

Consultancy in the public sector

A foundation in essential
consultancy skills



One-week course
23 to 27 July 2018

Public Administration International
certified by

About the course

Demand from the international development agencies for consulting services has grown dramatically over the past 10 years, fuelled partly by the improved quality of national consultants in many countries. This 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 requirement for national consulting services of the highest standard.

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. Consultants, when used appropriately, 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.

This course provides an introduction to management consultancy for people considering entering the profession or those who wish to have an understanding of the knowledge and skills needed in this area. It is also useful for organisations who employ consultants to give them an intelligent customer capability. It is particularly targeted at the public sector and towards staff who may be acting as internal consultants within ministries, departments, local authorities and para-statal organisations.

This course leads to the Award in Professional Consulting (APC) and Certificate in Professional Consulting (CPC) – qualifications offered by the Institute of Consulting and awarded by the UK Chartered Management Institute (CMI).

This course is organised by PAI and run by Consultancy and Development International (CDI) which is an Approved CMI Centre for running CMI professional consultancy courses.

The Award and Certificate provide public recognition of achievement of a professional foundation qualification in management consultancy. They also provide a basis for further development to full Certified Management Consultancy (CMC[®]) status – an internationally recognised qualification which is also offered by the Institute of Consulting. PAI/CDI can provide further help with this.

To gain the Award you have to successfully complete a post-course written module which takes about 50 hours. The Certificate requires successful completion of a second module. The Course Director will provide you with guidance and mentoring on both of these.

This course is at level 5 of the UK Government's OFQUAL, Regulated Quality Framework (RQF) and can be used to count towards further qualifications.

Who is it for?

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

How participants will benefit

The course will:

- Prepare you for the APC/CPC 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.

What our participants say about this course

"The course assisted immensely in broadening my knowledge with regard to tools and techniques used by consultants and communication skills for consultants."

Josephine Corbette
Senior Administrative Officer
Government of Dominica

"Very comprehensive, very relaxed and a good way to learn. Nice location, nice facilities. Good to have a mix of countries/nationalities. Very good interactive delivery style; Tony and PAI clearly demonstrated commitment."

Phil Johnson
Team Leader/Chief Technical Advisor, International Centre for Migration Policy Development (ICMPD), Lebanon

"The course actually exceeded my expectations in terms of the experience and backgrounds of the other participants. PAI staff were outstanding - both in making arrangements and support while in London."

Sarah Horrigan, USA

"The materials have depth and contain all the information required for a foundation level consultancy and refresher course. The delivery is professional and facilitators are on top of their game."

Felix Ovbude, Former Managing Director of the Eastern Ports, Nigeria

"This course has reinforced my understanding of concepts and techniques commonly used in consultancy. In addition it has provided me with new ideas and perspectives on how to be an excellent consultant."

Dr Matagi alofi Luaiufi, Public Sector Management Consultant, Samoa

"It was a wonderful learning experience for me. The experience of Tony in facilitation was outstanding and I enjoyed every moment of it."

Professor Joseph Mumba
Director, Eastern and Southern African Management Institute (ESAMI)
Business School

What the course will cover

The course covers the basic CMI Professional Consultancy 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
- Marketing consultancy services
- Bidding for contracts

The course will include lectures and discussions. You will have the opportunity to discuss practical issues affecting your own professional life and to compare and contrast experience with counterparts from different countries. Visits are planned to an internal consultancy unit in a public sector organisation and a private consultancy company.

Location and arrival arrangements

The course is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the programme fee.

Language

The course is conducted in English. You will need to have a good working knowledge of the language.

Course outline

	AM	PM
Day 1	<p>Welcome and introductions</p> <p>Course structure and objectives</p> <p>Consultancy environment</p> <p>The consultancy profession</p>	<p>Change management</p> <p>Consultancy cycle and stages</p> <p>Risk management</p> <p>Assessment task 1 and briefing on case study</p>
Day 2	<p>Review of day 1</p> <p>Report back on task 1</p> <p>Client relationship</p> <p>Effective project delivery</p>	<p>Marketing consultancy services</p> <p>Proposal writing</p> <p>Assessment task 2</p>
Day 3	<p>Review of day 2</p> <p>Report back on task 2</p> <p>Consultancy tools and techniques</p> <p>Practical group exercise</p>	<p><i>Visit to internal consultancy unit in a public sector organisation</i></p> <p>Assessment task 3</p>
Day 4	<p>Review of day 3</p> <p>Report back on task 3</p> <p>Communication for consultants: report writing, presentation skills, negotiating</p>	<p><i>Visit to a consultancy firm</i></p> <p>Preparation for the assessment task 4</p>
Day 5	<p>Review of day 4</p> <p>Report back on task 4</p> <p>Presentation about the Institute of Consulting</p> <p>Review tasks 1 to 4</p>	<p>Review and evaluation</p> <p>Briefing on APC/CPC post course modules</p> <p>Presentation of certificates of attendance</p>

We reserve the right to change the course as necessary

Fees

The fee for the course will be £2,000. It includes tuition, the CMI registration and examination fees for the APC modules, post-course mentoring, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes an Android tablet and light lunch and refreshments during each working day.

Other costs

Airfares and daily travel to and from the course venue are not included. The course is non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are “employed by the government in furtherance of its sovereign activities”. In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the tuition fee if we receive payment no later than 21 days before the first day of the course. Additional discounts may be available. Please contact us if you would like to discuss options.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept a substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions (<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>). If you would prefer a hard copy of our full terms and conditions, please let us know.

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

Course Director

The Course Director is Tony Lavender, an Associate Consultant of PAI and the Director of CDI. He 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 Consulting and a Certified Management Consultant. He is a qualified Assessor for the CMC® award. He has also successfully run this CPC course in the UK, Thailand and Tanzania.

¹ Travel to and from the airport in London and on scheduled visits in the programme are provided at cost.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice. This course is one of a number of specialist professional development workshops designed to meet the needs of the public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

How to apply

Please complete the PAI application form and post, fax or email it to:

Clare Walters
Programme Manager
Public Administration International
56 Russell Square
London WC1B 4HP
UK
T + 44 (0)20 7580 3590
F + 44 (0)20 7580 4746
pai@public-admin.co.uk

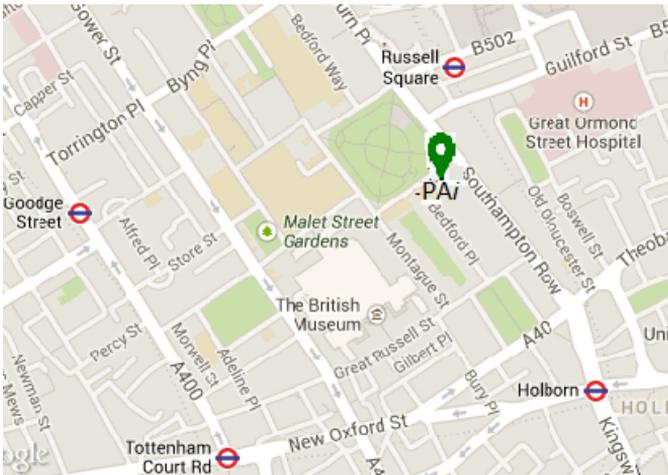
You can also apply online. Please see our website for details:
www.public-admin.co.uk

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact:

Claire Cameron
Director
Public Administration International
T + 44 (0)20 7580 3590
pai@public-admin.co.uk

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Where we are



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