

## Nominated officer training

Within the Civil Service, nominated officers play a vital part in helping to protect the organisation's core values of integrity, honesty, objectivity and impartiality. These values – which underpin the behaviours expected of all civil servants – are enshrined in the Civil Service Code.

If a civil servant believes the Code has been breached, they can formally raise this matter. The role of the nominated officer is to support and reassure the complainant through this process. A role model of the Civil Service values themselves, a nominated officer also has the chance to champion those values through their handling of this process.

### Description

This digital course will show you how to provide guidance and reassurance to an individual who has raised a concern and how to support them throughout their case. As well as learning about the correct departmental policies and procedures to apply, you'll consider the documentation that's required as a case proceeds and when a case may need to be escalated further.

More broadly, as an advocate of the Civil Service code, you'll consider how the outcome of a case can create an opportunity for improvement within the organisation. You'll also explore the important role you play in promoting a culture where individuals feel safe and supported to speak up.

### What does it involve?

This course commences with an explanation of the nominated officer's role and responsibilities. There's also more detail on the Civil Service Code, Commission and values. This is followed by 3 online tutorials, each containing a scenario where you'll be asked how you would respond as the nominated officer. There's also the opportunity to practise drafting an accurate record of a concern being raised and the decisions taken.

### What's the outcome?

Having completed the course, you'll understand your role and responsibilities as a nominated officer. Using the '*Raising a Concern*' policy, you'll know the correct approach for progressing any given concern and how to act on the outcome. You'll also understand whether the policy applies to a case or whether it should be dealt with under an alternative policy. Finally, you'll also be able to prepare a written record of a raised concern that accurately reflects a situation and tracks the actions taken.

## Learning activities



Video



Document



Additional resources



Online tutorial

### Delivery method:

DGTL 

### Estimated learning time:

1 hour 30 minutes

## How to book

[learn.civilservice.gov.uk](https://learn.civilservice.gov.uk)

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