

# REGULATION PROCESSES AND PROCEDURES SKILLS ENHANCEMENT

## ONLINE COURSE

A TRAINING COURSE • JUNE 4 — JULY 18, 2008



### SIX MODULES OVER SIX WEEKS

#### COURSE HIGHLIGHTS:

- Learn the key elements to transparency, clarity, autonomy, predictability, accountability, participation, and open access
- Learn the latest on how to develop and implement transparent rules and procedures for a regulatory authority
- Learn from global case study experiences on what makes for successful — and failed — implementation of processes and procedures
- Compare organizational charts, staffing designs, and job descriptions from agencies across the globe
- Develop checklists to conduct tariff reviews and communication programming with utilities and consumers
- Take this valuable and pioneering “Regulation Skills Development” course right from your home or business, on your schedule and at your pace
- Develop your own *Action Plan* to create transparent rules and procedures
- Network and build professional relationships with your fellow participants and course facilitator(s) through the online Discussion Board communication tools

#### REGISTER ONLINE!

[www.ip3.org](http://www.ip3.org)

*“Good regulation is at the core of economic reform. To be successful, people participating in the regulatory process need complex, sophisticated, and a precise set of skills. This course provides those critical skills.”*

*Mary Clark Webster  
Senior Regulatory Advisor, IP3*

Course Sponsor



The Institute for  
Public-Private Partnerships



Visit Our Website: [www.ip3.org](http://www.ip3.org)

# COURSE LEARNING OBJECTIVES

Governments on all continents have established regulatory commissions and agencies to oversee the energy, water, telecommunications, and transportation sectors. Most of these agencies are in operational stages. Commissioners, senior management, advocates and regulated company staff alike are designing and strengthening the rules, processes, and procedures to govern their work requirements. All of them require a key component: transparency in regulatory operations.

This course contains six modules, each module completed over a one-week period of time. Participants are responsible for completing reading assignments, analyzing case studies, actively participating in discussion boards and chat rooms with fellow participants and the course instructor, and completing an action plan.

Participants will need access to a computer with Internet connectivity. Course work is approximately 5-6 hours per module.

## COURSE CONTENT

### Module I: Regulatory Authority Organizational Structure: Defining Clarity of Roles and Objectives

- Comparison of organizational models
- Creating a strategic plan for the commission/agency and updating it through gap analysis
- Staffing requirements and recruitment strategies
- Creating accountability through formalized roles, job descriptions and codes of practice
- Identifying, recruiting and retaining commissioners

### Module II: Designing and Implementing Transparent Regulatory Laws, Rules, and Procedures

- Determining the scope and activities of the regulatory commission/agency: 'evolution' or 'revolution'
- Drafting agency rules and ensuring compliance
- Establishing clear communication protocols: procedures for petitions and appeals

### Module III: Licenses and Market Access

- Determining which activities are best regulated by licensing
- Examining the key elements of licensing systems
- Reporting requirements
- Setting timeframes for review

### Module IV: Conducting a Transparent Tariff/Rate Review

- Review of tariff setting options: price-cap and rate-of-return (ROR); and hybrids of both
- Conducting rate reviews: procedure checklists and data collection for state-owned and private utilities
- Calculating tariff structures and subsidies that reflect policy goals and achieve social objectives
- Reviewing operators' financial statements, and monitoring price and tariff compliance
- Pro-poor rate design strategies

### Module V: Benchmarking Performance Indicators

- Listing performance indicators
- Developing a baseline set of data
- Data mapping
- Checking for validity
- Setting performance targets
- Monitoring and reporting on results

### Module VI: Stakeholder/Media Communications, Consumer Protection, and Public Hearings Procedures

- Identifying stakeholders and understanding how they are affected by regulation
- Consumer protection regulation, complaint filing, and hearing procedures
- When and how to consult with consumers, the public, and other regulatory stakeholders
- Designing effective public awareness campaigns
- Employing alternative dispute resolution (ADR)

Case Study Analysis and Action Planning in All Six Modules

## WHO SHOULD ATTEND

Commissioners, Directors and Key Staff of Regulatory Authorities, Agencies, and Commissions

Ministry Officials Responsible for Policymaking and Establishing Regulatory Authorities

Directors and Key Managers of Public and Private Regulated Utilities

Staff of Bilateral and Multilateral International Organizations

## DATES & COST

DATES: JUNE 4 - JULY 18, 2008

TUITION: \$750

COURSE CODE: 1813-OL

CEUs EARNED: 3.0 CEUs

## LEARN MORE ABOUT ONLINE TRAINING AT IP3!

Visit our interactive demo at [www.ip3.org/training/t\\_e\\_learning.htm](http://www.ip3.org/training/t_e_learning.htm)! Learn how IP3's online courses can deliver high performance training at very low costs for your organization. See participant testimonials!

## INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS (IP3)

The Institute for Public-Private Partnerships, Inc. (IP3) is an international training and consulting firm that focuses on advancing public-private partnership programs and opportunities, regulation operations and management initiatives, and competitive utility management reform in the environmental (waste/sanitation and solid waste), energy, transportation, telecommunications, technology, municipal service, health, and education sectors. Since 1994, we have trained over 25,000 professionals from over 150 countries worldwide.

For More Information and to Register:

The Institute for Public-Private Partnerships, Inc. (IP3)

Global Training Services

1010 Wisconsin Avenue, NW

Suite 250

Washington, D.C. 20007, USA

Tel: 1-202-466-8930

Fax: 1-202-466-8934

E-mail: [training@ip3.org](mailto:training@ip3.org)

Register Online at: [www.ip3.org](http://www.ip3.org)

*Contact us about Professional Certification Programs!*