



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Quarterly Newsletter 2023 No. 2

Training & Development

MESSAGE FROM THE DIRECTOR GENERAL



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

We are pleased to share with you our Newsletter for the Second Quarter of 2023 highlighting the courses we delivered between April and June. During this period, some 3,184 public officers have been trained. We have received very encouraging feedback from participants, which encourage us to deliver more!

As per our thrust areas, around 49% of the training courses focused on improving efficiency and effectiveness in the public sector. 23% was on developing a culture of change and 10% on enhancing customer experience.

Vision: To add value to the public sector and develop a culture of excellence.

Mission: To lead public sector transformation through relevant and impactful training and development.

As we closed the Financial Year 2022/23, we are pleased to note that 83% of the total voted training budget has been utilised thanks to the commitment of Supervising Officers, Chairperson of Training Committees and Training Managers of respective Ministries/Departments. The CSCM has trained a total of 9,382 public officers. I would like to have a special thanks to our dedicated trainers who are constantly learning to deliver an enriching experience to trainees.

For the upcoming Financial Year 2023/24, a total of Rs93 million has been allocated to all Ministries and Departments. The Government's KPI is to utilise at least 90% of the total training budget. In this context, the CSCM will be having one-to-one sessions with the members of Training Committees and Training Managers of respective Ministries and Departments to develop a course of actions for the financial year. In collaboration with the Ministry of Public Service, Administrative and Institutional Reforms, the Civil Service College, Mauritius will shortly organise a workshop to have a discussion on the impact of training, on how to develop and use the TNA, on the challenges met over the past years, and how to develop a training plan, amongst others. We look forward to meet you at the workshop.

Training is essential for personal and professional development, enabling individuals to acquire new skills, knowledge, and confidence. It enhances performance, promotes adaptability, and contributes to individual and organisational success. Let us work towards giving all public officers the opportunity to be trained.

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

APRIL 2023

TRAINING HIGHLIGHTS



Operations and Processes Management

Capacity Building and Capability Development Programme Operations and Processes Management Training Programme was designed for Support Staff of level 2. The transformation course objective was to understand key concepts of Operations Management and Process Management. 36 hours of training were delivered to 44 learners. At least 96.3% of respondents agreed that the training was effective. 92.4% of participants said the training was relevant to their job. 93.6% said the training is relevant and valuable to their job.

Leadership & Management

81 officers from Frontline/Supervisory/Technical Grade attended a 36-hour leadership & management training programme on a duration of 36 hours. Amongst many objectives, 'define the key responsibilities and roles of a supervisor and understand the differences between leadership, management and supervision' was covered. At least 94.9% agreed that the training was effective. 92.8% of participants said the training was relevant to their jobs. 91.5% said the training was relevant and valuable to their job.



Strategic Management & Leadership

4 full days of Strategic Management and Leadership training programme were successfully delivered to 67 participants. The transformation course was mounted for middle management staff. One of the aim of the 4 facilitators was to understand the importance of Strategic Management and developing Strategic Tools & Techniques. At least 98.6% agreed that the training was effective. 93.6% of participants said the training was relevant to their jobs. 91.7% said the training was relevant and valuable to their job.

TRAINING AND DEVELOPMENT 2023 QUARTER 2



Autocad

12 participants attended the 12-hour in-house sessions on Autocad. The Civil Service College, Mauritius had customised the course for the Office of the Electoral Commissioner. One of the goal of the trainer was to use the precision drafting tools in AutoCAD to develop accurate technical drawings. Prior to the training, the degree of understanding of the topics was 5.2 on a scale of 1 to 10, but it improved to 7.65 thereafter. At least 95.4% of respondents agreed that the training was beneficial. The training was connected to their duties, according to 92.3% of participants. The training is applicable and valuable to their profession, according to 93.5% of respondents.



Ergonomics and Manual Handling

6 hours of tailor-made course on Ergonomics and Manual Handling was organised for 15 workmen from Agricultural Marketing Board. The participants were exposed to the fact of understanding why adopting a good posture can avoid stress and other health problems. On a scale of 1 to 10, prior understanding of the topics was 3.1; after the training, it was 8.3. At least 88.7% of participants said the course improved their understanding. 90.1% of participants said the training was relevant to their jobs. 97.6% of participants believed the training will be useful in their jobs.

Gender Mainstreaming



80 participants followed a 14 hour dedicated training course on Gender Mainstreaming. The course was measured for the Ministry of Social Integration, Social Security and National Solidarity and Ministry of Labour, Human Resource Development and Training. Notably the objective was to identify gender gaps within their respective departments and adopt gender sensitive approaches/ actions in addressing these issues. Prior to the training, the degree of understanding of the topics was 3.1 on a scale of 1 to 10, and it was 7.16 thereafter. At least 94.5% of those polled agreed that the instruction was effective. 94.1% of participants said the training was relevant to their jobs. 88.8% said the training was applicable and valuable to their job.

TRAINING AND DEVELOPMENT 2023 QUARTER 2

Management and Leadership



29 officers had attended a training programme on Management and Leadership in collaboration with the Ministry of Health and Wellness on a duration of 30 hours. A launching ceremony was held at the Dr AG Jeetoo Hospital followed by the training commissioned by 6 trainers. Prior to the training, the degree of understanding of the topics was 5.6 on a scale of 1 to 10, but it improved to 8.67 thereafter. At least 100.0% of those polled agreed that the training was effective. 100% of participants said the training was relevant to their job. 100% said the training was applicable and valuable to their job.



Workshop on Public Sector Financial Management

The Scheduled Workshop on Public Sector Financial Management was delivered by a Senior Accountant Facilitator at Caudan Arts Centre. The purpose of organising the 1-day workshop for 26 officers was to understand the latest updated rules and regulations of Public Sector Financial Management. On a scale of 1 to 10, the participants' level of topic understanding before the training was 6.42; subsequently, it was 8.13. At least 98.7% of participants thought the course was successful. 98.7% of participants said that the training connected to their jobs. 93.0% of respondents said that the training is applicable and helpful to their jobs.



Induction Course for OMAs

Induction Course for 30 Office Management Assistants (OMA) was sponsored by the Ministry of Public Service, Administrative and Institutional Reforms. The main purpose amongst others was to help them develop the right mind-set and attitude to perform their job with a customer focused and performance oriented approach. At least 89.6% of the participants concurred that the training had improved their understanding. 92.8% of participants said the training was relevant to their jobs. 92.8% of participants indicated they could apply the training to their professions and found it to be beneficial.

TRAINING AND DEVELOPMENT 2023 QUARTER 2

Advanced Excel



24 hours of scheduled course on Advanced Excel was organised for 58 eligible officers. The purpose of the sessions was sorting / filtering of data and inserting charts to interpret data among many others. On a scale of 1 to 10, prior understanding of the topics was 2.5; after the training, it was 7.8. At least 93.8% of participants agreed that the training had enhanced their understanding. According to 85.8% of participants, the training was relevant to their professions. 85.7% of participants indicated they could apply the training to their professions and found it useful.

Tender Preparation & Evaluation



25 officers followed a 2-day scheduled training course on Tender Preparation and Evaluation. Different organisations benefitted from the course delivered by 2 dedicated facilitators to enable officers recognise the contracting stages from setting the scope of work to awarding the contract. On a scale of 1 to 10, prior understanding of the topics was 3.74; after training, it was 6.85. At least 92.4% of participants agreed that the training had enhanced their understanding. According to 83.3% of participants, the training was relevant to their professions. 72.2% of participants indicated they could apply the training to their professions and found it useful.

TRAINING AND DEVELOPMENT 2023 QUARTER 2



Cybersecurity Fundamentals

29 officers from distinct units were trained on Cybersecurity Fundamentals training programme. The 1-full day scheduled course was mounted to strengthen the participants with an objective to understand principles of web security along with others. On a scale of 1 to 10, prior grasp of the topics was 2.9; after training, it was 7.3. At least 89.1% of participants agreed that the training had enhanced their understanding. According to 93.1% of participants, the training was relevant to their professions. 93.0% of participants indicated they could apply the training to their professions and found it useful.



Induction Word Processing Operators

Induction Course for 46 Word Processing Operators on a duration of 24 hours was delivered proficiently by 4 trainers to sensitise the newly recruited Word Processing Operators on their roles and functions and equip them with the necessary skills and competencies to generate better results. On a scale of 1 to 10, before the training, the degree of understanding of the themes was 2.7; after the training, it was 8.4. The training was deemed effective by 88.0% of participants. The training was mentioned as work-related by 94.0% of participants. 94.0% said the training is relevant and valuable to their job

TRAINING AND DEVELOPMENT 2023 QUARTER 1

Other training hosted by the Civil Service College, Mauritius:

- Level 3- Frontline Supervising Technical Grades
- Training programme on Improving Communication and Productivity for Worksmen's Group
- Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK)
- Workshop on Decision Making (Intermediate OMA CPD UK)
- Level 3- Frontline Supervising Technical Grades
- Training programme on Improving Communication and Productivity for Worksmen's Group.

Training sessions organised by the Civil Service College, Mauritius:

- Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK)
- Workshop on Decision Making (Intermediate OMA CPD UK)
- Workshop on Productivity and Quality Management (Intermediate OMA CPD UK)
- Business Continuity Plan (Ministry of Health & Wellness)
- Intermediate Course for Office Management Executive (OME) CPD UK
- Induction Course for Human Resource Executives
- Financial Management, Procurement and Supply
- Counselling Techniques and Skills (PMS, RYC)
- Training Course on Effective Communication, Personal Grooming and Business Etiquette
- Statutory Interpretations of Children's Act 2020
- Training Course on Data Analytics
- Court Proceedings
- First Aid

TRAINING AND DEVELOPMENT 2023 QUARTER 1

Number of officers trained in April 2023

Transformation Courses	221
Courses Sponsored by MPSAIR	202
Customised Courses	234
Scheduled Courses	182
Online Courses	26
Total	865

MAY 2023 TRAINING HIGHLIGHTS



Court Proceedings

Training Course on Court Proceedings for Ministry of Youth Empowerment, Sports and Recreation was organised successfully for 24 officers on a duration of 6 hours. The 1 full-day training course was delivered by an engaging facilitator with a goal of providing officers with a practical insight of Court proceeding. 93% of participants felt that their knowledge had increased as a consequence of the training, with the pre-training level of understanding of the topics being 4.3 and the post-training level being 8.7 on a scale of 1 to 10 (10 being "Understand very well"). The training was deemed relevant to participants' work by 96.5% of participants. 94.5 percent of participants claimed they could put the training to use in their jobs and found it useful;



Management & Leadership

Customised training on Management and Leadership was organised for the Ministry of Health & Wellness. The course was designed for 53 participants on a duration of 60 hours. The resource person being clear and precise in his delivery had the goal of Enhance the professional and ethical behaviour of staff. Prior to the course, the level of knowledge of the topics was 5, and subsequently, it was 9. At least 92.5% agreed that the training was effective. 89% of participants said the training was relevant to their jobs. 95% said the training was relevant and valuable to their job.



First Aid

30 hours of in-house training course on First Aid was planned for 24 officers at Ministry of Youth Empowerment, Sports and Recreation. 'To perform Cardiopulmonary resuscitation (CPR) to victims of sudden cardiac arrest figured among the objectives. Prior to the training, the degree of understanding of the topics was 2.3 on a scale of 1 to 10 (10 being "Understand very well"), and it was 7.7 thereafter. At least 75.0% of respondents agreed that the training was effective. 66.6% of participants said the training was relevant to their job. 100% said the training was applicable and valuable to their job.

TRAINING AND DEVELOPMENT 2023 QUARTER 2



Stress Management/Emotional Intelligence

6 hours of tailor-made, training course on Stress Management/Emotional Intelligence was organised for 17 officers from the Prime Minister's Office External Communications Division. During full day training, the trainer had the objective of providing the attendees with introductory information on stages of stress and importance of emotional intelligence, including muscle relaxation, biofeedback, meditation, and cognitive restructuring. Prior to the training, the level of understanding of the topics was 3.8 on a scale of 1 to 10 (10 being "Understand very well"), and it was 8.7 after the training. At least 92.7% of respondents agreed that the training was effective. The training was mentioned as work-related by 91.3% of participants.

Business Continuity Plan

Business Continuity Plan was successfully delivered to 19 learners on a duration of 30 hours. The training programme was sponsored by the Ministry of Public Service, Administrative and Institutional Reforms. One of the aim of the programme was to consider Work-From-Home as strategy to provide continuity of services. Prior to the training, the degree of understanding of the topics was 4.6 on a scale of 1 to 10 (10 being "understand very well"), and afterwards it was 8.9. At least 95% agreed that the training was effective. 97.2% of participants said the training was relevant to their jobs. 96.3% said the training was relevant and valuable to their job.



TRAINING AND DEVELOPMENT 2023 QUARTER 2

Gender Mainstreaming



Gender Mainstreaming 78 hours customised training course was mounted for the Ministry of Social Integration, Social Security and National Solidarity and Ministry of Public Service, Administrative and Institutional Reforms on a duration of 18 hours. Enabling participants to identify gender gaps within their respective departments and adopt gender sensitive approaches/ actions in addressing these issues was one of the goal of the course. On a scale of 1 to 10, the degree of topic understanding before the training was 3.1; after the training, it was 7. At least 94.5% of participants thought the training was efficient. The training was deemed relevant to participants' jobs by 94.1%.

Frontline Supervisory Technical Leadership and Management Training Programme

Under Capacity Building and Capability Development training, the Leadership and Management Training Programme for Frontline/Supervisory/Technical Grade was



delivered to 43 participants. The objective was to understand delegation and steps in effective delegation. On a scale of 1 to 10 (10 being "Understand very well"), the participants' level of understanding of the topics was 5.3 prior to the training; it was 8.9 following it. At least 92.9% of participants thought the training was successful. 92.8% of participants said the training connected to their jobs. 92% of respondents said that the training is applicable to and helpful for their jobs.

TRAINING AND DEVELOPMENT 2023 QUARTER 2



Induction Course for APs

60 hours of Induction Course for 31 temporary Assistant Permanent Secretaries was accomplished with an objective of equipping them with the appropriate skills and core competencies required to face new challenges and to perform their tasks to the best of their abilities in the thick of others. The 5-days Induction Course was sponsored by the Ministry of Public Service, Administrative and Institutional Reforms. At least 93.6% of participants agreed that the training improved their understanding. The training was related to their professions, according to 92.8% of participants. 95.8% of participants stated that they could apply the training to their professions and found it useful.

Operations and Processes Management



Training Programme on Operations and Processes Management for 82 Support Staff was fulfilled on a time scale of 54 hours. 3 facilitators had delivered the training under Capacity Building and Capability Development. The aims of the transformation training included identifying root causes and underlying factors of problems. At least 96.3% of respondents agreed that the training was effective. 92.4% of participants said the training was relevant to their job. 93.6% said the training is relevant and valuable to their job.

TRAINING AND DEVELOPMENT 2023 QUARTER 2

Training sessions organised by the Civil Service College, Mauritius were:

- Training Programme on Improving Communication and Productivity for Worksmen's Group
- Induction Course for Office Management Assistant
- Induction Course for Word Processing Operator
- Business Continuity Plan
- Induction Office Management Executive
- Essential of Psychology
- Risk Management
- Training Course on Report Writing
- Advanced Training on Procurement and Supply Management
- Training Course on Media-Dealing with the Press & Communication
- Training Course on Communication Including Emotional Intelligence
- Training Programme on Information Security Management System
- Conflict Management
- Training Course on Communication

TRAINING AND DEVELOPMENT 2023 QUARTER 2

The Civil Service College, Mauritius also organised :

- Business Continuity Plan
- Registry Procedures
- Advanced Microsoft Excel
- Public Speaking
- Handling Difficult Customers
- Court Proceedings
- Crisis Management
- Report Writing
- Writing Effective Minutes of Meeting
- Counselling Techniques and skills
- First Aid
- Tea Making
- Advanced Microsoft Excel

Number of officers trained in May 2023

Transformation Courses	182
Courses Sponsored by MPSAIR	148
Customised Courses	473
Scheduled Courses	286
Online Courses	5
Total	1094

JUNE 2023 TRAINING HIGHLIGHTS

Business Continuity Plan for Ministry of Housing and Land Use Planning



5 days of dedicated custom made training on Business Continuity Plan fortuitously delivered at Ministry of Housing and Land Use Planning to 19 officers on a duration of 30 hours. At least 90% of participants concurred that the training had increased their understanding. All

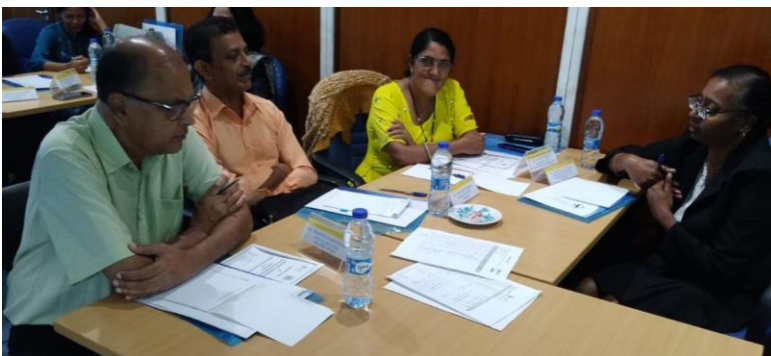
participants agreed that the training was applicable to their work. All participants agreed that the training could be applied to their jobs and that it was worthwhile.

Effective Minutes Writing

Training Course on Effective Minutes Writing was proficiently knocked into shape for Ministry of Gender Equality and Family Welfare. 14 officers were trained during 6 hours. On a scale of 1 to 10, prior understanding of the topics was 6.5; after the training, it was 9.4. 93.0% of participants agreed that the course increased their understanding. The training was related to their professions, according to 100.0% of participants. 86.0% of participants indicated they could apply the training to their professions and found it useful.



Managerial/Supervisory Skills & Customer Care



Managerial/Supervisory Skills & Customer Care custom made course mounted for Mauritius Post Ltd. 114 officers attended the 10 days training sessions. On a scale of 1 to 10, prior understanding of the topics was 4.6; after the training, it was 7.18. At least 96.2% of participants agreed that the training had enhanced their understanding. According to 97.1% of participants, the training was relevant to their professions.

JUNE 2023 TRAINING HIGHLIGHTS

Legal Issues



Legal Issues training Programme was delivered by 4 trainers on 5 full days. The training was sponsored by the Ministry of Public Service, Administrative & Institutional Reforms for 24 Human Resource Cadre. Prior to the training, the level of understanding of the topics was 5.7 on a scale of 1 to 10. It increased to 7.93 post training. At least 90.3% of those polled agreed that the instructions were beneficial. The training was relevant to their duties, according to 96.7% of participants.

Performance Management System



The Civil Service College, Mauritius organised training programme on Performance Management System for Mauritius Institute of Education for Le Service Diocésain de L'Éducation Catholique (SEDEC). 70 participants followed the training on 2 days.

Project Management



48 officers followed the training course on Project Management. The duration was 12 hours. One of the aim was to appreciate the importance of using Project Management techniques for the participants own projects. On a scale of 1 to 10, prior understanding of the concepts was 4.7; after the training, it was 9.1. At least 94.0% of those polled agreed that the instruction was beneficial. The training was connected to their duties, according to 92.0% of participants. 93% said the training was relevant and valuable to their job.

JUNE 2023 TRAINING HIGHLIGHTS

Risk Management



The Civil Service College, Mauritius mounted a customised Risk Management Training Programme for the Mauritius Prison Service and Ministry of Finance, Economic Planning and Development. 45 participants attended 6 sessions of 30 hours. Prior to the training, the degree of understanding of the topics was 4.31 on a scale of 1 to 10, and it was 5.64 thereafter. At least 90.9% of respondents agreed that the training was effective. 90.9% of participants said the training was relevant to their job. 90% said the training was applicable and valuable to their job.

Advanced Excel



Advanced Excel scheduled training course was organised for 113 officers on a duration of 8 days. 'Creating and using charts/pivot tables to interpret data' was included in the objectives of the training course. On a scale of 1 to 10, prior understanding of the topics was 2.8; after the training, it was 8.3. 91.3% agreed that the instruction was effective. The training was mentioned as work-related by 77.3% of participants. 73.9% said the training was relevant and valuable to their job.

The Civil Service College, Mauritius hosted the training:

- ✚ Induction Course for OMA
- ✚ Induction Course for MSO
- ✚ Foundation course for newly recruited Management Support Officers
- ✚ Customer Care & Communication
- ✚ Stress Management
- ✚ Event Management
- ✚ Ergonomics & Manual Handling
- ✚ Customer Relationship Management, Customer Focus & Communication
- ✚ Registry Procedures
- ✚ Leadership & Supervisory Skills
- ✚ Training Course on Gender Mainstreaming
- ✚ Training Course on Cyber Risk Assessment

JUNE 2023 TRAINING HIGHLIGHTS

The Civil Service College, Mauritius hosted the training:

- ✦ Training Course on Effective Communication and Interpersonal Skills
- ✦ Tender Preparation and Evaluation
- ✦ Effective Communication & Interpersonal Skills
- ✦ Transformational Leadership & Emotional Intelligence
- ✦ Registry Procedures
- ✦ Data Analytics
- ✦ First Aid

The Workshops and the Events

- ✦ Workshop on Managing Public Sector Organisation
- ✦ Workshop on Good Governance in Public Sector
- ✦ Workshop on Leadership Supervision and Team Building

Signature of a Memorandum of Understanding with the Civil Service College, Mauritius and The Mauritius Post Ltd



In the context of the Human Resource Development Programme with a view to design, develop and deliver training, The Civil Service College, Mauritius and The Mauritius Post Ltd joined hands through the Signature of a Memorandum of Understanding.

JUNE 2023 TRAINING HIGHLIGHTS

Signature of a Memorandum of Understanding with Civil Service College, Mauritius and University of Technology, Mauritius



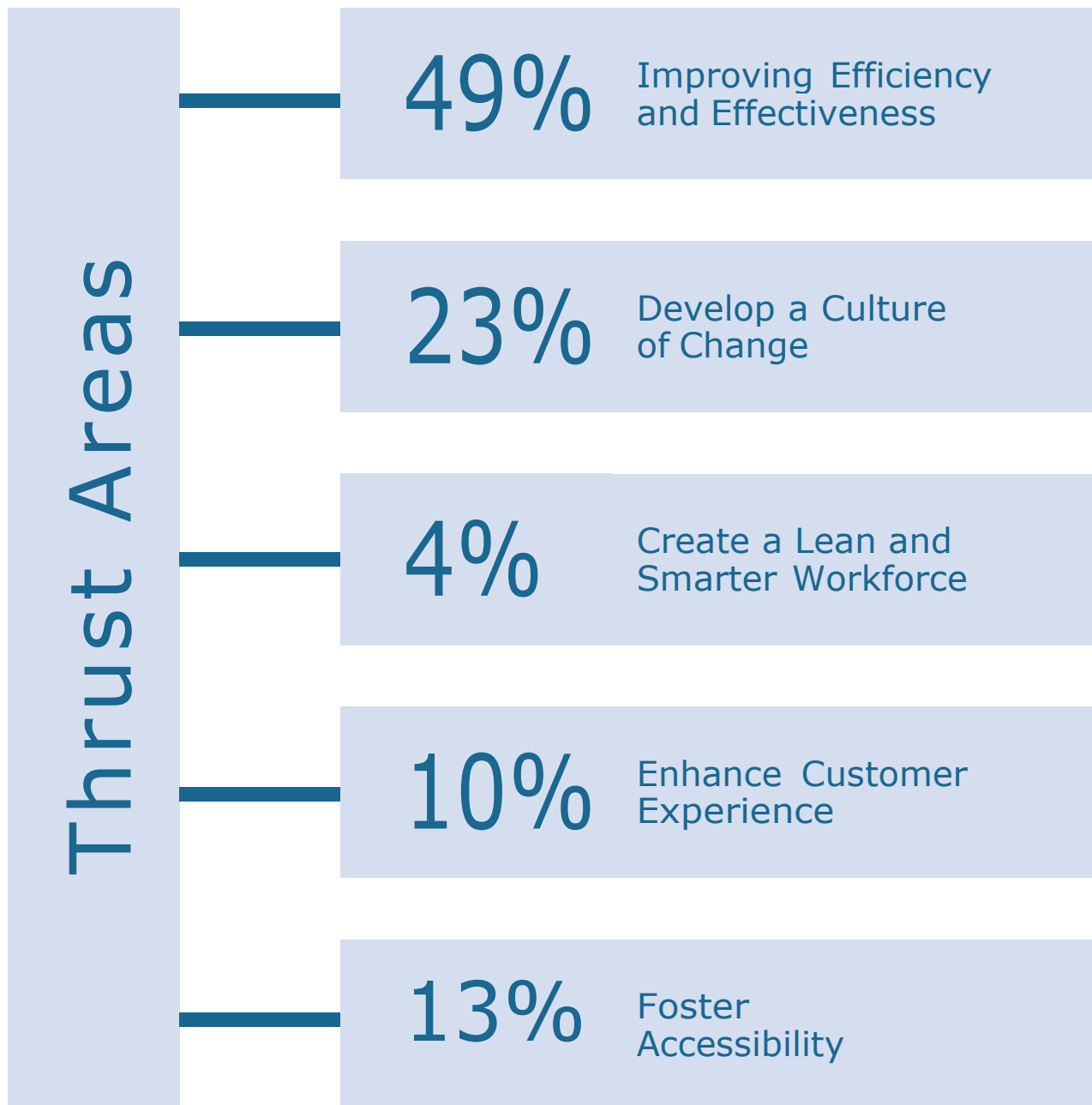
In view of a prospective collaboration between Civil Service College, Mauritius and University of Technology, Mauritius, a Memorandum of Understanding was signed to expand the scope of training in fields such as IT, administration, amongst others.

Number of officers trained in June 2023

Courses Sponsored by MPSAIR	357
Customised Courses	477
Scheduled Courses	324
Online Courses	66
Total	1224

TRAINING BY THE 5 KEY THRUST AREAS

The training activities of the College during the Second 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
Programme Coordinators	Mrs Bibi Azhaar Bissesur Mr Bhumeshwar Lillmond Miss Pushpanjalee Chitamun
Personal Secretary	Ms Yesha Sewnauth
Procurement Officer	Mr Yaasiin Elaheebux
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

SCHEDULED COURSES

JULY TO DECEMBER 2023

Training Courses	Dates	Cost per Participants (Rs)
Advanced Microsoft Excel	25 & 27 July 2023	Rs 4,000
First Aid	07,08,09,10,11,14 August 2023	Rs 3,500
Advanced Microsoft Excel	15 & 17 August 2023	Rs 4,000
Report Writing	21 August 2023	Rs 2,000
Court Proceedings	22 August 2023	Rs 2,000
Writing Effective Minutes of Meeting	24 August 2023	Rs 2,000
Tea Making and Service	28 August 2023	Rs 2,000
Registry Procedures	30 August 2023	Rs 2,000
Managerial Skills	05 September 2023	Rs 2,000
Advanced Microsoft Excel	05 & 07 September 2023	Rs 4,000
Tender Preparation and Evaluation	11 & 13 September 2023	Rs 4,000
First Aid	11,12,13,14,15,18 September 2023	Rs 3,500
Public Speaking	15 & 19 September 2023	Rs 4,000
Tea Making and Service	22 September 2023	Rs 2,000
Public Policy Making	22 & 26 September 2023	Rs 4,000
Court Proceedings	25 September 2023	Rs 2,000
Advanced Microsoft Excel	03 & 05 October 2023	Rs 4,000
First Aid	09,10,11,12,13,16 October 2023	Rs 3,500
Registry Procedures	10 October 2023	Rs 2,000
Data Analytics	12 October 2023	Rs 2,000
Writing Skills for Parliamentary Questions and Cabinet Documents	17 & 19 October 2023	Rs 4,000
Court Proceedings	18 October 2023	Rs 2,000
Tender Preparation and Evaluation	24 & 26 October 2023	Rs 4,000
Mental Health and Wellbeing	25 October 2023	Rs 2,000
Tea Making and Service	26 October 2023	Rs 2,000

SCHEDULED COURSES

JULY 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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Enabling Public Service Excellence

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