

Quarterly Newsletter 2023 No. 4

Training & Development



We are pleased to share with you our Newsletter for the Fourth Quarter of 2023 highlighting the training courses we delivered between October and December 2023. During this period, some 2,025 public officers have been trained. The feedback obtained from the participants and organisations are very positive and encouraging. The training courses have had positive impact on productivity, self-development and knowledge.

In this edition, you will find the training courses that were delivered to Ministries/Departments and Parastatal organisations along with feedback received.

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

17 January 2024

MESSAGE FROM THE DIRECTOR GENERAL

During the fourth quarter, 71% of the training courses focused on improving efficiency and effectiveness in the public sector. Courses such as Advance Excel, Government Asset Register, Performance Appraisal, Effective Bookkeeping and Payroll, Legislative Drafting were among the most popular ones. By the end of December 2023, a total of 9,171 public officers have been trained compared to 11,201 in 2022.

To improve a better coordination with Training Managers of Ministries/Departments, a workshop was organised on 11th January 2024. The workshop was attended by 33 Training Managers. Was discussed on the day, the training budget allocated to each Ministry and Departments, amount spent as at December 2023 and courses that organisations intended to request the College to dispense. An example of a training plan was also showcased. The Training Managers requested that such a template be shared to assist them in developing their training plan and training budget allocation. Such a training plan will not only help the College but also maximize the use of resources.



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.

We hope that this Newsletter provides you an overview of the achievements you made possible.

***Prof.(Dr) Ramesh Durbarry, G.O.S.K.
Director General***

Visit our Training Calendar for the months of January to June 2024 at www.cscm.mu

October 2023

TRAINING HIGHLIGHTS



Managerial/Supervisory Skills and Customer Service Excellence

Award of certificate ceremony for the Training on Managerial/Supervisory Skills and Customer Service Excellence courses for officers of the Mauritius Post Ltd. One of the objectives of the course was to assess different leadership styles and impact of those style. Improvements of customer service and communication techniques were also covered.

Business Continuity Plan

The Ministry of Public Service, Administrative and Institutional Reforms has sponsored 58 public officers from the Ministry of Environment, Solid Waste Management and Climate Change, Ministry of Arts and Cultural Heritage and the Ministry of Financial Services and Good Governance to be trained on developing their respective Business Continuity Plan. 90 hours of training on the fundamentals of ISO 22301 BCMS were delivered. The feedback from participants indicates a highly positive response to the training program. 94.0% agreed on the effectiveness of the training.



Government Asset Register

To ensure efficient operation of the Government Asset Register, the Ministry of Finance, Economic Planning and Development in collaboration with Civil Service College, Mauritius has conducted a series of Government Asset Register Awareness training sessions of 3 hours to address challenges and take remedial action at ministry or department level for smooth operation of the Government Asset Register. At least 92.0% acknowledged the effectiveness of the training.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Strategic Management and Leadership



Strategic Management and Leadership Training Programme for Middle Management Level 4 was organised for different ministries for a duration of 4 days. 54 public officers attended with an objective of gaining an understanding of the world economy and implications for policy decisions. The majority, at least 97.3%, found the training effective, indicating it achieved its objectives. An even higher percentage, 99.7%, deemed the training applicable and useful to their work.

Improving Communication & Productivity

A 12-hour Training Programme on Improving Communication & Productivity for 31 participants from workmen group was organised to learn skills of using verbal and non-verbal communication at the workplace. An impressive 99.0% acknowledged significant improvement in their knowledge due to the training, showcasing its effectiveness in enhancing understanding and skills. Additionally, 90.2% recognized a direct connection between the training content and their job responsibilities, indicating its relevance and applicability to their professional roles.



Operations & Processes Management



37 Support Staff attended the Operations and Processes Management Training Programme. The feedback indicates a highly successful training program. A substantial majority, at least 98.0%, agreed on the effectiveness of the training, indicating consensus on its impact and quality. Moreover, 99.0% noted the direct relevance of the training to their duties, highlighting alignment with their responsibilities. Additionally, a significant 97.0% expressed the ability to apply the training to their jobs, emphasizing its practicality and real-world applicability, showcasing its value to participants in their respective roles.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Leadership and Management

The Training Programme on Leadership and Management (Level 3) was successfully delivered by the Civil Service College Mauritius to 33 officers. This transformation course was conducted over 3 days. Basic project management and managing projects in the Public Sector were included among the topics. The feedback from participants were positive and commended such a training programme.



Effective Performance Appraisal



A training course on Effective Performance Appraisal was tailor made for 93 officers at the Ministry of Education, Tertiary Education, Science and Technology. Rectors, Deputy Rectors and Headmasters were trained for a duration of 18 hours to identify reasons behind underperformance and how to help the employee perform at optimum level.

Participants witnessed a significant improvement in their understanding of the training topics. Their initial level of 7.0 on a scale of 1 to 10 substantially increased to an impressive 9.7 post-training, demonstrating a substantial enhancement in comprehension. An overwhelming 99.0% of participants agreed on the training's effectiveness, emphasizing its success in achieving intended goals and delivering valuable outcomes. Additionally, a substantial 97.0% stated that the training is applicable and useful to their work, indicating not only effectiveness but also direct relevance and benefit to participants in their professional roles.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Advanced Microsoft Excel



84 officers from the Ministry of Education, Tertiary Education, Science and Technology were trained on the Advanced Microsoft Excel Training Course. Participants demonstrated a significant improvement in understanding, with the average level increasing from 8.4 before the training to 9.7 afterward on a scale of 1 to 10. This signifies a substantial enhancement in comprehension and mastery of the subject matter.

At least 97.8% agreed on the effectiveness of the training, indicating successful achievement of objectives and a positive impact on participants. Moreover, an overwhelming 98.7% stated that the training is relevant and applicable to their work, highlighting the practical relevance and tangible benefits participants see in applying the acquired knowledge and skills to their professional roles.

Report Writing

The Civil Service College, Mauritius, mounted a customised Report Writing course for 15 officers based at the Office of the Public Sector Governance under the Ministry of Financial Services and Good Governance. Participants exhibited commendable improvement in their understanding, with the average level rising from 8.7 before the training to 9.6 afterward on a scale of 1 to 10, signifying a significant enhancement in their grasp of the subject matter. At least 96.0% affirmed the effectiveness of the training, indicating a positive reception and recognition of its impact and success in achieving objectives. An encouraging 97.4% stated that the training is applicable and useful to their work.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Risk Management

71 officers were trained to effectively identify business risks and risk factors. 72 hours on Risk Management was delivered to the Human Resources Development Council officers. Participants demonstrated a substantial improvement in their understanding, with the average level increasing from 5.4 before the training to 8.0 afterward on a scale of 1 to 10, indicating a significant enhancement in their comprehension and mastery of the subject matter. An overwhelming majority, at least 98.0%, concurred that the training was effective, signifying the program's success in meeting its objectives and being perceived as impactful by the participants. A remarkable 99.0% of participants stated that the training is applicable and useful to their work, underscoring the practical relevance of the content. Participants expressed a strong belief that the knowledge and skills acquired can be effectively applied in their professional roles.



First Aid

The Civil Service College, Mauritius in collaboration with St John's conducted a First Aid training programme for a duration of 6 half days. The Mauritius Housing Company Ltd requested the College to train 52 manual workers to perform CPR to victims of sudden cardiac arrest, learn on giving assistance to people requiring medical attention. Participants exhibited a notable improvement in their understanding, with the average level rising from 5.6 before the training to 8.0 afterward on a scale of 1 to 10, indicating a substantial enhancement in their comprehension and mastery of the subject matter. 96.0% affirmed that their knowledge had improved due to the training, highlighting the positive impact on participants' learning outcomes.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Effective Communication Skills & Customer Service



43 Public Health and Food Safety Inspectors from the Ministry of Health and Wellness followed a 12-hour training on Effective Communication Skills and Customer Service to be able to handle difficult customers and communicate in challenging situations. Participants demonstrated improvement in their understanding, with the average level rising from 5.2 before the training to 7.0 afterward on a scale of 1 to 10, indicating a notable enhancement in their comprehension and familiarity with the subject matter.

Around 95.0% of the participants affirmed that the training was effective, while 90.0% of them stated that the training was related to their duties

Code of Ethics and Good Governance

The CPD UK approved training on Code of Ethics and Good Governance was customised for 24 officers from The Central Electricity Board with the objective of recognising the importance of integrity and ethics in resolving challenges they will face in the future. Topics discussed were Fundamentals of Professional Ethics, Integrity and Governance. Participants demonstrated a substantial improvement in their understanding, with the average level rising from 4.2 before the training to 7.0 afterward on a scale of 1 to 10, indicating a significant enhancement in comprehension and familiarity with the subject matter.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Court Proceedings

A 2-day Court Proceedings training was facilitated for 12 attendees for Gambling Regulatory Authority and other organisations. The learning objectives were how to manage appeals and familiarising them with basic terminology used. Participants showcased a significant improvement in their understanding, with the average level rising from 4.3 before the training to a substantial 8.7 afterward on a scale of 1 to 10, indicating a remarkable enhancement in comprehension and mastery of the subject matter.



Mental Health and Wellbeing at Workplace

A 1-day training on Mental Health and Wellbeing at Workplace was delivered to 26 public officers. Amidst the training, attendees were inspired to understand the importance of encouraging a healthy work-life balance amongst employees/colleagues. At least 94.0% recognized the effectiveness of the training, indicating a strong majority of participants acknowledging positive outcomes and the successful delivery of learning objectives. A substantial 97.2% affirmed that the training is applicable and useful to their work.

Writing Effective Minutes of Meetings

A 1-day training on Writing Effective Minutes of Meetings for 27 participants was delivered. Participants demonstrated a high initial level of understanding, scoring 8.5 prior to the training, and experienced a modest improvement to 9.0 afterward on a scale of 1 to 10. Despite the already elevated initial understanding, this improvement indicates a positive impact and refinement of knowledge. At least 97.8% agreed on the effectiveness of the training, highlighting its success in delivering valuable outcomes and meeting participants' expectations for an effective learning experience. Moreover, an impressive 98.0% of participants stated that the training is applicable and useful to their work, underscoring the practical relevance of the content and participants' recognition of its direct applicability to their professional roles.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Registry Procedures

Scheduled course of Registry Procedures was lucratively arranged for 23 public officers on a duration of 6 hours. The attendees were ergo equipped with understanding their tasks and elements in Registry work. Participants exhibited a substantial improvement in their understanding, with the level rising from 3.0 before the training to 8.0 afterward on a scale of 1 to 10, indicating a significant enhancement in comprehension and mastery of the subject matter.



Data Analytics

Data Analytics course was scheduled for disparate ministries. 27 learners were upskilled to understand the importance of research, data analysis and how to present the data for effective policy making. Participants, despite having a high initial understanding (8.2), demonstrated improvement with the level increasing to 9.0 after the training, showcasing a refinement and deepening of their comprehension of the topics. At least 94.0% agreed on the effectiveness of the training, indicating a strong majority recognizing positive outcomes and the successful delivery of learning objectives. Notably, 89.0% of participants stated that the training was related to their duties, suggesting a perceived connection between the training content and their professional responsibilities, although not universally acknowledged. Despite being slightly lower, 88.0% of participants expressed that the training is applicable and useful to their work, indicating a significant portion recognizing the practical relevance and utility of the training content in their day-to-day work.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Public Policy Making

A 12-hour training on Public Policy Making was successfully to 10 participants who were able to absorb the different stages/ approaches of a public policy and its challenges. Prior to the training, participants rated their understanding of the topics at 6.2 on a scale of 1 to 10, and it increased to 7.0 afterward, indicating an improvement in comprehension. At least 91.0% agreed on the effectiveness of the training, signifying a strong majority recognizing its positive impact.

Tea Making

The Civil Service College, Mauritius in collaboration with the Sir Gaetan Duval Hotel School of Mauritius conducted a Tea Making training for 21 participants. 6 hours of training to understand different methods of preparing tea and coffee. Prior to the training, participants rated their understanding of the topics at a high level of 8.4 on a scale of 1 to 10, and it increased to an even higher level of 9.0 afterward, indicating a substantial improvement in comprehension.

Number of officers trained in October 2023

Capacity Building and Capability Development Courses	202
Courses Sponsored by MPSAIR	58
Customised Courses	337
Scheduled courses	246
Online Courses	11
Total	854

November 2023

TRAINING HIGHLIGHTS

Leadership and Management

The Civil Service College, Mauritius delivered a Training Programme on Leadership and Management (Level 4). 42 officers followed the training. The feedback from participants indicated a high level of satisfaction. At least 98.0% agreed that the training was effective. Additionally, 92.6% of participants expressed that the training is not only applicable but also useful in the context of their work.

Operations and Processes Management

The Civil Service College, Mauritius delivered the Transformation Course on Operations and Processes Management Training Programme for 47 Support Staff engaged at different ministries and organisations for a duration of 36 hours. One of the focus was on the application of problem solving tools and techniques. The feedback from participants indicated a high level of effectiveness and relevance.

A significant majority, 96.0%, agreed that the training was effective. Furthermore, 98.0% mentioned that the training was directly related to their job duties, emphasizing its practical applicability. Additionally, 91.0% expressed confidence in applying the acquired skills to their jobs, considering the training valuable for their professional roles. Overall, the responses suggest positive outcomes and a strong alignment between the training content and participants' work responsibilities.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Induction Course for Office Management Assistants



An Induction Course for 27 Office Management Assistants was delivered to introduce them to the duties and responsibilities attached to this grade. A series of topics were discussed such as supervisory skills, team work, among others. Participants demonstrated a notable improvement in understanding, with the average rating increasing from 6.4 before the training to 8.7 afterward on a scale of 1 to 10. Additionally, an overwhelming 99.8% of participants agreed that the training was effective, and 96.4% found it applicable and useful to their work.

Improving Communication & Productivity Level 1

In the light of creating awareness about how alcohol and drug abuse impact on productivity, 18 participants followed a 2-day training programme on Improving Communication & Productivity (Level 1). The feedback from participants on the training programme underscores a notable improvement in knowledge. A substantial majority, at least 98.0%, acknowledged that their knowledge had enhanced due to the training. Moreover, 91.2% of participants highlighted the connection between the training content and their job responsibilities, affirming the relevance of the program to their professional roles.

TRAINING AND DEVELOPMENT 2023 QUARTER 4



First Aid

A 48-hour of customised First Aid orientation was delivered to 44 public officers of the Ministry of Agro-Industry and Food Security. The participants were coached to provide necessary help for breathing emergencies, first hand assistance, among others. Participants experienced a substantial improvement in understanding, with the

initial rating of 6.6 increasing to 9.0 after the training. Additionally, 98.0% of participants agreed that their knowledge had improved, 96.0% stated that the training was connected to their jobs, and 91.0% found it valuable.

Leadership and Management Level 4

This level 4 Training Programme on Leadership and Management was for a duration of 4 days. The training received high praise, with at least 98.0% of participants acknowledging its effectiveness. A significant majority (99.0%) found the training to be directly relevant to their duties, and 94.0% expressed confidence in applying the acquired skills to their jobs, considering the training valuable.



Foundation Course for Newly Recruited Management Support Officers

36 Newly Recruited Management Support Officers followed a 5-day Foundation Course to understand the functioning of public service. Participants experienced a notable improvement in understanding on the training topics, with the average rating increasing from 7.1 before the training to 8.7 afterward on a scale of 1 to 10. Additionally, an impressive 99.0% of participants agreed that the training was effective, and 98.0% found it applicable and useful to their work.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Government Asset Register



The Government Asset Register training of 27 hours for the Ministry of Arts and Cultural Heritage and other institutions was delivered to 35 staff. A majority of participants, at least 93.0%, found the training to be effective. Moreover, 97.0% stated that the training was applicable and useful to their work, and 96.0% expressed the belief that they could apply the training to their jobs and considered it valuable.

Project Management



The Project Management training was customised on request from the Economic Development Board for 8 participants. Participants experienced a significant improvement in understanding, with the initial rating of 3.0 increasing to 8.0 after the training. Additionally, 95.1% of participants agreed that their knowledge had improved, 94.7% stated that the training was connected to their jobs, and 91.0% found it valuable and applicable to their work.

Business Continuity Management

The Business Continuity Management training was provided to 15 officers of the Ministry of Youth Empowerment, Sports and Recreation for 30 hours. One of the objectives of the training was to have a notion on the fundamentals of ISO 22301 BCMS. It is expected that the Ministry will develop a Business Continuity Plan thereafter. Participants experienced a substantial improvement in understanding the training topics, with the average rating increasing from 5.5 before the training to an impressive 9.0 afterward on a scale of 1 to 10. Moreover, at least 97.0% of participants agreed that the training was effective, and 98.0% found it applicable and useful to their work.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

'IPSAS' International Public Sector Accounting Standards



International Public Sector Accounting Standards (IPSAS) training was scheduled for disparate organisations. 6 hours of training were delivered to 48 officers to understand core requirements of selected accrual based-IPSAS. Participants experienced a notable improvement in understanding, with the initial rating of 6.4 increasing to 8.0 after the training. Additionally, at least 87.0% agreed that the training was effective, and an impressive 99.0% stated that it was applicable and useful to their work.

Tender Preparation & Evaluation



The Civil Service College, Mauritius delivered Tender Preparation & Evaluation training programme to 16 participants to identify issues involved in assessing tenders for quality as well as value for money including e-Auction. Participants experienced a significant improvement in understanding, with the initial rating of 6.31 increasing to 9.23 after the training. Moreover, at least 96.5% agreed that the training was effective, 98.2% stated it was related to their duties, and an impressive 99.3% found it applicable and useful to their work.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Effective Performance Appraisal

The Ministry of Education, Tertiary Education, Science & Technology sent 81 employees to follow a training on Effective Performance Appraisal. Attendees were trained how to identify key results areas, how to collect evidence to support evaluations and conduct appraisals. A significant majority of participants, at least 96.0%, found the training to be effective. Moreover, 98.2% stated that the training was applicable and useful to their work, and 97.0% expressed the belief that they could apply the training to their jobs and considered it valuable.

Advanced Microsoft Excel

Custom-built and scheduled 36-hour Advanced Microsoft Excel attended by 78 officers from Ministry of Education, Tertiary Education, Science & Technology. Participants experienced a substantial improvement in understanding, with the initial rating of 6.3 increasing to 9.0 after the training. 96.0% of participants agreed their knowledge had improved, 97.4% stated that training was connected to their jobs, and 94.7% found training valuable and applicable to their work.



Conflict Management



A tailor-made Conflict Management was delivered to 18 officers at Ministry of Commerce and Consumer Protection for 1 day to develop conflict management skills. Participants initially had a high level of understanding, rated at 8.2 on a scale of 1 to 10, which increased to 9.0 after the training. Although 91.0% agreed that the training was effective, a significant 98.0% stated it was related to their duties, and 94.0% found it applicable and useful to their work.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Code of Ethics

17 officers from the Ministry of Industrial Development, SMEs and Cooperatives attended the Code of Ethics training. Participants experienced a notable improvement in understanding, with the initial rating of 6.3 increasing to 8.0 after training. Additionally, at least 95.0% agreed that training was effective, 90.0% stated it was related to their duties, and 93.0% found it applicable and useful to their work.

Communication and Customer Service



2 full days of Communication and Customer Service training was delivered to 62 participants from the Ministry of Health and Wellness. Participants experienced a significant improvement in understanding, with the initial rating of 6.3 increasing to 8.0 after the training. 96.0% agreed that training was effective, 98.0% stated it was related to their duties, and 96.0% found it applicable and useful to their work.

Procurement

27 officers based at the Ministry of Health and Wellness followed the training on Procurement for 18 hours to understand legal implications in the bidding documents. Participants demonstrated a substantial improvement in understanding, with the initial rating of 5.5 increasing to 8.0 after the training. 98.0% agreed that the training was effective, and 97.0% stated that it was applicable and useful to their work.

Registry Procedures

The Civil Service College, Mauritius customised a training on Registry Procedures for 26 officers for 4 days. Participants demonstrated a significant improvement in understanding, with the average rating increasing from 6.7 before the training to 8.6 afterward on a scale of 1 to 10. 97.0% of participants agreed that the training was effective, and 92.4% found it applicable and useful to their work.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Customer Service Excellence

96 employees from Mauritius Post Ltd attended a Customer Service Excellence training for 42 hours. Participants experienced a notable improvement in understanding, with the average rating increasing from 6.3 before training to 8.0 afterward on a scale of 1 to 10. 96.0% agreed that training was effective, 98.0% stated that it was related to their duties. 96.0% found the training applicable and useful to their work.



Negotiation and Mediation Skills

18 officers followed the Negotiation and Mediation Skills training for 6 hours to familiarise them with techniques of how to settle disputes effectively. Participants had a good initial understanding, with a rating of 7.2, which increased to 8.0 after the training. Moreover, at least 96.0% agreed that the training was effective, 99.0% stated it was related to their duties, and 87.0% found it applicable and useful to their work.

Office Auxiliary and or Senior Office Auxiliary Induction



The Ministry of Public Service, Administrative and Institutional Reforms sponsored 27 Office Auxiliary and Senior Office Auxiliary for a 3-day Induction Course to support them in their job. At least 96.0% of participants confirmed its effectiveness. 97.0% found the training applicable and useful to their work and 99.0% believed that they could apply the training to their jobs and considered it valuable.

Number of officers trained in November 2023

Transformation Courses	152
Courses Sponsored by MPSAIR	105
Customised Courses	436
Scheduled courses	141
Online Courses	7
Total	841

December 2023

TRAINING HIGHLIGHTS

Court Proceedings



A training on Court Proceedings was delivered to 14 officers for a duration of 6 hours. The training programme achieved success in elevating participants' comprehension of the topics, evidenced by a significant rise from an initial level of 3.2 to an impressive post-training level of 9.1 on a 1 to 10 scale. 93.8% attested to the effectiveness of the training, while an even higher percentage, 94.9%, affirmed its applicability and usefulness in their professional roles. Overall, the feedback suggests that the training was highly successful and resonated effectively with the participants' needs.

Operations & Processes Management for Support Staff

The Civil Service College, Mauritius delivered the transformation training programme on Operations & Processes Management for 16 Support Staff. The training programme obtained positive feedback, with over 98.1% of participants recognizing its effectiveness. A substantial majority, 97.9%, affirmed the direct relevance of the training to their duties, emphasizing its practical applicability. Furthermore, 94.5% of participants expressed confidence in applying the acquired knowledge to their jobs, underscoring the perceived value of the training in enhancing their professional roles.

Strategic Management & Leadership Level 4

The training Programme on Strategic Management & Leadership Level 4 was delivered to 19 public officers. The training received positive feedback, with at least 92.9% of participants acknowledging its effectiveness. Additionally, a substantial majority of 97.1% stated that the training was directly applicable and useful to their work. These responses underscore the success of the training program, highlighting both its perceived effectiveness and practical relevance for participants in their professional roles.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Advanced Excel

The Civil Service College, Mauritius delivered the Advanced Excel training for a 12-hour period to 26 officers. The training significantly elevated participants' understanding of the topics, showing a substantial improvement from an initial level of 5.1 to an impressive post-training level of 9.5 on a scale of 1 to 10. Nearly all participants, 98.2%, acknowledged a noticeable improvement in their knowledge. 98.7% stated that the training content was directly connected to their job responsibilities. 95.0%, expressed confidence in applying the training to their jobs and found it valuable.



Leadership & Management Level 3

48 Frontline Supervisory Technical Grade staff followed a 36 hours of training on Leadership and Management. The training received highly positive feedback with a strong consensus among participants. 96.8% agreed that the training was effective. 97.4% found the training directly related to their duties, highlighting its practical relevance. 92.2% of participants expressed confidence in applying the training to their jobs and perceived it as valuable.

Foundation Course - Newly Recruited Management Support Officer

The Foundation Course for 24 Newly Recruited Management Support Officers was sponsored by the Ministry of Public Service, Administrative and Institutional Reforms. Training was positively received by participants, with at least 91.0% affirming its effectiveness. 96.0% found the training to be directly applicable and useful to their work.

TRAINING AND DEVELOPMENT 2023 QUARTER 4

Business Continuity Plan Formulation



The Ministry of Public Service, Administrative and Institutional Reforms had sponsored the Business Continuity Plan Formulation training for 20 officers. The training substantially improved participants' understanding of the topics, with a notable increase from an initial level of 4.1 to a post-training level of 9.4 on a scale of 1 to 10. 94.0% of participants agreed that the training was effective, underscoring its success in achieving its intended outcomes. 91.1% found the training to be directly applicable and useful to their work.

Customer Care & Interpersonal Skills for DBM

31 participants from the Development Bank of Mauritius followed a tailor-made Customer Care & Interpersonal Skills training. The Director of the DBM launched the training. The training significantly improved participants' understanding of the topics, marking a notable increase from an initial level of 4.1 to a post-training level of 7.9 on a scale of 1 to 10. The effectiveness of the training was widely recognized, with at least 94.0% of participants agreeing on its efficacy. 93.0% found a direct connection between the training and their job duties, highlighting its relevance. 98.0% stated that the training is not only applicable but also useful to their work.



TRAINING AND DEVELOPMENT 2023 QUARTER 4

Effective Performance Appraisal

A training course for 45 Rectors, Deputy Rectors and Headmasters for a duration of 12-hours was delivered to master the different steps involved in the Performance Appraisal exercise. It led to a substantial improvement in participants' understanding of the topics, with an increase from an initial level of 4.5 to a post-training level of 8.9 on a scale of 1 to 10. 89.0% found it to be effective in achieving its objectives. 92.3% stated that training was applicable and useful to their work. 95.8% of participants expressed confidence in applying the training to their jobs and perceived it as valuable.

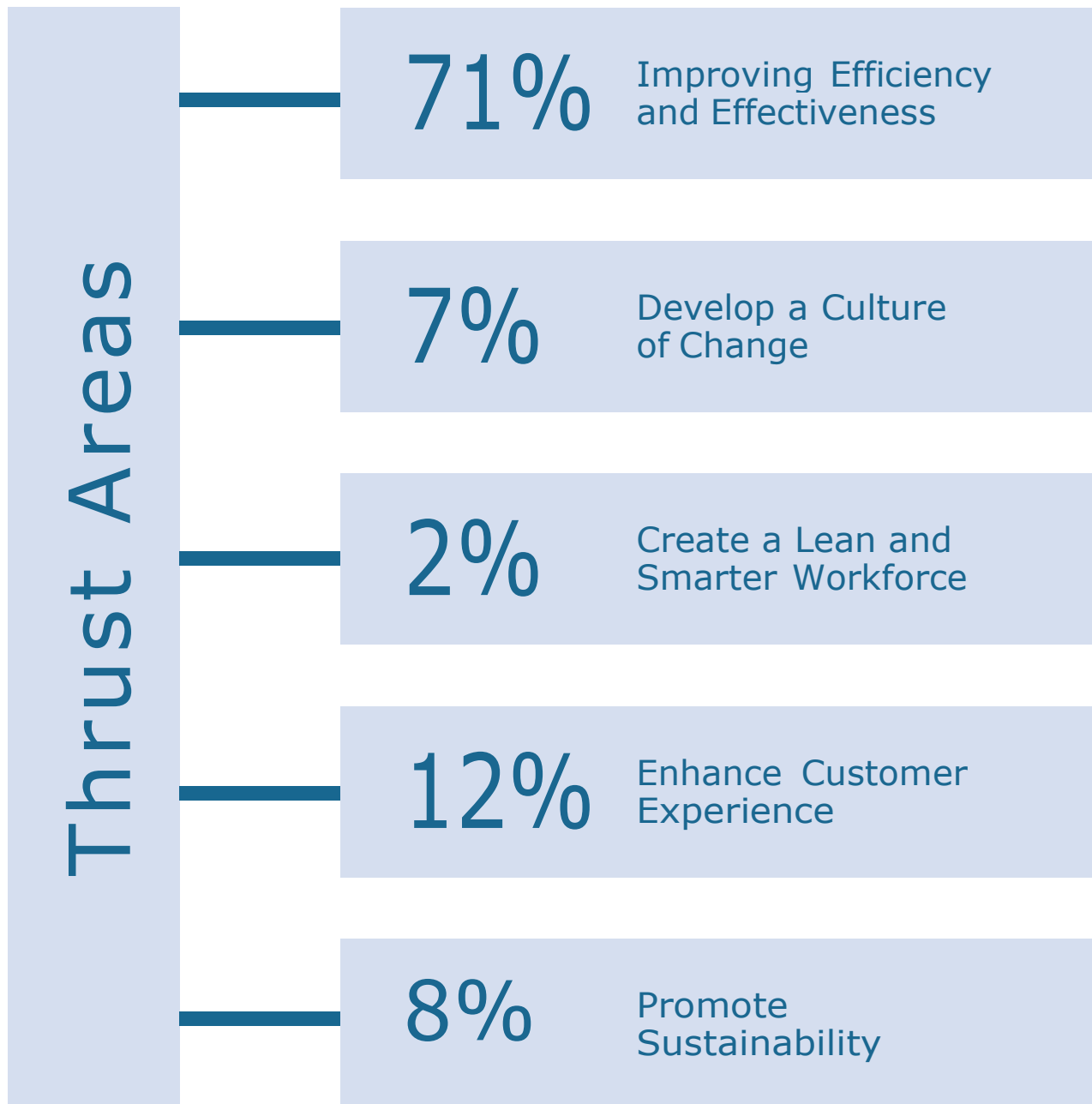


Number of officers trained in December 2023

Transformation Courses	133
Courses Sponsored by MPSAIR	44
Customised Courses	91
Scheduled courses	52
Online Courses	10
Total	330

TRAINING BY THE 5 KEY THRUST AREAS

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



CSCM List of Staff

Director General	Prof. (Dr) Ramesh Durbarry, <i>G.O.S.K.</i>
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
	Miss Neeta Deojee
Handy Worker	Mrs Letcheemee Armoorgum

CSCM 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

JANUARY TO JUNE 2024

SN	Course	Dates	Venue	Cost
1	Fundamentals of International Public Sector Accounting Standards (IPSAS)	29-Jan-24	Caudan Arts Centre	Rs4,200
2	First Aid	12,13,14,15,16 & 19 February 2024	7th Floor, Fooks House	Rs3,500
3	Risk Management	13 & 16 February 2024	7th Floor, Fooks House	Rs4,000
4	Court Proceedings	15-Feb-24	3rd Floor, Atom House	Rs2,000
5	Advanced Microsoft Excel	20 & 22 February 2024	7th Floor, Fooks House	Rs4,000
6	Legislative Drafting	26 & 28 February 2024	7th Floor, Fooks House	Rs4,000
7	Tender Preparation and Evaluation	27 & 29 February 2024	3rd Floor, Atom House	Rs4,000
8	Effective Performance Appraisal	27 & 29 February 2024 (Morning)	2nd Floor, Atom House	Rs2,000
9	Effective Performance Appraisal	27 & 29 February 2024 (Afternoon)	2nd Floor, Atom House	Rs2,000
10	Writing Effective Minutes of Meetings	14-Mar-24	7th Floor, Fooks House	Rs2,000
11	First Aid	18, 19, 20, 21, 22, & 25 March 2024	7th Floor, Fooks House	Rs3,500
12	Advanced Microsoft Excel	19 & 21 March 2024	7th Floor, Fooks House	Rs4,000
13	Advanced Project Management	25 & 29 March 2024	6th Floor, Fooks House	Rs4,000
14	Tender Preparation and Evaluation	26 & 28 March 2024	7th Floor, Fooks House	Rs4,000
15	Effective Performance Appraisal	27 & 29 March 2024 (Morning)	2nd Floor, Atom House	Rs2,000
16	Effective Performance Appraisal	27 & 29 March 2024 (Afternoon)	2nd Floor, Atom House	Rs2,000
17	First Aid	01, 02, 03, 04, 05 & 08 April 2024	7th Floor, Fooks House	Rs3,500
18	Business English and French	02 & 04 April 2024	7th Floor, Fooks House	Rs4,000
19	Risk Management	08 & 12 April 2024	2nd Floor, Atom House	Rs4,000
20	Advanced Microsoft Excel	15 & 17 April 2024	7th Floor, Fooks House	Rs4,000
21	Stress Management and Mental Health	16-Apr-24	3rd Floor, Atom House	Rs2,000
22	Mastering Telephone Skills for Receptionists	18-Apr-24	2nd Floor, Atom House	Rs2,000
23	Budget Preparation and Costing	19-Apr-24	7th Floor, Fooks House	Rs2,000
24	Effective Performance Appraisal	23 & 25 April 2024 (Morning)	3rd Floor, Atom House	Rs2,000
25	Effective Performance Appraisal	23 & 25 April 2024 (Afternoon)	3rd Floor, Atom House	Rs2,000

26	Writing Skills for Parliamentary Questions and Cabinet Documents	23 & 26 April 2024	7th Floor, Fooks House	Rs4,000
27	Essentials of Psychology and Counselling Techniques	30-Apr-24	6th Floor, Fooks House	Rs2,000
28	Data Collection and Data Analytics For AI Purposes	03-May-24	7th Floor, Fooks House	Rs2,000
29	First Aid	06,07,08,09,10 & 13 May 2024	7th Floor, Fooks House	Rs3,500
30	Tender Preparation and Evaluation	07 & 10 May 2024	7th Floor, Fooks House	Rs4,000
31	Court Proceedings	08-May-24	3rd Floor, Atom House	Rs2,000
32	Effective Bookkeeping and Payroll	09-May-24	2nd Floor, Atom House	Rs2,000
33	Effective Performance Appraisal	14 & 16 May 2024 (Morning)	3rd Floor, Atom House	Rs2,000
34	Effective Performance Appraisal	14 & 16 May 2024(Afternoon)	3rd Floor, Atom House	Rs2,000
35	Quality Management in the Public Sector: Six Sigma Fundamentals	14 & 16 May 2024	2nd Floor, Atom House	Rs4,000
36	Advanced Microsoft Excel	15 & 17 May 2024	7th Floor, Fooks House	Rs4,000
37	First Aid	03, 04, 05, 06, 07 & 10 June 2024	7th Floor, Fooks House	Rs3,500
38	Effective Performance Appraisal	04 & 06 June 2024 (Morning)	3rd Floor, Atom House	Rs2,000
39	Effective Performance Appraisal	04 & 06 June 2024 (Afternoon)	3rd Floor, Atom House	Rs2,000
40	Advanced Microsoft Excel	05 & 07 June 2024	7th Floor, Fooks House	Rs4,000
41	Financial Operations in Public Sector - Application of Rules and Regulations	07-Jun-24	3rd Floor, Atom House	Rs2,000
42	Essentials of Psychology and Counselling Techniques	11-Jun-24	6th Floor, Fooks House	Rs2,000



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