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Civil Service Training Institute

Diploma in Public Administration and Management



Civil Service Training Institute
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Diploma in Public Administration and Management

Introduction

The main focus of the Civil Service Training Institute (CSTI) of the Civil Service Commission (CSC) is to provide training and development programs suited to the identified and prioritized needs of the Civil Service. Ideally, training and development enhances the performance of civil servants by increasing their effectiveness on the job in line with the mission of the Civil Service Commission of providing high quality services to the public in the implementation of government programs.

As part of developing staff capability, Civil Service Training Institute runs Diploma in Public Administration and Management course at CSTI. This program is developed by the Management Development Institute of Singapore (MDIS). The MDIS provides well-accredited courses, seminars and management services and opportunities for individuals to develop professionally through academic program. MDIS has a history of providing training and educational services to the community. With their expert opinion, we believe that the diploma program we run at CSTI is of top quality for civil service staff.

Program Structure

Module 1	Public Policy Formation
Module 2	Role of Civil Service
Module 3	General Management and Leadership
Module 4	Conflict Mediation, Negotiation and Resolution
STUDY BREAK	
Module 5	Financial Oversight and Measuring Results and Budgeting
Module 6	Media/Presentation Skills
Module 7	Entrepreneurship
Module 8	Managing Reform and Change

Admission Requirement

Interested candidates must fulfill one of the following admission requirements:

Completion of Lower Secondary Education and completion of Foundation Study at MNQF Level 4.

OR

20 years old AND 1 pass in a Lower Secondary School Exam and 1 year work experience

Method of Assessment

Each module will be assessed through a combination of class presentations, discussions, assignments, project work and /or written examinations.

Award

Candidates who successfully complete all the course work and pass the examinations will be awarded with the Diploma in Public Administration and Management from Civil Service Training Institute.



Module 1: Public Policy Formation

- (1.1) Articulate Vision and thinking strategically through:
- Mission, Vision, Objectives and Goals of Civil Service and Government Agencies, and Statutory Boards
- (1.2) Concepts and Practice of strategic management:
- Core Values in Public Administration
 - Corporate, Business and Functional level strategies
 - Strategic Intent, Options and Policies
- (1.3) Globalisation and Urbanisation Policies
- (1.4) Contract Laws, Business Laws, and Torts and their interpretation
- (1.5) Understanding Public Policy: Policy Making Processes Implementing and evaluation policies
- (1.6) Practice and Discipline of Public Administration, and their approaches:
- Traditional approach
 - Managerial approach
 - New Public Management
 - Political approach
 - Legal approach
- (1.7) Weber's Theory of Bureaucracy and its Six Principles
- (1.8) Practice of Bureaucracy
- (1.9) Understanding and executing the triangle of relationship involving government, public administrators, and the public
- (1.10) Differences between Public Administration and Public Management:
- New Public Management
 - Perspectives of Public Management
 - Public Management & Governance
 - Accountability in Public Management

Module 2: Role of Civil Service

- (2.1) Public Administration Organisation, its Structure and Process
- (2.2) Managerial, Political and Legal Approaches to Public Organisation
- (2.3) Identifying the role of Public Sector
- (2.4) Public sector as the building blocks of government
- (2.5) Political-Legal Environment of Administration
- (2.6) Administrative responsibility and ethics, and Governance and meritocracy in Public Sector
- (2.7) Strategic Customer Service, and Customer Relationship Management
- (2.8) Managing Interpersonal, and Inter-departmental, Inter-government, and International Relations
- (2.9) Management of resources: water, land, energy, transportation, and manpower
- (2.10) Management of education and healthcare

Module 3: General Management and Leadership

- (3.1) Managing Internal Functions of Management:
- Organising and Staffing
 - Directing personnel and personnel management team
 - Coordinating and integrating
 - Controlling performance
 - Reporting
- (3.2) Decision making process
- (3.3) Management of Performance and Measuring Results
- (3.4) Human Resource Management Strategies, Systems and Processes:
- Work Design
- Attracting, and Retaining Talent
 - Employee selection & Hire and Remuneration
 - Learning, Development and Education
- (3.5) Concepts and Practice of Leadership
- (3.6) Types of Leadership
- 3.6.1 Situational Leadership
- 3.6.2 Self-Leadership
- 3.6.3 Situation Team Leadership
- 3.6.4 Organisational Leadership
- 3.6.5 Servant Leadership
- (3.7) Leading a complex organisation, versus a public organisation, and growing leadership talent
- (3.8) Nature of groups, teams, networks and their management
- (3.9) Empowerment of groups and individuals, management staff
- (3.10) Organisation Culture in the Public Organisation

Module 4: Conflict Mediation, Negotiation and Resolution

- (4.1) Understanding conflicts, and grounds held by conflicting parties
- (4.2) Conciliation in Resolving conflicts
- (4.3) Seeking Mediation and Arbitration
- (4.4) Negotiating to Resolve Conflict
- (4.5) Exploring Alternative Dispute Resolution
- (4.6) Resolving conflict at work:
- Overview of Conflict, and Conflict Styles
 - Ways to engage Conflict

Module 5: Financial Oversight & Measuring Results

- (5.1) Financial Planning
- (5.2) Supervise Financial Plans
- (5.3) Budget Preparation: Budget cycle, Legislative Approval, Execution and Audit
- (5.4) Purposes of Budgeting: Line-item, Performance, Program and zero based budgeting
- (5.5) Politics and Lobbying for budget approval
- (5.6) Taxation: Tax equity, Efficiency and Overlapping
- (5.7) Sources of Revenue, Tax Structure
- (5.8) Corporate and Personal Tax
- (5.9) Free Trade Agreements
- (5.10) Foreign Direct Investment and Tax Incentives

Module 6: Media/Presentation Skills

- (6.1) Communication Media: Radio, TV Cable & Home Video
- (6.2) Communicate with stakeholders
- (6.3) Universal systems affecting choice of communication media
- (6.4) Cultural values in the choice of media
- (6.5)(a) Oral and Non-verbal Communication in Presentation
 - (b) Language and Written Communication Patterns
- (6.6) (a) Effects of Communication Media on Society
 - (b) Regulatory framework and Forces
- (6.7) Presentation Skills:
 - (a) Listening Skills
 - (b) Reading Skills
 - (c) Writing Skills
 - (d) Speaking Skills
- (6.8) (a) One-to-One Interviews
 - (b) Managing Meetings
 - (c) Briefings
- (6.9) Coaching and Communication
- (6.10) Organising for Presentation
 - (a) Planning the Presentation
 - (b) Timing the Presentation
 - (c) Delivery modes
 - (d) Visual aids
 - (e) Designing visual aids
 - (f) Know your audience

Module 7: Entrepreneurship

- (7.1) Creating and Engineering Entrepreneurial Vision
- (7.2) Creating Entrepreneurship Strategies
- (7.3) Entrepreneurial Intentions and Corporate Entrepreneurship
- (7.4) Extending Business Idea to Opportunity:
 - (a) Identifying and Analysing Domestic and International Opportunities
 - (b) Protecting Ideas and Legal Issues Involved
- (7.5) Preparing Strategic & Business Plans
 - (a) Strategic Plan
 - (b) Marketing Plan
 - (c) Organisational Plan
 - (d) Financial Plan
- (7.6) Seeking Funding for Business Venture
- (7.7) Launching, Growing and Managing Business Venture
- (7.8) Accessing Resources for Growth
 - (a) Creating and Engineering entrepreneurial vision
 - (b) Creating Entrepreneurship Strategies
- (7.9) Engaging Professional Managers
- (7.10) Seeking Business growth to become a Small and Medium Size Enterprise (SME)

Module 8: Managing Reform/Change

- (8.1) Reforms or Changes, and Trends Transforming Government, and Reform Modes
- (8.2) Types and Nature of Reforms:
 - (a) New Public Management (NPM) Reform
 - (b) Welfare State Policy Reform
 - (c) Institutional Reform
 - (d) Comprehensive reform
 - (e) Gradualist Reform
 - (f) Non-reform
 - (g) Transformation without Reform
- (8.3) Total Quality Management (TQM) and Reforms in Public Sector
- (8.4) Unleashing change:
 - (a) Initiating change
 - (b) Consolidating change
- (8.5) Managing Change of Strategic Nature
Four Main causes of Strategic Change:
 - (a) Types of Change
 - (b) Change Agent and Its Roles
 - (c) Change Agent Styles
 - (d) Levers for Managing Strategic Change
- (8.6) Dynamics of Strategic Change & Five Factors Theory of Strategic Change
- (8.7) Strategic Changes & Allocation of Resources
- (8.8) Complete Change Challenge Framework
- (8.9) Managing Strategic Change Programmes

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