



Administration, Legal & Public Sector

Public Service Customer Charter

ميثاق خدمة المتعاملين الحكومي

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

Public Service Customer Charter is part of the Administration, Legal & Public Sector track at Garnet Global Training Center. Programs for government entities, legal departments and the offices that keep organisations running. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern Public Service Customer Charter.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators.

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: www.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 Foundations of Public Service Customer Charter

- Scope, terminology and governing standards
- Regulatory and legal frameworks

Day 2 Methods and tools

- Drafting and documentation
- Service design and performance

Day 3 Application and case studies

- Compliance and controls
- Digital government practices

Day 4 Performance, risk and compliance

- Communication and protocol
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of Public Service Customer Charter

- Scope, terminology and governing standards
- Regulatory and legal frameworks

Day 2 Methods and tools

- Drafting and documentation
- Service design and performance

Day 3 Application and case studies

- Compliance and controls
- Digital government practices

Day 4 Performance, risk and compliance

- Communication and protocol
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- International case studies

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)
8–12 Mar 2027	5-day online	Live online	English	2,950
19–30 Apr 2027	10-day online	Live online	Arabic	5,450
10–14 May 2027	5-day classroom	Kuala Lumpur	English	4,750
2–13 Aug 2027	10-day classroom	Amsterdam	English	8,950
13–17 Sep 2027	5-day classroom	Paris	English	4,750
17–28 Jan 2028	10-day classroom	Singapore	English	8,950
10–21 Apr 2028	10-day online	Live online	Arabic	5,450
15–19 May 2028	5-day classroom	Kuala Lumpur	English	4,750
18–22 Sep 2028	5-day online	Live online	Arabic	2,950
16–20 Oct 2028	5-day classroom	Vienna	English	4,750

Dates	Format	City	Language	Fee (USD)
1–5 Jan 2029	5-day classroom	Vienna	English	4,750
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
10–21 Dec 2029	10-day online	Live online	Arabic	5,450
4–15 Feb 2030	10-day online	Live online	Arabic	5,450
1–5 Apr 2030	5-day online	Live online	Arabic	2,950
13–24 May 2030	10-day classroom	Barcelona	English	8,950
4–8 Aug 2030	5-day classroom	Cairo	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. www.garnettrainings.com/en/customise/