REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES
STATE DEPARTMENT FOR PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT
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Ref. No. MPSG/DPSM/HRD/1/32 VOL. IV (132)

Date: 4th June, 2026

All Principal Secretary/Accounting Officers
All Chief Executive Officers of State Corporations

RE: SKILLS IMPROVEMENT TRAINING FOR OFFICE ASSISTANTS IN THE PUBLIC SERVICE

Reference is made to Circular Ref. No. MPSG/DPSM.HRD/44/1 Vol. VX (110) dated 30th January, 2025 and Circular Ref. No. PSC/ADM/13 (68) dated 13th May, 2025 communicating the decision by the Cabinet in regard to training in the Public Service. The Circular further reaffirmed the Ministry responsible for Public Service as the designated institution responsible for coordination of in-service training in the Public Service.

The State Department acknowledges that in order to fulfill the demands of the Vision 2030, Fourth Medium Term Plan (MTP IV) and the Bottom-Up Economic Transformation Agenda (BETA), officers require high level competencies in all areas of deployment.

In this regard and in alignment with the on-going Public Service Transformation Agenda, all Ministries, Departments, Agencies and Counties (MDACs) are hereby advised to prioritize in-service training for Office Assistants in the following key areas in their training plans as follows: -

i) Public Relations and Customer Care. This is to enhance interpersonal skills, communication and responsiveness in handling different clients and stakeholders;
ii) Leadership and Supervisory Skills;
iii) Etiquette and Protocol. This is meant to ensure professionalism, decorum and adherence to official conduct standards during both local and international engagements;

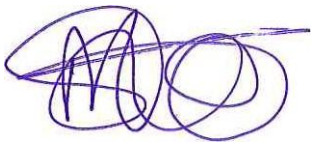
iv) Basic Artificial Intelligence (AI) skills. In a changing world of work, this will leverage their capability in solving basic challenges using AI skills in their work environment for real time results; and
v) Confidentiality, Security and Responsible Handling of information.

These courses are essential both in the current operational environment, and for the future Public Service. The work environment is rapidly evolving, citizens are more informed, expectations are higher, and technology is transforming how Government interacts with the public. Office Assistants play a strategic role in Government by ensuring that the public have access to information.

To ensure consistency, quality and adherence to public sector standards, this training will be undertaken at the Kenya School of Government (KSG) as the school is the Government's principal institution mandated to provide training, research and consultancy in public administration, leadership and management.

Consequently, all Accounting Officers are requested to plan and budget for this tailor-made in-service training programme as part of their annual staff development initiatives. Consideration should be made to ensure equitable participation of officers serving in the targeted cadres with a view to institutionalizing excellence in citizen-centric service, public relations, etiquette and protocol across all service points. This State Department shall continue to provide policy guidance and monitor the implementation of this advisory.

Your cooperation and commitment in strengthening this critical support function within the Public Service is appreciated.



Dr. Jane Kere Imbunya, PhD
PRINCIPAL SECRETARY

Encls.

Copy to: **Mr. Felix K. Koskei, EGH**
Chief of Staff and Head of Public Service
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NAIROBI

Hon. Geoffrey Kiringa Ruku
Cabinet Secretary
Public Service, Human Capital Development and
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