



**Civil Service College**  
Cayman Islands Government

# Civil Service College Learning Guide 2025



## CIVIL SERVICE COLLEGE

Foreword .....	3
Who We Are .....	4
Voices From Our Students .....	5
CSC Online.....	6

## LEADERSHIP & MANAGEMENT

City & Guilds ILM Qualification .....	10
ILM Aspire Level 2 Award In Leadership & Team Skills .....	11
ILM Level 3 Leadership & Management Certificate .....	11
ILM Level 5 Leadership & Management Certificate .....	12
ILM Level 7 Leadership & Management Certificate .....	12
Leadership Cayman .....	13
Senior Leadership Events .....	13

## FORMAL EDUCATION

Foundational Business Communication .....	16
CSC Scholarship Programme .....	17

## CORE COMPETENCY DEVELOPMENT

Linkedin Learning .....	20
Learning Corner & Learning Challenges .....	23
Crucial Conversations .....	23

## FUNCTIONAL TRAINING

Communications Training – Business Communications .....	26
Information Rights Training – Data Protection Basic Training .....	26
Data Protection For Process Owners .....	27
Information Manager Basic Training .....	27
Policy Training .....	28
Workshops .....	28
Procurement Training .....	29
Follow Along Bonfire Training (Part 1) .....	29
Bonfire Training (Part 2) .....	29
SRIU Professional Certification Programme .....	30

## MANDATORY TRAINING

New Employee Orientation .....	33
Anti-bullying, Harassment And Discrimination .....	33
Cyber Security Awareness .....	33
Online Compliance Training .....	34
Introduction To Freedom Of Information .....	34
Introduction To Data Protection .....	34
Anti-money Laundering And Counter Terrorism Financing Training .....	34
Introduction To Records & Information Managements.....	34

## ADDITIONAL RESOURCES

Civil Service College Learning Policies .....	36
Useful contacts .....	38

# FOREWORD – DEPUTY GOVERNOR



Franz Manderson  
Deputy Governor and Head of the Civil Service

As civil servants, we are entrusted with the responsibility, and have the distinct privilege, of serving the Cayman Islands community. As a result of this responsibility and our desire to be world-class, we have been very intentional about providing unique opportunities to ensure the continuous growth and development of our employees and of our collective workforce.

This guide outlines the various learning and development opportunities available to help you enhance your skills, build leadership capabilities, and contribute to the transformation of the public sector. The launch of **CSC Online** has brought even greater access to these opportunities and provided a fantastic, easy to use platform that acts as a one-stop-shop for all things learning and development. I encourage each of you to explore this platform and to carefully consider how you will embrace the opportunities available to you in the year to come.

Included in the CIG’s Strategic Plan are two foundational pillars: **Develop Exceptional Leadership; and Pursue Excellence in Talent Development.** These pillars represent our commitment to creating a public sector that is both innovative and adaptable, equipped to navigate the complexities of modern

governance and capable of leading with purpose. By investing in learning and development, we not only cultivate individual growth, but also drive forward the modernisation of the Cayman Islands Civil Service, ensuring it remains responsive, efficient, and continues to move towards our goal of becoming a **World-class Civil Service.**

Every training initiative, leadership programme, and development opportunity is designed to enhance the quality of public service delivery, ensuring that our work has a meaningful, positive impact on society, directly advancing our mission of **making the lives of those we serve better** and growing your own careers.

Whether you’re at the beginning of your career or a seasoned professional, the learning and development opportunities available to you will ensure that together, we can continue to grow, serve, and lead with excellence.





## WHO WE ARE

The Civil Service College provides learning and development opportunities that will increase the knowledge and enhance the capabilities of civil servants.

## OUR FOCUS

We provide learning opportunities where there is commonality and scale across Civil Service departments ensuring that programmes are consistently high quality and provide value for money.

Our priority is to provide learning that is aligned to the Civil Service Strategic Plan and the Government's broad strategic outcomes.

Our offerings directly support the government's strategic broad outcomes in the area of improving education to promote lifelong learning and greater economic mobility. Our areas of priority focus are:

**Leadership and Management Programmes** to ensure that every manager is highly competent, can get the best from their teams and is constantly improving service levels and performance. Additionally, we provide learning to support aspiring leaders, ensuring we have a strong pipeline of leaders for the future.

**Formal Education** to support succession planning, advancement and progression – ensuring that eligible civil servants without academic qualifications have opportunities to help them to advance their careers and increase their economic prosperity.

**Core Competency Development** to ensure every civil servant has access to CIG core competency learning and development so they can develop and grow as professional civil servants.

We also provide support to subject-matter experts in key areas of compliance training that have been highlighted as priorities by the Deputy Governor. For detailed information on any of our programmes, please visit our website <https://gov.ky/csc> or email [csc@gov.ky](mailto:csc@gov.ky).

FOR FURTHER  
INFORMATION,  
SCAN HERE:



## VOICES FROM OUR STUDENTS

“ Being able to conduct an in-depth research study was very rewarding for me particularly as I will be using it in my work - I was able to directly apply my course learnings. (ILM 7)

“ Course mates share real work case studies, which help to bring the learning points to life and how to apply them in different situations. (ILM Aspire)

“ After completing the ILM Level 3 course I know I'm going to try to be more mindful & intentional about what leadership style I utilise when interacting with my staff and to work on being a bit more caring and personable. (ILM 3)

“ The learning environment is collaborative, curious and engaging. ILM has been a significant milestone in my leadership journey. (ILM 3)

“ The FBC Programme gave me a really good grounding in the importance of communication in different business settings, as well as giving me the practical skills to use every day to improve my performance in the workplace. (FBC)

“ I appreciated the simplification of the concepts, the aids and tools provided to utilise within the context of innovation and change. These practical sources make the use of the techniques in real life situations so much easier. (ILM 5)

“ LinkedIn Learning has been a game-changer in my professional journey. I love how the diverse range of courses allows me to tackle challenges head-on and continuously enhance my skills. (LIL)

“ This programme helped me to focus more on how I communicate with people and unlock the secret power of active listening and strategic questioning. (ILM Coaching)

# CSC ONLINE

[csconline.gov.ky](https://csconline.gov.ky)

- ✓ CSC programmes
- ✓ Mandatory training
- ✓ Training records

# 1

- Easy way to access learning
- Big platform that expands your learning options
- Better way to track your learning journey



**WITH CIG'S LEARNING MANAGEMENT SYSTEM (LMS), CSC ONLINE, YOU CAN VIEW ALL YOUR TRAINING RECORDS IN ONE PLACE, RIGHT AT YOUR FINGERTIPS.**



## WHAT IS A LEARNING MANAGEMENT SYSTEM?

It is a digital platform designed to manage, deliver, and track educational courses and training programmes. It provides a centralised hub for learning and development activities, making it easier for both learners and administrators to access and organise training.



## HOW DO I REGISTER FOR CIG LEARNING & DEVELOPMENT PROGRAMMES?

All registration will now take place on the CSC Online portal. You can search for courses, or use the links in this learning guide and on our website to take you to the section in CSC Online to register for the course you are interested in.



## PROGRESS YOUR CAREER

Empowering you to drive your career progress by focusing on skills development, paving the way for your professional growth and career advancement.



## UNIFIED LEARNING PLATFORM

1 solution that consolidates crucial learning resources across CIG. Whether you need to develop core competencies or pursue specific pathways or mandatory training, our LMS provides anytime, anywhere access to learning, ensuring you are effective and well-prepared in your role.



## ENJOY A SEAMLESS LEARNING JOURNEY

User-friendly experience with easy access through a single sign-on feature. Navigate effortlessly through courses, personalised recommendations to boost your job effectiveness and benefit from full integration with our HRIS.



## TRACK & SHOWCASE YOUR SKILLS

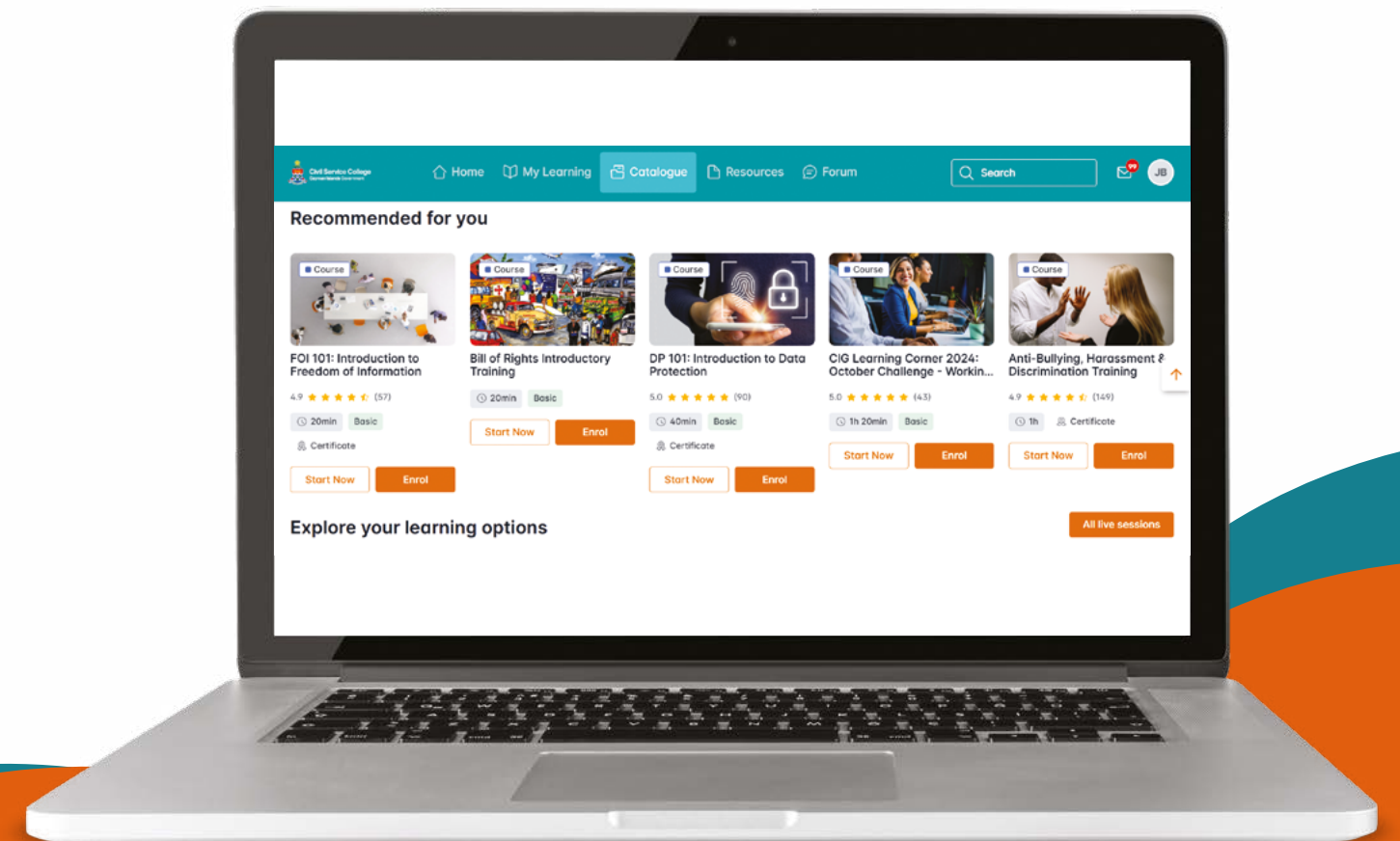
Keep track of your training and showcase your achievements with ease. Monitor your learning progress, view and store your certification.



## MOBILE-FRIENDLY ACCESS

Learn on-the-go with our mobile-friendly application, placing the power of learning at your fingertips. Access courses, track progress and engage with material from your mobile device.

For more information about CSC Online go to the CSC website at <https://gov.ky/csc/lms>







# Leadership and Management

Our world-class standard is that every manager will be recognised as a qualified and competent leader. Our aim is to provide every manager and those who aspire to be in leadership and management positions with access to continuous learning and development opportunities where they will gain recognition at an appropriate level. Success in this area will drive efficiency, improve levels of employee engagement and lead to improvements in performance across the Civil Service.





## CITY & GUILDS ILM QUALIFICATION

The Civil Service College is a City and Guilds accredited training centre and offers internationally recognised qualifications. City and Guilds have a focus on work-based learning combined with workplace assessment with a high level of quality assurance. We offer a range of ILM programmes, ranging from level 2 for aspiring leaders through to level 7 for our senior strategic leaders.

### REGISTRATION:

To ensure that you understand which level to apply for, and the commitment required to complete the course, it is strongly advised that before registering you attend an ILM information session – these will be advertised on the CSC website (<https://gov.ky/csc>) and on theHub.

### HOW TO REGISTER FOR ILM COURSES:

There are two active registration periods for CSC courses. For 2025 and 2026:

Courses commencing in the second half of 2025 (includes ILM Aspire and ILM 5):  
1st April – 30th April 2025

Courses commencing in the first half of 2026 (includes ILM Aspire, ILM 3, ILM 5, ILM 7):  
1st October – 31st October 2025

Registration will be via CSC Online (<https://csconline.gov.ky>) and will require the completion of a registration form, signed by your line manager, and, at times, may require some pre-assessment work.

FOR FURTHER  
INFORMATION,  
SCAN HERE:



## ILM ASPIRE LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS

ILM Aspire is specifically targeted at high potential individual contributors who are preparing for leadership positions in the future.

This qualification is designed to help civil servants boost their performance as team members and help them to make the transition from working in a team to leading a team.

It will also be beneficial for practicing team leaders, enabling them to be more effective and confident in their role.

### OPEN TO

New and aspiring team leaders

### FORMAT

An induction session and 4 modules over five months. Teaching is face-to-face along with guided self-study. This programme is assessed through participation and work-based assignments on a continuous basis.

### HOW TO APPLY

Via <https://gov.ky/csc/offerings/leadership>

Or directly on <https://csconline.gov.ky/catalog> search for “ILM Aspire”



## ILM LEVEL 3 LEADERSHIP & MANAGEMENT CERTIFICATE

This programme provides new or current first-line managers with the foundation for their formal development in this role and key skills to manage their respective teams in an efficient, effective, and comprehensive manner within the Civil Service. It is particularly suited to practicing team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change or continuous improvement.

### OPEN TO

- New and experienced team managers
- Supervisors within the Civil Service

### FORMAT

An induction session and 7 modules over eight months, face-to-face or online teaching and guided self-study. This programme is assessed through participation and work-based assignments on a continuous basis.

### HOW TO APPLY

Via <https://gov.ky/csc/offerings/leadership>

Or directly on <https://csconline.gov.ky/catalog> search for “ILM 3”







## ILM LEVEL 5 LEADERSHIP & MANAGEMENT CERTIFICATE

This qualification is designed for practicing middle managers, high-potential managers, and department heads. Participants will develop their skills and experience, improve performance, and prepare for senior management responsibilities. With this programme, participants will develop their ability to lead, motivate, inspire, and provide strategic leadership and day-to-day management.

### OPEN TO

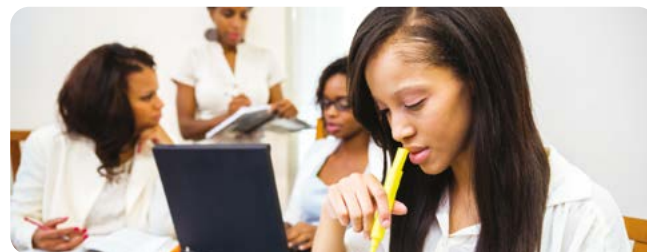
- Middle managers
- Managers-of-managers
- Managers that have completed ILM Level 3

### FORMAT

An induction session and 4 modules over five months, face-to-face or online and guided self-study. This programme is assessed through participation and work-based assignments on a continuous basis.

#### HOW TO APPLY

Via <https://gov.ky/csc/offerings/leadership>  
Or directly on <https://csconline.gov.ky> – search for “ILM 5”



## ILM LEVEL 7 LEADERSHIP & MANAGEMENT CERTIFICATE

This qualification is designed for experienced senior managers who recognise they must satisfy various stakeholders and who want to invest in their own personal brand. These leaders are looking to make the best use of resources, construct business cases, lead change implementation and evaluate the impact of that change.

The content is aligned to ensure that participants undertake a practical piece of work that will deliver real benefits to teams, departments, and the organisation. Participants will become confident in using an enquiry led evidence-based approach to develop their leadership and management capability.

### OPEN TO

- Strategic Directors
- Deputy Chief Officers
- Heads of Department with a previously completed recognised management and leadership qualification and a minimum of 5 years in a leadership role

### FORMAT

An induction session and 5 workshops over six months. Online workshops and self-study. This programme is assessed through participation and work-based assignments on a continuous basis.

#### HOW TO APPLY

Via <https://gov.ky/csc/offerings/leadership>  
Or directly on <https://csconline.gov.ky> – search for “ILM 7”



## LEADERSHIP CAYMAN

This six-month intensive course is delivered by the Cayman Islands Chamber of Commerce and enables participants to develop new skills and learn an abundance of vital information about the Cayman Islands' community and business sector. Participants will learn from experts and local leaders who facilitate the sessions. This is a high-profile opportunity to meet with government officials, industry and community leaders.

If you are interested, follow the instructions issued by the Chamber to apply for a place. Providing your department is willing to support you with 25% of the programme cost and time to attend, the Civil Service College will sponsor the remaining 75% of the programme costs of applicants accepted by the Chamber of Commerce.

### OPEN TO

Persons over 25 years old, in a middle management position. It is a programme requirement that they have been resident in the Cayman Islands for a minimum of 12 months.

### FORMAT

Bi-weekly seminars over six months. Evening (6-9pm).

#### HOW TO APPLY

<https://leadershipcayman.ky>  
For sponsorship, applicants may apply by emailing [csc@gov.ky](mailto:csc@gov.ky) as soon as you have a confirmed place.



## SENIOR LEADERSHIP EVENTS

These events are designed to engage and inform leaders across the Civil Service as a part of their continuous professional development. This series is aimed at our top 250 leaders and provides access to topical events and world-class speakers who will inspire and challenge the audience.

Past topics have included Employee Engagement, Leading Through Change, Resilience, The Future of Work, Organisational Culture, and Collaboration, to name a few.

We are always happy to hear your suggestions for future topics - email us at [csc@gov.ky](mailto:csc@gov.ky)

### OPEN TO

Civil Service's top 250 leaders. Depending on the topic and speakers, additional groups may be invited to participate.

### FORMAT

Attendance is by invitation only.

#### HOW TO APPLY

Personal invitations will be sent to eligible participants in advance of the event. There is no need to apply – simply respond to the invitation to secure your place. We also add events to theHub calendar so if you believe you are eligible but are not receiving invites, or there is a topic of special interest, please let us know.





# FORMAL EDUCATION FOR CAREER PROGRESSION





## FORMAL EDUCATION FOR CAREER PROGRESSION

The Civil Service College is dedicated to shaping the future of the Cayman Islands Civil Service by nurturing professional growth and supporting educational advancement.

We currently offer specialised courses in business communication at both intermediate and advanced levels, designed to enhance essential skills for the modern workplace. In addition, our scholarship programme provides valuable pathways for civil servants to pursue further education, including Associate, Bachelor's, and Master's degrees. Through these targeted offerings, we are committed to equipping our members with the tools and opportunities they need for long-term success.

### FOUNDATIONAL BUSINESS COMMUNICATION

Foundational Business Communication (FBC) is aimed at providing learners with the essential skills and practices necessary for effective communication in the workplace. The course focuses on implementing fundamentals of written and oral communication in real business situations with an emphasis on reading, analysing and writing business communications in English. This course is assured by City & Guilds and is taught at both intermediate and advanced levels.

#### OPEN TO

All civil servants.

#### FORMAT

Face to face. Two hours of teaching time a week plus homework over a 20-week programme.

#### HOW TO APPLY

Via <https://gov.ky/csc/offerings/formal-education>

Or directly on <https://csconline.gov.ky> during October and April registration periods.



### CSC SCHOLARSHIP PROGRAMME

This programme aims to provide financial assistance to eligible employees pursuing higher education and skill development. The programme aligns with our core value of building capabilities through continuous learning, growth, and innovation. To apply, individuals must have the support of their line manager and approval of their Chief Officer.

#### OPEN TO

Civil servants on an open-ended contract who do not already possess an equivalent or higher qualification.



#### HOW TO APPLY

Via <https://www.gov.ky/csc/our-offerings/Scholarships>





## The CIG Learning Corner

Empowering growth through learning



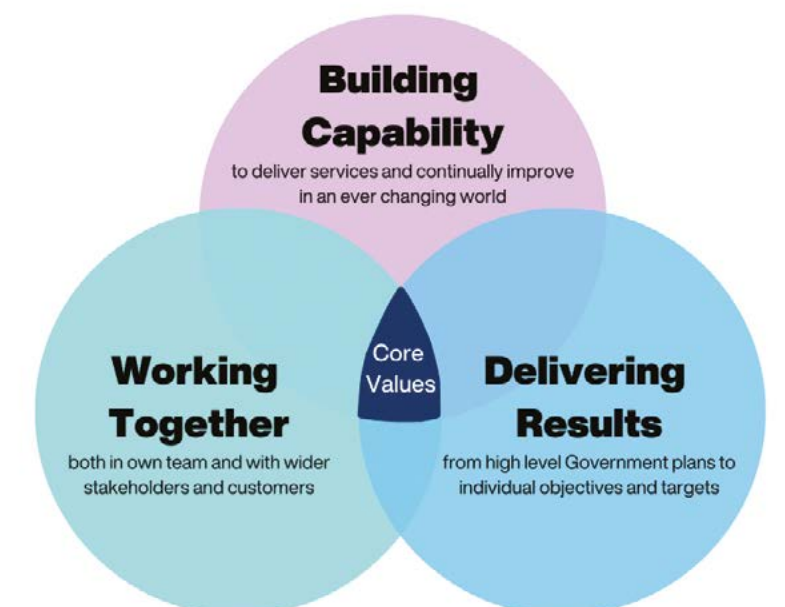
# CORE COMPETENCY

## CORE COMPETENCY DEVELOPMENT

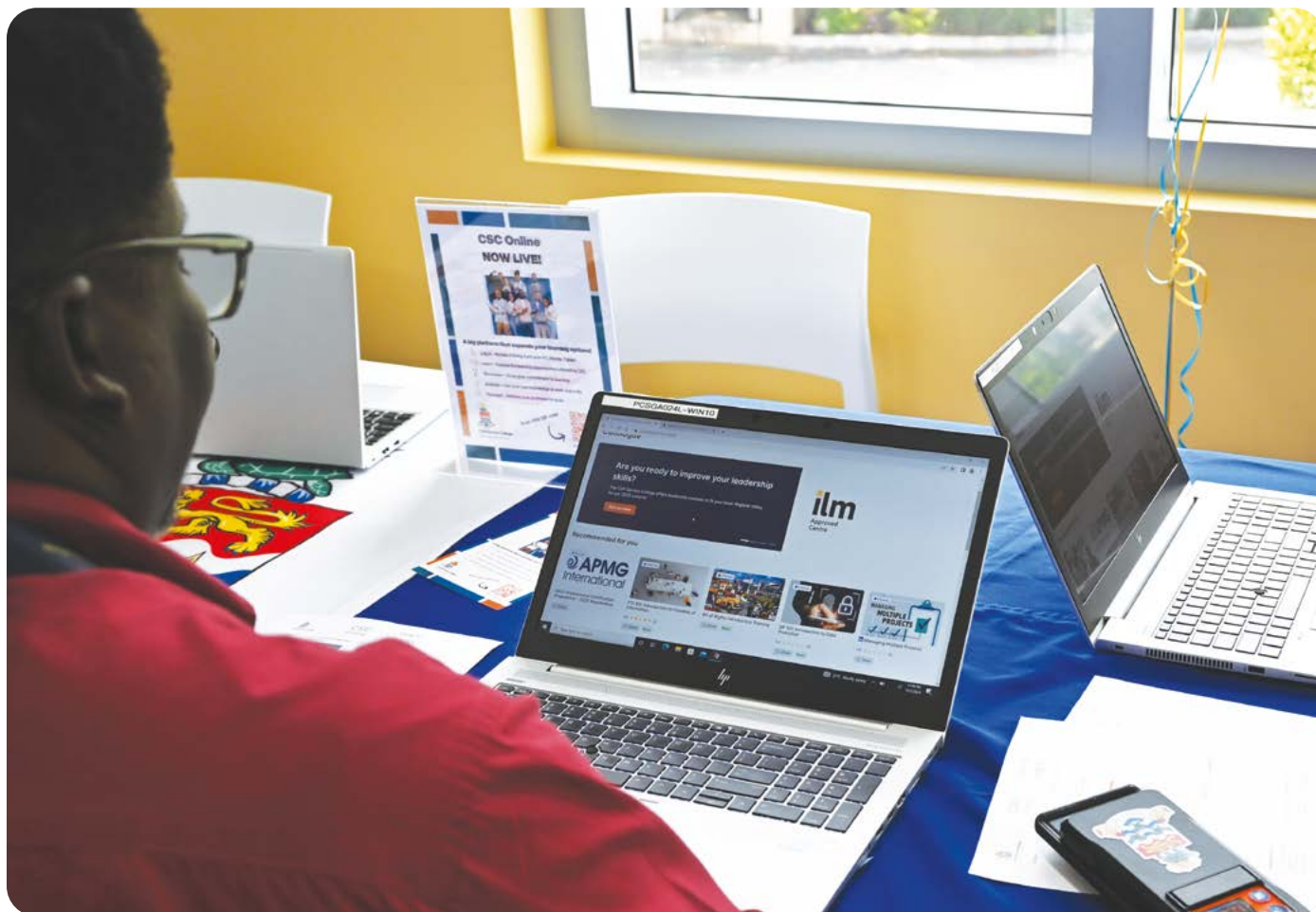
The Cayman Islands Government's Core Competency Framework identifies the essential behaviours and skills that apply to every civil servant. It provides clarity around performance expectations and how civil servants should work to achieve the civil service vision. The framework identifies three core competencies:

- Building Capability
- Working Together
- Delivering Results

Core competency development is supported by the Civil Service College by providing access to learning and development via CSC Online (<https://csconline.gov.ky>), through online self-paced learning on LinkedIn Learning, and via face-to-face training opportunities.







## LINKEDIN LEARNING

We have made it possible for every civil servant to have unlimited access to LinkedIn Learning. This provides on-demand learning across a range of knowledge and skills-based learning options from short videos up to certified qualifications accepted by leading international universities.

A range of bespoke pathways have been created to allow individuals to access learning specifically for each core competency at every level (Individual Contributor, Manager/Supervisor, Strategic Director). Learn anywhere and at any time with LinkedIn Learning.

### OPEN TO

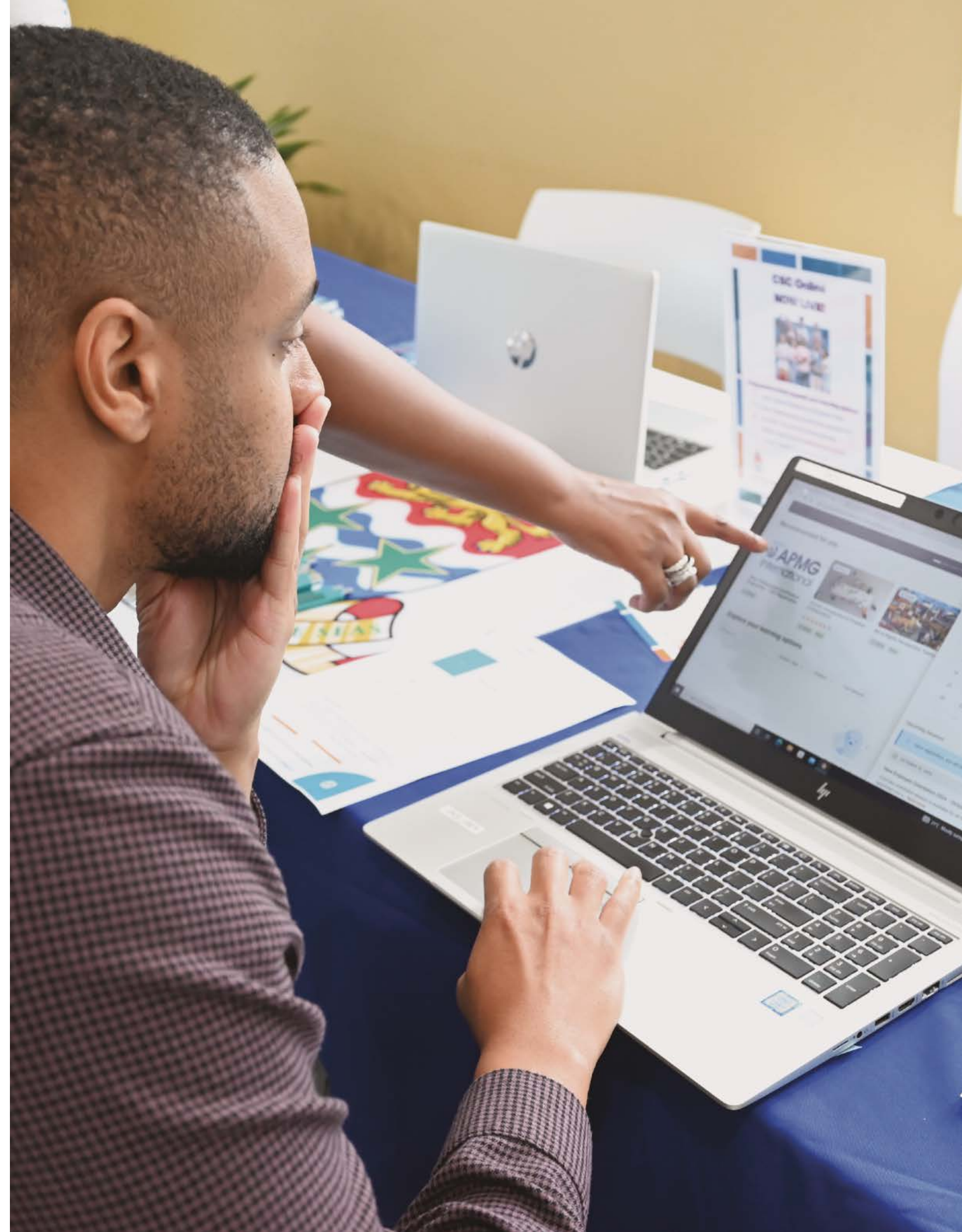
All civil servants.

### FORMAT

On demand e-Learning.

### HOW TO ACCESS

Sign up to LinkedIn Learning using your government email address. Contact your Learning Champion or reach out to [csc@gov.ky](mailto:csc@gov.ky) with any questions or requests for support.







## LEARNING CORNER & LEARNING CHALLENGES

Every month a learning topic is highlighted on our local intranet, theHub, and CSC website for easy access to all civil servants. The Learning Corner provides inspiration to learn about a new topic or to hone an existing skill. Each month's theme is based on a relevant core competency skill and is linked to a curated learning path.

Civil servants are encouraged to check out the Learning Corner to build skills throughout the year and participate in occasional competitions. The topic for each month becomes available during the first week of the month.

To support a culture of lifelong learning, regular learning challenges are scheduled throughout the year and communicated via theHub (available when on network at <http://thehub.gov.ky>) and CSC website (<https://gov.ky/csc/learningcorner>), Learning challenges encourage civil servants to dedicate time to completing the learning path within the challenge month.

Topics focus on core competency development and general capability building. To suggest a theme or challenge topic, please reach out to us at [csc@gov.ky](mailto:csc@gov.ky).

### OPEN TO

All civil servants.

### FORMAT

On demand e-Learning. Links are available on theHub and CSC website from the first week of every month.

### HOW TO ACCESS

Via <https://csconline.gov.ky>  
Search for "Learning Corner".



## CRUCIAL CONVERSATIONS

A Crucial Conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. When conversations turn crucial, people tend to follow one of two ineffective paths: they either speak directly and abrasively to get the results they want but harm relationships, or they remain silent with the hope of preserving relationships only to sacrifice results.

Crucial Conversations® for Mastering Dialogue gives people the skills to step into disagreement – rather than over or around it – and turn disagreement into dialogue for improved relationships and results.

### OPEN TO

All civil servants.

### FORMAT

Face-to-face training.

### HOW TO APPLY

Via <https://csconline.gov.ky>  
Search for "Crucial Conversations".







# Functional Training

CIG has a number of professional groups that offer training to civil servants. These courses provide an added advantage and improve overall performance in specific areas of knowledge.



## COMMUNICATIONS TRAINING

### BUSINESS COMMUNICATIONS

The Department of Communications (DOC) is comprised of communications professionals specialising in crisis communications, marketing, public relations, internal engagement, advertising, digital and visual communications working across government.

Various training opportunities are provided in line with industry-leading professional standards in the core disciplines. Training on specific topics is also provided to increase the depth of knowledge among communicators.

#### OPEN TO

Government communicators and those with communications responsibilities who wish to develop their abilities or expertise in specific areas.

#### FORMAT

Online and in-person.

#### HOW TO APPLY

Contact the Training & Engagement Manager at [DOctraining@gov.ky](mailto:DOctraining@gov.ky) to register your interest.

## INFORMATION RIGHTS TRAINING

### DATA PROTECTION BASIC TRAINING

This intensive course is delivered by the Cabinet Office for civil servants who develop and manage policies, services and programmes for the CIG. Process Owners have important responsibilities under the CIG Privacy Policy and this course focuses on the required knowledge and skills to deliver on these data protection requirements. Extensive local examples and group discussion help participants understand and apply the Data Protection Principles to the processes within their control.

#### OPEN TO

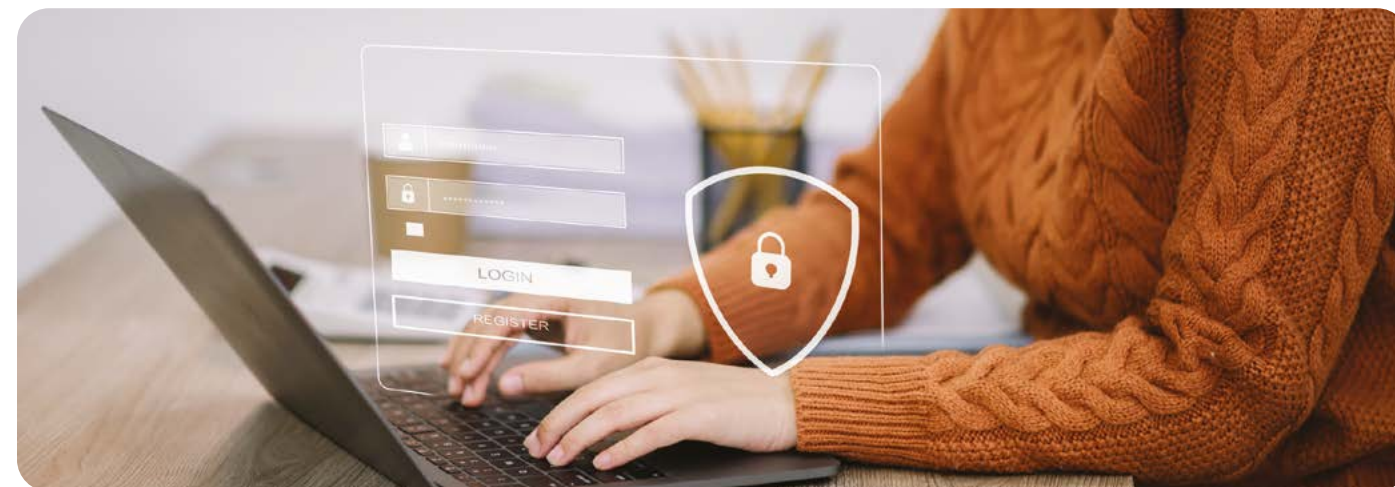
Civil servants who have control over processes that require the collection and use of personal data in order to deliver public policies, programmes and services.

#### FORMAT

15 hours classroom training (three full days or five half days). Remote participation is not available.

#### HOW TO APPLY

To register for an upcoming course, please complete this form: <https://forms.office.com/e/RhXjBksc52>. For more information, email [Informationrights@gov.ky](mailto:Informationrights@gov.ky).



## DATA PROTECTION FOR PROCESS OWNERS

This customised course is delivered by the Cabinet Office to give participants a working knowledge of the Data Protection Act and the CIG Privacy framework. It uses local and international case studies for participants to be able to understand and apply the Data Protection Principles and effectively manage privacy programmes. This practitioner training course is a comprehensive review of how to carry out operational responsibilities for data protection and includes a detailed workbook for each participant to analyse and assess an individual case study.

#### OPEN TO

Civil servants who have control over processes that require the collection and use of personal data in order to deliver public policies, programmes and services.

#### FORMAT

5 hours classroom training (one full day). Remote participation is not available.

#### HOW TO APPLY

To register for an upcoming course, please complete this form: <https://forms.office.com/e/RhXjBksc52>. For more information, email [Informationrights@gov.ky](mailto:Informationrights@gov.ky).

## INFORMATION MANAGER BASIC TRAINING

This Freedom of Information practitioner certification course gives participants an in-depth working knowledge of the purpose and benefits of Freedom of Information legislation as well as the requirements and processes for handling requests for information. This customised course includes a range of local case studies and is a comprehensive review of the functions of an Information Manager and how to carry them out in accordance with relevant legislation and established best practices.

#### OPEN TO

Information Managers appointed under the Freedom of Information Act and their deputies, Records Officers, and other key civil servants.

#### FORMAT

15 hours classroom training, either five half-days or three full days. Remote participation is not available.

#### HOW TO APPLY

To register for an upcoming course, please complete this form: <https://forms.office.com/r/tJYpBi4jgZ>. For more information, email [Informationrights@gov.ky](mailto:Informationrights@gov.ky).



## POLICY TRAINING

The Community of Practice for Policy Practitioners (CPPP) is a self-regulated, voluntary group created by its members to develop and professionalise the policy process across the Government. Its vision is to “advance the profession of policy practitioners and the delivery of effective public policies”.

CPPP workshops and activities are coordinated throughout the year and cover topics such as success factors for policy development and implementation; tools for assessing the effectiveness of policy implementation; politics of public policy; successful communication of public policies; and networking opportunities.

### FOR MORE INFORMATION

on CPPP workshops or activities please email [cPPP@gov.ky](mailto:cPPP@gov.ky).

To learn more about the CPPP and policy coordination, visit <http://thehub.gov.ky/task/policy-coordination> (available when on network at <http://thehub.gov.ky>)

## WORKSHOPS

### SUCCESS FACTORS FOR POLICY DEVELOPMENT AND IMPLEMENTATION

The workshop will focus on the key policy development and implementation success factors, covering the basic principles in the public policy cycle. Policy formulation, stakeholder mapping, policy analysis tools, implementation, monitoring and evaluating, etc. are some of the topics to be covered; the session is contextual, practical, interactive, and includes group exercises.

### WORKSHOP DATE

4 February 2025

More dates more become available in 2025

### OPEN TO

Policy professionals and those who have an interest in public policy and wish to develop their abilities or expertise further.

### FORMAT

In-person.



### HOW TO APPLY

Contact: [cPPP@gov.ky](mailto:cPPP@gov.ky)

## PROCUREMENT TRAINING

### GUIDE TO PUBLIC PROCUREMENT IN THE CAYMAN ISLANDS

This training covers the laws and regulations of Public Procurement in The Cayman Islands. It also includes references to past procurement projects as well as Central Procurement Office insight.

### DEVELOPMENT OF A REQUEST FOR PROPOSAL (RFP)

This workshop covers how to develop one of the most important documents in procurement, the RFP. This training is extremely useful.

### ETHICS IN PUBLIC PROCUREMENT

This training covers the behaviour we would like to see practiced in Public Procurement and the route to be taken if unethical behaviour is found.

### TENDER DOCUMENT DEVELOPMENT TRAINING

The CPO has produced tender document templates that this workshop will cover on how to develop a Business Case, Request for Proposal (RFP) or Market Research bid documents.

### NAVIGATING THE PROCESS

This training covers the technical process from Procurement Initiation to Contract Award, providing a guide through the competitive process and management of a procurement project.

### THE USE OF MARKET RESEARCH

The training covers the proper use of our online market research platform, the content available and how it is helpful to the process and how to apply it to the process.

### OPEN TO

All individuals engaging in Public Procurement.

### FORMAT

In-person or online via Zoom.

### HOW TO APPLY

Visit <https://procure.gov.ky/events>



## FOLLOW ALONG

### BONFIRE TRAINING (PART 1)

This workshop covers the technical aspects of the Bonfire software as well as additional tips from the Central Procurement Office.

### ADVANCED FEATURES

### BONFIRE TRAINING (PART 2)

This workshop covers how to setup Questionnaires, eAuctions, Bidtables & Multi-Category Decisions, Approvals and other items.

### OPEN TO

All civil servants engaging in project management on Bonfire.

### FORMAT

In-person or online via Zoom.

### HOW TO APPLY

Visit <https://procure.gov.ky/events>







## SRIU PROFESSIONAL CERTIFICATION PROGRAMME

The Strategic Reforms Implementation Unit (SRIU) Professional Certification Programme is designed to create opportunities for civil servants to build capability in the areas of business case development, project management and change management. The programme comprises APM and APMG-International certification courses and experiential workshops at foundation and practitioner level.

### FOUNDATION LEVEL CERTIFICATION

Foundation level courses aim to provide a fundamental understanding of the subject matter. They cover the terminology, basic concepts, and fundamental principles of the subject, whilst providing a broad overview without delving into complex details.

### PRACTITIONER LEVEL CERTIFICATION

Practitioner level courses are designed for individuals who have already mastered the fundamentals and want to deepen their knowledge or gain practical skills in a specific area of the subject. These courses delve into advanced topics, best practices, real-world applications, and hands-on exercises. Foundation level certification is a pre-requisite for participation in the practitioner level courses.

### EXPERIENTIAL WORKSHOPS

Highly interactive workshops designed to build competencies in specific areas related to project management and business case development. Participants should have previous knowledge and/or experience in project management and business case development, and are required to engage fully in discussions and hands-on exercises.

### OPEN TO

Civil Servants who are involved in the planning, execution and evaluation of projects. (Note: some courses require prerequisites)

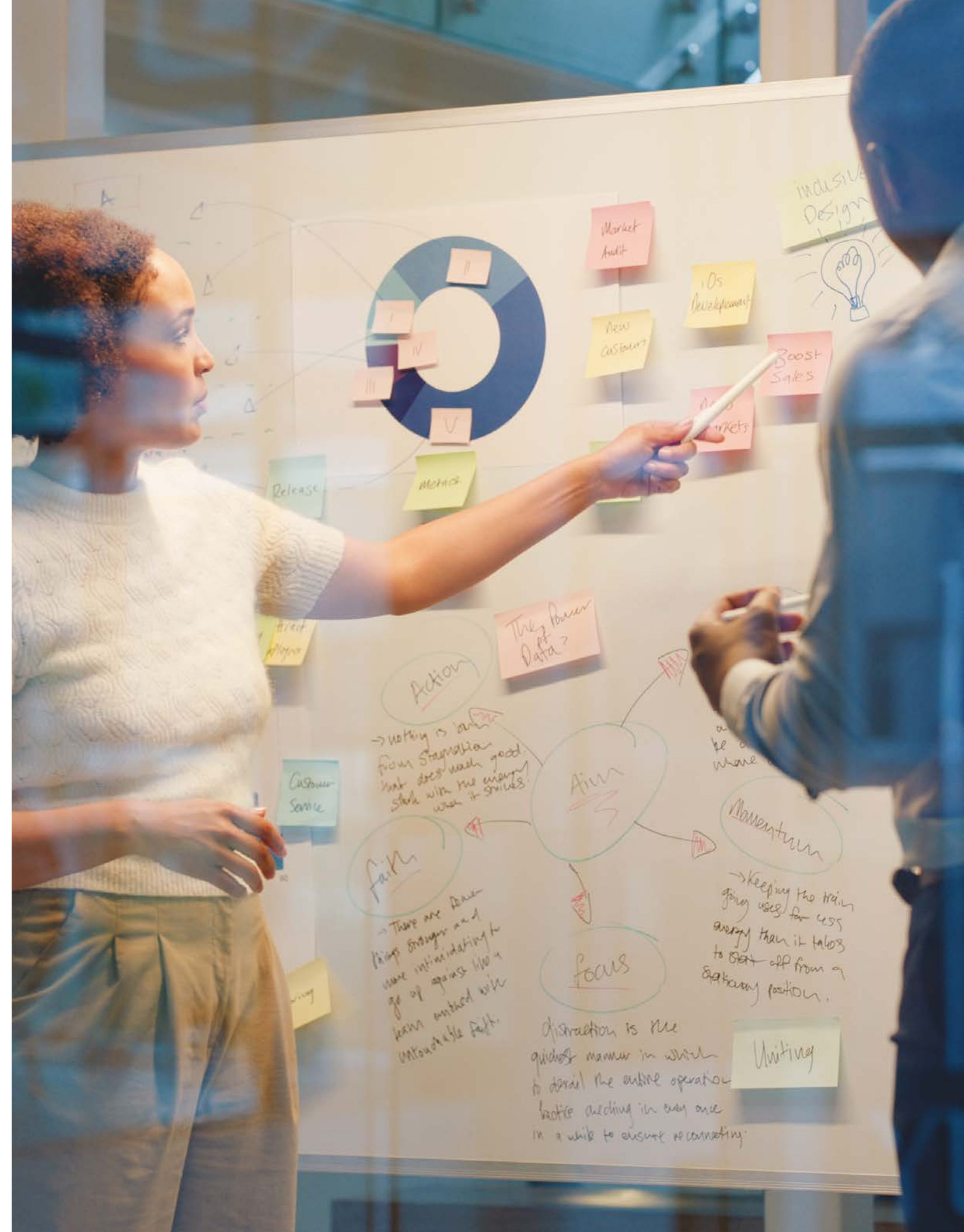
### FORMAT

Most courses are delivered online and certification examinations are overseen by a remote live invigilator.

### HOW TO APPLY

Apply on CSC Online -  
<https://csconline.gov.ky/courses/4006947>

For further information contact the Strategic Reforms Implementation Unit at [sriu@gov.ky](mailto:sriu@gov.ky)





# Mandatory Training

As a government employee, you have a responsibility to uphold the law and act in the best interest of the public. Guided by the principles of passion, integrity, and professionalism, you can diligently stay informed about policies and regulations relevant to your daily duties through our mandatory and compliance training courses, ensuring the highest standards of service.

## NEW EMPLOYEE ORIENTATION

A full day orientation session is available for all newly appointed civil servants. Topics include the structure of government, employee benefits, and various laws that apply to all civil servants. It is also an opportunity to meet with other new civil servants across a range of government departments.

### OPEN TO

Newly appointed civil servants.

### FORMAT

In-person.

### HOW TO APPLY

<https://gov.ky/csc/offerings/professional-development>



## ANTI-BULLYING, HARASSMENT AND DISCRIMINATION

This training aims to make participants aware of all aspects of the Anti-Bullying, Harassment and Discrimination policy. It will provide information on preventing, identifying, responding to, managing, and reporting instances of alleged workplace bullying, harassment, and discrimination.

### OPEN TO

Newly appointed civil servants, and as a refresher to all civil servants.

### FORMAT

Online.

### HOW TO APPLY

via CSC Online: <https://csconline.gov.ky/content-details/4102330/0>



## CYBER SECURITY AWARENESS

The Office of Cyber and Information Security offers this training to increase awareness of the threats and what can be done in the work environment to guard against cyber-attacks. This includes the use of government email, how to spot phishing emails, use of removable media, keeping your social media secure, keeping passwords secure, how to report a suspicious cyber-related incident, and more.

### OPEN TO

Newly appointed civil servants, and annually, by all civil servants.

### FORMAT

Online.



### HOW TO APPLY

<https://csconline.gov.ky/content-details/4044121/0>





## ONLINE COMPLIANCE TRAINING

The following compliance training is available online, on-demand to all civil servants on CSC Online. Search for the course name on the CSC Online portal or follow the links on the Civil Service College website at <https://gov.ky/csc/offerings/professional-development>

Scan the QR code for more information



## INTRODUCTION TO FREEDOM OF INFORMATION

This training covers the basics of the Freedom of Information Act, how it works within the Cayman Islands Government, and where you can learn more.

### HOW TO APPLY

Via CSC Online <https://csconline.gov.ky/content-details/4012927/0>



## INTRODUCTION TO DATA PROTECTION

This training covers the basics of the Data Protection Act, including key terms and the Data Protection Principles, the CIG Privacy Framework, and your important role as a civil servant. This training is for all civil servants and requires no prior knowledge.

### HOW TO APPLY

Via <https://csconline.gov.ky/content-details/4058489/0>



## ANTI-MONEY LAUNDERING AND COUNTER TERRORISM FINANCING TRAINING

AML training equips employees with sufficient knowledge to effectively recognise red flags and suspicious activity. Employees must be aware of their legal obligations to recognise and report suspicious activity.

### HOW TO APPLY

Via CSC Online <https://csconline.gov.ky/content-details/4047907/0>



## INTRODUCTION TO RECORDS & INFORMATION MANAGEMENT

This training is for those who have no prior knowledge or experience with RIM. It is also for those who would like a refresher or information on how RIM works within the Cayman Islands Government.

### HOW TO APPLY

<https://csconline.gov.ky/content-details/4075587/0>







## ADDITIONAL RESOURCES

### Civil Service College Learning Policies

The Civil Service College provides a range of core learning and development to Civil Service departments based on annual priorities.

Civil servants can access most core competency, education and leadership and management programmes at no direct cost to themselves or their department.

- All bookings must be made with the approval and support of your line manager with the exception of programmes undertaken in your own time.
- You are responsible for ensuring your line manager approves a course of study and agrees to their level of support prior to making an application.
- Where a booking is cancelled at short notice, or you do not attend or withdraw from a programme, we may seek to recover the cost from you or your department.

For some programmes, we act as an administrator or facilitators for programme sponsors. The appropriate sponsor will set out the financial arrangements, priorities

and procedures. For non-core Civil Service departments, we will make programmes available where relevant and if there is spare capacity. This will typically be on repayment terms.

### Supporting your learning

We aim to help and support you throughout your learning, including guiding and helping you with any pre-work or assignments. However, the responsibility to complete the work and produce any assignment is yours. If you do not complete any pre-course work or any assignments, you may be withdrawn from the programme and the costs recovered from you or your department.

If you have a genuine personal situation that impacts your studies, you should seek the support of your tutor at the earliest opportunity.

Work pressure is not normally considered a reason for requesting an extension to an assignment deadline unless it is because of a genuinely unforeseen crisis or national emergency.

### Attendance at programmes or events

As a courtesy to the tutor and your colleagues, you should arrive in sufficient time to commence your programme. Try to avoid being distracted by switching off cell phones or planning for colleagues to screen your essential phone calls.

Comfortable business attire is usually appropriate unless other instructions are issued for your specific event. Drinking water will always be available in training rooms.

### Assignments and coursework

If your programme requires you to submit an assignment, it will be marked solely on the evidence you produce. If you disagree with decisions regarding any part of the assessment, an appeal procedure is in place. You should discuss this with your course tutor in the first instance. Thereafter, any appeal should be set out and lodged with the Deputy Director of the Civil Service College within 14 days of receiving the outcome of your assignment. In submitting an assignment, every learner is declaring authenticity (i.e., the work is their own) for each assessment.

### Equal opportunities

The Civil Service College has a continuing commitment to a policy of equal opportunities. In meeting this commitment, we will consider any duties or obligations imposed by the law, our awarding bodies and regulators. We will not discriminate based on age, colour, disability, marital status, race, religion, sex, or other unjustifiable cause. We will make reasonable adjustments to our programmes or venue selection so please ensure we know your specific requirements at the earliest opportunity.

### Compliments or concerns

If you have a compliment or concern, please raise this with your course administrator or tutor. They will appreciate the compliment or will try to resolve any concerns in a timely manner. If you wish to escalate any matters, this should be done to the Director of the Civil Service College.





## USEFUL CONTACTS

### Heads of Profession

There are many providers and co-ordinators of learning and development. Heads of profession are responsible for setting professional standards and co-ordinating learning and development across all areas of the Civil Service:

#### Accounting

Matthew Tibbetts - Accountant General

[Matthew.Tibbetts@gov.ky](mailto:Matthew.Tibbetts@gov.ky)

#### Policy

Samuel Rose - Cabinet Secretary

[Samuel.Rose@gov.ky](mailto:Samuel.Rose@gov.ky)

#### Communications

Oneisha Richards - Director of Communications

[Oneisha.Richards@gov.ky](mailto:Oneisha.Richards@gov.ky)

#### Procurement

Taraq Bashir - Director, Central Procurement Office

[Taraq.Bashir@gov.ky](mailto:Taraq.Bashir@gov.ky)

#### Human Resource Management

Gloria McField-Nixon - Chief Officer,  
Portfolio of the Civil Service

[Gloria.McField@gov.ky](mailto:Gloria.McField@gov.ky)

#### Project Management

Mary Rodrigues - Chief Advisor to Deputy Governor

[Mary.Rodrigues@gov.ky](mailto:Mary.Rodrigues@gov.ky)

#### Civil Service College

Bookings and enquiries email [CSC@gov.ky](mailto:CSC@gov.ky) or visit [gov.ky/csc](http://gov.ky/csc)

**Who is responsible  
for your learning and  
development?  
You are!**

The Civil Service College is committed to providing a range of learning options for every civil servant. We encourage you to take advantage of the opportunities available to you on your lifelong learning journey.





**Civil Service College**  
Cayman Islands Government