



IPSM International Public Service Excellence Award

Policy and Administration Framework

Issued by: Institute of Public Sector Management (IPSM), United Kingdom

Document Type: Policy & Framework (Award Administration and International Engagement)

Version: 1.0

Effective Date: 14 December 2025

Next Review: December 2027.

1. Policy Statement

The IPSM International Public Service Excellence Award (“the Award”) is an Institute-led international recognition programme established to celebrate distinguished leadership, measurable impact and ethical practice in public service, public sector governance, development delivery and institutional reform.

IPSM is committed to administering the Award with integrity, transparency, consistency, safeguarding and reputational responsibility. The Award programme shall be delivered through a structured process from nomination to assessment, due diligence, confirmation, and formal recognition at a high-profile international ceremony in London, including a parliamentary-hosted engagement where applicable.

2. Purpose and Objectives

2.1 Purpose

To provide a credible, independent and internationally respected platform for recognising outstanding public service leadership and impact across government, public institutions and development agencies.

2.2 Objectives

- Recognise public service leaders and institutions with demonstrable outcomes and ethical standards.
- Encourage adoption of international best practices in governance, accountability and service delivery.
- Strengthen global professional networks and institutional partnerships.
- Enhance global visibility of exemplary public sector initiatives and reforms.
- Provide a structured international engagement pathway for awardees (policy dialogues, lectures, conferences and professional membership growth).

3. Scope

This framework applies to:

- All nominees, nominators and sponsoring institutions.
- IPSM Council, Award Committee, Secretariat and assessors.
- All Award programme activities, including communications, assessments, events, media and ceremonial elements in London.

4. Award Governance and Oversight

4.1 Governance Bodies

a) IPSM Council (Ultimate Oversight)

- Approves the Award framework and ensures institutional integrity.
- Ratifies final Award recipients based on committee recommendations.

b) IPSM Award Committee (Programme Authority)

- Oversees award categories, criteria, assessment and due diligence.
- Recommends nominees for Council ratification.

c) IPSM Secretariat (Operations and Compliance)

- Manages nominations, documentation, scheduling, correspondence and logistics.
- Coordinates international engagement elements and ceremonial participation.
- Maintains records, fees administration and reporting.

d) Independent Assessors / Panel (Technical Evaluation)

- Conducts scoring against published criteria.
- Provides evidence-based recommendations.

4.2 Independence and Integrity

- Assessors must sign conflict-of-interest declarations.
- Nominees must not influence assessors or committee members.
- IPSM reserves the right to add external observers where required.

5. Award Categories

IPSM may confer the Award under categories such as:

1. **Public Service Leadership Excellence**
2. **Policy Innovation and Reform Excellence**
3. **Sustainable Development and Impact Excellence**
4. **Humanitarian Response and Social Protection Excellence**
5. **Institutional Transformation and Governance Excellence**
6. **Infrastructure Delivery and Community Development Excellence**
7. **Emerging Leader in Public Service Excellence**
8. **Lifetime Contribution to Public Service Excellence** *(by special nomination)*

Note: Categories may be refined annually based on sector priorities and nomination trends.

6. Eligibility and Standards

6.1 Eligible Nominees

- Senior public officials, public sector executives and heads of agencies.
- Public institutions, departments, commissions, and government-owned entities.
- Public sector project leaders with proven results.
- Exceptional mid-career leaders (for “Emerging Leader” category).

6.2 Minimum Standards

Nominees must demonstrate:

- Clear public value and measurable outcomes.
- Integrity, ethical conduct and compliance with applicable laws.
- Evidence of leadership, governance and accountability.
- Alignment with sustainable development and inclusive impact.

6.3 Ineligibility

- Individuals or institutions under active sanction, debarment, or serious investigation for corruption, fraud, human rights abuses or major misconduct (subject to due diligence).
- Nominees unable to provide minimum evidence requirements.

7. Nomination Policy

7.1 Who Can Nominate

- Public institutions and government agencies.
- Senior officials (Director-level and above) authorised to nominate.
- Institutional partners of IPSM.
- IPSM Fellows/Members (where endorsed by an institution).

7.2 Nomination Volume Guidance

- Institutional nominations should normally include **a minimum of five (5) recipients** where a formal delegation and high-level engagement is planned (e.g., parliamentary engagement and London ceremony).

7.3 Nomination Submission Requirements

A complete nomination shall include:

- Completed IPSM nomination form.
- Nominee profile (CV or institutional profile).
- A 1–2 page impact statement (problem, intervention, outcomes, evidence).
- Proof of role/authority and service timeline.
- Supporting evidence: reports, audited results (where applicable), third-party references, publications, media coverage, or official documents.
- Signed declaration of accuracy and consent (for individuals).

7.4 Nomination Timeline (Standard Cycle)

- **Call for nominations:** 8–12 weeks before ceremony
- **Nomination close:** 6–8 weeks before ceremony
- **Assessment and due diligence:** 4–6 weeks
- **Council ratification:** 3–4 weeks

- **Public confirmation and ceremony briefing:** 2–3 weeks

8. Award Administration and International Engagement Framework

8.1 Programme Participation Fee

The Award is administered as an international professional recognition programme with structured engagement components. Accordingly:

- **Award programme participation fee: £5,000 per nominated recipient**
This covers: nomination processing, assessment administration, due diligence checks, award documentation, ceremony planning, international recognition package, institutional engagement coordination and post-award professional linkage.

8.2 Accompanying Delegates

Each award recipient may be accompanied by up to **two (2) delegates**, who may attend associated events, policy dialogues and ceremonial proceedings in London (subject to venue protocols and capacity).

8.3 What the Fee Does Not Automatically Cover

Unless expressly agreed in writing:

- International flights, accommodation, subsistence, travel insurance, visa fees.
- Additional sightseeing, tourism, or unrelated travel.
- Personal expenses or private transport beyond agreed programme movements.

8.4 International Engagement Elements (Standard)

IPSM will coordinate a structured engagement pathway for awardees, which may include:

- High-level policy dialogue session(s) in London.
- Participation in an IPSM lecture, roundtable or conference segment.
- Professional networking with IPSM members, academics and institutional partners.
- Media/photo opportunities and recognition materials.

9. Assessment Framework and Scoring

9.1 Assessment Stages

Stage 1: Completeness Check

- Secretariat verifies documentation and eligibility.

Stage 2: Technical Assessment

- Panel scoring against criteria.

Stage 3: Due Diligence Review

- Reputational, integrity and compliance checks.

Stage 4: Committee Recommendation

- Award Committee reviews scoring and due diligence outcomes.

Stage 5: Council Ratification

- Final approval and confirmation.

9.2 Core Criteria (Suggested Weighting)

1. Impact and Outcomes (30%)

- measurable improvements, service delivery results, beneficiary reach.

2. Leadership and Governance (20%)

- decision-making, accountability systems, institutional strengthening.

3. Innovation and Replicability (15%)

- new approaches, scalability, lessons transferable to other contexts.

4. Sustainability and Long-Term Value (15%)

- durability of outcomes, institutionalisation, resource stewardship.

5. Ethics, Integrity and Public Trust (10%)

- compliance, transparency, safeguarding of public resources.

6. Evidence Quality and Verification (10%)

- strength of documentation, third-party validation and audit trail.

9.3 Decision Thresholds

- IPSM may set a minimum passing score (e.g., **70/100**) per category.
- The Award Committee may recommend “Highly Commended” recognition for near-threshold candidates (where appropriate).

10. Due Diligence, Ethics and Reputational Safeguards

10.1 Due Diligence Checks

- Identity and role verification.
- Public integrity screening (open-source and institutional checks).
- Confirmation of achievements and evidence sampling.
- Review of conflicts, sanctions, major litigation, or serious allegations.

10.2 Conflicts of Interest

- All assessors and committee members must declare conflicts.
- A conflicted member must recuse themselves from discussion and voting.

10.3 Misrepresentation and Withdrawal

IPSM may:

- suspend consideration,
- withdraw nomination,
- revoke an Award,
where material misrepresentation or serious integrity concerns arise.

11. Ceremony and Parliamentary Engagement Protocol

11.1 Ceremony Location

The Award ceremony is hosted in London. Where parliamentary hosting is arranged, the programme may include a **parliamentary engagement and award moment at the House of Parliament**, subject to:

- parliamentary hosting arrangements,
- security protocols,
- venue availability and capacity rules.

11.2 Ceremony Components

- Formal welcome and opening.
- Citation reading for each awardee.
- Presentation of plaque/certificate.

- Official photographs.
- Networking reception (where permitted).

11.3 Dress Code and Protocol

- Formal business attire or national attire (where appropriate).
- Strict adherence to security screening and event conduct requirements.
- No political campaigning, offensive materials, or unauthorised media actions.

12. Travel, Visa and Delegate Support

12.1 Visa Support Letters

IPSM may issue:

- event participation letters,
- invitation letters,
- confirmation of programme schedule,
to support standard visitor visa applications where appropriate.

Important: issuance of letters does not guarantee visa approval, and applicants must satisfy visa requirements independently.

12.2 Delegate Conduct

Delegates must comply with:

- UK laws and immigration rules,
- host venue protocols,
- IPSM code of conduct during the programme.

13. Communications and International Spotlighting

13.1 Public Communications

IPSM may publish:

- award announcements,
- institutional profiles,
- ceremony photographs,

- event summaries,
through IPSM websites, press releases and partner media.

13.2 Joint Media and Stakeholder Engagement

Where an institution nominates multiple recipients (e.g., an agency delegation), IPSM may coordinate:

- joint press coverage,
- stakeholder briefings,
- diaspora engagement sessions,
to spotlight the institution's developmental impact.

13.3 Use of IPSM Name and Crest

Awardees may reference the Award for professional and institutional communications, subject to IPSM brand guidelines and approval for logo usage.

14. Data Protection and Confidentiality

- IPSM will process nominee data for award administration and related engagement.
- Data shared will be limited to programme needs and handled securely.
- Sensitive materials may be treated confidentially, except where disclosure is required by law or necessary for integrity checks.

15. Appeals and Complaints

15.1 Appeals (Process-Based)

Appeals may be lodged only on procedural grounds (e.g., administrative error), not simply disagreement with outcome.

15.2 Complaints

Complaints about conduct, bias, or integrity issues shall be managed by the Secretariat and escalated to the Award Committee and Council as necessary.

16. Financial and Administrative Terms

- Programme participation fees are payable upon nomination acceptance or at a defined milestone communicated by the Secretariat.

- IPSM may issue invoices and official receipts.
- Cancellations and refunds (if any) shall be subject to published terms, considering committed venue, administration and programme costs.

17. Post-Award Engagement and Membership Pathway

Awardees may be offered:

- IPSM membership pathways (Affiliate / Member / Fellow subject to criteria),
- speaking opportunities,
- publication features,
- invitations to IPSM conferences and policy dialogues.

18. Review and Amendments

This framework shall be reviewed annually and may be amended by IPSM Council to reflect:

- evolving international standards,
- operational improvements,
- safeguarding and reputational needs,
- venue and protocol changes.

Annex A: Nomination Checklist

- Nomination form completed
- Impact statement provided
- Evidence attachments included
- Consent/declaration signed
- Institutional authorisation confirmed
- Fee/invoice details confirmed

Annex B: Indicative Award Cycle Timeline (Example for March Ceremony)

- December: nominations open
- January: nominations close + assessment begins
- February: due diligence + Council ratification
- March: London engagement + ceremony