

RISK MANAGEMENT FOR PUBLIC SERVICE ORGANIZATIONS & CORPORATE GOVERNANCE



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Introduction

Risk Management for Public Service Organizations & Corporate Governance Training Course equips public bodies to manage risk within the accountability structures that citizens and oversight institutions expect. Public service organisations carry risks that differ in character from commercial ones: service failure affects the public directly, and political scrutiny follows quickly. This programme addresses that setting. It covers risk governance, integrity risk, service continuity, procurement exposure, and public reporting duties. Furthermore, it applies ISO 31000 and COSO frameworks to public administration. In addition, participants use realistic service scenarios to test judgement. As a result, they can protect service delivery and public trust at the same time.

Risk Management for Public Service Organizations & Corporate Governance Course Objectives

- Apply ISO 31000 risk processes within public service governance structures.
- Define accountability for risk across ministers, boards, and service managers.
- Improve service continuity planning for essential public services.
- Assess integrity, fraud, and corruption risk in public operations.
- Apply COSO internal control principles to public administration.
- Manage procurement and third-party delivery risk.
- Build risk registers for programmes, services, and capital projects.
- Align risk appetite with public value and fiscal constraints.
- Strengthen assurance coordination with internal audit and oversight bodies.
- Report risk transparently to governing bodies and the public.



Course Methodology

This course combines expert-led sessions, public sector case analysis, and applied group workshops. Participants build a service risk register, run a continuity planning exercise for an essential service, and prepare a risk report for a governing board. In addition, structured debate explores integrity dilemmas in public administration. Templates, checklists, and peer review support immediate application.

Who Should Take This Course

- Risk and assurance officers in government bodies.
- Public service managers and programme directors.
- Internal auditors and performance oversight staff.
- Procurement, integrity, and compliance professionals.
- Senior administrators accountable for service delivery.

Risk Management for Public Service Organizations & Corporate Governance Course Outlines

Day 1: Governance and Risk in Public Service

- Defining public service risk and its distinct features.
- Governance structures and accountability chains.
- Roles of ministers, boards, and service managers.
- ISO 31000 applied to public administration.
- Public value, fiscal constraints, and risk appetite.
- Service failure and its consequences for trust.

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- Case study: a public service failure examined.

Day 2: Identification and Assessment in Public Bodies

- Risk criteria for public services and programmes.
- Identification techniques for service and programme risk.
- Risk statements and public sector taxonomies.
- Likelihood and impact scoring for public outcomes.
- Heat maps and prioritisation across services.
- Inherent and residual risk in public operations.
- Workshop: building a service risk register.

Day 3: Integrity, Fraud, and Control Risk

- Integrity risk in public administration.
- Fraud and corruption risk indicators.
- COSO internal control applied to public bodies.
- Segregation of duties and control design.
- Procurement and contract monitoring controls.
- Whistleblowing and reporting channels.
- Exercise: an integrity risk assessment.

Day 4: Continuity, Delivery, and Third Parties

- Service continuity planning and critical activities.
- Business impact analysis for essential services.
- Emergency planning and response coordination.
- Third-party and contractor delivery risk.



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- Supply chain and dependency resilience.
- Project and capital programme risk.
- Simulation: a continuity planning session.

Day 5: Assurance, Reporting, and Improvement

- Combined assurance with internal audit.
- Reporting to governing bodies and oversight institutions.
- Transparency, disclosure, and public reporting duties.
- Key risk indicators for service performance.
- Incident review and lessons learned routines.
- Risk maturity assessment in public bodies.
- Action planning for service risk improvement.

Conclusion

By successfully completing the Risk Management for Public Service Organizations & Corporate Governance Training Course, participants will have acquired the knowledge to apply ISO 31000 and COSO controls in public settings, build service risk registers, and plan continuity for essential services. They will understand how integrity risk, procurement exposure, and assurance coordination protect public value. As a result, they can strengthen accountability in their institutions. Gentex Training Center delivers this programme with practical tools participants apply directly.

FAQs for the Risk Management for Public Service Organizations & Corporate Governance course





Q1 What is the "Risk Management for Public Service Organizations & Corporate Governance" course about?

It applies risk management to public service settings where accountability and service continuity are critical. The course covers public sector risk governance, integrity and fraud risk, internal controls, continuity planning, procurement exposure, and transparent reporting to governing bodies and citizens.

Q2 What are the key benefits of the "Risk Management for Public Service Organizations & Corporate Governance" course?

Participants gain a method tuned to public accountability rather than commercial priorities. The course strengthens service continuity for essential functions, reduces fraud and integrity exposure, improves procurement oversight, and produces reporting that satisfies audit institutions and the public.

Q3 What skills will I gain from the "Risk Management for Public Service Organizations & Corporate Governance" course?

Participants develop public sector risk identification and assessment, governance and accountability design, integrity and control risk management, and service continuity and assurance reporting. These four skills form the core capability set the course reinforces through its workshops.



Q4 What tools, methods, or standards are covered in the "Risk Management for Public Service Organizations & Corporate Governance" course?

The course covers ISO 31000 applied to public administration, the COSO internal control framework, risk registers and public sector risk taxonomies, likelihood and impact scoring, heat maps, business impact analysis, service continuity plans, segregation of duties, procurement control points, combined assurance mapping, key risk indicators, and risk maturity models.

Q5 How is the "Risk Management for Public Service Organizations & Corporate Governance" course applied in real-world practice?

Professionals apply it by maintaining service risk registers with clear owners, running continuity exercises for critical functions, and embedding control points into procurement and payment processes. They also investigate incidents, track corrective actions, and report risk transparently to boards, audit institutions, and the public.