



Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

Learning Activities

April – June, 2023

PUBLIC SERVICE ACADEMY

Learning Activities for the month of *April*

Course Title	Course Objective	Target Group
Inventory Control and Management	To expose participants to the fundamentals of inventory management and control with a view to improving efficiency and effectiveness of the supply chain process.	Store Keepers, Store Clerks, Procurement Officers and other professionals involved in the purchase and issue of office materials and supplies and stock control.
Leading for Results from the Middle	To expose managers to tools and strategies required for motivating employees to perform beyond their expectations.	Mid-senior level managers and other professionals who report directly to Directors and other Departmental Heads.
Business Writing for Public Officers Level II (Online)	To provide participants with information and techniques that will enable them to effectively draft business correspondence that conform to modern business writing standards.	Public Officers in Range 30 and below
Leadership Webinar	The purpose of these webinars is to provide leaders with a medium through which they can be sensitized on various current matters.	Permanent Secretaries, Deputy Permanent Secretaries, Directors, and other senior public officers.

Learning Activities for the month of *May*

Course Title	Course Objective	Target Group
Designing Orientation Programmes	To provide participants with the skills and competencies required for the design and implementation of Orientation Programmes in their respective Ministries/Departments	Human Resource Officers and other professionals who are responsible for conducting Orientation Programmes in Ministries/Departments.
Vetting Cabinet Notes – A Course for Senior Officers	To equip participants with the knowledge and skills required for vetting various categories of Cabinet Notes that conform to the specific guidelines established by the Cabinet Secretariat	Senior and middle level officers charged with the responsibility of vetting Notes for Cabinet.
Introduction to Ethics and Values	To examine the principles of ethical behaviour and their relationship to productivity, morale and performance in the workplace.	Clerical Officers, Clerk Typists, Manipulative Staff and other Officers who occupy officers at Range 25 and under and who provide administrative and clerical support in their Ministries/ Department.
Inventory Control and Management (Online)	To expose participants to the fundamentals of inventory management and control with a view to improving efficiency and effectiveness of the supply chain process.	Store Keepers, Store Clerks, Procurement Officers and other professionals involved in the purchase and issue of office materials and supplies and stock control.

Learning Activities for the month of *May* continued

Course Title	Course Objective	Target Group
Data Analytics	To introduce participants to the tools and techniques involved in data analysis and its application in the decision making process.	Senior Public Officers, Project Managers and other professionals who are required to advise on and make policy decisions.
Fundamentals of IT Auditing	To enable participants to utilise general IT control concepts to improve internal audit processes.	Internal Audit Managers, Auditors II and Auditors III in the Public Service.
Leadership Webinar	The purpose of these webinars is to provide leaders with a medium through which they can be sensitized on various current matters.	Permanent Secretaries, Deputy Permanent Secretaries, Directors, and other senior public officers.

Learning Activities for the month of *June*

Course Title	Course Objective	Target Group
Customer Service (Online)	To expose participants to the various tools and techniques associated with delivering excellent customer service, so as to improve the customer's experience when interacting with the Public Service.	Officers who are required to interface directly with customers. Namely, Customer Service Representatives, Receptionists, Front Line Officers, Clerk/Typists, Clerical Officers and Secretarial, Counter and Manipulative Staff.
HR for Non-HR Professionals	To provide Non HR professionals with an overview of the key functional areas of HR practice in the Public Service.	Senior Managers, Administrative Officers, Technical Officers and other professionals who require a basic understanding of HR practice to lead their team more effectively.
Corporate Image and Protocol	To expose participants to the principles of professional imaging, workplace etiquette and protocol.	Senior Officers, Range 54 and above, who wish to enhance their professional image.
Fundamentals of IT Auditing	To enable participants to utilise general IT control concepts to improve internal audit processes.	Internal Audit Managers, Auditors II and Auditors III in the Public Service.

Learning Activities for the month of *June* continued

Course Title	Course Objective	Target Group
Cabinet Note Writing	To provide participants with the basic knowledge and skills required for the preparation of a Cabinet Note in conformity with existing guidelines	Middle to senior level officers charged with the responsibility of writing Notes for Cabinet, as well as other relevant Notes.

Please note that these courses are scheduled tentatively and are only confirmed upon the dispatch of the respective Circular Memoranda.

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