



VISION

A global Centre of excellence in
Legislative Governance

MISSION

To Enhance Capacity Development
for Effective and Efficient
functioning of Parliament,
Legislative Assemblies and other
key stakeholders.

INTRODUCTION TO PARLIAMENTARY ADMINISTRATION AND CUSTOMER CARE

PROGRAMME OVERVIEW

This programme is designed for Parliamentary and County Assembly staff, equipping them with the basic support skills required to serve Parliament and similar institutions. The programme builds the knowledge, skills, attitudes and competencies staff need to support Members of Parliament and County Assemblies effectively.

PROGRAMME RATIONALE

Effective delivery of Parliament's constitutional mandate depends on well-prepared support staff. As legislatures increasingly grapple with the demands of a growing public service, entry-level officers require targeted grounding in parliamentary administration, procedures and interpersonal relations. This programme responds to that need, strengthening participants' understanding of parliamentary structures and processes while building the etiquette, protocol and customer care skills essential to professional conduct within a legislative institution, thereby enabling staff to uphold the institution's constitutional mandate from the outset of their careers.

LEARNING OUTCOMES

By the end of this programme, the learner will be able to appreciate the parliamentary organizational structure in relation to their roles and responsibilities. They will demonstrate a solid understanding of parliamentary administrative rules, regulations, and procedures, as well as parliamentary etiquette and protocol. Participants will also identify the basic principles of parliamentary customer care and be equipped to respond effectively to challenges associated with contemporary and emerging issues.

TARGET GROUP

The programme targets newly recruited staff in the legislatures.

COURSE CONTENT

The course covers topics such as the history and structure of Parliament, its linkages with other organs of government, human resource and administration policies, health and safety, and retirement and financial planning. It also addresses contemporary issues including ICT, social media, firefighting, first aid, and security awareness.



BENEFITS OF ATTENDING

Participants will benefit from a sound grounding in parliamentary organizational structures, administrative rules, and legislative procedures. The programme will enhance their professional etiquette, protocol, and image management skills suited to a legislative environment, while strengthening customer care, public relations, and communication competencies. Attendees will also gain practical skills in ICT and social media use, fire safety, first aid, and security awareness relevant to the modern parliamentary workplace. Overall, the training will improve their capacity to support Members of Parliament and County Assemblies efficiently and effectively.

DATES AND VENUE

• AVAILABLE ON REQUEST •

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