



Recognition Nomination Form

These awards serve to recognize and reward outstanding qualities and accomplishments in the Belize Public Service.

Date: _____

Nominator's name and contact information: _____

If you are an employee in the Public Service, please state Ministry and Department

Nominee Details

It gives me great pleasure to nominate ☐ INDIVIDUAL ☐ TEAM

Name of Nominee: _____

Job Title (if applicable): _____

Address and contact information of nominee: _____

For (please select one)

- ☐ The Governor General Legacy Award
- ☐ The Prime Minister Leadership Award
- ☐ Distinguish Public Service Career Award
- ☐ Outstanding Rookie Award
- ☐ Outstanding Achiever's Award

Or for the individuals or team:

- ☐ Excellence in Customer- focused Service Delivery Award
- ☐ Award of innovation
- ☐ Heroic Act Award the Nominee Name:

Nominators may submit candidates for the Outstanding Honours and Awards, by forwarding this form along with signed nominee consent form, to the Ministry of the Public Service c/o CSQAU at Sir Edney Cain Building, in Belmopan or via email at customer.service@mps.gov.bz no later than **Thursday 29 March 2018**. For more details of the awards, please see our Recognition and Meritorious Awards Policy for the Belize Public by visiting our website at www.publicservice.gov.bz or you can pick up a copy of the policy from the Ministry of the Public Service.

Simply provide all the information requested on this form.

[illegible]

CONSENT FORM to be filled by nominee

Date _____ Signature _____



Frequently asked questions

Q. What are the Outstanding Honours and Awards?

A. Outstanding Honours and Awards are part of the Public Service Employee Recognition and Meritorious Program which acknowledges stellar performance? Nominations should clearly describe a project or effort that shows how the core values of the public service permeates and result into improvements for the Government and People of Belize.

Q. Who can be nominated for the Outstanding Honours and Awards?

A. All Public Officers that are paid by the Government of Belize EXCEPT teachers and for teams all established Ministry, Department and Unit of the Belize Public Service.

Q. How can I nominate someone?

A. Fill out the Nomination Form that is located on Ministry of the Public Service's website. Nominations will be accepted up to the stated deadline in the call for nomination which will be made annually.

Q. Can I nominate myself?

A. YES! However, a supporting reference or second nominator will be required.

Q. Does the candidate I am nominating need to show that their work meets all of the core values and guiding principles of the Public service or just one?

A. The work of the employee or team must demonstrate how the work mirrors ONE OR MORE of these values or guiding principles.

Q. What are the benefits of the Outstanding Honours and Awards?

A. Recognition at a Special gala with Proclamations from the Governor General, the Minister and Chief Executive Officer of the Public Service and other dignitaries, a framed certificate with plaque, recognition on a prominent wall/pathway (to be identified), and honourable mention in public news and on the Ministry's Website.

Q. How are the winners chosen?

A. Winners are chosen by a selection panel set up by the Ministry of the Public Service. The panel will review and make final decision from among the submissions received from the awards committee that will first vet all nominations to ensure completeness and having met the criteria, and where necessary make site visits for any verifications. The selection panel will comprise 5 persons namely from government, private sector, civil society, church and winners from the previous award. The chairman of the Public Service Commission will sit in as a non-voting member. The award committee will be comprised of the CSQAU and members from the Public Service Day National Committee. Winning selection will be forwarded to the CEO of the Public Service. All candidates for these awards will be given public recognition and in the case of individuals a letter to be placed in their personnel file.

Q. Can someone be nominated more than once?

A. Yes. There is no limit to the number of times an employee may be nominated, but multiple nominations cannot be for the same category. Neither can a nominator nominate more than one nominee in the same category. Nominee must sign consent form and give to nominator for submission with nomination form.

CORE VALUES AND GUIDING PRINCIPLES OF THE PUBLIC SERVICE

- **Accountability** – being responsible for that which has been entrusted and answerable for our action or non-action and the subsequent result or outcome
 - **Efficiency & Effectiveness** – achieving the customers' desired outcome with minimum wasted effort and resources
 - **Equity & neutrality** – treating customers fairly and equally; prejudice or show of favor are not encouraged
 - **Integrity** – exercising honesty at all times; and refraining from accepting or offering gifts and bribes
 - **Professionalism** – exercising competence, good judgment and polite behaviour at all times
 - **Quality Service** – services are to be of the highest quality, convenient, easy to use, accessible, friendly, integrated where possible, responsive, cost effective, with a guarantee of redress when things go wrong
 - **Rule of law** – unlawful acts in the provision of service are strictly prohibited
 - **Transparency** – procedures, standards and applicable policies are to be widely circulated and their application open to scrutiny
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GUIDING PRINCIPLES

- **Regard for public interest** - listen to what customers have to say; consult with customers about their service needs; personalize service to the needs and circumstances of each service user where practical;
 - **Culture of service management excellence:** design and deliver services based on strong service management practices
 - **The Right of the Customer** – recognize and acknowledge the rights of customers to receive the services requested from polite, knowledgeable, helpful and professional staff
 - **Communication** – keep customers informed about how long a service will take to achieve the expected outcomes. If a delay occurs, the customer should be advised and action should be taken to overcome any further delays
 - **Due diligence and respect for complaints** - establish complaint channels, respond to enquiries promptly and efficiently; follow through with all the stages and processes in the execution of services
 - **Accuracy** – commit to provide customers with up-to-date, error free and complete information and services.
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