

PUBLIC SERVICE TRAINING PROGRAMMES

These programmes serves to improve competence of public officers in order to make them efficient and more productive .



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*Ministry of the Public
Service , Energy and
Public Utilities*

**MPS
Human Resource
and
Development**

**PUBLIC SERVICE
TRAINING
PROGRAMMES**



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Designed for:

Public Officers who are confirmed in their appointment.

Objective:

This programme is designed to :

- Provide training in order to improve public service delivery
- Provide clear and transparent procedures for staff development.
- Develop staff potential and improve their competencies
- Link development activities to the fulfillment of strategic objectives.

Training Programmes includes:

- **Clerical Programme**
- **Clerical Promotional Programme**
- **Secretarial Programme**
- **Secretarial Promotional Programme**
- **Certificate in Secretarial Studies**
- **Certificate in Advance Secretarial Studies**
- **Diploma in Public Sector Management**
- **Executive Masters in Business Administration—Public Sector Management**
- **Professional Development Program Modules I & II.**

Short in-Service Programmes:

- **Induction Training**
- **Telephone Etiquette**
- **Customer Service**



Description of Training

Programmes:

Clerical Programme:

This programme is catered to Second Class Clerks who are appointed and who have served at least one year in the capacity of a Second Class Clerk. This is a prerequisite to the Clerical Promotional Programme.

Clerical Promotional Programme:

Is geared towards Second Class Clerks who have successfully completed the Clerical Programme and are confirmed in their appointment. This is a required training for promotion to First Class Clerk.

Secretarial Programme:

Is designed for appointed Secretaries III's who have served a minimum of one year in the capacity of a Secretary III. This programme creates fundamental secretarial skills.

Secretarial Promotional Programme:

Secretary III's who are confirmed in their appointment and have successfully completed the Secretarial Programme are eligible to partake in this promotional programme which will enable them to be promoted to Secretary II.

Certificate in Secretarial Studies:

Secretary II's who have served a minimum of three years as Secretary II and have successfully completed this programme will be promoted to Secretary I .

Certificate in Advance Secretarial Studies:

Secretary I's who have served a minimum of four years as Secretary I and is in the possession of a Certificate in Advance Secretarial Studies will be eligible for promotion to Senior Secretary .

Diploma in Public Sector Management:

First Class Clerks who have served a minimum of three years as First Class Clerk and have successfully completed this programme is eligible for promotion to Administrative Assistant II . Those with a Bachelor Degree in Business or related field is eligible for promotion to Administrative Assistant I.

Executive Masters in Business

Administration- Public Sector Management

Officers in the Finance and Technical grade .

Administrative Officers who have served a minimum of five years in their present post and have successfully completed Module II Certification is eligible to partake in this programme.

Professional Development Programme – Modules I & II

Administrative , Finance, Income Tax, GST and Audit Officers III's and II's in the Technical Grade who have served a minimum of five years in their current post are eligible to partake in these programmes.