

public sector consultancy

A foundation in essential
consultancy skills



One-week study programme
12 to 16 July 2010

Public Administration International
certified by

chartered
management
institute



inspiring leaders

REGISTERED CENTRE

About the programme

Consultants bring objectivity and fresh insights into an organisation which can transform its performance. The value that consultants can offer to the public sector is immense. When used appropriately, they can provide considerable benefits for clients, ranging from the development of core and specialist skills for individuals to major reviews of organisations, structures and processes.

Demand from the international development agencies for national consulting services has grown dramatically over the past ten years, fuelled primarily by the improved quality of national consultants in many countries. Demand for national consultants has also been stimulated by pressure on governments to reorganize, downsize and outsource more government activities. However, there are significant disparities in the ability of countries to meet the growing demand for national consulting services of the highest standard.

This programme provides an introduction to management consultancy for those considering entering the profession or those who wish to have an understanding of the knowledge and skills needed in this area. The course leads to the award of the Certificate in Management Consulting Essentials (CMCE) – a professional certificate offered by the UK Institute of Business Consulting (IBC) and awarded by the UK Chartered Management Institute (CMI). The CMCE provides public recognition of achievement of a professional foundation qualification in management consultancy. It also provides a basis for further development to full Certified Management Consultancy (CMC[®]) status – an internationally recognised qualification which is also offered by IBC.

What the programme will cover

The programme consists of two parts – the Essential Consultancy Skills (ECS) course and the Project phase.

The course covers the basic CMCE syllabus, including

- Consultancy role
- Consultancy cycle
- Client relationship
- Communication for consultants
- Effective project delivery
- Structured knowledge, research and analysis
- Consultancy project management
- Risk and risk management of consultancy projects
- Action plan proposals

The programme will include lectures and discussions. Participants will have the opportunity to discuss practical issues affecting their own professional lives and to compare and contrast experience with their counterparts from different countries. We also plan to arrange a visit to an internal consultancy unit in the public sector organisation or private company and to receive a briefing from the UK's IBC.

Who the programme is for

The programme is designed for those wishing to enter the consultancy profession, both in the public sector and the private sector – as internal or external consultants. It will also be of relevance to existing consultants who may wish to undertake a refresher course, line managers and those in other functions who wish to know the basics of consultancy, those involved in change management programmes and those working for the CMC® award.

How participants will benefit

The study programme will:

- prepare you for the CMCE qualification and identify you as a qualified practitioner
- improve your career potential
- provide an excellent basis for further professional development
- provide you with the opportunity to develop a personal action plan to develop your organisation's consulting capacity
- offer a useful background in consultancy for senior managers of any specialisation who may also need to undertake consultancy work
- provide a useful “refresher” for experienced consultants, including those who may wish to apply for the CMC® award.

Programme Outline

	AM	PM
Day 1	Welcome and introductions Course structure The CMCE programme Delegates' introductions	Challenges and problems in the public sector Consultancy inspection and review services The consultancy profession CMCE question - 1 : case study
Day 2	Review of day 1 Report back on question 1 Consultancy cycle and stages Risk management	Client relationship Effective project delivery [video] Team building Meetings Questions 2 and 3 Action plans
Day 3	Review of day 2 Report back on questions 2 and 3 Structured knowledge, research and analysis- session 1	Structured knowledge, research and analysis- session 2 Human resource audit Executive Agencies Private sector involvement Market testing Strategy and business planning Questions 4 and 5
Day 4	Review of day 3 Report back on questions 4 and 5 Communication for consultants Report writing Presentation skills	Change management Negotiation skills Selling ideas Action plan preparation Work on action plans and question 6
Day 5	Review of day 4 Report back on question 6 Action plan presentations	Briefing on CMCE project assignments

We reserve the right to change the programme as necessary

Location and arrival arrangements

The study programme will be based in central London. On request, PAI can assist in finding suitable hotel accommodation and can arrange travel to and from the airport.

Language

The programme will be conducted in English. Participants will be expected to have a good working knowledge of the language.

Fees and other costs

The fee for this one-week study programme will be £1,500. This includes tuition, travel to and from the airport, travel on official visits and documentation. (Travel to and from the airport in the UK and travel on official visits is provided at cost). UK Valued Added Tax (VAT) will not be charged if applicants can provide written confirmation from their Government or its accredited representative that they are employed by their Government in furtherance of its sovereign activities. In all other cases, VAT (currently 17.5%) will be charged in addition to the fee. Payment in full must be received by PAI no later than 12 July 2010. Cheques should be made payable to Public Administration International. Alternatively, PAI is able to invoice individuals or government agencies. Payment by bank transfer is also acceptable.

If participants whose fees have already been received by PAI subsequently cancel their booking and require a refund, a charge of £100 will be applied to cover administration costs. Alternatively, fees received can be held as a credit towards the cost of future PAI study programmes.

We reserve the right to cancel the programme if there are not enough participants to make it viable. In these circumstances, fees already received will be refunded in full.

Airfares, accommodation costs, daily travel (other than on visits scheduled in the programme), meals and living expenses are not included. We

suggest that approximately £120 per person per day should be allowed for a modest standard of accommodation, local travel in the UK, meals and other incidental expenses. Participants requiring a higher standard of accommodation (for example a 4 star hotel) will need to allow approximately £175 per person per day.

Insurance

Participants are advised to arrange travel and health insurance cover before leaving their home country.

Public Administration International

PAI specialises in management consultancy and development services for organisations in and associated with the public sector worldwide. We provide advice and support for governments undergoing political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. This programme is one of a number of specialist UK-based study programmes designed to meet the needs of the public services worldwide.

The Director of Studies for the programme is Tony Lavender. Tony has wide consultancy and training experience, both as a Deputy Director of the Civil Service College with special responsibility for consultancy training and with many years' consulting within the public sector. Since 1994 he has provided consultancy and training in the UK and internationally. He is a Fellow of the Institute of Management Consulting and a Certified Management Consultant. He is a qualified Assessor for the CMC® award. Tony is also a Governance Consultant with the Department for International Development, and was previously a Director of Studies with the Royal Institute of Public Administration, leading programmes on training in consultancy skills. He has also successfully run this CMCE course in the UK, Thailand and Tanzania and has had over 60 delegates qualified with the CMCE at their first attempt.

Application form

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Please complete this application form and post or fax to:

Clare Walters
Programme Manager
Public Administration International
10 Bayley Street
London WC1B 3HB UK
T + 44 (0)20 7580 3590 F + 44 (0)20 7580 4746 pai@public-admin.co.uk

Applications can also be completed online. Please see our website for details.
www.public-admin.co.uk

Please print clearly in black ink and in capital letters

Personal details

First name _____

Family name _____

Title (Prof. Dr. Mr. Mrs. Ms. etc.) _____

Nationality _____

Dietary requirements _____

Disabilities _____

Have you participated in a PAI study programme before? _____

If yes, which programme(s)? _____

Dates of programme(s)? _____

Current position

Title of post _____

Employer _____

Address _____

Telephone _____

Fax _____

Email _____

Brief description of your main role and responsibilities _____

Education and professional training

Provide details of your educational and professional qualifications and training

School/college/university

Relevant professional qualifications or membership of professional bodies

Particular interests

Please indicate which aspects of the programme are of most interest to you

Sponsoring organisation

Who will pay your fees?

Who will pay your other costs such as travel and living costs?

Value Added Tax (VAT)

I certify that I am employed by the Government of _____
in furtherance of its sovereign activities (please refer to note on VAT under “Fees
and other costs”)

Signature

Date

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