

Training and Development 2022

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



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence



Message from the Director General



I hope this message finds you well and brimming with enthusiasm for professional growth and development. We have started the year 2022 by putting the Covid-19 pandemic behind us. We are back to the normal state but still adjusting. We are excited to announce a range of exceptional training opportunities that awaits you for the year 2023, designed to propel your career and help you reach new heights of success in the public sector. This issue highlights the achievements we performed together with you in 2022. Thank you for engaging with us.

At the Civil Service College, Mauritius, we firmly believe that investing in our employees' continuous learning and development is vital to foster a thriving workplace environment. We are committed to equipping you with the tools, knowledge, and skills needed to excel in your current roles and explore new horizons. As we embrace the ever-evolving challenges of the public sector, it is crucial for each of us to embrace a growth mindset and continually adapt to the changing landscape.

For the year 2022, we have trained 11,297 public officers, which means that in a period of six years a total of 62,854 officers have been trained. A remarkable achievement given the limited infrastructure, coupled with the Covid-19 episodes.

I would like to put on record the continuous support of Supervising Officers, Chairperson of Training Committees, Training Managers and the staff of the CSCM for this success. We will continue to increase our training offerings, the quality of courses and don't miss out on the chance to unlock your full potential and ignite the fire of continuous improvement within you!

Thank you for your dedication, passion, and commitment to serving the public. We believe in you, and we are confident that your participation in our training courses will empower you to make a significant impact on the communities we serve.

Wishing you a fulfilling and transformative training experience!

Prof. (Dr) Ramesh Durbarry

Director General

- **Business Continuity Plan**

The Ministry of Social Integration, Social Security and National Solidarity (Social Security, National Solidarity Division & Social Integration Division) was provided with 5 full-days and 2 half-days customised training on Business Continuity plan for 21 attendees with an objective to elaborate on PDCA and ISO 22 301 2019.



- **Training Course on Court Proceedings**

81 participants followed the in-house training course on Court Proceedings for the Registrar General Department. One of the goal of this training was to enable the attendees to understanding the tribunal procedures, processes and practices.



- **Training Course for Middle Management**

24 hours of transformation course in Performance and Public Service Excellence was successfully delivered to 18 participants. The training facilitator had the objective of Defining the expounding importance of strategic planning & thinking.

- **Training Programme on Legal Issues**

10 half days in house training course in legal Issues/Public Bodies Appeal Tribunal Act was delivered to 38 staff from the Public Services Commission.





- **Training Programme for Support Staff**

36 hours of level 2 transformation course on Communication & Customer Service, Quality Management and Smart Processes, Productivity Management and Work Commitment delivered to 48

- **Training Programme for Workmen's Group**

60 participants were present to follow this transformation course during 2 full days. The manual category learners were apprised on how alcohol and drug abuse impact on productivity.



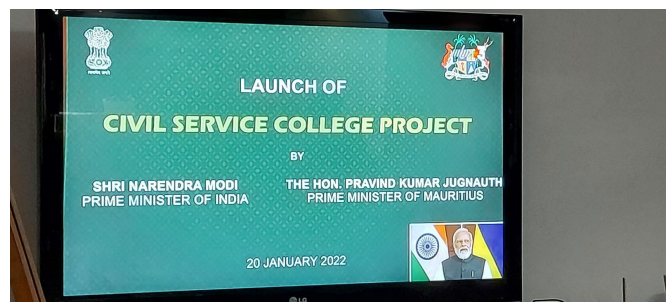
- **Workshop on Good Governance**

The Ministry of Public Service, Administrative and Institutional Reforms sponsored the live online workshop on Good Governance for 38 attendees on a duration of 6 hours. Developing a strong commitment to integrity, ethical values and the rule of law was included in the course content.



- **Civil Service College, Mauritius Project Stone Laying**

Virtual Laying of foundation Stone for the Civil Service College, Mauritius Project on 20th January 2022 by the Hon. Pravind Kumar Jugnauth and H.E. Shri Narendra Modi, Prime Minister of the Republic of India.



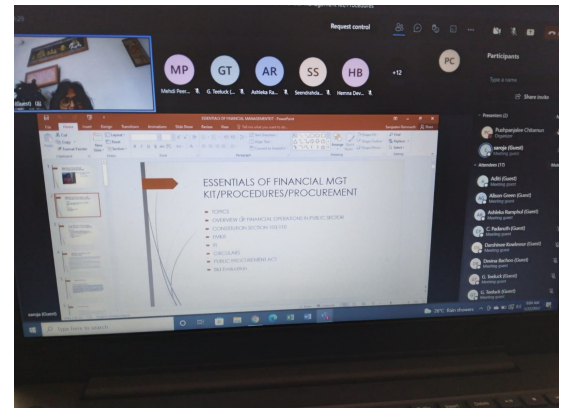
- **Training Programme for Frontline/ Supervisory/Technical Level 3**



18 hours of level 3 dedicated training programme for frontline, supervisory and technical officers delivered by 4 trainers to 17 civil servants from different organisations.

- **Essentials of Financial Management Kit /Procedures/ Procurement**

The 32 attendees were exposed to an overview of the Essentials of Financial Management. This live online office management and operations skills course had amongst many objectives to learn budget preparation. Examinations followed.



Number of officers trained in January 2022	
Transformation Courses	125
Courses Sponsored by MPSAIR	38
Customised Courses	196
i-Training	339
Total	698



- **Foundation Course for Newly Recruited Management Support Officer**

The Ministry of Public Service, Administrative and Institutional Reforms sponsored the foundation course which was successfully delivered by the Civil Service College for 66 newly Recruited Management Support Officer.

- **Training Course for Communication and Interpersonal Skills**

The 6 hour sponsored course was delivered to 14 Human Resources Cadres. One of the objective of the customised course was to master paralanguage and body language at work.



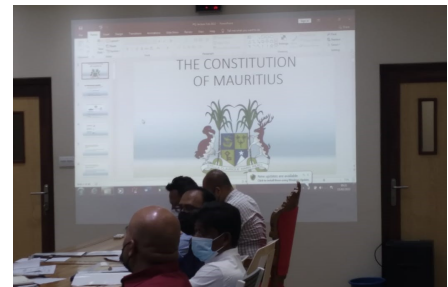
- **Gender Mainstreaming**

The Gender Mainstreaming customised in-house session was organised for 30 officers of the social integration division of the Ministry of Social Security and National Solidarity. The course covered key International and regional Human Rights Instruments on Women's Rights and Gender Equality.



- **Writing Skills for Parliamentary Questions And Cabinet Documents**

The training institute had the privilege to train 15 officers on Parliamentary Questions for the District Council of Flacq. The training was prolonged over a period of 12 hours at the seat of the District Council of Flacq. Acquire knowledge and develop essential skills and techniques to prepare and draft Cabinet Memoranda, Information Papers and Notes for Mention was one of the objective of the sessions.



- **Performance Management System**

Performance Management System training was delivered to 198 top management and operational officers based at Mahatma Gandhi Institute on a time scale of 12 hours. Among the objectives, you may read the understanding of how to align corporate, individual and team objectives.



- **Business Continuity Management and Work from Home**

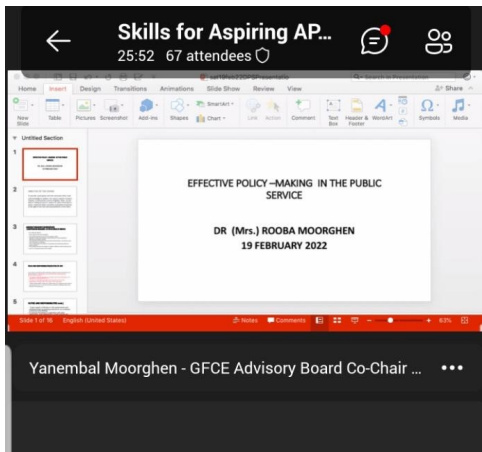
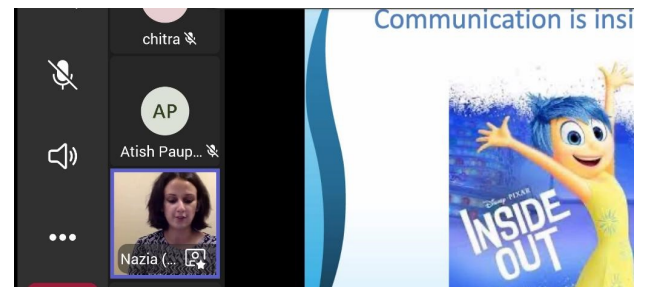
Training programme on Business Continuity Plan was formulated for the Prime Minister's Office for 29 officers on a term of 42 hours.

Still, after the COVID-19 pandemic took over most of 2020, we have all had to re-adjust and reframe how we approach unforeseen events. The Facilitator had among other objectives to aim at explaining the key elements of the Work from Home (WFH) protocol.



- **Live Online training on Interpersonal Communication Skills**

Live online session on interpersonal communication skills was attended by aspiring Assistant Permanent Secretaries to improve their communication skills at work and learn how to navigate positive collaboration in the modern workplace.



- **Live Online Training Problem Solving and Goal Setting Skills**

Live Online Training on Problem Solving and Goal Setting Skills was followed by Aspiring Assistant Permanent Secretaries in order to be able to analyse human performance, principles of problem solving and get everyone pulling in the same direction, reducing employee dissatisfaction and increasing productivity.

Number of officers trained in February 2022	
Transformation Courses	105
Courses Sponsored by MPSAIR	122
Customised Courses	420
Scheduled Courses	14
Online Training	92
Total	753



- **Training Programme for Middle Management**

Middle Management training programme was delivered to 25 officers on a period of 4 days to understand the different types of leadership approaches and emotional intelligence.

- **Training Programme for Frontline/Supervisory/Technical**

37 attendees followed the 36 hours training programme for Frontline / Supervisory / Technical as transformation course in order to understand the key concepts of digital transformation/emerging technologies and their applicability.



- **Essentials of Psychology and Counselling Skills / Techniques**

50 public officers were invited to follow the sponsored training by Ministry of Public Service, Administrative and Institutional Reforms on Essentials of Psychology and Counselling Skills Techniques during 12 hours. Amongst the goal to attain was to be able to relate mental health to deliverables at work.

- **Training Programme on Expert Witness**

Customised course on Expert Witness was followed by 26 participants on 2 days. “Expert witness training equips with the ability to set out the right evidence, using the right techniques, to produce the right results”



- **Tender Preparation & Evaluation**

The Civil Service College Mauritius had the privilege to train 23 nominees at the Ministry of Land Transport and Light Rail. One of the benefit of attending was to learn the skills to ensure robust governance throughout the tender process and combat potential probity issues while guaranteeing a high response rate.

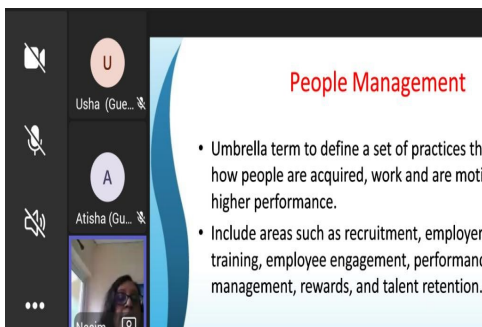


- **Business Continuity Management and Work from Home**

Business Continuity Management and Work from Home training was covered on 6 hours and delivered to 16 participants from the Ministry of Labour, Human Resource Development and Training to equip the officers with necessary tools and techniques to establishing a Business Continuous Plan.

- **Risk Impact Assessment (RIA)**

12 hours of customised training on Risk Impact Assessment, was organised successfully for 35 officers from the Economic Development Board with an aim to empower participants with skills and capacities to determine the risk to mitigate.



- **Skills for Aspiring Assistant Permanent Secretary**

The live online preparatory training for 84 aspiring Assistant Permanent Secretaries was based on 11 modules. By the end of the sessions, the attendees sat for examinations. Amongst the modules, we may read 'Fundamentals of Data Analysis'.

- **Registry Procedures**

In-house Registry Procedures training was attended by 22 officers from the Ministry of Environment, Solid Waste Management and Climate Change with an objective of demonstrating the tasks and elements in Registry work. The course was delivered on 12 hours.



- **Gender Mainstreaming**

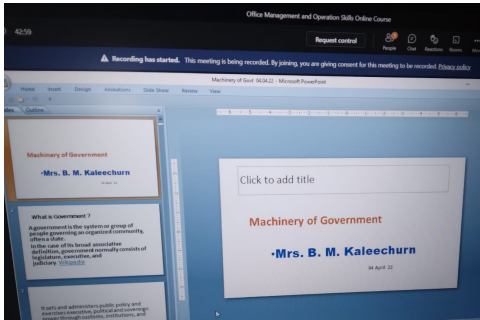
The Ministry of Social Integration, Social Security and National Solidarity benefited from the Gender Mainstreaming customised training for 27 officers. One of the aim was to enable participants to identify gender gaps within their respective departments and adopt gender sensitive approaches in addressing these issues.



Number of officers trained in March 2022	
Transformation Courses	222
Courses Sponsored by MPSAIR	196
Customised Courses	773
Scheduled Courses	22
Online Training	289
Total	1502

- **Government Machinery**

Live online tailored training arrangement on Government Machinery was finalised for 48 Office Management Assistants. The sessions provided an understanding of the components of the Mauritian government.



- **Tender Preparation & Evaluation**

2 Full-day Training Programme on Tender Preparation & Evaluation was organised for 29 officers. The sessions aimed at identifying the issues involved in assessing tenders for quality as well as value for money including e-Auction.



- **Report Writing**

The Civil Service College, Mauritius would like to thank the Ministry of Industrial Development, SMEs and Cooperatives for providing us the opportunity to train 16 staffs from the SME Division on Minutes of Meeting & Report Writing. At the end of the customised training, the audience would be able to manage minutes taking & reporting before, during, and after the meeting.





• Business Continuity Plan

5 full-days and 2 half days of Training Programme on Business Continuity Plan were successfully delivered to the Ministry of Local Government and Disaster Risk Management. The sessions aimed at dwelling on the conditions to make Work From Home effective. 34 participants benefitted from the training.

• Train the Trainer Workshop

1 full-day Train the Trainer Workshop at Labourdonnais Waterfront Hotel was organised for all the resource persons by an Executive Coach and an International Trainer to help trainers build on their existing instructional skills, giving them multiple opportunities to evaluate and improve the way they design and conduct a training event keeping in mind the safety and well-being of the participants as well as their own. The session involved precautions to be taken for COVID-19 face-to-face and remote instructions.



Number of officers trained in April 2022	
Transformation Courses	125
Courses Sponsored by MPSAIR	135
Customised Courses	341
Scheduled Courses	71
Online Training	251
Total	923



- **Opening Ceremony of Training Programme for newly designated Training Managers**

The month of May started with the opening ceremony of training programme for newly designated Training Managers organised by the Ministry of Public Service, Administrative and Institutional Reform and the Civil Service College, Mauritius at Caudan Arts Centre.



- **Training Programme on Continuum of Road Safety Education**

Training Programme on Continuum of Road Safety Education was followed by 79 participants. 56 sessions of training were successfully organised by the Civil Service College, Mauritius. The teachers learnt to identify road signs and grasped the knowledge of communicating the signs to students.

- **Training Course for Training Managers**

1 full and a half-day training course for Training Managers in collaboration with the Ministry of Public Service, Administrative and Institutional Reforms with an objective of developing a sound understanding of the processes of the training needs assessment and skills auditing was launched by the Hon. T. HURDOYAL. 53 trainers attended the 18 hours training.





- **Training Programme on First Aid**

Customised Training Programme on First Aid for Ministry of Housing and Land Use Planning and Agricultural Marketing Board was organised with a goal to help the officers communicating with a casualty. 27 learners were awarded the attendance certificates.

- **Tender preparation and Evaluation**

Customised course on Training course on Tender preparation and Evaluation for the Ministry of Commerce and Consumer Protection and other organisations was organised on a duration of 36 hours. A key learning objective was contract management. 37 officers attended successfully the training sessions.



- **House to house, Enquiry-Supervision and Coordination of the Registration Exercise by Chief Canvassers for Electoral Commission**

House to house, Enquiry-Supervision and Coordination of the Registration Exercise by Chief Canvassers for Office of the Electoral Commissioner was attended by 33 officers. The 2 sessions were programmed for 12 hours. To enhance the abilities and capabilities of Chief Canvassers was one of the goal of the training.



- **Business English and Report Writing**

The Financial Services Commission offered us the opportunity to organise the Business English and Report Writing training on 3 half days. One of the aim of the training course was to be up-to-date with business English language.



- **Writing Effective Minutes**

The Civil Service College Mauritius had the mission of training 17 participants from Ministry of Agro-Industry and Food Security Meeting for 6 hours. The 1 full-day dedicated training course had amongst other goals to use appropriate language to summarise the discussion and decisions made during the meeting.



- **E-Procurement**

2 full days customised training programme on E-Procurement for 30 officers from Ministry of Education, Tertiary Education, Science and Technology was delivered by two facilitators with an objective to prepare e-bidding documents, mount the Invitation for Bid (IFB) and load templates on the e-Procurement System.



- Gender Mainstreaming**

1 full day Training Course on Gender Mainstreaming to enable 73 participants from the Ministry of Land Transport and Light Rail to identify gender gaps within their respective departments and adopt gender sensitive approaches in addressing these issues.



Number of officers trained in May 2022	
Transformation Courses	57
Courses Sponsored by MCSAR	294
Customised Courses	735
Online Training	59
Total	1145



- **Training on Editing Annual Reports**

The Editing Training Course was customised for the Financial Services Commission. 24 hours of in house training for 20 attendees. The 4 half-day Training Course on Editing training had amongst the goals of contextualising the annual report editing activity.

- **Communication/Customer Care, Leadership Development Gerontology & Geriatrics and First Aid**

15 hours of training on Customer Care/Communication, Leadership Development, Gerontology & Geriatrics and First Aid was provided to 20 officers from the Ministry of Social Integration, Social Security and National Solidarity. To inculcate the skills (personal and interpersonal skills) to establish and maintain an effective and efficient Customer Service was of of the objective of this training.



- **Training Needs Analysis**

31 attendees from the Mauritius Police force were present for the Editing Training Course on a duration of 15 hours. These customised training sessions enabled the officers to grasp the understanding of what a Training Needs Analysis (TNA) refers to.

- **Training on Drone Handling**



Drone Training Programme was provided to the officers of Traffic Management and Road Safety Unit of the Ministry of Land Transport. The Facilitator aimed at defining the Drone and accustom the participants with the Mauritian laws about unmanned aerial vehicle (UAV), i.e., the drone. The training was followed by in house assessments.

- **Advanced Microsoft Excel**

Early Childhood Care and Education Authority had engaged 17 officers for 2 full day on the training course on Advanced Microsoft Word. Amongst many others, the attendees were exposed to how to Insert and manipulate graphic elements in MS Word.



- **Report Writing**

33 participants went through this 12 hours customised training programme on Report Writing Skills. The Ministry of Social Integration, Social Security and National Solidarity benefited from 1 full day customised training session. The aim was to give participants the tools and confidence to create reports that are well-structured, suitable for their intended audiences, clearly written and that achieve their objectives.

- **Foundation Course for Newly Recruited Management Support Officers**



24 Management Support Officers were enrolled for the induction course on a length of 30 hours. The transformation course had the goal to equip the participants with the necessary knowledge and skills required for a Management Support Officer to perform efficiently and effectively.

- **Registry Procedures**

1 full-day training course on Registry Procedures was organised for the Ministry of Agro Industry and Food Security. The 26 participants were present during the 6 hours session. One of the aim of this course was to understand what flimsy files are.



- **Risk Management**



The Risk Management training programme duration was of 45 hours. 80 officers (in two batches) were among the participants. One of the objectives of the training was to develop a risk response and mitigation plan including budgeting.

Number of officers trained in June 2022	
Transformation Courses	71
Courses Sponsored by MPSAIR	388
Customised Courses	1211
Scheduled Courses	145
Online Training	63
Total	1878

- **Business Continuity Plan Review Workshop**



Business Continuity Plan Review Workshop organised by Ministry of Public Service Administrative and Institutional Reforms in collaboration with the Civil Service College Mauritius at Intercontinental Resort, Balaclava. The workshop was organised following the training of technical and administrative cadres of 13 Ministries and Departments for the formulation of their Business Continuity Plan. 48 participants were present during the workshop.

- **Formulation of Business Continuity Plan**

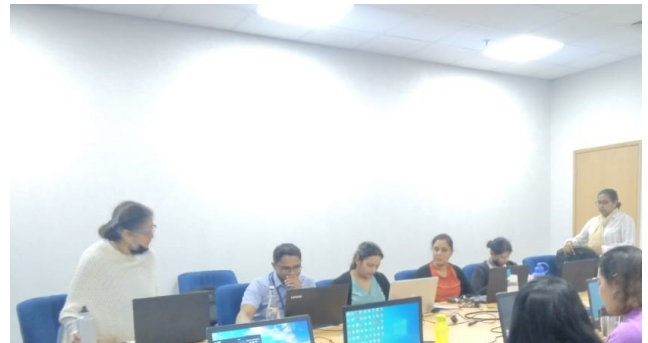


Business Continuity Formulation was a 30 hours programme customised for 28 participants from the Ministry of Finance and Economic Development. The Business Continuity Plan coaching and mentoring sessions had amongst other objectives to have a notion on the fundamentals of ISO 22301 BCMS.

Number of officers trained in July 2022	
Customised Courses	393
Online Training	43
Total	436

- **Advanced Excel**

On-site training course on advanced excel for the National Computer Board was planned on 2 full days. Following the 12 hours of training course, 16 officers were exposed to 'X-Lookup' and were expected to apply both 'V-lookup' and 'H-lookup' on duty.



Workshop for Training Managers held at La Caudan Arts Centre. 47 Training Managers assisted the 3-hour session. The half-day workshop was geared towards Training Managers to discuss on Identification of Training, Nomination of Officers and a lot more. The workshop also covered the fundamental Terms of Reference for Training Managers.

- **Workshop for Training Managers**



- **"Awareness Raising and Sensitisation session on STOCKHOLM+ 50 theme for Administrative and Technical Cadres of the Public Sector"**

The Civil Service College, Mauritius would like to thank the United Nations Development Programme (Mauritius & Seychelles) and the Ministry of Environment, Solid Waste Management and Climate Change for the opportunity of organising the "Awareness Raising and Sensitisation session regarding STOCKHOLM+ 50 theme for Administrative and Technical Cadres of the Public Sector". 28 participants attended the 3-hour focused session on enhancing awareness of the relevant goals and commitments of Mauritius especially environmental.



- **Prize Giving Ceremony for Essay Competition**



Prize Giving Ceremony Essay Competition held at Rodrigues 08 September 2022. Green Economy and Climate change

Number of officers trained in August 2022	
Transformation Courses	101
Courses Sponsored by MPSAIR	211
Customised Courses	349
Scheduled Courses	18
Online Training	33
Total	712

- **Gender Mainstreaming**

The Ministry of Public Service, Administrative and Institutional Reforms benefitted from one-day scheduled training course on Gender Mainstreaming. The course was organised for 25 of their officers. Amongst the topics was an overview of Key international and regional human rights instruments on women’s rights and gender equality.



- **Training Programme on Risk Management**

Two full-days and one half day training programme on Risk Management was organised for the Mauritius Institute of Training and Development. One of the course objective was to develop a risk response or mitigation plan including budgeting and practical sessions.



Number of officers trained in September 2022	
Transformation Courses	228
Courses Sponsored by MPSAIR	248
Customised Courses	147
Scheduled Courses	295
Online Training	65
Total	1010

- **Mental Health and Wellness at the Workplace**

The Ministry of Commerce and Consumer Protection benefitted from the one full day customised training course. 75 learners understood what makes successful wellbeing strategy and know what needs to be considered to promote and maintain mental health and wellbeing in the workplace. The course length was 18 hours.



- **Ceremony of 'Awareness Raising and Sensitisation on Stockholm+ 50'' Theme for Administrative and Technical Cadres of the Public Sector''**

The Minister of Environment, Solid Waste Management and Climate Change, Honourable Kaviraj Ramano enhanced the Award Ceremony of 'Awareness Raising and Sensitisation on Stockholm+ 50'' Theme for Administrative and Technical Cadres of the Public Sector''



- **Risk Management**

Training Course on Risk Management was delivered to 30 participants from the Ministry of National Infrastructure and Community Development (National Infrastructure Division). This Training course is learner centric which was optimised for the participants. Amongst the goals, we may read the implementation of risk controls and mitigation techniques.



- **Frontline /Supervisory/Technical Grade**

To understand the key concepts of digital transformation and emerging technologies and their applicability, 3 days of Frontline/Supervisory/Technical Grade training programme was organised for 30 learners.



- **Middle Management**

Training Programme for Middle Management Level 4 was planned for 27 participants on a duration of 24 hours. Amongst the objectives, the four trainers had to define clearly the role of the government of Mauritius.

- **Business English Writing Skills**

5 half days training course on Business English Writing Skills for Ministry of Public Service, Administrative & Institutional Reforms was customised for 25 participants. To instill general principles in communication that can apply to spoken and written English was one of the aim of the course.

- **Tender Preparation and Evaluation**

The customised 2 full-day training course on Tender Preparation and Evaluation for 60 participants on a duration of 36 hours, designed to provide officers tools and techniques to perform in a more standard approach had namely the goal of evaluating, in-depth, the process of preparing tenders and selecting potential suppliers.



- **Training Programme for Support Staff**

Transformation Course on Programme for Support Staff was lucratively organised for 90 officers. 90 hours of training sessions were focused on reviewing and developing interpersonal and professional skills. One of the objective was to become aware how alcohol and drug abuse impact on productivity.



Number of officers trained in October 2022	
Transformation Courses	226
Customised Courses	323
Scheduled Courses	177
Online Training	26
Total	752

- **First Aid**



‘First aid is a panacea and treatment facility, which can recuperate a man before going medical center’. World First Aid Day was celebrated this year on 10th September. 15 officers followed this vital course during 6 half days. Employees who receive first aid training become more aware of workplace safety, which leads to fewer accidents and injuries.

- **Training Programme for Frontline/Supervisory/Technical**

Armed with access to new technologies, the government aims at applying digitisation. Hence, Training Programme for Frontline/Supervisory/Technical was designed to understand the key concepts of digital transformation and emerging technologies. They also benefitted from how to live at their desk as a leader.



- **Business Continuity Plan**



The attendees from the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping learnt to develop plans for continuity management and disaster recovery and to consider Work-From-Home as strategy to provide continuity of services.

- **Advanced Course in Effective Office Management and Supervision**

Induction for Advanced Course in Effective Office Management and Supervision for Office Management Officers was kicked off on the 9th of November 2022. The session was organised in collaboration with Open University of Mauritius for 53 officers from multitudinous ministries. The training sessions will end in 2023.



- **Training Programme for Support Staff**



The Transformation Training Programme for Support Staff. 18 hours of training included the technique to deliver service to both internal and external customers effectively.

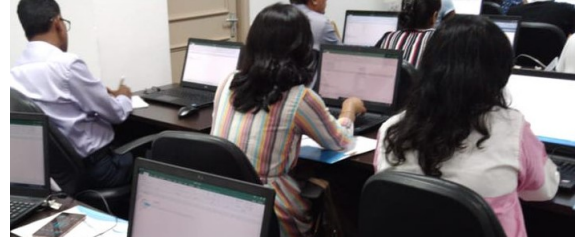
5 half-days training course on statutory interpretations of children's act 2020 was successfully delivered to CDU Officers. The objectives of the course were inter alia to have an overview of the Children's Act, learn duties of CDU officers under the Children's, and understand Mock trial- In Chamber cases.

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- **Advanced Excel**

Due to its supreme versatility and power, Microsoft Excel has become an extraordinary powerful tool in the business world. Amongst other objectives, one was to enable participants to create and use charts as well as pivot tables to interpret data. 24 officers were trained.



- **Public Sector Financial Management**

One-Day Training Course on Public Sector Financial Management was delivered to the officers on a day. Amongst we may read the objectives 'Understand the latest updated rules and regulations of Public Sector Financial Management and Understand the importance of the implications of Public Sector Financial Management'



- **Training Programme for Middle Management**

Training Programme for Middle Management is divided into many sessions, which were delivered by more than one resource person. Among the modules, we may find 'Understand the importance of Strategic Thinking Developing Critical Thinking & problem Solving attitude in Organisation'



Risk Management



Risk management must be seen as preparation for possible events in advance, rather than responding as they happen. One full day and three half days of dedicated training programme on Risk Management for 20 learners from Ministry of Foreign Affairs, Regional Integration and International Trade. The training programme aimed at many objectives inter alia implementing risk controls and mitigation techniques.

One-day training on Fundamentals of Professional Ethics, Integrity and Governance targeted all those working in private, public Authorities, Parastatal Bodies, State-Owned Enterprises and Civil Society Organisations/NGOs. Unethical behaviour, consequences and remedial action pathways was studied amongst the modules.

- **Fundamentals of Professional Ethics Integrity and Governance (CPD UK)**



- **Registry Procedures**



21 officers followed the customised training.

Objectives of the course were, inter alia, to understand recording and circulation of incoming mail; Understand general principles of filing.

- **Professional Development Programme**



Professional Development Programme, sponsored by the Ministry of Public Service, Administrative and Institutional Reforms. 28 attendees were trained for a duration of 18 hours.

- **Court Proceedings**

The objectives of the Training Course on Court Proceedings were to enable participants to provide Officers with a practical insight of Court proceeding, prepare participant to attend court and so on. By the end of this course, participants were familiar with the basic terminology used.



- **Tender Preparation & Evaluation**

Training programme on Tender Preparation and Evaluation was organised with a goal to recognize the contracting stages from setting the scope of work to awarding the contract, evaluate, in-depth, the process of preparing tenders and selecting potential suppliers and many others.



- **Writing Effective Minutes of Meeting**



1 full-day Training Course on Writing Effective Minutes of Meeting was designed with an objective of performing the secretarial duties and associated with a Minute Taker and many others. The programme also included report-writing skills.

- **Succession Planning**



Succession Planning for the Ministry of Public Service, Administrative & Institutional Reforms was organised with an objective of recognising and overcoming obstacles to succession Planning process.

- **Continuing Professional Development CPD UK**

Continuing Professional Development UK for Intermediate Office Management Executive included to name a few modules 'Improving Leadership Performance, IT in Practice and Managing Conflict'.



- **Performance Evaluation**



Training Course on Performance Evaluation for HR Cadres. The customised course organised for the Ministry of Public Service, Administrative and Institutional Reforms had many objectives interalia how to carry out an effective Performance Appraisal exercise and be exposed to the best practices in this field of activities.

Number of officers trained in November 2022	
Transformation Courses	197
Courses Sponsored by MPSAIR	111
Customised Courses	211
Scheduled Courses	296
Online Training	14
Total	829



- **Workmen's Group**

Training Programme for Workmen's Group is a transformation course developed for Performance and Public Service Excellence. One of the aim was to raise awareness on how alcohol and drug abuse impacts productivity. 24 participants were trained on a duration of 12 hours.

- **Public Sector Financial Management**

Workshop on Public Sector Financial Management held at Caudan Arts Centre on 14 November 2022. The 6 hour scheduled course was arranged for 42 officers.



- **Award Course for Confidential Secretaries**

Award Course for Confidential Secretaries Courses was sponsored by the Ministry of Ministry of Public Service, Administrative and Institutional Reforms. In collaboration with the Open University of Mauritius, the course was delivered to 29 Confidential Secretaries.



- **First Aid**

First Aid course was delivered to 45 learners from different institutes. The face to face course is designed to teach participants how to properly administer first aid during an emergency.

- **Court Proceedings**

Customised course on Court Proceedings was organised for 27 officers from the State Trading Corporation. The training was successfully delivered on a period of 6 hours.



- **Business Continuity Plan**

19 Officers from the Ministry of Arts and Cultural Heritage had attended the customised Business Continuity Plan training. The attendees followed the sessions during 4 full days et 2 half days.



- **Registry Procedures**

Scheduled course on Registry Procedures was planned for 21 participants. The session was opportunely delivered on a period of 6 hours.



- **Advanced Excel**

29 participants were trained on Advanced Excel. 12 hours of dedicated training on managing and editing workbooks, using advanced formula and many others.



Number of officers trained in December 2022	
Transformation Courses	124
Courses Sponsored by MPSAIR	111
Customised Courses	135
Scheduled Courses	150
Online Training	13
Total	533

List of Courses



Online Courses

- Basic Microsoft Excel
- Basic Microsoft PowerPoint
- Basic Microsoft Word
- Basics of ICT Security
- Budget Preparation and Execution
- Coastal Zone Management and Protection
- Code of Ethics for Public Officers
- Co-operative Banking and Financial Services
- Emotional Intelligence for Managers
- Enhancing Integrity in the Public Sector
- Fundamentals of Design
- Gender Equality
- Handling Hazardous Products
- Healthy Living: Preventing Propagation of Insects
- History of Printing
- Intrapersonal Communication Skills_Part 1
- Interpersonal Communication Skills_Part 2
- Introduction to the Social Register of Mauritius (SRM)
- Leadership in a Changing Society
- Managing Self: A Confucian Approach
- Performance Management System in the Civil Service
- Personal Grooming and Body Language
- Public Responsibility in Good Governance
- Quality Management
- Risk Assessment of Public Policy
- Strategic Human Resource Management
- Stress Management
- Sustainable Service Delivery
- Understanding Safety and Health at Work for Public Officers
- Using Internet and Email @ Work

Communication

- Basic Communication Skills
- Becoming an Effective Master of Ceremony
- Communication & Public Relations
- Business English
- Business French
- Public Speaking
- Counselling/ Psychology
- Team Building
- Effective Communication and Interpersonal Skills
- Personal grooming
- Business etiquette
- Photography
- Presentation skills
- Report Writing Skills
- Speech Writing
- Writing Effective Minutes of Meeting
- Writing Skills for Parliamentary Questions and Cabinet Documents
- Writing Skills for Public Officers
- Mastering Telephone Skills
- Media Management

Human Resource Management

- Workforce Planning
- Conflict Management
- Employee Motivation: Skills and Techniques
- Group Coaching
- Increasing Productivity through Stress Management
- Managerial Skills & Qualities
- Managing Performance in the Public Sector
- Negotiation and Mediation Skills
- Talent Management
- Performance Management System
- Team Building and Bonding
- Train The Trainer
- Training Needs Analysis
- Training Needs Assessment and Planning for HR Cadres
- Work Force Planning
- Executive Course on Creating High Performance Organizations through Strategic Human Resource Management

Induction Courses for:

- Assistant Permanent Secretaries
- Case Management Officers
- Confidential Secretaries
- Financial Officers/Senior Financial Officers
- General Service Officers
- Head Office Auxiliaries
- Health and Safety Officers
- Human Resource Executives
- Local Disaster Management Coordinators
- Management Support Officers
- Investigators
- Office Care Attendant/SOCA
- Office Management Assistant
- Office Management Executives
- Office Supervisors
- Orientation programme for property valuation inspectors
- Temporary Assistant Financial Officers
- Word Processing Operators
- Word Processing Operators appointed as MSO

Digitalization & Information Technology

- Basic Information Technology
- Basic Microsoft Access
- Basic Microsoft Excel
- Basic Microsoft PowerPoint
- Basic Microsoft Word
- Advanced Microsoft Access
- Advanced Microsoft Word
- Advanced Microsoft Excel
- Advanced Microsoft PowerPoint
- Data Analytics
- Cybersecurity Fundamentals
- Data Protection and Confidentiality of Data in the Information Age
- Emerging Technologies
- IT Project Management
- IT Security
- National Electronic Licensing System
- Network +
- Using Internet and Email @ Work
- Windows 10 Configuration and Troubleshooting
- Wireless Access Protocol (WAP)

Organizational Excellence

- Business Continuity Management
- Capacity Building and Capability Development Programme
- Creating Positive Work Environment
- Crisis Management
- Effective Quality System Framework
- Effective Time Management and Goal setting
- Electoral Process and Procedures
- Enterprise Risk Management
- Event Management
- Improving Efficiency in Organizations
- ISO 9001:2015 Quality Management System Development and Implementation
- Managing Resources
- Managing Team & Resources
- Managing Time for Efficiency
- Managing Change for transformation
- Strategic Thinking
- Registry Procedures
- Renforcement des Capacités Professionnelles (Gestion du Changement)
- Change Management
- Leadership Skills
- Transformational Leadership and Emotional Intelligence
- Leadership and Strategic Thinking
- Risk Management
- Risk Identification & Management
- Supervisory Skills
- Tea Making and Service
- Training of ISO facilitators
- Transition ISO/IEC 17025:2017
- Mystery Shopping
- Protocol and Etiquette
- Protocol, Etiquette & Event Management
- Quality Management

Legal Matters

- Mauritius Fire & Rescue Services Act
- Anti-Money Laundering /CFT
- Child Protection and Welfare
- Civil Procedures
- Court Proceeding
- Introduction to Basic Criminal Law
- Introduction to the Prosecution of Offences
- Investigation & Prosecution
- Legal Issues for HR Cadre
- Legal Matters
- Legislative Drafting
- Prosecution for Criminal Offences
- Prosecution & Enforcement for Tourism Planners
- Statutory Interpretation
- Workers' Rights Act, 2019

Public Finance, Economics & Procurement

- Tender Preparation and Evaluation
- Advanced Procurement and Supply Management
- E- Procurement
- Financial Management for Non-Financial Officers/ Managers
- Financial Operations in Public Sector Organizations
- Managing Projects in the Public Sector
- Economics for Non-Economists
- Public Sector Economics

Wellness, Health and Safety

- First Aid
- Continuum Education on Road Safety
- Psychology and Counselling
- Child Psychology and Counselling Techniques
- Introductory Course in Operating Scissor Lifts
- Mental Health and Wellbeing at Workplace
- Risk Management (OSH)
- Ergonomics and Manual Handling

Accountability & Governance

- Internal Auditing
- Report Writing for Internal Auditors
- Code of Ethics and Good Governance

Gender Equality

- Awareness on Gender Mainstreaming
- Capacity Building on Gender Mainstreaming in the Civil Service
- Gender Based-Violence
- Gender Mainstreaming in Humanitarian Situation

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2022 List of CSCM Staff

Director General:	Prof. (Dr) Ramesh Durbarry
Training Manager:	Mr Joel Violette
Administrative Manager:	Mr Madhoosingh Jankee
System Analyst:	Mrs Tema Palaram-Gobin
Finance Officer:	Miss Murtazaai Goulvadeen
Programme Coordinators:	Miss Azhaar Bissesur Mr Bhumeshwar Lillmond Miss Pushpanjalee Chitamun Mrs Ratnahkirty Chooromoney-Sobarun
Personal Secretary:	Ms Yesha Sewnauth
Procurement/Clerical Officer:	Mr Yaasiin ELAHEEBUX
Handy Worker:	Mrs Letcheemee ARMOORGUM (Vanessa)

2022 Board of Directors

- Mr. Prof. Dhanjay JHURRY, CSK, GOSK (*Chairman*)
- Dr. Ramesh DURBARRY (Director General)
- Mr. Nuvin RAMBURUTH
- Ms Beebee Rosida NOHUR
- Mr. Khemraj JINGREE
- Mr. Bojrazsingh BOYRAMBOLI
- Mr. Radha Krishna SADIEN, *M.S.K.*
- Mr. Philip AH CHUEN
- Prof. Theesan BAHORUN, GOSK
- Mr. Belall Ehmmad Hussain RUMJAUN



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Enabling Public Service Excellence

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