



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

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# Training & Development

Quarterly Newsletter 2023 No. 1

# MESSAGE FROM THE DIRECTOR GENERAL



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

For many, the new year symbolises a fresh beginning - a time of resolutions, commitments and zeal to achieving conventional goals. For Civil Service College, Mauritius (CSCM) the new year is an opportune and preamble time for our organisation's future, and today, we are proud to announce that our new Vision and Mission statements have been revamped, under the Chairmanship of Prof. Dhanjay Jhurry, C.S.K, G.O.S.K., to guide the continued development of our organisational culture and strategy.

**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.**

We all know that training and development are crucial for the growth and success of any organisation, including public institutions. Public officers, in particular, require continuous training to stay up-to-date with the latest policies, technologies, and practices in their respective fields. Indeed CSCM has a continuum of training courses that have been modulated to enhance the competencies of public officers at different stages of their career, be it at induction and/or advanced stages.

For this first quarter, we have trained 1,971 public officers. Since 2016, a total of 64,795 have been trained. I would like to thank all Supervising Officers and Training Managers of Ministries and Departments, Parastatal Bodies and State-Owned Enterprises for their continuous support.

In this issue, we highlight the training we conducted during the first quarter, along with the outcomes of the training. The CSCM Strategic Thrust areas have been developed in view of outlining key deliverables to enhance training policy coherence and convergence and favour institutional coordination. They have been formulated on well-defined objectives, courses of actions and outcomes. The CSCM Strategic Thrusts are summarised below:



# TRAINING AND DEVELOPMENT 2023 QUARTER 1

## Thrust Area 1

### Improving Efficiency and Effectiveness

Organisations are called upon to be efficient in the way they operate. There are calls to eliminate wastages and to be more cost efficient. At the same time, officers must find ways to effectively navigate in delivering services. Upskilling of human resources through training and adopting new technologies, considerably improve the service delivery.

## Thrust Area 2

### Develop a Culture of Change

In the face of the unpredictability of new challenges that the public sector faces regularly, be it in the form of pandemics, natural disasters and social afflictions, new management style, etc., public officers need to adapt quickly. Change is constant and with reforms, attitude and mindset of public officers need to change. Therefore, we will leverage on courses that will enable public officers to be proactive and adapt to changing situations.

## Thrust Area 3

### Create a Lean and Smarter Workforce

With emerging technologies and ongoing transformation, the way of work is changing. This will give the workforce the impetus to understand the necessity of embracing innovation and follow up-to-date training. The application of knowledge for achieving practical goals in a smarter way will also be possible through technology.

## Thrust Area 4

### Enhance Customer Experience

Enhancing customer experience through the ability to meet the exigencies of customer expectations are key in attaining service excellence. Streamlining good communication with both internal and external stakeholders and simultaneously reducing the friction of customer complaints and handling of difficult customers are important. Public officers will be better equipped in their role.

## Thrust Area 5

### Foster Accessibility

CSCM has been constantly working towards amplifying its accessibility to learners and much effort has been geared towards dispensing online courses. Participants can access many online courses through our Moodle Mobile App.

## Thrust Area 6

### Promote Sustainability

The need to remain sustainable remains a priority for CSCM and is definitely inside the wheelhouse of service delivery. The introduction of courses such as Mental Health and Well being, Counselling techniques and Psychology, Gender Mainstreaming and Gender Based Violence are evidence to this initiative.

## Thrust Area 3

### Enhance Collaboration

Our aim to become a Regional Centre of Excellence requires collaboration with foreign training institutions to acquire expertise to share best practices. Collaboration with these institutions will enhance the quality of training by bringing in trainers with significant experience in the field of public administration.

Enhancing collaboration across Ministries/ Departments/Institutions in an inclusive manner will ignite the urge to work together to achieve clearly defined objectives. Collaboration with institutions such as UNDP, UNITAR, PAGE, ILO, etc will provide the College with an impetus to be better positioned.

# JANUARY 2023 TRAINING HIGHLIGHTS



## Advanced Excel

The training course was organised for Statistics Mauritius. 36 hours of training were delivered. One of the course objectives was to use advanced formula while working with Excel. Before the training, the level of understanding of the topics was 3.26 and after the training it was 7.37 on a scale of 10. At least 88.9% of participants agreed that their knowledge had improved as a result of the training. According to 82.2% of participants, the training was connected to their jobs. 82.1% of participants said they could apply the training to their jobs and find it valuable.

## Awareness on Anti-Money Laundering and Combating Financing Terrorism-AML/CFT

17 officers from the State Investment Corporation Ltd attended a 3-hour awareness session on anti-money laundering and combating financing of terrorism. Concepts of Money Laundering, terrorist financing and proliferation were covered amongst other themes.



## Customer Care Excellence

12 hours of training on customer care excellence were successfully delivered to 18 participants. The training was customised for the officers of State Insurance Company of Mauritius Ltd by our dedicated resource person. Prior to the training, the level of understanding of the topics on a scale of 1 to 10 was 4.3, afterwards it was 8.7. At least 88.7% agreed that the training was effective. 96.2% of participants stated that the training was related to their duties. 91.2% stated that the training is applicable and useful to their work.



# TRAINING AND DEVELOPMENT 2023 QUARTER 1



## Performance Management System

2 full days in-house training course on Performance Management System was organised for 45 participants from the Registrar-General's Department.



## Business Continuity Plan

24 hours of tailor-made course on Business Continuity Plan was organised for 19 officers from the Attorney General's Office and the Ministry of Arts and Cultural Heritage.



## Leadership & Management

30 participants followed a 3 full day training programme. They were officers of the middle management level. The course was sponsored by the Ministry of Public Services, Administrative and Institutional Reforms.

# TRAINING AND DEVELOPMENT 2023 QUARTER 1

Over and above those courses, the Civil Service College, Mauritius completed the following:

- Award Course in Effective Office Management & Supervision - Workshop on Managing Public Sector Organisations
- Professional Development Programme for Word Processing Operators /Senior Word Processing Operators - Workshop on Introduction to Cyber Security
- Professional Development Programme for Word Processing Operators /Senior Word Processing Operators - Workshop on Mental Care and Wellness
- Professional Development Programme for Confidential Secretaries - Workshop on Using Internet and Email
- Advanced Secretarial Course for Confidential Secretaries - Workshop on Public Sector Management
- Award Course in Effective Office Management & Supervision - Workshop on Finance, Procurement & Asset Management

## Number of officers trained in January 2023

Transformation Courses	30
Courses Sponsored by MPSAIR	208
Customised Courses	158
Scheduled Courses	32
Online Courses	6
<b>Total</b>	<b>434</b>

# FEBRUARY 2023 TRAINING HIGHLIGHTS



## Customer Service & Communication Interpersonal Skills

Customised training on Communication and Interpersonal Skills for a duration of 18 hours. The dedicated training programme was delivered to officers based at the State Company of Mauritius Ltd. Prior to the training, the level of understanding of the topics on a scale of 1 to 10 was 4.3, afterwards it was 8.7. At least 88.7% agreed that the training was effective. 96.2% of participants stated that the training was related to their duties. 91.2% stated that the training is applicable and useful to their work.

## Public Sector Financial Management

The 31 attendees were trained on Public Sector Financial Management at Caudan Arts Centre. The full day course had amongst many objectives to develop a good understanding of internal control/audit, collecting revenue and disbursement of funds. Before the training, the level of understanding of the topics was 6.5 and after the training it was 8.13. At least 98.7% of participants agreed that their knowledge had improved as a result of the training. According to 99.1% of participants, the training was connected to their jobs. 98.7% of participants said they could apply the training to their jobs and found it valuable.



## Court Proceedings

12 hours of training course on Court Proceedings was planned for 54 participants. 'Making Appeals and familiarise participants with basic terminology used' figured amongst the objectives of the resource person. Prior to the training, the level of understanding of the topics was 4.3, after the training it was 8.7. 92.8% agreed that the training was effective. 96.9% of participants mentioned that the training was work-related. 96.8% stated that the training is applicable and useful to their work.



# TRAINING AND DEVELOPMENT 2023 QUARTER 1



## Risk Management

15 hours of in-house training programme on Risk Management was delivered to 19 officers from the Ministry of Environment, Solid Waste Management and Climate Change. The objectives were to implement risk controls and mitigation techniques. Prior to the training, the level of understanding of the topics was 4.1, afterwards it was 8.8. At least 96.8% agreed that the training was effective. 90.9% of participants stated that the training was related to their duties. 90.0% stated that the training is applicable and useful to their work;

## Level 1 Workmen's Group

Capacity Building and Capability Development Programme for the Level 1- Workmen's Group was successfully delivered to 124 learners for a duration of 48 hours. The training programme was based on improving communication and productivity for the Worksmen's Group.





# TRAINING AND DEVELOPMENT 2023 QUARTER 1

Further successful training sessions organised by the Civil Service College, Mauritius were:

- Training Programme on Strategic Management & Leadership (Level 4)
- Training Programme on Leadership & Management (Level 3)
- Operations and Processes Management Training Programme for Support Staff
- Induction Course for Office Supervisors
- Intermediate Course for Office Management Executive (OME) CPD UK
- Award Course in Effective Office Management & Supervision - Communication
- Award Course in Effective Office Management & Supervision - Good Governance in the Public Sector
- First Aid
- Advanced Excel

## Workshops:

- Workshop on Customer Care and Public Relations (Award Course for CS)
- 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)
- Award Course in Effective Office Management Supervision - Good Governance in Public Sector

## Number of officers trained in February 2023

Transformation Courses	103
Courses Sponsored by MPSAIR	244
Customised Courses	64
Scheduled Courses	106
Online Courses	12
<b>Total</b>	<b>529</b>

# MARCH 2023 TRAINING HIGHLIGHTS & EVENTS



## Business Continuity Management

17 officers from the Ministry of Health and Wellness followed the course over a length of 30 hours. To consider Work-From-Home as strategy to provide continuity of services figured amongst the objectives.

## National Day Awards

On the occasion of National Day 2023 and on the advice of the honourable Pravind Kumar JUGNAUTH, Prime Minister of the Republic of Mauritius, His Excellency Mr Prithvirajsingh ROOPUN, GCSK, President of the Republic of Mauritius has been pleased to confer Prof. (Dr) R Durbarry the award of Grand Officer of the Order of the Star and Key of the Indian Ocean, G.O.S.K.



## International Public Sector Accounting Standards

A customised training course on International Public Sector Accounting Standards was successfully delivered to 10 officers from Financial Services Commission over a span of 12 hours. One of the objectives of the facilitator was to provide an overview of the accrual-based IPSAS. Prior to the training, the level of understanding of the topics was 1.3, afterwards it was 7.0. At least 90.0% agreed that the training was effective. 70.0% of participants stated that the training was related to their duties. 80.0% stated that the training is applicable and useful to their work.

# MARCH 2023 TRAINING HIGHLIGHTS

## Improving Communication and Productivity



104 participants of the workmen grade have been trained on Improving Communication and Productivity. The training was prolonged over a period of 36 hours. Capacity Building and Capability Development Programme for numerous organisations was delivered by five facilitators and had the aim of creating awareness about how alcohol and drug abuse impact on productivity. At least 93.2% agreed that the training was effective. 75.1% of participants stated that the training was related to their duties. 97.5% stated that the training is applicable and useful to their work.

## Writing skills for PQ and Cabinet Documents



Scheduled training course on Writing skills for PQ and Cabinet Documents was organised for 16 participants for a duration of 6 hours. One objective was to acquire knowledge and develop essential skills and techniques to prepare and draft Cabinet Memoranda, Information Papers and Notes for Mention. Before the training, the level of understanding of the topics was 4.6, after the training it was 9.5. At least 100.0% of participants agreed that their knowledge had improved as a result of the training. According to 100.0% of participants, the training was connected to their jobs. 100.0% of participants said they could apply the training to their jobs and found it valuable.

## Training Courses hosted in March 2023:

- Training Programme on Leadership & Management Level 3
- Training Programme on Strategic Management & Leadership Level 4
- Training Programme on Operations and Processes Management for Support Staff
- Train The Trainer Course
- Award Course in Effective Office Management & Supervision - Workshop on Leadership, Supervision and Team Building
- Training Course on Writing Effective Minutes of Meeting
- Training Course on Ethics, Integrity and Governance

# MARCH 2023 TRAINING HIGHLIGHTS

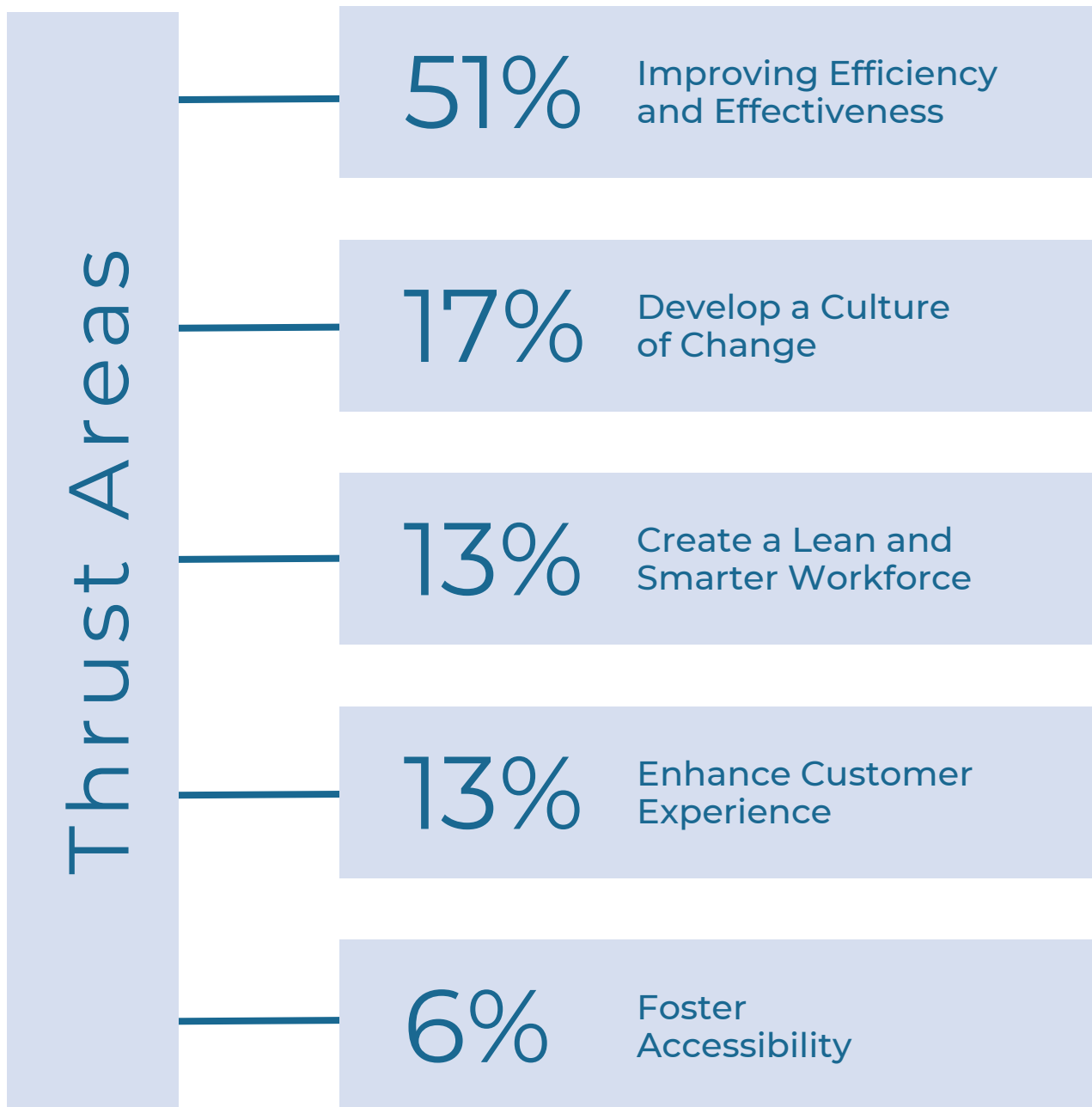
- Training Course on Risk Management for Ministry of Labour, Human Resource Development and Training
- Training Course on Gender Mainstreaming - Ministry of Social Integration, Social Security and National Solidarity
- Training Course on Public Sector Financial Management
- Intermediate Course for Office Management Executive (OME) CPD UK
- Induction course for Word Processing Operators
- Communication & Interpersonal Skills
- Financial Management, Procurement and Supply
- Advanced Secretarial Course for Confidential Secretaries - Workshop on Communication
- Training Course on Advanced Microsoft Excel
- Training on Floral Decoration
- Training Course on Tea Making and Service
- Training Course on Risk Management
- Training Course on First Aid
- Training Course on Advanced Microsoft Excel
- Training Course on Business English
- Training Course on Registry Procedures

## Number of officers trained in March 2023

Transformation Courses	446
Courses Sponsored by MPSAIR	183
Customised Courses	182
Scheduled Courses	174
Online Courses	23
<b>Total</b>	<b>1008</b>



## TRAINING BY THE 5 KEY THRUST AREAS



## 2023 LIST OF CSCM STAFF

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<b>Director General</b>	Prof. (Dr) Ramesh Durbarry, G.O.S.K.
<b>Training Manager</b>	Mr Joël Violette
<b>Administrative Manager</b>	Mr Madhoosingh Jankee
<b>System Analyst</b>	Mrs Tema Palaram-Gobin
<b>Finance Officer</b>	Miss Murtazaai Goulvadeen
<b>Programme Coordinators</b>	Mrs Bibi Azhaar Bissesur Mr Bhumeshwar Lillmond Miss Pushpanjalee Chitamun Mrs Ratnahkirty Chooromoney-Sobarun
<b>Personal Secretary</b>	Ms Yesha Sewnauth
<b>Procurement Officer</b>	Mr Yaasiin Elaheebux
<b>Handy Worker</b>	Mrs Letcheemee Armoorgum

## 2023 BOARD OF DIRECTORS

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- 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. Rechad MOOLYE
- Mr. Radha Krishna SADIEN, M.S.K.
- Mr. Philip AH CHUEN
- Prof. Theesan BAHORUN, G.O.S.K.
- Mr. Belall Ehmmed Hussain RUMJAUN

# LIST OF COURSES SCHEDULED IN MAY 2023

Training Courses	Dates	Cost per Participants (Rs)
First Aid	02 - 09 May 2023	4,000
Registry Procedures	2-May-23	2,000
Team Building and Bonding	4-May-23	2,000
Mental Health and Wellbeing	4-May-23	2,000
Report Writing	10-May-23	2,000
Writing Effective Minutes of Meeting	15-May-23	2,000
Writing Skills for Parliamentary Questions and Cabinet Documents	16 & 18 May 2023	4,000
Public Speaking	16 & 18 May 2023	4,000
Contract Law	17-May-23	2,000
Counselling Techniques & Skills	22-May-23	2,000
Advanced Microsoft Excel	23 & 25 May 2023	4,000
Crisis Management	24-May-23	2,000
Handling Difficult Customers	29-May-23	2,000
Court Proceedings	30-May-23	2,000
Tea Making	29-May-23	2,000
Advanced Microsoft Excel	26 & 31 May 2023	4,000
Advanced Microsoft Excel	29 May & 01 June 2023	4,000



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