

PUBLIC SECTOR · INTERMEDIATE

Public Service Delivery Improvement

Course overview

This course supports participants to understand, apply and operationalise public service delivery improvement within institutional, programme or sector contexts. It combines practical instruction, applied examples and implementation-focused learning.

Format In-person / In-house / Blended	Duration 3 Days	Dates November 2026 Provisional	Fee From KES 65,000 Indicative
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Who should attend

County Officers, Executives, Senior Managers, Technical Officers.

Level: Intermediate

Learning outcomes

By the end of this course, participants will be able to:

- Understand the core concepts and institutional relevance of public service delivery improvement
- Apply practical tools, methods and decision frameworks
- Develop implementation, reporting and improvement actions

Programme modules

1. Public administration
2. Mandates and coordination
3. Service delivery
4. Accountability and reporting

Institutional results

- Better institutional coordination
- Improved public service delivery
- Stronger reporting discipline

Delivery & practical details

Available as in-person, in-house, blended. Venue and joining instructions are confirmed on registration.

November 2026

PROVISIONAL

Assessment & certification

Where applicable, Sanetti issues attendance records, completion confirmation or other agreed training documentation.

Fees & inclusions

Kenya: From KES 65,000. International: From USD 1,800 / Request Quote.

Fees are indicative. Final fees, inclusions and payment terms are confirmed in writing before registration.

Register

Use the link or scan the QR code to register your interest. Your course is filled in automatically.

[Register online](#)



Scan to register

Terms

Dates, fees, duration and delivery scope are confirmed in writing before registration is finalised.

Contacts

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