

Quarterly Newsletter 2023 No. 3

Training & Development



We are pleased to share with you our Newsletter for the Third Quarter of 2023 highlighting the courses we delivered between July and September 2023. During this period, some 2,016 public officers have been trained. The feedback obtained from the participants and organisations are very positive and encouraging. The training courses are meant to increase productivity at work, self-development and augment knowledge.

In this edition, you will find the various training courses that ministries/departments and parastatal organisations have solicited us to meet their training needs.

Prof. (Dr) Ramesh Durbarry, G.O.S.K.
Director General
Civil Service College, Mauritius

30 October 2023

MESSAGE FROM THE DIRECTOR GENERAL

During the third quarter, 77% of the training courses focused on improving efficiency and effectiveness in the public sector. Increasing efficiency and effectiveness in the public sector is crucial for several reasons:

Resource Optimisation: Governments often have limited resources, and these resources are typically funded by taxpayers. By increasing efficiency, public sector organisations can make the most of these resources, ensuring that taxpayers' contributions are used effectively and responsibly.

Service Delivery: Government agencies are responsible for providing essential services to the public, such as healthcare, education, transportation, and social services. Improved efficiency ensures that these services are delivered in a timely and cost-effective manner, leading to better outcomes for citizens.

Cost Savings: Efficiency measures can lead to cost savings, which are essential for maintaining fiscal responsibility. These savings can be reinvested in other public programs, infrastructure projects, or reducing budget deficits.

Accountability: A more efficient and effective public sector can enhance accountability by demonstrating that public funds are being used wisely. This can help build trust and confidence in government institutions.

Better Outcomes: Effectiveness is about achieving desired outcomes. When the public sector becomes more effective, it can better meet the needs and expectations of the public, whether in terms of public safety, environmental protection, or economic development.

Innovation: Efficiency and effectiveness improvements often require innovation and the adoption of new technologies and practices. This can drive progress and modernisation in the public sector, leading to better services and governance.

Regulatory Compliance: In some cases, government agencies are required to meet specific regulatory or legal requirements. Being efficient and effective can help ensure that these requirements are met consistently.

Public Trust: When citizens perceive that the government is efficient and effective, it can lead to increased trust in public institutions and a more positive view of government as a whole. This, in turn, can lead to greater compliance with government policies and laws.

Economic Growth: A well-functioning public sector that efficiently supports infrastructure development and business operations can contribute to economic growth and a favourable business environment.

Crisis Response: During times of crisis, which we have witnessed recently, whether it's a natural disaster, pandemic, or economic downturn, an efficient and effective public sector can respond more quickly and effectively to protect the well-being of citizens.

In summary, increasing efficiency and effectiveness in the public sector is essential to meet the needs of the public, make responsible use of resources, and maintain trust in government institutions. It leads to better outcomes, accountability, and economic growth, making it a critical goal for governments at all levels.

We invite Chairpersons of Training Committees and Training Managers of respective Ministries/Departments to contact us to chart out their training plan for this Financial Year so that opportunities are given to public officers to follow training courses and achieve the KPI set in relation to full use of the training budget.

Visit our Training Calendar for the FY 2023/24 at www.cscm.mu

JULY 2023

TRAINING HIGHLIGHTS



Customer Care and Public Relations

Sponsored by MCSAR, the workshop on Customer Care and Public Relations was designed for 27 Confidential Secretaries for a duration of 6 hours. One of the objectives is to stimulate Confidential Secretaries' drive for speedy action. The training forms part of the Advanced Secretarial Course for Confidential Secretaries and the semester will end in December 2024.

Performance Management System

279 officers from Top and Middle Management attended a 30-hour training Course on Performance Management System for Le Service Diocésain de l'Education Catholique-SeDEC, Mauritius Institute of Education and Mahatma Gandhi Institute. The training aimed at guiding officers how to identify key results areas, meet KPIs and train appraisees to conduct staff appraisals.

Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 4.6. After completing the training, their comprehension improved to 7.18, demonstrating a significant increase in their understanding. 96.2% of participants agreed that the training was effective in enhancing their knowledge, confirming its success in improving their skills. 97.1% of respondents felt that the training was directly connected to their job roles, underscoring its relevance to their professional responsibilities.



Continuum of Road Safety

22 days of "Continuum Education Routière" training were successfully delivered to 84 participants from the Ministry of Public Infrastructure and Land Transport. The customised course was mounted for middle management staff for a duration of 56 hours. One of the aims of the facilitators was to ensure that participants understand the different aspects of Road Safety. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 4.3. Following the training, their comprehension

significantly improved to an impressive 8.98, indicating a substantial increase in their understanding. 94.0% of participants agreed that the training was effective, confirming its success in enhancing their knowledge and skills. 98.2% of participants stated that the training was directly related to their job duties, highlighting its connection to their professional responsibilities.

TRAINING AND DEVELOPMENT 2023 QUARTER 3

Procurement and Tender Evaluation

27 participants attended the 12-hour in-house sessions on Procurement and Tender Evaluation at the State Trading Corporation. The Civil Service College, Mauritius had customised the course and one of the goals of the trainers was to help attendees identify the issues involved in assessing tenders for quality as well as value for money including e-Auction. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 6.4. After completing the training, their comprehension substantially improved to an impressive 9.2, indicating a remarkable increase in their understanding. 93.0% of participants agreed that the training was effective, highlighting its success in enhancing their knowledge and skills. 94.6% of participants found that the training was not only enriching but also highly useful within the context of their work, underscoring its practical value for their professional development.

Train the Trainer



Performance Management System

12 hours of tailor-made course on Performance Management System was organised for 199 officers for Mahatma Gandhi Institute. Creating a common bond of ownership among all employees was one of the objectives. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 5.5. Following the training, their comprehension significantly improved to an impressive 9.2, demonstrating a substantial increase in their understanding. 97.3% of participants agreed that the training was highly effective in improving their knowledge, confirming its success. 98.2% of respondents felt that the training was directly related to their job responsibilities, highlighting its connection to their professional roles. 95.7% of participants affirmed that they could apply the knowledge gained from the training to their jobs and found it to be a valuable resource for their professional development, emphasizing its practical value for their career.



25 participants from the Mauritius Post Ltd followed a 30-hour training course on Train the Trainer. The Two and half day course was tailored for the. One of the objectives was to develop a versatility towards identifying, designing, planning and implementing a training by taking into consideration the different parameters required in a training process. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 5.2. Following the training, their comprehension significantly improved to 8.8, demonstrating a substantial increase in their understanding. 96.4% of participants agreed that the training was highly effective in enhancing their knowledge and skills, confirming its success. 98.8% of participants felt that the training was directly related to their job responsibilities, underscoring its strong connection to their professional roles. 93.5% of participants affirmed that they could apply the knowledge gained from the training to their jobs and found it to be a valuable resource for their professional development, highlighting its practical value for their careers.

TRAINING AND DEVELOPMENT 2023 QUARTER 3

Managerial / Supervisory Skills and Customer Service Excellence

20 officers from the Mauritius Post Ltd attended the customised Managerial/ Supervisory Skills and Customer Service Excellence training course for a duration of 12 hours. Amongst the objectives was to define a team's purpose, values, expectations and ground rules in order to create a cohesive team that achieves results. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 4.5. Following the training, their comprehension improved to 7.58, indicating a substantial increase in their understanding.

95% of participants agreed that the training was effective, confirming its success in enhancing their knowledge and skills. 96.3% of participants stated that the training was directly related to their job duties, highlighting its relevance to their professional responsibilities. 92% of participants found the training to be applicable and useful within the context of their work, emphasizing its practical value for their professional development.

Number of officers trained in July 2023

Courses Sponsored by MPSAIR	27
Customised Courses	402
Online Courses	44
Total	473

AUGUST 2023 TRAINING HIGHLIGHTS



Telephone Communication Skills

6 hours of Telephone Communication Skills training course was organised for the 40 officers of the Ministry of Information Technology, Communication and Innovation. The one full day custom-built training course had the objective of developing active listening

skills in order to give more accurate and helpful information to callers. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 4.5. Following the training, their comprehension improved to 7.58, indicating a significant increase in their understanding. 95% of participants agreed that the training was effective, confirming its success in enhancing their knowledge and skills. 96.3% of participants stated that the training was directly related to their job responsibilities, highlighting its relevance to their roles. 92%, found the training to be applicable and useful to their work, this still represents a significant portion of participants who found practical value in the training for their professional growth.

Performance Management System

The Civil Service College, Mauritius successfully delivered 2 half days Training Course on Performance Management System for 71 Supervisors/Heads of Dept/Units/Sections of the Ministry of Finance, Economic Planning and Development. The objective was to understand how to conduct an effective appraisal in a productive and positive manner. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 5.4. After completing the training, their comprehension significantly improved to 8.7, indicating a substantial increase in their understanding.



95.3% of participants agreed that the training was highly effective in enhancing their knowledge and skills. 95.7% of participants stated that the training was not only relevant to their work but also highly useful within the context of their job responsibilities, underscoring its practical value for their professional development.

TRAINING AND DEVELOPMENT 2023 QUARTER 3

Workshop for Chairperson and Training Managers



The Ministry of Public Service, Administrative and Institutional Reforms in collaboration with The Civil Service College, Mauritius organised a half-day Workshop on Effective Training Committees. One of the objectives of the workshop was to assess the expenditure incurred for the last year's training budget. At least 91.0% of participants agreed that the training was effective, indicating a strong consensus on its positive impact in enhancing their knowledge and skills. 95.0% of respondents stated that the training was not only applicable to their work but also highly useful within the context of their job roles, emphasizing its practicality.

Advanced Course in Effective Office Management and Supervision



The Sponsored Advanced Course in Effective Office Management and Supervision is a specialised programme designed to enhance the skills and capabilities of 74 officers in the grade of Office Management Assistant in the Public Sector. This comprehensive programme aims to equip participants with advanced office management techniques. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 5.5. After completing the training, their comprehension significantly improved to an impressive 9.2, indicating a substantial increase in their understanding.

97.3% of participants agreed that the training had a positive impact on their knowledge, highlighting its effectiveness in enhancing their understanding. 98.2% of respondents felt that the training was directly related to their job responsibilities, underscoring its connection to their roles. 95.7% of participants affirmed that they could apply the knowledge gained from the training to their jobs and found it to be a valuable resource for their professional growth. This feedback emphasizes the practical value of the training program for their careers.

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First Aid



18 hours of scheduled training course on First Aid was organised for 30 officers from different ministries. The objective of the course was to provide necessary help for breathing emergencies. Along other objectives, many topics were covered amongst first-aid essentials and CPR & AED. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was relatively low at 3.1. However, after completing the training, their comprehension improved significantly to an

impressive 8.5, indicating a substantial increase in their understanding. 97.8% of participants agreed that the training was highly effective in improving their knowledge, underscoring its success. 99% of participants stated that the training was directly related to their job roles, highlighting its strong connection to their professional responsibilities.

Other Training hosted by the Civil Service College, Mauritius

- Training Programme on Leadership and Management Level 3
- Operations and Processes Management Training Programme for Support Staff
- Professional Development Programme Office Auxiliary/ Senior Office Auxiliary/ Head Office Auxiliary
- Overview of Public Sector Management
- Advanced Microsoft Excel
- Health and Safety
- Presentation skills, Writing Skills & Business Report Writing Skills
- Effective Performance Appraisal for Head of Sections
- Improving Public Sector Governance through Audit Committees
- Writing Effective Minutes of Meetings

Number of officers trained in August 2023

Transformation Courses	144
Courses Sponsored by MPSAIR	130
Customised Courses	218
Scheduled Courses	252
Online Courses	8
Total	752

SEPTEMBER 2023 TRAINING HIGHLIGHTS

Effective Performance Appraisal



A performance management system helps to continuously track and coach employee performance. 108 participants had followed the training on Effective Performance Appraisal on a duration of 24 hours. The Civil Service College, Mauritius had organised the course for the Ministry of Finance, Economic Planning and Development, Ministry of Education, Tertiary Education, Science and Technology and others. Before the training, participants' understanding of the topics, rated on a scale from 1 to 10, was at a modest 3.6.

However, after completing the training, their comprehension significantly improved, reaching an impressive 7.9. A remarkable 92.3% of participants expressed agreement that the training had a positive impact on their knowledge. Moreover, an impressive 92.7% of respondents felt that the training was directly relevant to their roles within their respective jobs. What's more, a significant majority, 91.8% of participants, affirmed that they could apply the knowledge gained from the training to their jobs, finding it to be a valuable resource for their professional growth.

Effective Board Report Writing

A Training Course on Effective Board Report Writing for the Central Electricity Board was organised for 23 participants. The attendees followed the customised course of 12 hours. The objective was to equip participants with the skills they need in order to understand and to meet Board expectations in terms of: Report content, format, and quality. Participants' initial understanding of the topics, rated on a scale from 1 to 10, was a respectable 6.7. Following the training, their comprehension rose to an impressive 9.1, indicating substantial improvement. A significant majority, at least 91.2%, of participants agreed that the training was highly effective in enhancing their knowledge



and skills. Moreover, an overwhelming 94.4% of respondents expressed that the training was not only applicable but also highly useful in the context of their work. This feedback underscores the practical value of the training program for their professional development.

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Business Continuity Plan

The Civil Service College, Mauritius mounted the Business Continuity Plan training for the Ministry of Arts and Cultural Heritage with an objective to develop a Business Continuity Plan in case of disruptions and also to consider Work-From-Home as strategy to provide continuity of services. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 5.5. After completing the training, their comprehension significantly improved to an impressive 9.2, indicating a substantial increase in their understanding. 97.3% of



knowledge, demonstrating its effectiveness. 98.2% of respondents felt that the training was directly relevant to their job responsibilities, underlining its connection to their roles. 95.7% of participants affirmed that they could apply the knowledge gained from the training to their jobs and found it to be a valuable resource for their professional growth. This feedback emphasizes the practical value of the training program for their careers.

Award of certificate - Evaluation Procedures for Evaluators



A ceremony of handing over certificates to 23 officers of the Ministry of Health and Wellness was held for having completed the Training Programme on Evaluation Procedures for Evaluators course. The 18-hour Training Programme organised in close collaboration with the Civil Service College spanning over six days. A minimum of 90.0% of participants agreed that the training was highly effective, underscoring its success in enhancing their understanding and skills. An impressive 94.2% of respondents stated that the training was not only relevant but also highly useful within the context of their work, highlighting its practicality. An even

more remarkable 96.0% of participants affirmed that they could readily apply the training to their jobs and found it to be a valuable asset for their professional growth. This feedback emphasizes the training's tangible benefits and its value in the workplace.

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Tea Making and Service



6 days of dedicated training on Tea Making and Service was delivered at the Ecole Hôtelière Sir Gaëtan Duval. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, stood at 5.4. After completing the training, their comprehension improved substantially to an impressive 8.7. A notable 95.3% of participants agreed that the training was highly effective in

enhancing their knowledge and skills. An even higher percentage, 95.7% of respondents, found the training to be both applicable and highly useful in the context of their work. This feedback underscores the practical value of the training program for their professional development.

Implementation of Performance Management System

Implementation of Performance Management System was customised for 67 officers based at the Human Resource Development Council. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 6.7. Following the training, their comprehension improved to 9.1, demonstrating a substantial increase in their understanding of the material. A significant majority, at least 91.2%, of participants agreed that the training was effective, highlighting its success in enhancing their knowledge and skills. Furthermore, an impressive 94.4% of participants



stated that the training was not only applicable to their work but also highly useful in their professional context, underscoring its practical value.

Public Speaking



Training on Public Speaking course was attended by 16 officers for a duration of 6 hours. Prior to the training, participants' understanding of the topics, rated on a scale from 1 to 10, was 6.2. After completing the training, their comprehension reached the maximum score of 10.0, indicating a substantial improvement in their understanding. An impressive 100% of participants unanimously agreed that the training was highly effective in enhancing their knowledge and skills, reflecting its overall success. Furthermore, every participant, 100.0%, stated that the training was

directly related to their duties, emphasizing its relevance to their roles. While a majority of 73% found the training to be applicable and useful to their work, this still reflects a significant portion of participants who found practical value in the training.

TRAINING AND DEVELOPMENT 2023 QUARTER 3

The Civil Service College, Mauritius also conducted the following training:

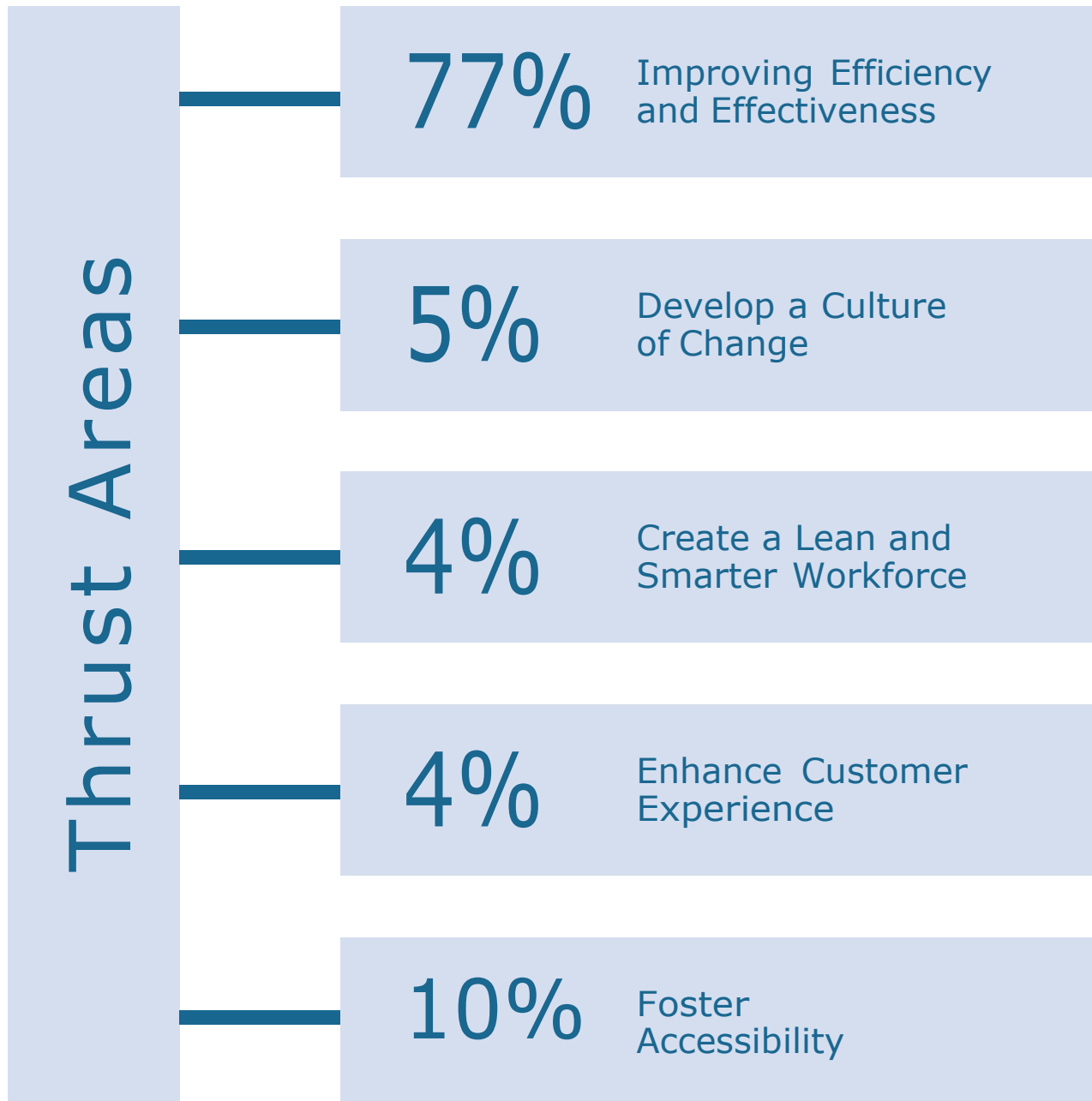
- ✚ Training Programme on Leadership Level 3
- ✚ Operations and Processes Management Training Programme for Support Staff
- ✚ Training Programme on Improving Communication & Productivity Level 1
- ✚ Workshop on Effective Training Committees for Chairpersons of Training Committees and Training Managers in Ministries/Departments
- ✚ Training Needs Assessment for Training Managers (MPSAIR)
- ✚ Training Course on Effective Performance Appraisal
- ✚ Implementation of Performance Management System at Mauritius Oceanography Institute
- ✚ Procurement
- ✚ Advanced Microsoft Excel
- ✚ Effective Performance Appraisal
- ✚ Public Sector Financial Management
- ✚ Training Course on First Aid

Number of officers trained in September 2023

Transformation Courses	226
Courses Sponsored by MPSAIR	93
Customised Courses	292
Scheduled Courses	165
Online Courses	15
Total	791

TRAINING BY THE 5 KEY THRUST AREAS

The training activities of the College during the third Quarter was focused as follows as per the Thrust Areas:



2023 LIST OF CSCM STAFF

Director General	Prof. (Dr) Ramesh Durbarry, G.O.S.K.
Training Manager	Mr Joël Violette
Administrative Manager	Mr Madhoosingh Jankee
System Analyst	Mrs Tema Palaram-Gobin
Finance Officer	Mrs Simla Devi Chaytee
Programme Coordinators	Mrs Bibi Azhaar Bissesur Miss Pushpanjalee Chitamun
Acting Training Manager	Mr Bhumeshwar Lillmond
Personal Secretary	Ms Yesha Sewnauth
Procurement Officer	Mr Yaasiin Elaheebux
Administrative Clerk	Miss Meghna Jhupsee Miss Yashna Seemohur
Handy Worker	Mrs Letcheemee Armoorgum

2023 BOARD OF DIRECTORS

- Prof. Dhanjay JHURRY, C.S.K., G.O.S.K. (Chairman)
- Prof. (Dr) Ramesh DURBARRY, G.O.S.K. (Director General)
- Mr. Nuvin RAMBURUTH
- Ms Beebee Rosida NOHUR
- Mr. Radha Krishna SADIEN, M.S.K.
- Mr. Philip AH CHUEN
- Prof. Theesan BAHORUN, G.O.S.K.
- Mr. Belall Ehmmed Hussain RUMJAUN
- Mr. Nadrajen CHEDUMBARUM
- Mr. Navindsing JUGMOHUNSING

SCHEDULED COURSES

OCTOBER TO DECEMBER 2023

Training Courses	Dates	Cost per Participants (Rs)
Writing Effective Minutes of Meeting	31 October 2023	Rs 2,000
First Aid	06,07,08,09,10,13 November 2023	Rs 3,500
Court Proceedings	15 November 2023	Rs 2,000
Professional Ethics and Governance	16 November 2023	Rs 2,000
Advanced Microsoft Excel	21 & 23 November 2023	Rs 4,000
Negotiation and Mediation	22 November 2023	Rs 2,000
Tender Preparation and Evaluation	28 & 30 November 2023	Rs 4,000
Court Proceedings	01 December 2023	Rs 2,000
Advanced Microsoft Excel	04 & 06 December 2023	Rs 4,000
Advanced Project Management	05 & 07 December 2023	Rs 4,000
Risk Management	11 & 13 December 2023	Rs 4,000
First Aid	11,12,13,14,15,18 December 2023	Rs 3,500



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