

# Public Accountability and Service Delivery Training Course

## Professional Development Training Course Outline

|                 |                                         |                      |                         |
|-----------------|-----------------------------------------|----------------------|-------------------------|
| <b>Category</b> | Public Financial Management & Budgeting | <b>Duration</b>      | 5 Days                  |
| <b>Base Fee</b> | \$1,500 USD                             | <b>Delivery Mode</b> | Online / On-site Hybrid |

## Course Introduction

Public accountability and service delivery are cornerstones of good governance, sustainable development, and transparent leadership. In today's dynamic environment, organizations and governments must embrace accountability mechanisms that ensure citizen trust, stakeholder engagement, and equitable service provision. Public Accountability and Service Delivery Training Course equips participants with practical knowledge, innovative frameworks, and international best practices to strengthen accountability systems, improve public sector efficiency, and enhance service delivery outcomes.

Through interactive learning, case studies, and real-world applications, participants will develop the skills to promote transparency, ensure fiscal responsibility, strengthen institutional performance, and drive citizen-focused governance. By integrating monitoring and evaluation, performance management, and participatory approaches, this program empowers decision-makers, policy implementers, and development practitioners to advance integrity, efficiency, and inclusive service delivery across sectors.

## Programme Curriculum

### Public Accountability and Service Delivery Training Course

#### Introduction

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### **Course Objectives**

1. Strengthen public accountability frameworks for improved governance.
2. Enhance transparency and integrity mechanisms in service delivery.
3. Build capacity for effective monitoring and evaluation practices.
4. Foster citizen engagement and participatory governance approaches.
5. Improve ethical leadership and decision-making in public service.
6. Optimize resource allocation and budget accountability.
7. Strengthen institutional performance management systems.
8. Apply anti-corruption strategies and compliance tools.
9. Integrate digital governance and e-service platforms for efficiency.
10. Enhance policy implementation and regulatory oversight.
11. Improve conflict resolution and accountability in governance.
12. Foster collaboration between government and civil society.
13. Promote sustainable development goals (SDGs) through service delivery accountability.

### **Target Audience**

1. Government officials and policymakers
2. Public sector managers and administrators
3. Non-Governmental Organizations (NGOs) leaders
4. Civil society representatives
5. Development partners and donor agencies
6. Academic researchers in governance and public policy
7. Community leaders and grassroots organizers
8. Accountability and compliance officers

**Course Duration:** 5 days

### **Course Modules**

#### **Module 1: Foundations of Public Accountability**

- Understanding principles of accountability in governance
- Dimensions of transparency and service delivery
- Accountability frameworks in public institutions
- Ethical standards and governance principles
- Tools for accountability measurement
- *Case Study: Accountability practices in Scandinavian countries*

#### **Module 2: Citizen Engagement and Participatory Governance**

- Role of citizens in shaping governance outcomes
- Participatory approaches to service delivery
- Public forums, town halls, and digital platforms
- Building trust through inclusivity
- Tools for citizen feedback and engagement
- *Case Study: Kenya's Huduma Centres model*

### **Module 3: Monitoring, Evaluation, and Performance Management**

- Designing M&E frameworks for accountability
- Performance indicators for service delivery
- Data-driven decision-making
- Reporting systems and dashboards
- Linking M&E with policy improvements
- *Case Study: Rwanda's performance contracts (Imihigo)*

### **Module 4: Public Finance and Resource Accountability**

- Budgeting for transparent service delivery
- Fiscal discipline and expenditure tracking
- Auditing and financial reporting
- Addressing leakages and misuse of funds
- Strengthening procurement accountability
- *Case Study: Uganda's Public Expenditure Tracking Surveys*

### **Module 5: Ethical Leadership and Anti-Corruption Strategies**

- Leadership values for public service integrity
- Identifying and addressing corruption risks
- Whistleblowing and protection mechanisms
- Compliance frameworks and enforcement
- Building an organizational culture of ethics
- *Case Study: Anti-corruption reforms in Singapore*

### **Module 6: Digital Governance and Innovation in Service Delivery**

- E-governance frameworks and applications
- Leveraging technology for transparency
- Mobile service delivery platforms
- Open data and information sharing
- Cybersecurity in digital governance
- *Case Study: Estonia's e-governance model*

### **Module 7: Policy Implementation and Institutional Accountability**

- Translating policies into practice
- Institutional structures for accountability
- Oversight and regulatory bodies
- Policy compliance and enforcement mechanisms
- Challenges in institutional capacity
- *Case Study: South Africa's Batho Pele initiative*

### **Module 8: Accountability for Sustainable Development Goals (SDGs)**

- Linking accountability to SDGs achievement
- Multi-stakeholder partnerships for service delivery
- Measuring impact of SDG-related programs
- Inclusive governance for sustainable growth
- Ensuring long-term accountability outcomes
- *Case Study: UNDP-supported SDG accountability frameworks*

### **Training Methodology**

- Interactive lectures and expert-led discussions

- Real-world case studies and practical applications
- Group exercises and problem-solving simulations
- Role-playing for citizen engagement and governance scenarios
- Hands-on use of accountability assessment tools

### Register as a group from 3 participants for a Discount

Send us an email: [info@fineskilltrainingcenter.com](mailto:info@fineskilltrainingcenter.com) or call +254769199797

### Certification

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

### Tailor-Made Course

*We also offer tailor-made courses based on your needs.*

### Key Notes

- The participant must be conversant with English.
- Upon completion of training the participant will be issued with an Authorized Training Certificate
- Course duration is flexible and the contents can be modified to fit any number of days.
- The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.
- One-year post-training support Consultation and Coaching provided after the course.
- Payment should be done at least a week before commence of the training, to FINESKILL TRAINING CENTER account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date  | End Date    | Location | Price   |
|-------------|-------------|----------|---------|
| 07 Sep 2026 | 11 Sep 2026 | Online   | \$1,100 |
| 14 Sep 2026 | 18 Sep 2026 | Online   | \$1,100 |
| 21 Sep 2026 | 25 Sep 2026 | Online   | \$1,100 |
| 28 Sep 2026 | 02 Oct 2026 | Online   | \$1,100 |
| 05 Oct 2026 | 09 Oct 2026 | Online   | \$1,100 |
| 12 Oct 2026 | 16 Oct 2026 | Online   | \$1,100 |
| 19 Oct 2026 | 23 Oct 2026 | Online   | \$1,100 |

| Start Date  | End Date    | Location | Price   |
|-------------|-------------|----------|---------|
| 26 Oct 2026 | 30 Oct 2026 | Online   | \$1,100 |

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: [info@fineskilltrainingcenter.com](mailto:info@fineskilltrainingcenter.com) | Website: [www.fineskilltrainingcenter.com](http://www.fineskilltrainingcenter.com)