



PUBLIC SERVICE REORIENTATION PROGRAMME (ROP)

PURPOSE

RoP enables serving public servants to orientate/refresh their understanding of the Constitution and their mandate to create a citizen centred service ethos, develop enthusiasm for public duty and demonstrate commitment to improve service delivery. It also calls for serving public servants to commit to building a capable State and an administration that is responsive, caring and proactive in dealing with citizens and their challenges. It thus provides an opportunity for participants to re-think how they get things done and what they might do differently.

TARGET GROUP

This programme is designed for employees who joined the Public Service before 1 July 2012 and have never attended any mandatory Induction programme before.

LEARNING OUTCOMES

At the end of the Programme, learners will be able to:

- Demonstrate an understanding of how global, regional and national issues affect them and the people they serve, as well as commitment to unblocking service delivery challenges.
- Demonstrate the application of developmental values, Constitutional principles and citizen-centred approaches to their work and the public they serve.
- Demonstrate an understanding of regulatory frameworks from the perspective of the person in the street and a commitment to work with zeal to implement Government priorities.

ACCREDITATION

The course is non-credit bearing. After successful completion of the course, participants will receive a Certificate of Attendance.

DURATION

The Reorientation Programme comprises pre-contact/on-line component, 3-day face-to-face component and a task to be implemented in the work place. Report on the work place implementation should be reported three months after the pre-contact/on-line component and face-to-face component. On completion of the workplace task, participants qualify for a certificate of completion.