



Government of the Republic of Trinidad and Tobago
Ministry of Public Administration and Artificial Intelligence

PUBLIC SERVICE ACADEMY

Learning Activities

July to September 2025

Learning Activities for the month of July

Course Title	Course Objective	Target Group
Customer Service Online	The main objective of the course is 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.	The workshop is designed for officers who are required to interface directly with customers, namely, Customer Service Representatives, Receptionists, Frontline Officers, Clerk/Typists, Clerical Officers, Secretarial, Counter and Manipulative Staff.
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 August

Course Title	Course Objective	Target Group
Responding to Parliamentary Committee Queries	The workshops aim to serve as a platform for enhancing leadership capacity in the Public Service and will expose participants to the tools and techniques that are used in preparing appropriate responses to questions posed by Parliamentary Committees	The workshop is designed for Directors, Senior Technical Officers and other Senior Public Officers who have not previously participated in this workshop
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 September

Course Title	Course Objective	Target Group
Improving Workplace Productivity	The main objective of this course is to identify and examine some of the key principles and approaches for improving employee productivity levels.	The course is designed for senior managers and technical professionals who supervise staff and are therefore responsible for optimizing employee productivity levels.
One Man Tribunal	The main objective of the workshop is to provide participants with the requisite skill sets for the implementation and management of the One-Man Tribunal in the Public Service.	Officers Range 30 and above as well as other officers responsible for executing the Disciplinary Function in their Ministry/Department.
Webinar: Improving Time Management and Productivity	To equip participants with practical tools and strategies for managing their time and productivity levels.	This webinar is designed for junior technical, administrative and clerical employees who wish to improve their productivity and learn time management techniques.

Learning Activities for the month of September Cont'd

Course Title	Course Objective	Target Group
Preparation of TORs and RFPs	To expose participants to existing guidelines required for the preparation of Terms of Reference and Requests for Proposals for projects in the Public Service	Project Officers and other professionals who are involved in Public Sector Investment Programmes and projects and whose functions also include the procurement of goods and services.
Administration of Government Contracts	The main objective of this workshop is to provide insight into the tender evaluation and contract administration processes involved in the award of contracts.	The workshop is designed for Project Managers, Procurement Officers and other professionals in the Public Service involved in the managing and administration of contracts.



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

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