



Civil Service College  
Cayman Islands Government

# Civil Service College Learning Guide

2026



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# FOREWORD – DEPUTY GOVERNOR



Franz Manderson  
Deputy Governor and Head of the Civil Service

The Civil Service exists with one core purpose: to make life better for the people of the Cayman Islands. Every role, every project, and every interaction contributes to that purpose. To serve well, we must also keep growing - because the challenges of today and tomorrow demand new skills, new ideas, and new ways of leading.

This Learning Guide is your roadmap to growth in 2026. Inside, you’ll find opportunities to strengthen your expertise, expand your leadership capacity, and chart your own development journey. With **CSC Online**, accessing these resources has never been easier. It’s your central hub for exploring courses, programmes, and tools designed to support your professional goals.

This year, I am excited that the Civil Service College has introduced new learning opportunities that reflect the evolving needs of our workforce. From **workplace digital skills training** that helps us stay effective in a rapidly changing environment, to **Crucial Conversations workshops** that build confidence in tackling high-stakes dialogue, these additions are designed to give you practical tools you can apply immediately.

Our Strategic Plan reminds us that two priorities sit at the heart of everything we do: developing exceptional leaders and pursuing excellence in talent development. These are more than words on paper - they reflect our vision of a Civil Service that is forward-thinking, innovative, and capable of leading with integrity and impact.

Every learning initiative - whether a new skills course or an established leadership programme - ultimately supports better outcomes for the people we serve. By investing in ourselves, we strengthen our ability to adapt, to deliver, and to make a tangible difference in our community.

No matter where you are on your career path, 2026 is an opportunity to take the next step. Let’s continue to grow together, so that the Cayman Islands Civil Service is not only world-class in name, but in action - today, and into the future.





## 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. Our offerings directly support the government's strategic broad outcomes in the area of creating efficient, effective, accountable and people-centred Public Services. The Civil Service College supports the development of a professional, high-performing workforce through continuous training and development opportunities. Our areas of priority focus are:

**Leadership and Management Programmes** to ensure every manager is qualified, highly competent and well equipped with the skills to take a world-class organisation forward.

**Formal Education** to support succession planning, advancement and progression - ensuring that our civil servants have access to opportunities for continued professional development, allowing them to advance in their careers.

**Core Competency** development to ensure that civil servants are equipped to live out organisational values by having access to core-competency based and select functional learning.

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:





# CSC ONLINE

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

- ✓ CSC and CIG programmes
- ✓ Mandatory training
- ✓ Core Competency training
- ✓ Training records

# 1

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



Since its launch just one year ago, CSC Online has proven to be a valuable resource for our learning community — providing a single, streamlined platform for professional development. The system offers convenient access to a wide range of learning opportunities, course registration, and reporting functions, all in one place.

The first year has been a resounding success, with many users benefiting from the accessibility and efficiency CSC Online provides. If you have not yet explored the platform, we encourage you to log in and discover how CSC Online can support your ongoing learning and development.

Visit CSC Online today and take the next step in your learning journey.



## 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 registrations are on the CSC Online portal. Enrol in self-paced, virtual or onsite in-person training. 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.



## HOW DO I GET A CSC ONLINE ACCOUNT

Your account is automatically created once you become an employee. If you cannot access your account, contact [csc@gov.ky](mailto:csc@gov.ky).



## HOW DO I ACCESS MY ACCOUNT?

Go to [csconline.gov.ky](https://csconline.gov.ky) and follow the instructions on the left of the login screen.



## ACCESS CSC ONLINE FROM ANYWHERE YOU ARE AND ON ANY DEVICE

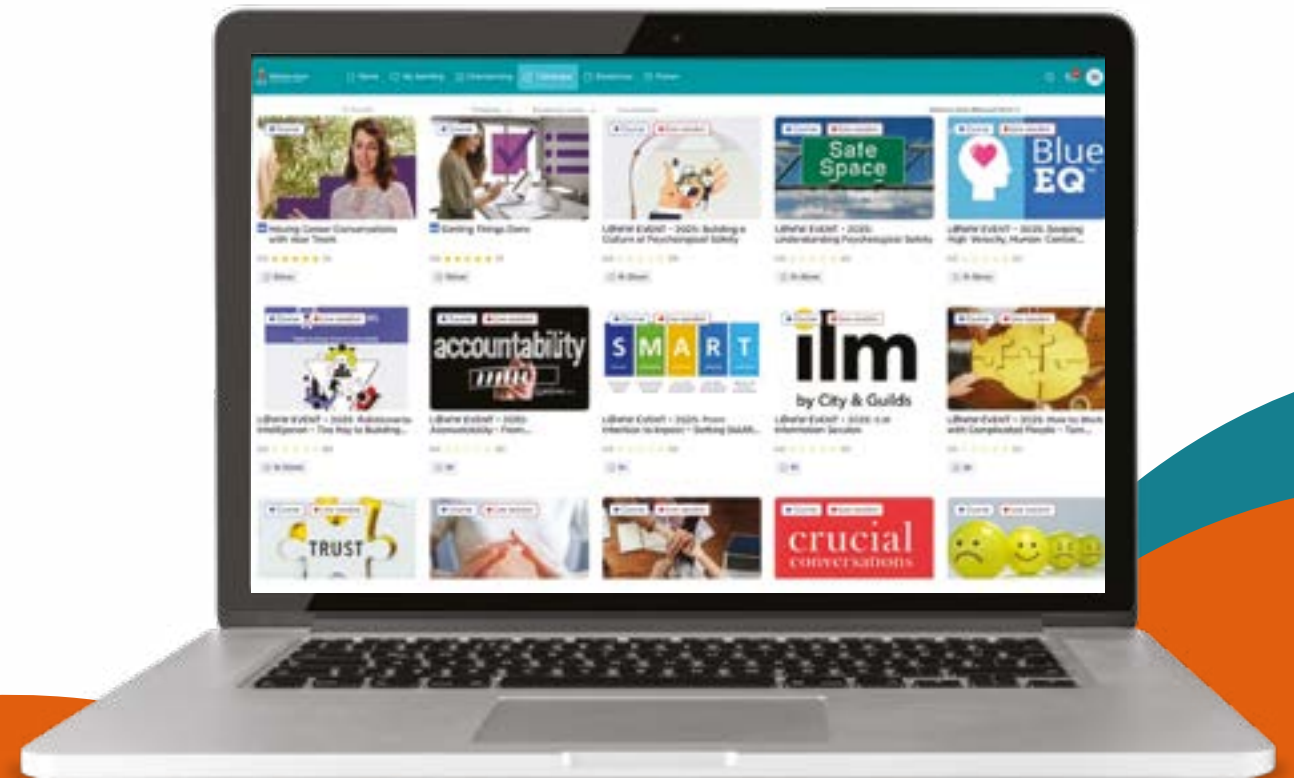
You can access the CSC Online from anywhere – whether you're in the office, at home or on the go – and from any device, including your phone, tablet, or computer.



## TRACK & SHOWCASE YOUR SKILLS

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

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



# Leadership & 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 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 courses commencing in the first half of the year, registration takes place during October/ November of the previous year.

For courses commencing in the second half of the year, registration takes place during April.

Registration will be via CSC Online (<https://csconline.gov.ky>) and will require the completion of a registration form, approved 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.

“The Aspire programme made leadership feel practical. The discussions and case studies showed me how to apply the learning in real situations”.

### HOW TO APPLY

Via <https://gov.ky/web/csc/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 firstline 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.

“ILM 3 really opened my eyes. I never thought much about my leadership style before, but now I stop and think about how I come across to my team.”

### HOW TO APPLY

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

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



## THE FIRST LINE MANAGER PROGRAMME

The First Line Manager Programme helps you build trust, accountability, and inclusion while mastering the essentials of people leadership. Learn to set clear goals, communicate effectively, and lead change confidently, all within a supportive, practical learning environment designed for busy managers.

Topics to be covered:

- Building Trust, Inclusion & Safety
- Leading Self with Resilience & Emotional Intelligence
- Communication & Feedback
- Performance Management & Accountability
- Leading Change & Problem Solving

### OPEN TO

- Current and newly appointed managers

### FORMAT

5-day immersive, in-person experience over 8 weeks

## COACHING FOR IMPACT

This course equips civil service managers with essential coaching skills to enhance team performance, engagement, and adaptability. Through a blended learning approach, participants will explore the foundational philosophies of coaching, develop practical skills for both planned and unplanned coaching conversations, and refine their techniques through peer practice and structured feedback.

### OPEN TO

- Current and newly appointed managers

### FORMAT

A blend of self-study, face-to-face teaching and practical skill development

### HOW TO APPLY

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

Or search the CSC Online catalogue for “First Line Manager”



### HOW TO APPLY

Via <https://gov.ky/web/csc/coaching-for-impact>

or search the CSC Online catalogue for “Coaching for Impact”.





## ILM LEVEL 5 LEADERSHIP & MANAGEMENT CERTIFICATE

This qualification is designed for practicing managers of 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.

“I took away some practical tools I could use right away, especially around managing change. I’ve already tried them out with my team and it’s made things so much smoother.”

### HOW TO APPLY

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

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



“The research project in ILM 7 challenged me to test new approaches in my department. The results are influencing how we roll out initiatives.”

## 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/web/csc/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/web/csc/formal-education>

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

Search for “**Foundational  
Business Communications**”  
in the catalogue







## 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 or appointing officer.

### OPEN TO

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

“The course gave me so many tips and tricks that I use every single day - I notice a real difference in how people respond to me.”

### HOW TO APPLY

Via <https://gov.ky/web/csc/scholarships>



## CSC AND UCCI BACHELOR'S TOP-UP (BUSINESS ADMINISTRATION)

This programme is an accelerated Bachelor's in Business Administration Top-Up for civil servants who already hold a recognised Associate degree and want to complete a full bachelor's. Blended delivery for working professionals.

### Recognition of Prior Learning (RPL/PLA)

Prior learning and relevant work experience will be accepted toward degree requirements via UCCI's assessment process (evidence portfolio, challenge assessments, and approved transfers), subject to evaluation and programme limits.

### OPEN TO

Open to all interested civil servants. Applicants need an Associate degree (or equivalent) in Business Administration or a related field.

### FORMAT

Blended format (on-campus + online), designed for flexible study alongside work. Typical completion after the Associate level: ~18–24 months part-time.

### HOW TO APPLY

Enrolment opens February 2026. Detailed schedules and module availability will be shared at launch.

Apply directly at UCCI  
<https://ucci.edu.ky/>





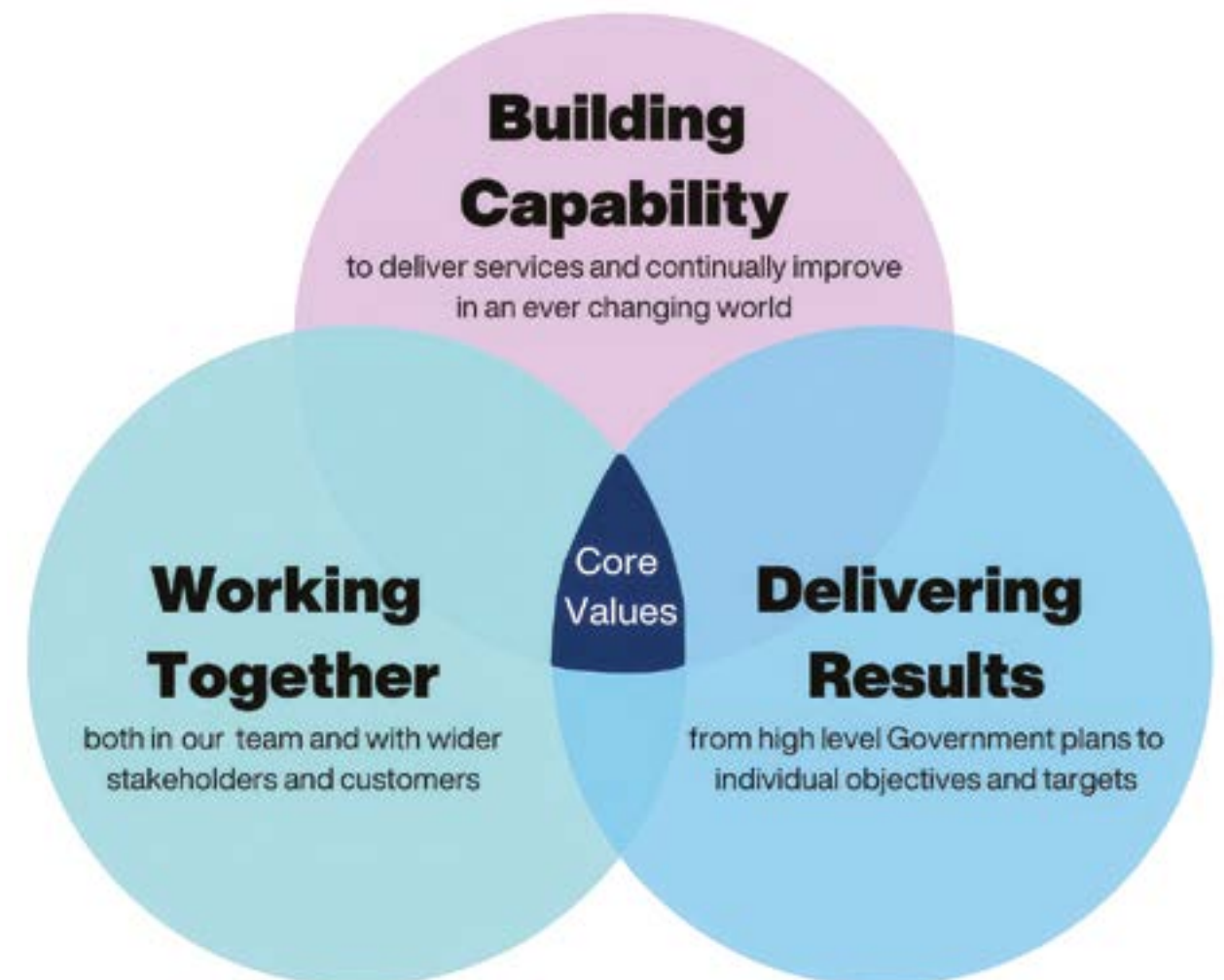
## CORE COMPETENCY DEVELOPMENT

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.

# CORE COMPETENCY







## 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 <https://thehub.gov.ky>) and CSC website (<https://gov.ky/web/csc/learning-corner>), 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".



## 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

Contact your Learning Champion or reach out to [csc@gov.ky](mailto:csc@gov.ky) to gain access to your account and with any questions or requests for support.



"Crucial Conversations gave me the courage to have the conversations I used to avoid. I can say what I need to say without it turning into conflict."

## CSC PARTNERING WITH A GLOBAL, RECOGNISED INSTITUTION TO BRING CUTTING EDGE SKILLS TO CIG.



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".



A Crucial Accountability conversation is a discussion where expectations have been broken, performance has slipped, or behaviour has crossed the line – and something needs to be said.

When accountability is at stake, people often choose between two ineffective options: they either confront others in a way that creates defensiveness and damages trust, or they avoid the conversation altogether and allow problems to fester.

Crucial Conversations® for Accountability provides the skills to hold others accountable in a way that strengthens relationships, ensures follow-through, and drives lasting results.

### OPEN TO

People Managers

### FORMAT

Face-to-face training.

#### HOW TO APPLY

Via <https://csconline.gov.ky>

Search for "Crucial Conversations for Accountability".



# Technology & Digital Skills



## WORKPLACE DIGITAL SKILLS

The **Workplace Digital Skills Programme**, delivered in partnership with the **University College of the Cayman Islands (UCCI)**, is designed to help you work more efficiently, solve everyday challenges, and make the most of the tools you use at work. Whether you want to strengthen your foundations or take your skills to the next level, this hands-on training will give you practical techniques you can apply right away.

**Foundations Stream** – A 10-week programme for participants who want to strengthen their confidence and efficiency in core workplace tools. Focuses on essential skills that form the base for more advanced digital work.

**Applied Stream** – A 3-day intensive bootcamp for participants who are already confident with core tools and ready to focus on advanced applications, problem-solving, and productivity optimisation.

(Your stream will be based on your Readiness Check results, ensuring you get the training that will help you most right now.)

### OPEN TO

All civil servants

### FORMAT

Face-to-face training

### HOW TO APPLY

Via CSC Online - search the catalogue for Workplace Digital Skills

## ARTIFICIAL INTELLIGENCE IN THE WORKPLACE

Explore how artificial intelligence is transforming the way we work and lead. These CSC Online learning paths introduce the fundamentals of AI, its practical applications, and the critical role leaders play in preparing their teams and organisations for an AI-driven future.

## INTRODUCTION TO AI IN THE WORKPLACE

Dive into the meaning of AI and its effects on how we work.

Learn the terminologies associated with AI, learn what generative AI is, how it's trained, how it works, how to use it to be more productive and the ethical considerations of using AI.

### OPEN TO

All civil servants

### COMPLETE ONLINE

<https://csconline.gov.ky/content-details/82104/1>

## AI IN THE WORKPLACE FOR MANAGERS AND LEADERS

How will you approach AI in the workplace as a manager/leader?

Learn why it's important for managers and leaders to be knowledgeable of the latest technologies, how AI is changing ways of working and how to contribute as a manager/leader to the organisation's readiness for an AI world.

### OPEN TO

This course is suitable for Managers

### COMPLETE ONLINE

<https://csconline.gov.ky/content-details/82103/1>





# 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.

### FOI FOR PUBLIC SERVANTS

This course is suitable for all public servants and covers key FOI terms, how the FOI process works, and your important role as a public servant.

FOI for Public Servants includes four modules:

FOI 101: Introduction to FOI

FOI 102: FOI Roles

FOI 103: Identifying an FOI Request

FOI 104: How to Process an FOI Request

#### OPEN TO

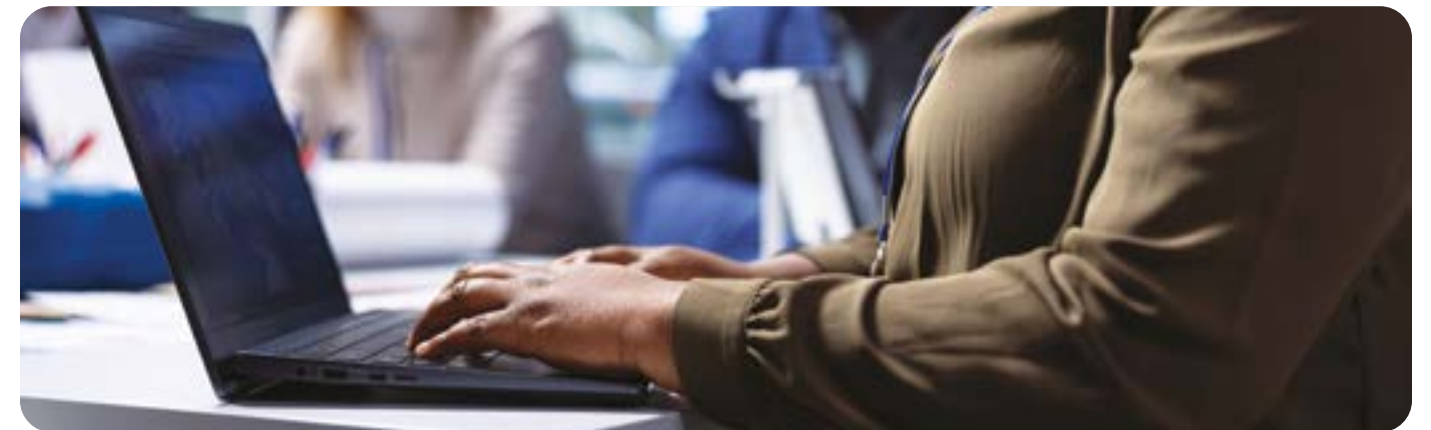
This course is suitable for all public servants.

#### FORMAT

In-person session (2 hours).

#### HOW TO APPLY

To register, please go to CSC Online and search the catalogue for “FOI for Public Servants”, or use this link: <https://csconline.gov.ky/content-details/4600883/0>



### DP 102: DATA PROTECTION FOR PUBLIC SERVANTS

This course is suitable for all public servants and covers key data protection terms, the data protection principles, and your important role as a public servant. This course builds on our DP 101 online course and is only available in-person.

#### OPEN TO

This course is suitable for all public servants.

#### FORMAT

In-person session (2 hours).

#### HOW TO APPLY

To register, please go to CSC Online and search the catalogue for “FOI for Public Servants”, or use this link: <https://csconline.gov.ky/content-details/4196563/0>

### FOI PRACTITIONER CERTIFICATION

The FOI Practitioner Certification (FOIPC) is an intensive 15-hour practitioner course for Information Managers appointed under the FOI Act.

Deputy Information Managers and Records Officers who regularly assist with processing FOI requests should also complete this training. Senior leaders who conduct internal reviews of decisions made by Information Managers would also benefit from this knowledge, particularly to understand exemptions from access rights and procedural reasons why a request may not be granted in full. Any other civil servant is welcome to register if places are available, though priority will be given to Information Managers, Deputy Information Managers, and other public servants with formal FOI roles.

The trainer will use local and international case studies to develop participants’ knowledge and skills, with the goal of ensuring they are able to confidently manage access to information in accordance with the FOI Act.

#### OPEN TO

Information Managers appointed under the FOI Act, Deputy Information Managers, Records Officers, or other public servants who support, or need to have an in-depth knowledge of, the FOI process.

#### FORMAT

15-hour In-person training

#### HOW TO APPLY

To register, please go to CSC Online and search the catalogue for “FOI Practitioner Certification”



## POLICY TRAINING

Sponsored by the Cabinet Secretary as head of profession, the Community of Practice for Policy Practitioners (CPPP) is a 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; communicating public policies effectively; improving the quality of Cabinet Papers; and brainstorming and networking opportunities.

### 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: [cphp@gov.ky](mailto:cphp@gov.ky)

## WORKSHOPS

### POLICY DEVELOPMENT AND IMPLEMENTATION SUCCESS FACTORS

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

### WORKSHOP DATE

3 February 2026

More dates and other policy workshops available in 2026

### OPEN TO

Policy professionals and those who are interested in public policy and wish to develop their abilities further.

### FORMAT

In-person.



### HOW TO APPLY

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

FOR MORE INFORMATION on CPPP workshops or activities please email [cphp@gov.ky](mailto:cphp@gov.ky).

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

## 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.

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

## 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 prerequisite for participation in the practitioner level courses.

### OPEN TO

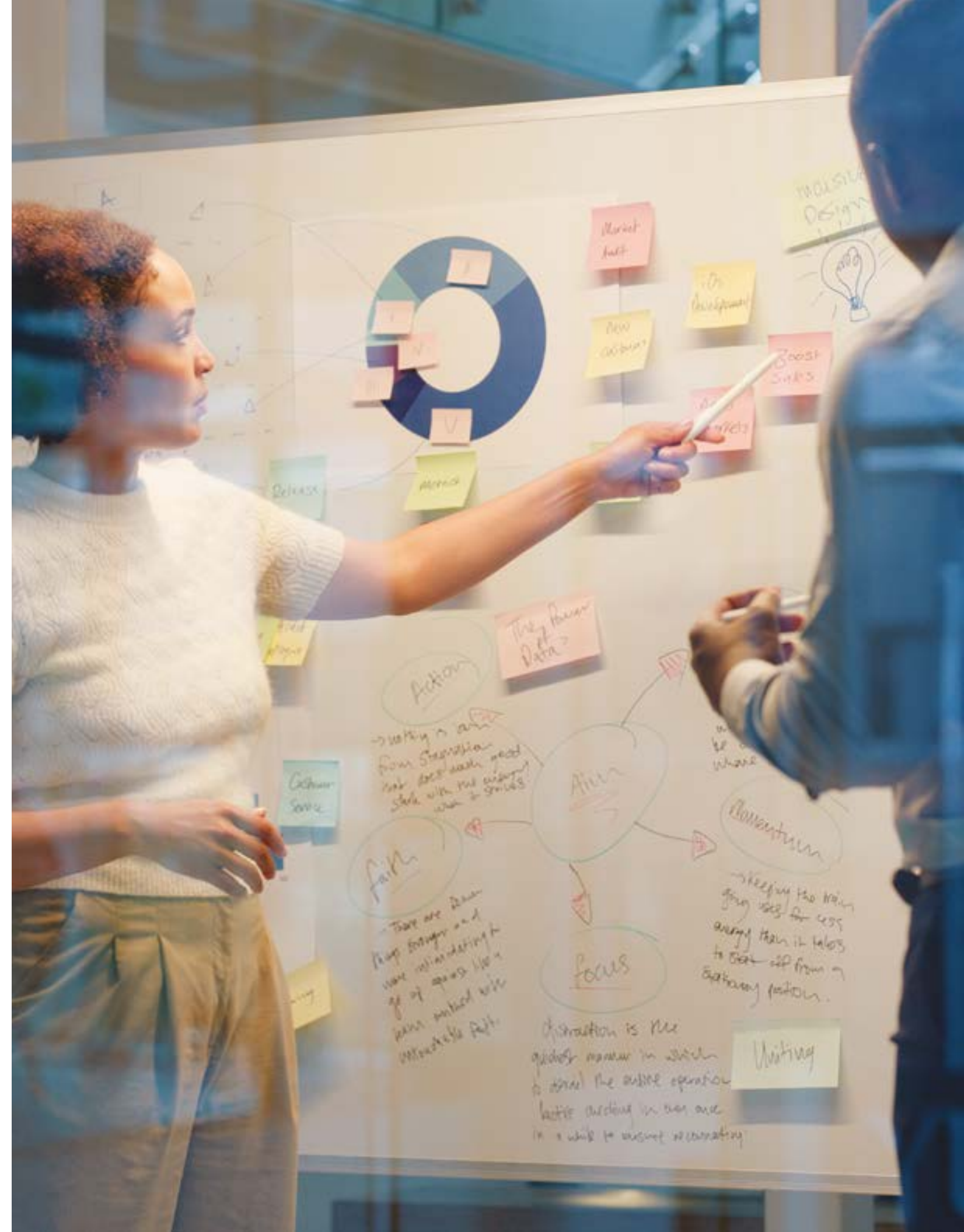
Civil Servants who are involved in the planning, execution and evaluation of projects. (Note: some courses require prerequisites.)

### FORMAT

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

### HOW TO APPLY

The 2026 application submission period will open in November 2025. For updates, kindly monitor theHub or email [SRIU@gov.ky](mailto:SRIU@gov.ky) to be added to the mailing list



# Mandatory & Compliance 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/web/csc/mandatory-compliance-training>



## 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.



### COMPLETE ONLINE

<https://csconline.gov.ky/content-details/4557752/0>







## 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>

### OPEN TO

All employees are recommended to complete this course.

Scan the QR code for more information



## FOI 101: 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. This training is for all civil servants and requires no prior knowledge.

### COMPLETE ONLINE

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



## DP 101: 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.

### COMPLETE ONLINE

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.

### COMPLETE ONLINE

Via CSC Online <https://csconline.gov.ky/content-details/4089172/0>



## 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.

### COMPLETE ONLINE

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



## ANTI-FRAUD POLICY TRAINING

This course introduces you to the main principles of the Anti-Fraud Policy of the Cayman Islands Government.

The course contains three modules covering Cayman Islands Government's Anti-Fraud Policy; Code of Business Ethics and Conduct; and Whistleblower Policy.

### COMPLETE ONLINE

Via CSC Online <https://csconline.gov.ky/content-details/295159148/2>







## HOW WE SUPPORT LEARNING IN CIG

At the Civil Service College (CSC), we are committed to shaping a culture where learning is part of everyday work and professional development is prioritised across the organisation. Through our initiatives, we connect and empower employees, support leaders in developing their teams, and create opportunities for continuous professional development. From fostering collaboration among Learning and Development practitioners, to recognising Learning Champions who inspire their peers, to establishing clear policies that guide and support personal and organisational growth - CSC is helping to build a stronger, smarter, and more agile Cayman Islands Government.

### COMMUNITY OF LEARNING PRACTITIONERS

The Community of Learning Practitioners (COLP) is a dynamic and collaborative network of Learning and Development (L&D) leaders dedicated to fostering a culture of continuous growth and excellence across the Cayman Islands Government.

Our Vision is to create a vibrant community of learning and development leaders committed to enhancing employee skills and driving organisational excellence across government ministries, portfolios, and agencies.

Our Mission is to facilitate knowledge sharing, collaboration, and professional development opportunities among learning and development leaders to support the growth and effectiveness of government training programmes.

Are you a Learning Professional working in CIG? We want to connect with you!

- Connect with fellow L&D professionals
- Share innovative practices and resources
- Access ongoing professional development
- Drive impactful learning initiatives across the public sector

Together, we are building a stronger, smarter, and more agile public service – one learning opportunity at a time. Contact [csc@gov.ky](mailto:csc@gov.ky) for more details.

### LEARNING CHAMPIONS

Learning Champions are the heart of our learning culture — role models who lead by example, embrace growth, and inspire others to do the same.

Are you a Learning Champion? Do you:

- Embrace lifelong learning with CSC Online or LinkedIn Learning?
- Motivate your peers to grow professionally?
- Adapt quickly to new technology?
- Love sharing helpful feedback to improve experiences?
- Follow through on tasks and support learning initiatives?

#### What are the benefits to being a Learning Champion?

- Annual awards, recognition, and certificates, professional development opportunities
- Exclusive Access: Early access to new learning initiatives and workshops
- Connect with fellow Learning Champions, mentors, and senior leaders

#### How to apply:

1. Go to the Learning Corner page on our website: <https://gov.ky/web/csc/learning-corner>
2. Review the “role and responsibilities” form with your manager
3. Submit the Learning Champions form and a CSC representative will contact you!



### CIG LEARNING AND DEVELOPMENT POLICY

This policy establishes a consistent framework for Learning and Development (L&D) across all ministries, portfolios, and departments, ensuring that Civil Servants are equipped with the knowledge, skills, and behaviours required for current and future needs. By strengthening individual capability and performance on the job, the policy directly supports higher standards of public service, better results for ministries and portfolios, and improved outcomes for the people of the Cayman Islands.

The purpose of this policy is to:

- Promote a culture of continuous learning and professional growth.
- Ensure fair access to high-quality learning opportunities.
- Align individual development with organisational priorities.
- Establish clear roles, responsibilities, and processes for learning and development.
- Use public funds for learning and development carefully and wisely, making sure investments give the best value for employees and for the organisation.

To access the policy, please visit our website at <https://gov.ky/web/csc/resources/L&DPolicy>

### INDIVIDUAL DEVELOPMENT PLAN

Having an Individual Development Plan (IDP) helps you take ownership of your learning and career growth. It provides a clear roadmap for developing the skills and knowledge you need to succeed, while aligning your goals with your organisation's priorities. By actively shaping your own development, you take charge of your progress and ensure your learning is purposeful and impactful.

Visit our website to download a template for your Individual Development Plan (link: <https://gov.ky/web/csc/individual-development-plan-template>)





## 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.

- Some courses require the approval and support of your line manager
- If required, 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 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 charged at a discounted rate.

### 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