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COURSE BROCHURE

Public Body Accountability and Performance Reporting Training Course

21 – 25 February 2027
Amman

Public Body Accountability and Performance Reporting Training Course

Ref: 3052_115811 **Date:** 21 – 25 February 2027 **Location:** Amman **Fees:** 3300 GBP

Public Body Accountability and Performance Reporting is a 1-week training course for public sector managers and governance officers who answer for how a public entity uses its mandate, and it produces an accountability map with a public performance report outline. Citizens, legislators and oversight committees now expect clear lines of answerability and honest reporting on results, not activity counts. Jupiter Prime Training delivers this course on public body accountability and performance reporting.

Why Public Body Accountability and Performance Reporting Matters Now

Three groups shape the subject today. Citizens compare public services with private ones and expect plain answers about outcomes. Oversight committees and audit bodies ask who decided what, under which delegated power. An entity that handles accountability well earns room to act and keeps its budget arguments credible. One that handles it badly faces repeated inquiries and declining public trust. The course rests on widely used public sector principles of transparency, answerability, integrity and results-based reporting, described in general terms.

Who Gains Most from Public Body Accountability and Performance Reporting

- Officers who prepare papers and minutes for boards, councils and oversight committees
- Managers who hold delegated authority over budgets, contracts or licensing decisions
- Staff who compile indicators, annual reports and service statements for publication
- Officers who run citizen feedback, complaints and consultation channels
- Integrity and internal control staff who watch for conflicts, gifts and misuse of office

A directorate gains most when its reporting, committee support and integrity officers attend together and agree one accountability chain.

Public Body Accountability and Performance Reporting Capabilities

Participants leave able to trace answerability from a mandate to a published result and to defend each link before a committee.

- Map accountability lines from enabling mandate to frontline service — committee chairs and senior officials
- Design a delegation schedule with limits, conditions and reporting duties — the accounting officer
- Select outcome indicators that citizens can read and test — the public reporting decision
- Assess integrity safeguards around high-discretion decisions — the integrity lead
- Build a citizen engagement cycle that feeds service changes — service owners
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Communicate shortfalls and corrective actions in plain public language — oversight committees and the media

Key Public Body Accountability and Performance Reporting Terms

- Answerability — the duty to explain and justify decisions and results to those who granted the mandate.
- Delegation schedule — a register of which officer may decide what, to which limit, and how it is reported.
- Outcome indicator — a measure of change experienced by citizens or service users, not counts of activity.
- Oversight committee — a body of members or appointees that scrutinises an entity's decisions, spending and results on behalf of the public.
- Integrity safeguard — a control that reduces the chance of misuse of office, such as interest declarations, rotation or dual sign-off.
- Proactive disclosure — publishing information about decisions, spending and performance before anyone requests it.

Public Body Accountability and Performance Reporting Day by Day

Day 1: The Accountability Landscape of Public Entities

- Mandate And Enabling Instrument Review — Scope Of Public Answerability
- Stakeholder Map Of Citizens, Legislators And Auditors — Reporting Priorities
- Vertical And Horizontal Accountability Lines — Who Answers To Whom
- Public Trust Signals And Complaint Trends — Reputational Exposure Of The Entity
- Accountability Gap Diagnostic — Where Responsibility Currently Blurs

Day 2: Delegation, Committees and Decision Records

- Delegation Schedule Design — Limits, Conditions And Sub-Delegation Rules
- Oversight Committee Terms Of Reference — Scrutiny Scope And Escalation Triggers
- Committee Paper And Minute Standards — Traceable Public Decisions
- Decision Log And Audit Trail — Evidence For Later Inquiry
- Action Tracker For Committee Resolutions — Closing The Loop On Recommendations

Day 3: Performance Measures Citizens Can Read

- Results Chain From Inputs To Outcomes — Choosing What To Report
- Outcome Indicator Selection And Definition Sheets — Measure Reliability
- Targets, Baselines And Benchmarks — Credible Performance Ambition
- Data Quality Checks For Service Statistics — Confidence In Published Figures
- Public Scorecard Layout — Plain Presentation Of Results And Shortfalls

Day 4: Transparency, Engagement and Integrity Safeguards

- Proactive Disclosure Register — What The Entity Publishes Unprompted
- Citizen Consultation And Feedback Cycle — Service Redesign Choices
- Complaints Handling And Ombudsman Referrals — Learning From Grievances
- Interest Declarations, Gifts Registers And Rotation — Integrity Of Discretionary Decisions
- Whistle-Blowing Channel Design — Protection And Follow-Up Of Disclosures

Day 5: Practising the Accountability Map and Public Performance Report

- Accountability Line Walk-Through From Day 1 — Validating The Entity Chain
- Delegation And Committee Test Case — Applying Day 2 Records
- Scorecard Draft From Day 3 Indicators — Peer Challenge Of Results
- Mock Oversight Committee Hearing — Defending Shortfalls And Corrective Actions
- Accountability Map And Public Performance Report Outline — Final Work Product

Applying Public Body Accountability and Performance Reporting After the Course

- Review the delegation schedule against actual decision logs and report gaps to the oversight committee.
- Replace two activity counts in the next published report with outcome indicators backed by definition sheets and data quality checks.

Public Body Accountability and Performance Reporting Questions FAQ

What is public body accountability and performance reporting and why does it matter now?

It is the practice of showing who in a public entity answers for each decision and what results the entity achieved. It matters now because citizens, committees and auditors expect evidence of outcomes and clear responsibility.

Which roles gain most from public body accountability and performance reporting?

Committee support officers, managers with delegated authority, performance reporting staff, citizen engagement officers and integrity staff gain most.

How does public body accountability and performance reporting differ from a corporate governance course?

It focuses on public mandates, delegated statutory powers and reporting to citizens and legislators rather than shareholders and boards. It centres on public trust, scrutiny committees and service outcomes.

What do you bring back from public body accountability and performance reporting?

You bring back an accountability map of your entity and an outline for a public performance report. Both are tested in a mock committee hearing before you return.

Public Body Accountability and Performance Reporting: The Way Forward

The accountability map and public performance report outline first inform which officer answers for each published result. Committee secretaries, performance staff and senior officials use it when preparing scrutiny papers and the next public report. After its first use, revisit the indicator choices with citizen feedback in hand, since citizens often value different measures.