Garnet
Garnet Global Training Center

GGT-AL-118

Administration, Legal & Public Sector

Public Service Customer Charter

ميثاق خدمة المتعاملين الحكومي

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Public Service Customer Charter turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Programs for government entities, legal departments and the offices that keep organisations running. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Public Service Customer Charter to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators. Practitioners with one to five years of experience benefit most.

Key topics

- Regulatory and legal frameworks
- Drafting and documentation
- Service design and performance
- Compliance and controls
- Communication and protocol
- Digital government practices

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Public Service Customer Charter: principles and standards

- Compliance and controls
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication and protocol
- Digital government practices

Day 3 Diagnosis and problem solving

- Regulatory and legal frameworks
- Regional and international case studies

Day 4 Quality, safety and documentation

- Drafting and documentation
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service design and performance
- Group discussion and peer review

10-day outline

Day 1 Public Service Customer Charter: principles and standards

- Compliance and controls
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication and protocol
- Digital government practices

Day 3 Diagnosis and problem solving

- Regulatory and legal frameworks
- Regional and international case studies

Day 4 Quality, safety and documentation

- Drafting and documentation
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service design and performance
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Hands-on workshop on a workplace challenge

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 Mar 2027	5-day online	Live online	English	2,950
10–14 May 2027	5-day classroom	Paris	English	4,750
9–20 Aug 2027	10-day classroom	Kuala Lumpur	English	8,950
6–10 Sep 2027	5-day classroom	Barcelona	English	4,750
17–28 Jan 2028	10-day classroom	Geneva	English	8,950
8–12 May 2028	5-day classroom	Istanbul	English	4,750
11–22 Sep 2028	10-day online	Live online	Arabic	5,450
15–19 Oct 2028	5-day classroom	Riyadh	Arabic	4,750
1–5 Jan 2029	5-day classroom	Dubai	English	4,750

Dates	Format	City	Language	Fee (USD)
15–26 Apr 2029	10-day classroom	Muscat	Arabic	8,950
14–18 May 2029	5-day online	Live online	English	2,950
16–20 Jul 2029	5-day classroom	Paris	English	4,750
1–12 Apr 2030	10-day online	Live online	Arabic	5,450
13–24 May 2030	10-day classroom	Barcelona	English	8,950
5–9 Aug 2030	5-day classroom	Dubai	English	4,750
18–22 Nov 2030	5-day classroom	Casablanca	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/