Structure a speech suitable for the audience, speaker, purpose and timeframe
- Make use of rhetorical devices and other elements to produce an impactful speech
- Create a speech using language which is clear and relevant

Course Content:

The course will cover the following broad subject areas:

- Matching the speech to the context
- Planning and structuring the speech for maximum effect
- The use of language and rhetorical devices to enhance the impact of the speech
- The writing process

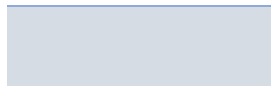
Delivery Methods:

Virtual.

Instructional Methods:

The following methods will be used in course delivery:

- Presentations
- Lectures
- Case Studies



- Small Groups
- Discussions

**Assessment
Method:**

Participants will be assessed using the following:

- Group Assignment

Award:

Certificate of Successful Completion.

Workshop for First Level Supervisors

Course Number: MNL0305ONL

[Click Here to Apply](#)

Course Outline

Start Date: May 28, 2024

End Date: May 30, 2024

Duration: 3 Days

Deadline: May 17, 2024

Target Group:

The course is targeted to all officers in the public service who function as first level supervisors.

Course Aim:

The aim of this course is to equip first level supervisors with the knowledge and skills to function effectively in their roles.

Course Objectives:

At the end of the training, participants should be able to:

- Identify the essential knowledge and skills required to be a supervisor
- Utilise knowledge of the legal and regulatory framework of the public service so that they can effectively supervise

Course Content:

The course will cover the following broad subject areas:

- What is means to be a supervisor
- Orienting the New Officer
- PRDS and Report Writing
- The Legislation: Making My Job Easier
- Managing Conduct and Behaviour

Delivery Methods:

Virtual (Synchronous)

Instructional Methods:

The following methods will be used in course delivery:

- Online Discussion
- Discussion Forums

Assessment Method:

Participants will be assessed using the following:

- Multiple Choice Quiz

Award:

Certificate of Successful Completion



LEVEL 2 Non-Managerial

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Procedures
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Basic Accounting for Clerical Officers

Course Number: FIN0201

[Click Here to Apply](#)

Course Outline

Start Date: July 8, 2024

End Date: July 19, 2024

Duration: 6 Days Deadline: July 19 Sessions on July 8, 10, 12, 12, 17 and 19

Target Group:

Clerical Officers working in the Accounting Stream.

Course Aim:

The aim of this course is to provide participants with knowledge of accounting fundamentals and practice in accounts with a view to increasing efficiency and effectiveness.

Course Objectives:

- At the end of the training, participants should be able to:
- Explain the rules and regulations that govern government accounting
 - Describe the accounting system
 - Demonstrate how to input accounting entries into Cloud Suite
 - Discuss the importance of an internal control system
 - Explain the concepts of reconciliation and budgeting

Course Content:

- The course will cover the following broad subject areas:
- Overview of accounting process
 - Accrual versus cash accounting
 - Accounting equation
 - Different types of accounts
 - Processing accounting information
 - Charts of accounts
 - Financial rules and regulations
 - Public Financial Management Act, 2019
 - Financial Management and Audit (Financial) Rules 2011
 - Smart stream Cloud Suite
 - Invoicing
 - Purchasing
 - Receiving

	<ul style="list-style-type: none"> • Accounting for assets <ul style="list-style-type: none"> ○ Overseas Travel ○ Overdrawn Salaries
	<ul style="list-style-type: none"> • Internal control system <ul style="list-style-type: none"> ○ Segregation of duties ○ Establishment of responsibility • Payroll <ul style="list-style-type: none"> ○ NIS rates for temporary and permanent employees ○ Salary scales and increments • Reconciliation <ul style="list-style-type: none"> ○ Bank Reconciliation ○ Fund Control • Budgeting <ul style="list-style-type: none"> ○ Programme Budget Document ○ Requested quarterly allocations • Code of Conduct <ul style="list-style-type: none"> ○ Use of public funds • Values and Ethics
Delivery Methods:	Face-to-face.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Group Discussions • Lectures • Practical Exercises
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • End of Module Quizzes • Group Exercise
Awards:	Certificate of Successful Completion

Communicating for Effective PRDS

Course Number: GEN0107SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: TBA

End Date:

Cohort 2 Start Date: November 18, 2024

End Date: November 19, 2024

Duration: 2 Days Deadline: June 28, 2024

Deadline: November 8, 2024

Target Group:

The course is targeted to officers in the public service who function as first level and middle level supervisors

Prerequisite:

- Previous participation in the course PRDS for Managers/Supervisors.

Course Aim:

To equip supervisors with the necessary knowledge and skills to practice effective communication for the successful functioning of the performance management system.

Course Objectives:

At the end of the course, participants should be able to:

- Explain the critical role that the supervisor plays in ensuring that performance management is effectively implemented within the organisation
- Justify the importance of effective communication within the context of performance management
- Implement techniques to provide feedback, handle difficult conversations and provide coaching to those who are being supervised

Course Content:

The course will cover the following broad subject areas:

- The Performance Management Process
- The Role of the Supervisor in Fostering a Healthy Communication Climate
- Conducting Difficult Conversations on Performance
- Giving Feedback to Motivate
- Coaching Techniques in Performance Management

Delivery Methods:	Virtual.
Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Lectures• Discussions• Practical Exercises• Role Plays
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• Individual and Group Presentations
Awards:	No Certificate is Awarded for this Course.

Driver/Messenger Development

Course Number: OSD0202

[Click Here to Apply](#)

Course Outline

Start Date: January 23, 2025

End Date: February 6, 2025

Duration: 3 Days

Deadline: Dec 27, 2024

Sessions on Jan 23,30 & Feb 6

Target Group:

Driver/messengers of the various ministries and departments in the public service of Barbados.

Course Aim:

To provide drivers/messengers in the public service with the requisite skills to carry out their duties in an efficient, safe and courteous manner.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the importance of their role in ensuring the smooth functioning of the organization
- Develop skills to provide better customer service to internal and external clients
- Communicate confidently and effectively with their manager, colleagues and customers
- Plan, organize and manage their time more effectively
- Describe the procedures for managing the delivery and receipt of mail
- Outline steps in the maintenance of the vehicle used to carry out their duties
- Interpret areas of legislation and standards which speak to traffic and safety
- Discuss ways to minimise injury and strain at work
- Review their driving skills to ensure safety on the road

Course Content:

The course will cover the following broad subject areas:

- Your Role in the Organisation
- Managing Incoming and Outgoing Mail
- Occupational Safety for the Driver/Messenger
- Use and Care of Public Service Vehicles
- Road Traffic Rules and Regulations
- Defensive Driving

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Group Discussion
- Practical exercises
- Demonstrations
- Videos

Assessment Method:

Participants will be assessed using the following:

- Written Assessment
- Oral Questioning

Awards:

Certificate of Successful Completion.

General Housekeeping

Course Number: OSD0203

[Click Here to Apply](#)

Course Outline

Start Date: July 22, 2024

End Date: July 25, 2024

Duration: 4 Days

Deadline: June 28, 2024

Target Group: Maids, janitorial staff and general workers.

Course Aim: To enhance the knowledge and skills of housekeeping staff in the performance of their duties.

Course Objectives: At the end of the training, participants should be able to:

- Explain their role in the organisation
- Identify ways to ensure health and safety at work
- Demonstrate the use and care of equipment
- Handle and store cleaning equipment and materials

Course Content: The course will cover the following broad subject areas:

- Your Role in the Organisation
- Misconduct in the Public Service
- Cleaning of Surfaces, Furnishings, Fixtures & Fittings
- Occupational Health & Safety
- Best Practices in General Housekeeping

Delivery Methods: Face-to-face.

Instructional Methods: The following methods will be used in course delivery:

- Lectures
- Practical Activities

Assessment Methods: Participants will be assessed using the following:

- Class Participation
- Practical Assignment

Awards:

Certificate of Successful Completion.

Registry Procedures

Course Number: KM0202ONL

[Click Here to Apply](#)

Course Outline

Start Date: June 17, 2024

End Date: June 21, 2024

Duration: 3 Days

Deadline: May 31, 2024

Sessions on Jun 17,18 & 21

Target Group:

The course is relevant to all public officers who are required to work in, manage or supervise the registry as part of their daily task.

Course Aim:

To improve the efficiency and effectiveness of registries within respective ministries and departments.

Course Objectives:

At the end of the training, participants should be able to:

- Use a correspondence register accurately
- Manage the correspondence process
- Contribute to the development and improvement of incoming correspondence management
- Describe the role of the index clerk and filing clerk of the registry
- Accurately and effectively sort, manage and search categories of correspondence
- Understand and demonstrate how an index system should be used
- Minute files to allow effective communication with colleagues
- Describe how to use transit cards and transit slips for tracking and receiving files
- Timely track and retrieve files to effectively manage the registry
- Demonstrate effective communication skills within the registry

Course Content:

The course will cover the following broad subject areas:

- Managing incoming correspondence
- Effective indexing and filing of correspondence on files
- Correspondence tracking and retrieving best practices

Delivery Methods:

Face-to face.

Instructional Methods:

The following methods will be used in course delivery:

- Discussion
- Class Activities
- Group Interaction
- Structured Collaborative Activities

Assessment Method:

Participants will be assessed using the following:

- Case Study; or Scenario

Awards:

Certificate of Successful Completion.

Secretarial Development

Course Number: OSDM0204ONL

[Click Here to Apply](#)

Course Outline

Start Date: November 12, 2024

End Date: November 15, 2024

Duration: 4 Days

Deadline: October 18, 2024

Target Group:

Stenographers/Typists, Clerks/Typists, Receptionists and others who may be assigned secretarial functions

Course Aim:

The aim of the course is to provide secretarial personnel in the public service with the requisite skills to carry out their duties in an efficient and professional manner.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the importance of the role of secretarial staff to the success of the organization
- Develop skills to provide better customer service to clients
- Communicate confidently and effectively with their manager, colleagues and customers
- Apply the public service standards for preparing select public service documents
- Apply the professional secretarial standards for attainment of high quality of work
- Interpret areas of legislation which speak to the behaviours which should be exhibited in the workplace
- Discuss ways to minimise injury and strain at work
- Review their technical skills to ensure safety a high quality of work

Course Content:

The course will cover the following broad subject areas:

- The Role and Function of the Registry:
- Your Role in the Organization
- Communication & Interpersonal Skills
- Public Service Rules and Regulations
- Managing Files
- Ergonomics for Secretarial Staff
- Essential Proof-reading Skills
- Document Preparation

**Delivery
Methods:**

Virtual.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Lectures
- Group Discussions

**Assessment
Method:**

Participants will be assessed using the following:

- End of Course Quiz

Awards:

Certificate of Successful Completion.

Team Leading

Course Number: MNL0201

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: October 21, 2024

End Date: October 25, 2024

Cohort 2 Start Date: February 17, 2025

End Date: February 21, 2025

Duration: 5 Days

Deadline: September 27, 2024

Deadline: January 24, 2025

Target Group:

The course is relevant to public officers in the salary scale of Z23-17, who are required to perform supervisory duties.

Course Aim:

To empower participants with the competencies and skills to provide direction to members of their team, to motivate and support them to achieve both the team's objectives and their individual work goals.

Course Objectives:

At the end of the training, participants should be able to:

- Describe the essential competencies required to be a proficient team leader
- Explain how the legal and regulatory framework of the public service assists them in effectively leading their team
- Communicate the importance of leading and motivating team members to achieve the goals of the team

Course Content:

The course will cover the following broad subject areas:

- Essentials of Team Leading
- Public Service Rules and Regulations
- Conditions of Service
- Management of Personal Development
- Performance Management
- Managing Conflict & the Grievance Handling Procedure
- Planning, Allocating and Monitoring the Work of a Team
- Communicating Information and Knowledge
- Developing Working Relationships with Team Members

Delivery Methods:

Virtual.

Instructional Methods:

The following methods will be used in course delivery:

- Discussions
- Class Activities

Assessment Method:

Participants will be assessed using the following:

- End of Course Quiz

Awards:

Certificate of Successful Completion.



OPEN COURSE All Public Officers

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Beginner's Chinese for Business and Tourism

Course Number: LNG0101ONL

[Click Here to Apply](#)

Course Outline

Start Date: October 17, 2024

End Date: November 21, 2024

Duration: 6 Weeks (1 Session per week)

Deadline: September 20, 2024

Target Group:

This course is designed for persons with little or no background in Chinese and is ideal for public officers working in business, tourism and hospitality who wish to advance to a higher level of proficiency in Chinese.

Course Aim:

To enhance the competencies of officers to communicate effectively with native speakers of Chinese through the four skills of writing, reading, listening and speaking.

Course Objectives:

At the end of the course, participants should be able to:

- Listen to, and interpret simple communications from a native speaker
- Produce monologues on basic topics
- Read and follow instructions
- Seek and give basic personal information (name, date of birth, age, address, telephone number)
- Express likes, dislikes and hobbies
- Make reservations in a hotel or restaurant; and
- Ask for, and give directions

Course Content:

The course will cover the following broad subject areas:

- Greetings and Expressions of Courtesy
- Introduction of Self and Others
- Numbers and Dates
- Family
- Leisure Time Activities
- Travelling
- Restaurants and Hotel Reservation, Food and Dining
- Giving Directions
- Shopping
- Grammar

**Delivery
Methods:**

Face-to-face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Lectures
- Discussions
- Scenarios

**Assessment
Method:**

Participants will be assessed using the following:

- Oral Participation
- Class Presentations
- Written Assessment

Award:

Certificate of Competence/Participation.

Communication and Interpersonal Skills

Course Number: GEN0101

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: October 22, 2024

End Date: October 23, 2024

Cohort 2 Start Date: February 18, 2024

End Date: February 19, 2025

Duration: 2 Days

Deadline: September 20, 2024

Deadline: January 31, 2025

Target Group:

All Public Officers

Course Aim:

To enable participants to enhance their interpersonal relations through the use of effective communication techniques.

Course Objectives:

At the end of the course, participants should be able to:

- Define the role of communication in various settings
- List communication barriers and strategies for minimizing /eliminating these barriers; and
- Demonstrate communication and interpersonal relationship techniques

Course Content:

The course will cover the following broad subject areas:

- The Communication Process
- Barriers to Effective Communication
- Strategies for Reducing Barriers to Communication
- Interpersonal skills:
 - Dealing with Difficult Personality Types,
 - Conflict Management,
 - Assertion vs. Aggression; and
- Strategies for Enhancing Interpersonal Skills.

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Demonstration
- Practical Exercises

**Assessment
Method:**

Participants will be assessed using the following:

- Multiple Choice Exercise
- Short Answer Questions

Award:

Certificate of Successful Completion.

Customer Service Skills

Course Number: GEN0102ONL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: July 16, 2024

End Date: July 19, 2024

Cohort 2 Start Date: March 4, 2025

End Date: March 7, 2025

Duration: 2(1/2) Days Deadline: June 14, 2024

Deadline: February 9, 2025

Target Group:

The course is relevant to all public officers who in the course of their duties interact with the general public and their internal colleagues.

Course Aim:

To improve competence in public officers' delivery of customer service at the organizational level and by extension, to the wider public service.

Course Objectives:

At the end of the course, participants should be able to:

- Respond appropriately to customers
- Effectively communicate information to customers
- Prepare to deal with customers
- Give consistent service to customers
- Build customer confidence in the level of service provided
- Meet the ongoing needs and expectations of customers
- Contribute to developing the relationship between the organisation and its customers
- Contribute to maintaining a safe work environment for customers, staff & visitors
- Select the best solution to resolve customer service problems

Course Content:

The course will cover the following broad subject areas:

- Introduction to Customer Service
- Promoting a Positive Impression of Self & Organisation
- Delivering Reliable Customer Service
- Resolving Customer Service Problems
- Maintaining a Safe and Secure Working Environment
- The Service Charter and its Functions

Delivery Methods:	Face-to-face.
Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Lectures• Case Studies• Role Plays• Small Groups Discussions
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• Group Assessment
Award:	Certificate of Successful Completion.

Delivering Virtual Presentations

Course Number: GEN0106ONL

[Click Here to Apply](#)

Course Outline

Start Date: October 31, 2024

End Date: October 31, 2024

Duration: 3 Hours

Deadline: October 25, 2025

Target Group:

Officers who deliver virtual training sessions for the Learning and Development Directorate, as well as those who deliver virtual training sessions as part of their duties.

Course Aim:

The session aims to enhance the skills of officers at all levels in the public service who deliver virtual training sessions

Course Objectives:

At the end of the course, participants should be able to:

- Distinguish between presenting online and face-to-face
- Explain how to use the technology to deliver a strong virtual presentation
- Describe important actions to take before and during a virtual session

Course Content:

The course will cover the following broad subject areas:

- The Characteristics Associated with Virtual Learning
- The Competencies of a Virtual Facilitator
- The Virtual Learning Platform
- Actions to Take Before Facilitating a Virtual Session
- Strategies that Encourage Participant Engagement in the Virtual Training Session

Delivery Methods:

Virtual.

Instructional Methods:

The following methods will be used in course delivery:

- Lecture
- Facilitator Led Discussion
- Group Discussions

**Assessment
Method:**

Participants will be assessed using the following:

- No Assessment

Award:

Certificate of Participation.

Introduction to Computers

Course Number: ICT0101

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: September 2, 2024

End Date: September 6, 2024

Cohort 2 Start Date: February 24, 2025

End Date: February 28, 2025

Duration: 5 Days Deadline: August 16, 2024

Deadline: February 8, 2025

Target Group:

This course is targeted at officers who have no prior computer knowledge and need basic skills to start developing their computer competency.

Course Aim:

The aim of the course is to assist public officers with gaining a fundamental understanding of computers and a working knowledge of information and communications technology.

Course Objectives:

At the end of the course, participants should be able to:

- Use ICT for simple tasks and purposes
- Carry out the initial steps needed to use a PC
- Make use of common types of hardware and software while complying with relevant safety and security requirements
- Create and manage files and folders, and carry out regular external maintenance of hardware
- Solve common hardware and software errors

Course Content:

The course will cover the following broad subject areas:

- Hardware, Software and Peripherals
- Data Security, Ethics and Legislation
- Health and Safety: Computer Workstation Ergonomics
- Understanding Your Operating System
- Personalising Your Computer

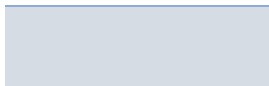
Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lecture/Discussion



- In class Demonstration
- Practical Exercises

Assessment Method:

Participants will be assessed using the following:

- End of Course Quiz
- Practical Exercise

Award:

Certificate of Successful Completion.

Introduction to Microsoft Excel (Blended)

Course Number: ICT0103ONL

[Click Here to Apply](#)

Course Outline

Start Date: February 3, 2025

End Date: February 28, 2025

Duration: 3 Weeks - Deadline: Jan 17, 2025

Session on Feb 3,7,14 & 20

Target Group:

All Public Officers.

Prerequisite:

- Successful completion of Introduction to Computers Course or similar training.
- Ability to navigate in the online environment.
- Ability to competently navigate Microsoft Windows.

Course Aim:

To provide participants with basic knowledge of and skills in Microsoft Excel.

Course Objectives:

- At the end of the course, participants should be able to:
- Demonstrate proficiency in creating and manipulating data in a spreadsheet using Microsoft Excel
 - Create arithmetic operations using formulas
 - Create charts to represent data graphically
 - Competently navigate between worksheets in a workbook

Course Content:

- The course will cover the following broad subject areas:
- Creating a worksheet
 - Starting Excel
 - The Excel Worksheet
 - The Worksheet Window
 - Entering Data (text, numbers)
 - Formatting the Worksheet
 - Calculating a Sum
 - Formulae, Functions and Formatting
 - Order of Operations
 - Entering and Verifying Formulae and Functions
 - What-if Analysis
 - Absolute vs Relative Addressing
 - The IF Function
 - Charts
 - Working with Large Worksheet

Delivery Methods:	Virtual – Blended.
Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Facilitator Led Discussion• Demonstration• Practical Exercises• Discussion Forum• Videos
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• End of Module Quizzes• End of Course Exercise
Award:	Certificate of Successful Completion.

Introduction to Microsoft Excel (Face-to-face)

Course Number: ICT0103ONL

[Click Here to Apply](#)

Course Outline

Start Date: July 15, 2024

End Date: July 18, 2024

Duration: 4 Days

Deadline: June 21, 2024

Target Group:

All Public Officers.

Prerequisite:

- Successful completion of Introduction to Computers Course or similar training.
- Ability to competently navigate Microsoft Windows.

Course Aim:

To provide participants with basic knowledge of and skills in Microsoft Excel.

Course Objectives:

- At the end of the course, participants should be able to:
- Demonstrate proficiency in creating and manipulating data in a spreadsheet using Microsoft Excel
 - Create arithmetic operations using formulas
 - Create charts to represent data graphically
 - Competently navigate between worksheets in a workbook

Course Content:

- The course will cover the following broad subject areas:
- Creating a worksheet
 - Starting Excel
 - The Excel Worksheet
 - The Worksheet Window
 - Entering Data (text, numbers)
 - Formatting the Worksheet
 - Calculating a Sum
 - Formulae, Functions and Formatting
 - Order of Operations
 - Entering and Verifying Formulae and Functions
 - What-if Analysis
 - Absolute vs Relative Addressing
 - The IF Function
 - Charts
 - Working with Large Worksheet

Delivery Methods:	Face-to-face.
Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Facilitator Led Discussion• Demonstration• Practical Exercises• Discussion Forum
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• End of Module Quizzes• End of Course Exercise
Award:	Certificate of Successful Completion.

Introduction to Microsoft Outlook (Blended)

Course Number: ICT0104ONL

[Click Here to Apply](#)

Course Outline

Start Date: November 18, 2024

End Date: December 13, 2024

Duration: 4 Weeks - Deadline: Jan 17, 2025

Session on Nov 18, 22, 29, Dec 6 & 12

Target Group:

All Public Officers.

Prerequisite:

- Introduction to Computers or equivalent
- Ability to navigate in the online environment
- Ability to competently navigate Microsoft Windows

Course Aim:

To develop the proficiencies of officers to use MS Outlook as an effective time management and productivity tool.

Course Objectives:

At the end of the course, participants should be able to:

- Send email (with or without attachments)
- Open received emails and action accordingly
- Create a contact list or electronic rolodex
- Schedule individual and/or recurring appointments and/or meetings
- Invite other persons to scheduled meetings,
- Create a daily and/or recurring task list
- Assign tasks to other persons
- Send status reports on assigned tasks

Course Content:

The course will cover the following broad subject areas:

- Introduction to Microsoft Outlook
- Sending and Receiving Email
- Using the Contact/Address Book Feature
- Setting Appointments and/or Meetings Using the Calendar Feature
- Using the Task Feature
- Creating and Sharing Calendars

Delivery Methods:

Virtual – Blended.

Instructional Methods:

The following methods will be used in course delivery:

- Facilitator Led Discussion
- Demonstration
- Practical Exercises
- Discussion Forum
- Videos

Assessment Method:

Participants will be assessed using the following:

- End of Module Quizzes
- End of course Exercise

Award:

Certificate of Successful Completion.

Introduction to Microsoft Outlook (Face-to-face)

Course Number: ICT0104

[Click Here to Apply](#)

Course Outline

Start Date: August 6, 2024

End Date: August 8, 2024

Duration: 3 Days

Deadline: July 12, 2024

Target Group: All Public Officers.

Prerequisite:

- Introduction to Computers or equivalent
- Ability to competently navigate Microsoft Windows

Course Aim: To develop the proficiencies of officers to use MS Outlook as an effective time management and productivity tool.

Course Objectives:

At the end of the course, participants should be able to:

- Send email (with or without attachments)
- Open received emails and action accordingly
- Create a contact list or electronic rolodex
- Schedule individual and/or recurring appointments and/or meetings
- Invite other persons to scheduled meetings,
- Create a daily and/or recurring task list
- Assign tasks to other persons
- Send status reports on assigned tasks

Course Content:

The course will cover the following broad subject areas:

- Introduction to Microsoft Outlook
- Sending and Receiving Email
- Using the Contact/Address Book Feature
- Setting Appointments and/or Meetings Using the Calendar Feature
- Using the Task Feature
- Creating and Sharing Calendars

**Delivery
Methods:**

Face-to-face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Facilitator Led Discussion
- Demonstration
- Practical Exercises
- Discussion Forum

**Assessment
Method:**

Participants will be assessed using the following:

- End of Module Quizzes
- End of course Exercise

Award:

Certificate of Successful Completion.

Introduction to Microsoft PowerPoint

Course Number: ICT0105

[Click Here to Apply](#)

Course Outline

Start Date: August 20, 2024

End Date: August 22, 2024

Duration: 3 Days

Deadline: July 26, 2024

Target Group:

Officers who are required to design electronic presentations and those who are desirous of developing their skills in this area.

Prerequisite:

- Successful completion of Introduction to Computers Course or similar training
- Ability to competently navigate Microsoft Windows

Course Aim:

To provide participants with basic knowledge of and skills in Microsoft PowerPoint.

Course Objectives:

- At the end of the course, participants should be able to:
- Determine what information should be used in their PowerPoint presentation
 - Start Microsoft PowerPoint
 - Create a PowerPoint presentation, using
 - Layout, text and slides
 - Design templates and images
 - Add animation effects
 - Print slides as handouts or notes, and
 - Employ the elements of a good presentation

Course Content:

- The course will cover the following broad subject areas:
- Starting a Presentation
 - The PowerPoint Window
 - Choosing a Design Template
 - Creating and Saving a Presentation
 - Using Graphics in Presentations
 - Formatting and Animating Slides
 - Adding Headers and Footers to Slides
 - Printing Slides and Handouts

Delivery Methods:	Face-to-face.
Instructional Methods:	The following methods will be used in course delivery: <ul style="list-style-type: none">• Facilitator Led Discussion• Demonstration• Practical Exercises
Assessment Method:	Participants will be assessed using the following: <ul style="list-style-type: none">• End of Course Exercise
Award:	Certificate of Successful Completion.

Introduction to Microsoft Teams

Course Number: ICT0107

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: May 15, 2024

End Date: May 15, 2024

Cohort 2 Start Date: September 25, 2024

End Date: September 25, 2024

Duration: 1 Day Deadline: May 3, 2024

Deadline: August 23, 2024

Target Group:

Officers who are required to use Microsoft Teams in the execution of their duties.

Prerequisite:

- Successful completion of Introduction to Computers Course or similar training
- Ability to competently navigate Microsoft Windows

Course Aim:

To provide participants with basic knowledge of and skills in the use of Microsoft Teams.

Course Objectives:

At the end of the course, participants should be able to:

- Login to their Teams account
- Create Teams and join a Team
- Initiate chats, calls and video calls
- Set up a Teams Meeting
- Share and edit files using Microsoft Teams
- Manage audio and video settings

Course Content:

The course will cover the following broad subject areas:

- Microsoft Teams User Interface
- Meeting and Call Tools
- Working with Teams
- Microsoft Team Settings
- Office 365 Overview

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Facilitator Led Discussion
- Demonstration
- Practical Exercises

Assessment Method:

Participants will be assessed using the following:

- End of Course Exercise

Award:

Certificate of Successful Completion.

Introduction to Microsoft Word

Course Number: ICT0106

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 10, 2024

End Date: June 13, 2024

Cohort 2 Start Date: November 12, 2024

End Date: November 15, 2024

Duration: 4 Days Deadline: May 22, 2024

Deadline: October 21, 2024

Target Group:

Officers who are required to produce documents in Microsoft Word and those who are desirous of developing their skills in this area.

Prerequisite:

- Successful completion of Introduction to Computers Course or similar training
- Ability to competently navigate Microsoft Windows

Course Aim:

To provide participants with basic knowledge of and skills in word processing using Microsoft Word.

Course Objectives:

At the end of the course, participants should be able to:

- Identify the basic features of the word processor's graphical user interface
- Use formatting features to alter the appearance and presentation of documents
- Demonstrate proficiency in creating, editing and formatting word-processed documents

Course Content:

The course will cover the following broad subject areas:

- The Basics of Word Processing
- Document Creation and Organisation
- Document Checking and Editing
- Introduction to Mail Merge

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Facilitator Led Discussion
- Demonstration
- Practical Exercises

Assessment Method:

Participants will be assessed using the following:

- End of Course Exercise

Award:

Certificate of Successful Completion.

Presentation Skills

Course Number: GEN0103

[Click Here to Apply](#)

Course Outline

Start Date: October 8, 2024

End Date: October 14, 2024

Duration: 5 Days

Deadline: September 24, 2024

Target Group:

Public officers who are required to deliver presentations as part of their duties and wish to build a foundation in successful presentation skills and overcome existing challenges.

Course Aim:

To give participants the tools to cultivate confidence and competencies required to deliver effective presentations.

Course Objectives:

- At the end of the course, participants should be able to:
- Overcome the fear and nervousness associated with presenting
 - Develop key skills to construct and deliver effective presentations
 - Present with clarity and energy
 - Use visual aids to enhance the appeal and professionalism of their presentation
 - Demonstrate confidence and dynamism as a presenter

Course Content:

- The course will cover the following broad subject areas:
- Coping Strategies to Deal with Fears and Apprehensions
 - Structure, Planning and Preparation of a Presentation
 - Impactful Introductions
 - Use of Notes
 - Importance of Body Language
 - Making the Best Use of Voice
 - Clear, Simple and Effective Visual Aids to Support Speech
 - Dealing with Last Minute Nerves
 - Practice in Delivering Presentations and Receiving Feedback
 - Introduction to Making Effective Slides on PowerPoint.
 - Handling Questions from the Audience
 - Interactive Practical Session

**Delivery
Methods:**

Face-to-face.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Lectures
- Group Discussion
- Practical exercises

**Assessment
Method:**

Participants will be assessed using the following:

- Class Participation
- Practical Assignment

Award:

Certificate of Successful Completion.

Time Management

Course Number: GEN0104

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: July 2, 2024

End Date: July 2, 2024

Cohort 2 Start Date: November 20, 2024

End Date: November 20, 2024

Duration: 1 Day Deadline: June 23, 2024

Deadline: September 30, 2024

Target Group:

All Public Officers.

Course Aim:

To expose participants to current methods and strategies for managing their time, with a view towards improving individual and organisational productivity.

Course Objectives:

At the end of the course, participants should be able to:

- Define Time Management
- Analyse Time Schedules
- Set Goals and Objectives
- Prioritise Activities
- Identify Time Wasters
- List Key Strategies for Time Management

Course Content:

The course will cover the following broad subject areas:

- The Concept of Time Management
- Recording Use of Time
- Analysing Use of Time
- Identifying Time Wasters
- Strategies for Managing Time

Delivery Methods:

- Face-to-face

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Case Studies
- Role Plays

Assessment Method:

Participants will be assessed using the following:

- No Assessment

Award:

Certificate of Participation.

CARIBBEAN VOCATIONAL QUALIFICATION (CVQ)

Caribbean Vocational Qualification (CVQ) in Assessment (Level 4)	91
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Caribbean Vocational Qualification (CVQ) in Assessment (Level 4)

Course Number: MNL0407

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 13, 2024

End Date: August 29, 2024

Cohort 2 Start Date: July 17, 2024

End Date: September 25, 2024

Duration: 14 Days

Deadline: May 30, 2024

Deadline: June 26, 2024

(1 day per week over 14 weeks i.e., 3 months)

Target Group:

Public officers with a certification in management, at least three (3) years supervisory experience; and who are in the salary scales S9-3, Z16-1 and P11-P2. Applicants must be willing to function as assessors with the Learning and Development Directorate.

Course Aim:

To enable participants to develop the requisite knowledge, skills and attitudes required to function efficiently as assessors with the Learning and Development Directorate.

Course Content:

The course will cover the following broad subject areas:

- Develop Assessment Procedures
- Develop Assessment Tools
- Plan Assessment
- Conduct Assessment
- Review Assessment

Delivery Methods:

Face-to-face.

Instructional Methods:

The following methods will be used in course delivery:

- Lectures
- Discussion
- Small Group Activities
- PowerPoint Presentation

**Assessment
Methods:**

Participants will be assessed using the following:

- Observation Methods
- Witness Testimony
- Written and Oral Questioning
- Written Evidence
- Professional Discussions
- Portfolio Development

Award

Caribbean Vocational Qualification Certificate.

Caribbean Vocational Qualification (CVQ) in Training and Development (Level 4)

Course Number: MNL0408

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: October 3, 2024 End Date: December 12, 2024

Cohort 2 Start Date: January 9, 2025 End Date: March 20, 2025

Duration: 14 Days

Deadline: Aug 29, 2024

Deadline: Nov 22, 2024

(1 day per week over 14 weeks i.e., 3 months)

Target Group:

Public officers with a certification in management, at least three (3) years supervisory experience; and who are in the salary scales S9-S3, Z16-1 and P11-P2. Applicants must be willing to function as facilitators with the Learning and Development Directorate.

Course Aim:

To enable participants to develop the requisite knowledge, skills and attitudes required to function as training facilitators with the Learning and Development Directorate.

Course Content:

The course will cover the following broad subject areas:

- Developing and Administering Needs Assessments Using Occupational Standards
- Developing Assessment Tools Using Occupational Standards
- Developing Training Material
- Planning for and Promoting Training
- Delivering and Reviewing Training Sessions
- Developing and Administering Needs Assessments
- Planning for and Promoting Training
- Deliver and Reviewing Training Sessions

Delivery Methods:

Face-to-face

**Instructional
Methods:**

The following methods will be used in course delivery:

- Lectures
- Discussion
- Small Group Activities
- PowerPoint Presentation

**Assessment
Methods:**

Participants will be assessed using the following:

- Observation Methods
- Witness Testimony
- Written and Oral Questioning
- Written Evidence
- Professional Discussions
- Portfolio Development

Award

Caribbean Vocational Qualification Certificate.

Public Sector Administration – National Vocational Qualification (Level 3)

Course Number: MNL0307

[Click Here to Apply](#)

Course Outline

Start Date: April 11, 2024

End Date: October 3, 2024

Duration: 1 Day – 25 Days (one day per week for 6 months)

Target Group:

Public officers at the Z16-1 salary scale who have no qualifications in management/administration, are familiar with the skills for their role and have the knowledge to execute primary tasks.

Course Aim:

To enable participants to develop the requisite knowledge, skills and attitudes required to function efficiently at their level as supervisors in the public sector.

Course Objectives:

The course includes the following objectives:

- Establish and implement a development plan
- Communicate with others
- Encourage and develop teamwork
- Identify and implement knowledge management standards and systems
- Implement and manage change
- Monitor resources and review processes
- Identify legal, regulatory, and ethical requirements

Course Content:

The course will cover the following broad subject areas:

- Managing Yourself in the Public Sector
- Communicating in the Public Sector to Encourage and Develop Teamwork
- Applying Knowledge Management Procedures in the Public Sector
- Planning, Implementing and Managing Change Management Procedures in the Public Sector
- Managing Resources to Achieve Value for Money in the Public Sector
- Complying with Legal, Regulatory, and Ethical Requirements in the Public Sector

Delivery Methods:	Face-to-face.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Lectures • Discussion • Small Group Activities • PowerPoint Presentation
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • Observation Methods • Written Testimony • Written and Oral Questioning • Written Evidence • Professional Discussions • Portfolio Development
Award:	National Vocational Qualification.

Public Sector Administration – National Vocational Qualification (Level 2)

Course Number: MNL0308

[Click Here to Apply](#)

Course Outline

Start Date: April 24, 2024

End Date: September 11, 2024

Duration: 1 Day – 25 Days (one day per week for 6 months)

Target Group:

Public officers at the Z38-17 salary scale who have no qualifications in management/administration, are familiar with the skills for their role and have the knowledge to execute primary tasks.

Course Aim:

To enable participants to develop the requisite knowledge, skills and attitudes required to function efficiently at their level as supervisors in the public sector.

Course Objectives:

At the end of the training, participants will be able to:

- Establish and implement a development plan
- Identify client needs for delivering a timely and quality service
- Communicate with clients and colleagues to establish productive working relationships
- Support, implement and review change initiatives and activities
- Establish and confirm resources to achieve value for money
- Identify legal, regulatory, and ethical requirements in the public service

Course Content:

The course will cover the following broad subject areas:

- Managing yourself in the Public Sector
- Delivering a Quality Service in the Public Sector
- Communicating with Others in the Public Sector
- Utilizing Change Management Procedures in the Public Sector
- Utilizing Resources to Achieve Value for Money in the Public Sector

	<ul style="list-style-type: none"> • Developing and Maintaining Productive Working Relationships with Colleagues in the Public Sector • Complying with Legal, Regulatory, and Ethical Requirements in the Public Sector
Delivery Methods:	Face-to-face.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Lectures • Discussion • Small Group Activities
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • Observation Methods • Written and Oral Questioning • Written Evidence • Professional Discussions • Portfolio Development
Awards:	National Vocational Qualification Certificate.

SELF-DIRECTED LEARNING (SDL)

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First Level Supervisors' Workshop

Course Number: MNL0304ONLSDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: April 15, 2024

Cohort 2 Start Date: Sep 23, 2024

Cohort 3 Start Date: Dec 2, 2024

Cohort 4 Start Date: March 3, 2025

Duration: 2 weeks Deadline for each cohort is 2 weeks before the Start Date

Target Group:

All officers in the public service who function as first level supervisors in posts not limited to senior clerk, assistant accountant, executive officer and personnel officer.

Course Aim:

To further enhance the competencies of first level supervisors, so that they in turn are better able to develop a climate which is conducive to excellent performance so that the goals of the public service are effectively and efficiently achieved.

Course Objectives:

At the end of the training, participants should be able to:

- Identify the essential knowledge and skills required to be a supervisor
- Utilise knowledge of the legal and regulatory framework of the public service so that they can effectively supervise

Course Content:

The course will cover the following broad subject areas:

- What it means to be a supervisor
- Orienting the New Officer
- PRDS and Report Writing
- The Legislation: Making My Job Easier
- Managing Conduct and Behaviour

Delivery Methods:

Virtual – Self-Directed.

Instructional Methods:

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums
- Case Studies

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Award:

Certificate of Successful Completion.

Managing Incoming Correspondence (Self-Directed Course)

Course Number: KM0204ONL

[Click Here to Apply](#)

Course Outline

Start Date: February 17, 2025

End Date: February 28, 2025

Duration: 2 Weeks

Deadline: February 7, 2025

Target Group:

Public officers who are required to work or supervise a registry as part of their daily tasks as well as new entrants to the public service who seek to understand the value of public records and how they contribute to the work in the ministry.

Course Aim:

To provide participants with the requisite knowledge and skills for understanding and completing tasks associated with managing all correspondence.

Course Objectives:

At the end of the training, participants should be able to:

- Define the importance of managing incoming correspondence
- Identify the steps in the lifecycle of incoming correspondence
- Identify the various types of correspondence received by the registry
- Accurately record information that was gathered from correspondence in a correspondence register/web registry system
- Demonstrate the management of correspondence from its point of reception to its internal circulation
- Recommend ways of improving the management of incoming correspondence

Course Content:

The course will cover the following broad subject areas:

- What is Correspondence
- The Correspondence Cycle
- Types of Correspondence
- Modes of Delivery
- Receiving Correspondence
- Status of Correspondence

	<ul style="list-style-type: none"> • The Correspondence Register • The Web Registry File System • Internal Circulation
Delivery Methods:	Virtual – Self-Directed.
Instructional Methods:	<p>The following methods will be used in course delivery:</p> <ul style="list-style-type: none"> • Participant Manual • Group Discussions
Assessment Method:	<p>Participants will be assessed using the following:</p> <ul style="list-style-type: none"> • End of Topic Quizzes
Awards:	Certificate of Successful Completion.

Orientation to the Public Service

Course Number: GEN0201SDL

[Click Here to Apply](#)

Course Outline

Open Registration - No set start date

Duration: 3 weeks to complete course once registered

Target Group: All officers who have been employed in the public service for four years or less, and who have not undergone a formal orientation programme.

Course Aim: To provide participants with an overview of government and the public service.

Course Objectives: At the end of the course, participants should be able to:

- Explain the functions of the public service
- Describe their responsibilities as public officers
- Identify the main conditions of service
- List the various benefits that accrue to public officers
- Discuss career development
- Discuss performance management

Course Content: The course will cover the following broad subject areas:

- Administrative, Legislative and Executive Arms of Government
- Legislative Framework
- Performance Management (PRDS)
- Conditions of Service
- Working with Files
- Career Development

Delivery Methods: Virtual.

Instructional Methods: The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums
- Videos

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Award:

Certificate of Successful Completion.

PRDS for Managers and Supervisors

Course Number: MNL0306SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 3, 2024

Cohort 2 Start Date: July 15, 2024

Cohort 3 Start Date: October 21, 2024

Cohort 4 Start Date: January 27, 2025

Duration: 4 weeks

Deadline for each cohort is 2 weeks before the Start Date

Target Group:

All public officers in managerial and supervisory positions.
Bands 3, 4 and 5

Course Aim:

To provide officers in managerial and supervisory positions with knowledge and skills for them to understand and utilize the principles and processes of the PRDS and its contribution to a culture of "renewed professionalism" in the public sector.

Course Objectives:

- At the end of the training, participants should be able to:
- Explain the importance of an organisational chart in managing performance.
 - Explain strategic planning in performance management.
 - Explain the elements of a job description.
 - Create individual and unit work plans.
 - Communicate in the performance management environment

Course Content:

- The course will cover the following broad subject areas:
- The Importance of the Organisational Chart
 - Strategic Planning in Performance Management
 - Developing Job Descriptions
 - Developing Individual and Unit Workplans
 - Communication in the Performance Management Environment
 - Rewards and Performance Improvement

Delivery Methods:

Virtual – Self Directed.

Instructional Methods:

The following methods will be used in course delivery:

- Practical Exercises
- Case Studies
- Discussion Forums
- Videos

Assessment Method:

Participants will be assessed using the following:

- Quizzes

Award

Mandatory course for persons in a supervisory role – No Certificate Issued.

PRDS and You

Course Number: GEN0202SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 3, 2024

Cohort 2 Start Date: July 15, 2024

Cohort 3 Start Date: October 21, 2024

Cohort 4 Start Date: January 27, 2025

Duration: 4 weeks

Deadline for each cohort is 2 weeks before the Start Date

Target Group:

All Public Officers.

Course Aim:

To expose participants to the performance appraisal tool the government of Barbados uses to develop and motivate public officers and to evaluate their work performance.

Course Objectives:

At the end of the course, participants should be able to:

- Define Performance Management
- Explain five (5) objectives of PRDS
- Explain five (5) benefits of PRDS
- Discuss the PRDS cycle
- Identify the steps in the Performance Review and Development System (PRDS) cycle

Course Content:

The course will cover the following broad subject areas:

- Definition of Performance Management
- Benefits of the PRDS
- The PRDS Cycle
- Coping with poor performance

Delivery Methods:

Virtual – Self Directed.

Instructional Methods:

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Award:

Mandatory Public Service Course – No certificate issued.

The Administrative Function

Course Number: ADM0309SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: May 13, 2024

End Date: May 24, 2024

Cohort 2 Start Date: October 14, 2024

End Date: October 25, 2025

Duration: 2 Weeks Deadline: May 3, 2024

Deadline: October 4, 2024

Target Group:

Administrative Officers and officers of related grades who are required to prepare public service documents on behalf of their respective ministries/departments.

Course Aim:

To further equip administrative officers and those working in a similar capacity with the knowledge and skills to be more effective in conducting research.

Course Objectives:

At the end of the training, participants should be able to:

- Discuss the importance of administration to the public service
- Discuss the role of the administrative officer in the public service
- List the functions of the Committee of Permanent Secretaries and Officers of the Related Grade

Course Content:

The course will cover the following broad subject areas:

- Role of the administrative officer
- Duties and responsibilities of the administrative officer
- Competencies of the administrative officer
- Branches of Government
- Cabinet of Barbados
- Permanent Secretary and the Committee of Permanent Secretaries
- Public Service Protocol

Delivery Methods:

Virtual – Self-Directed.

**Instructional
Methods:**

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Award:

Certificate of Successful Completion.

Understanding Research for Public Service Document Preparation

Course Number: ADM0308SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: June 3, 2024

End Date: June 14, 2024

Cohort 2 Start Date: November 4, 2024

End Date: November 15, 2024

Duration: 2 Weeks Deadline: May 24, 2024

Deadline: October 25, 2024

Target Group: Officers who are required to research and prepare public service documents.

Course Aim: To aid in the development of knowledge and skills for using research more effectively in the preparation of public sector documents.

Course Objectives:

At the end of the training, participants should be able to:

- Identify various sources of information for research
- Identify an appropriate approach and structure for a public sector research document
- Gain familiarity with the purpose and value of research to public sector documents
- Think critically about the requirements for writing and presenting a good research paper

Course Content:

The course will cover the following broad subject areas:

- The research process
- The importance of research
- Systematic approach to writing a public service document

Delivery Methods: Virtual – Self-Directed.

Instructional Methods:

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Awards:

Certificate of Successful Completion.

Writing Briefs: An Introduction

Course Number: ADM0307SDL

[Click Here to Apply](#)

Course Outline

Cohort 1 Start Date: September 2, 2024

End Date: September 13, 2024

Cohort 2 Start Date: February 3, 2025

End Date: February 14, 2025

Duration: 2 Weeks

Deadline: August 23, 2024

Deadline: January 24, 2025

Target Group:

Administrative Officers and officers of related grades who are required to prepare public service documents on behalf of their respective ministries/departments.

Course Aim:

To equip administrative officers and those working in a similar capacity with the knowledge and skills to be more effective in writing briefs.

Course Objectives:

At the end of the training, participants should be able to:

- Explain the purpose of a brief
- Describe its structure
- Critique briefs to assess how effective they are in conveying the message that is intended

Course Content:

The course will cover the following broad subject areas:

- The Purpose of Briefs
- Characteristics of a Good Brief
- The Structure of a Brief
- Minutes vs. Briefs
- Reports vs. Briefs

Delivery Methods:

Virtual – Self-Directed.

Instructional Methods:

The following methods will be used in course delivery:

- Practical Exercises
- Discussion Forums

**Assessment
Method:**

Participants will be assessed using the following:

- Quizzes

Awards:

Certificate of Successful Completion.

Webinars

The webinars hosted by the Learning and Development Directorate are online learning events through which valuable information is shared with public officers. These webinars serve to:

- address both organisational to personal issues
- introduce, build awareness, reinforce, explain and give clarity with regard to the legislation, policies, processes and procedures of the public service.
- promote employee wellness, wellbeing, and safety.
- encourage engagement by providing a safe space where public service employees can comfortably share and air their views and concerns.



Information and Resource Links



Ministry of the Public Service's Website

[Ministry of Public Service || Home \(mps.gov.bb\)](https://mps.gov.bb)



Learning and Development Directorate's Home Page

https://mps.gov.bb/Learning_Development/



Learning and Development Directorate's YouTube Channel

<https://www.youtube.com/@learninganddevelopmentdire6569>



[Local In-Service Training Application Form](#)

Seamless Documents



[Local In-Service Training Application Form](#)

Downloadable PDF Format

Participant Guidelines

Guidelines for persons attending our Face-to-Face training courses and learning events at Warrens Tower II, Warrens, St. Michael

Participant Guidelines

The following guidelines are provided for your attention and direction. Your usual cooperation is appreciated.

Punctuality and Attendance

- Participants are required to be punctual for each session.
- Participants who are habitually late or frequently absent will forfeit their place on the course.
- Participants who are ill and cannot attend the sessions should inform their Head of Department who should then contact the Learning and Development Directorate at telephone number 535-6700.
- You are encouraged not to make personal appointments for any period during the training.

Break/Lunch

- A mid-morning break with light refreshments will be provided.
- Lunch will not be provided.
- Eating in the classroom is strictly prohibited.

Rules of the Training Room

- The use of cellular phones in the training room is strictly prohibited. Participants should turn off their phones or put them on silent during training sessions.
- Full participation in the learning activities is encouraged.

Lunchroom Facilities

- There are limited lunchroom facilities.

Building Rules and Regulations (Warrens Towers II only)

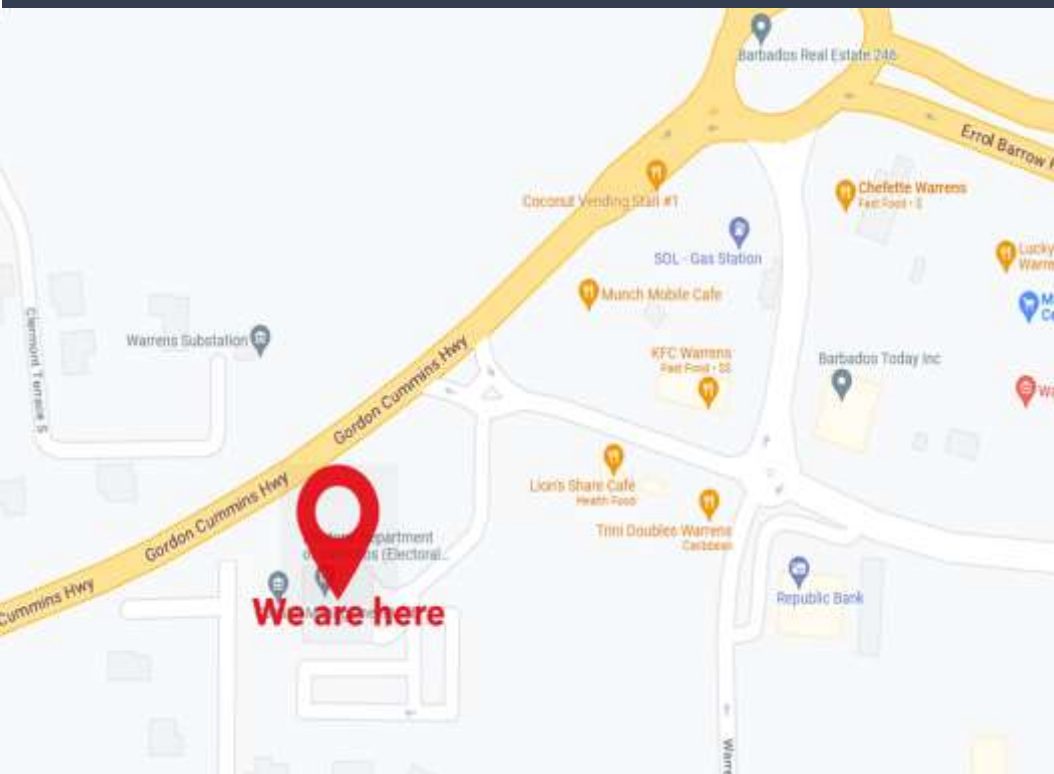
- Parking
 - You are required to use the parking spaces to the front or eastern side of the building.
- Entrance/Access Control
 - Entrance is through the front or eastern door of the building. Doors open to the public from 8.30 a.m.
 - All visitors/guests must enter through the main entry doors and be registered by the security prior to gaining access to the building.
 - We expect your full cooperation with the security personnel in the execution of their duties.
- Fire & Emergency
 - There is a fire detection and alarm system installed for our safety and protection.
 - Fire and emergency evacuation drills may be conducted periodically. Your full cooperation is expected during these exercises whether it is a drill or otherwise.
 - Emergency stairs are through the doorway to the **west** of the elevator.
 - In the event of an emergency evacuation or drill, persons must assemble in the vicinity of Kentucky Fried Chicken (KFC) carpark.

Evaluation

- At the end of the course, you will be required to complete a "Participant's Feedback Questionnaire".

Director,
Learning and Development Directorate
Ministry of the Public Service

LEARNING AND DEVELOPMENT DIRECTORATE
LEVEL 5, WARRENS TOWER II
WARRENS
ST. MICHAEL



Tel: 535-6700

Email: LD@mps.gov.bb

Webpage: https://mps.gov.bb/Learning_Development/