

Training Statistics – June 2023

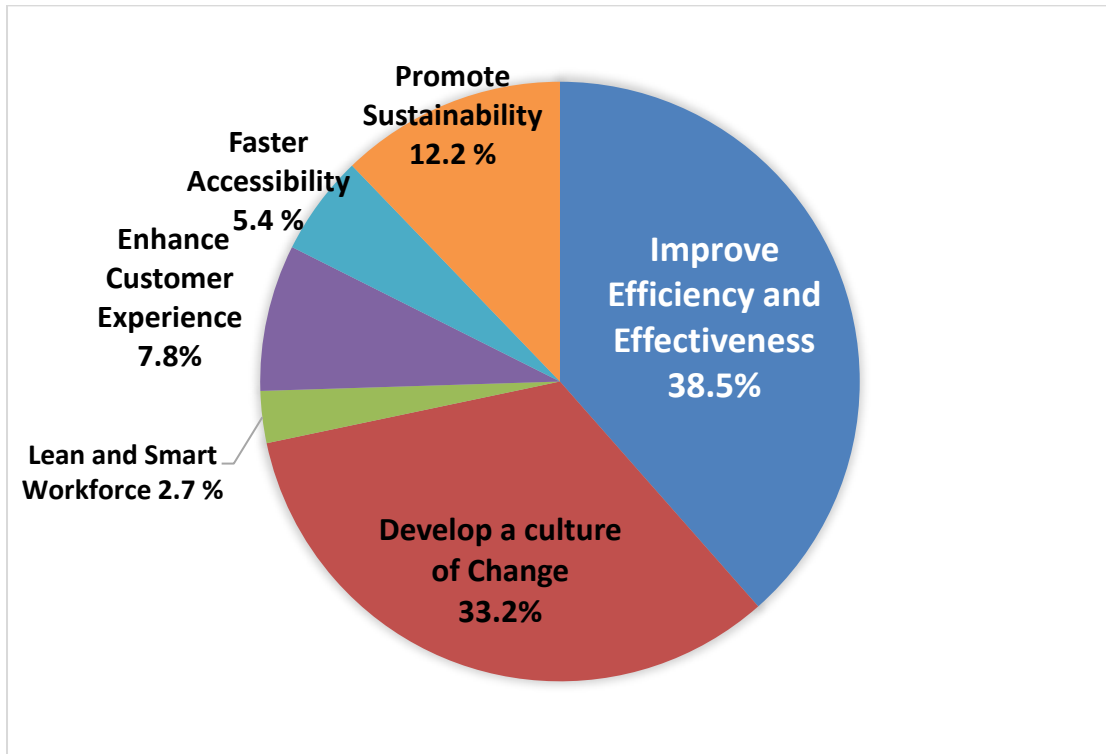
For the month of June 2023, a total of **1,215 officers** have attended training courses organised by CSCM as detailed in the table below:

Number of public officers trained in June 2023						
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
A	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Induction Course for Office Management Assistant (OMA) – 2 batches	-	-	50		
2	Foundation course for Newly recruited Management Support Officers (MSO) – 4 batches	-	148	-	-	
3	Workshop on Managing Public Sector Organisations	-	53	-	-	
4	Workshop on Good Governance in Public Sector	-	53	-		
5	Workshop on Leadership Supervision and Team Building	-	53	-	-	
SUB-TOTAL (A)						357
B	Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Risk Management (MOFED)	-	-	-	28	
2	Risk Management (Mauritius Prisons Ltd)	-	-	-	17	
3	Customer Care & Communication (PSC)	-	12	-	-	
4	Stress Management (Ministry of Gender)	-	8	12	8	
5	Event Management (Ministry of Gender)	-	2	19	1	
6	Managerial /Supervisory Skills & Customer (The Mauritius Post Ltd)	-	-	-	114	
7	Business Continuity Plan (Ministry of Housing and Land Use Planning)	-	-	-	19	
8	Legal Issues for Human Resource Cadre (Ministry of Public Service, Administrative & Institutional Reforms)	-	-	-	24	
9	Ergonomics & Manual Handling (Agricultural Marketing Board)	23	-	-	-	

10	Customer Relationship Management, Customer Focus & Communication (BPML)	2	7	10	4	
11	Registry Procedures (Mauritius Prison Service)	-	10	-	-	
12	Leadership & Supervisory Skills (Wastewater Management Authority)	-	1	-	14	
13	Performance Management System (SEDEC)	-	-	-	61	
14	Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms)	-	6	22	2	
15	Cyber Risk Assessment (NCB/GOC)	-		14	1	
16	Effective Minutes Writing (Ministry of Gender Equality and Family Welfare)	-	2	11	1	
17	Effective Communication and Interpersonal Skills (Ministry of Gender Equality and Family Welfare)	-	1	11	1	
SUB-TOTAL (B)						468
C	Courses based on TNA					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Tender Preparation and Evaluation	-	5	14	7	
2	Advanced Microsoft Excel (3 batches)	-	78	27	7	
3	Effective Communication & Interpersonal Skills	-	23	4	--	
4	Transformational Leadership & Emotional Intelligence	-	15	17	4	
5	Registry Procedures	2	39			
6	Data Analytics		11	3	5	
7	First Aid	2	7	4	1	
8	Project Management	-	-	37	9	
SUB-TOTAL (C)						324
D	E-learning Courses on iTrain/Online courses					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	i-train	-	5	57	4	66
SUB-TOTAL (D)						
TOTAL(A+B+C+D+E)						1,215

Action Plan Deployment – JUNE 2023

In line with the approved Strategic Plan of the College, the table at **Annex 3** provides details pertaining to the training courses, output and outcomes under each of the seven identified thrusts.



For the current Financial Year, that is, from July 2022 to 30 June 2023, the CSCM has trained 9,373 public officers.

Gender Distribution Per Category – JUNE 2023

A: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
1. Induction Course for OMA	4	46
2. Foundation course for Newly recruited Management Support Officers	28	120
3. Workshop on Managing Public Sector Organisation	16	37
4. Workshop on Good Governance in Public Sector	16	37
5. Workshop on Leadership Supervision and Team Building	16	37
B: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
1. Risk Management (MOFED)	9	19
2. Risk Management (Mauritius Prisons Ltd)	12	5
3. Customer Care & Communication (PSC)	4	8
4. Stress Management (Ministry of Gender)	6	22
5. Event Management (Ministry of Gender)	5	17
6. Managerial /Supervisory Skills & Customer (The Mauritius Post Ltd)	35	79
7. Business Continuity Plan (Ministry of Housing and Land Use Planning)	9	10
8. Legal Issues for Human Resource Cadre (Ministry of Public Service, Administrative & Institutional Reforms)	5	19
9. Ergonomics & Manual Handling (Agricultural Marketing Board)	23	-
10. Customer Relationship Management, Customer Focus & Communication (BPML)	16	7
11. Registry Procedures (Mauritius Prison Service)	3	7
12. Leadership & Supervisory Skills (Wastewater Management Authority)	9	6
13. Performance Management System (SEDEC)	17	44
14. Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms)	4	26
15. Training Course on Cyber Risk Assessment (NCB/GOC)	12	3
16. Training Course on Effective Minutes Writing (Ministry of Gender Equality and Family Welfare)	-	14
17. Training Course on Effective Communication and Interpersonal Skills (Ministry of Gender Equality and Family Welfare)	-	13

C: Courses based on TNA	Male	Female
1.Tender Preparation and Evaluation	15	11
2.Advanced Microsoft Excel	19	67
3.Effective Communication & Interpersonal Skills	5	22
4.Transformational Leadership & Emotional Intelligence	7	29
5.Registry Procedures	9	32
6.Data Analytics	7	12
7.First Aid	4	10
8.Project Management	37	11
9.Advanced Microsoft Excel	9	18
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain	18	48
Total	379	836

Trainer/s Per Training Course – June 2023

A: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Induction Course for Office Management Assistants(OMAs)	Mr Dunpath, Mrs Ramnauth, Mr Coolen, Mr Koonjal, Mr Boodhun, Mrs Abdoula, Mr Ganoo, Mrs Muthoora, Mr Mosafeer, & Mrs Gobin-Jeeban
Foundation course for Newly recruited Management Support Officers (MSOs)	Mrs Ramnauth, Mr Coolen, Mr Koonjal, Mr Boodhun, Mrs Abdoula, Mr Ganoo, Mr Mario Hennequin
Workshop on Managing Public Sector Organisations	Mr Hauroo
Workshop on Good Governance in Public Sector	Mrs Kaleechurn
Workshop on Leadership Supervision and Team Building	Mrs Hajee Abdoula
B: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
Risk Management (MoFED)	Dr Appasamy
Risk Management (Mauritius Prisons Ltd)	Dr Abacousnac
Customer Care & Communication (PSC)	Miss Bissiere
Stress Management (Ministry of Gender)	Mr Dosooye
Event Management (Ministry of Gender)	Mr Boodhun
Managerial /Supervisory Skills & Customer (The Mauritius Post Ltd)	Dr Appasamy, Mr Ramsurrun and Mr Juwaheer
Business Continuity Plan (Ministry of Housing and Land Use Planning)	Dr Doobree
Legal Issues for Human Resource Cadre (Ministry of Public Service, Administrative & Institutional Reforms)	Mr Bhatoo, Mr Hauroo, Mrs Prayag-Rajcoomar, Prof Torul, Me Toulouse & Mr Seechurn
Ergonomics & Manual Handling (Agricultural Marketing Board)	Mr Boodhoo
Customer Relationship Management, Customer Focus & Communication (BPML)	Mr Juwaheer
Registry Procedures (Mauritius Prison Service)	Mr Mudali
Leadership & Supervisory Skills (Wastewater Management Authority)	Dr Appasamy
Performance Management System (SEDEC)	Mrs Kallychurn

Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms)	Mrs Gregoire
Training Course on Cyber Risk Assessment (NCB/GOC)	Mr Goolamally
Training Course on Effective Minutes Writing (Ministry of Gender Equality and Family Welfare)	Mr Hauroo
Training Course on Effective Communication and Interpersonal Skills(Ministry of Gender Equality and Family Welfare)	Miss Bissiere
C: Courses based on TNA	Trainer/s
Tender Preparation and Evaluation	Mr Mosafeer
Advanced Microsoft Excel	Mrs Jeeban
Effective Communication & Interpersonal Skills	Miss Bundhoo
Transformational Leadership & Emotional Intelligence	Mr Ramsurun
Registry Procedures	Mrs Muthoorah
Data Analytics	Mr Dorasami
First Aid	Mr Chiniah
Project Management	Mr Ramsurun and Mr Ganoo
D: E-learning Courses on iTrain/Online courses	Trainer/s
iTrain	N/A

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	1. Managerial /Supervisory Skills & Customer	114	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.6, after the training it was 7.18; • At least 96.2% of participants agreed that their knowledge had improved as a result of the training; • According to 97.1% of participants, the training was connected to their jobs
	2. Legal Issues for Human Resource Cadre	24	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.7, afterwards it was 7.93; • At least 90.3% agreed that the training was effective; • 96.7% of participants stated that the training was related to their duties;
	3. Registry Procedures	51	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 6.4, afterwards it was 9.2; • At least 93.0% agreed that the training was effective; • 94.6% stated that the training is applicable and useful to their work;
	4. Leadership & Supervisory Skills	15	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.3, after the training it was 8.7; • 80% of participants agreed that their knowledge had improved as a result of the training; • 75% of participants stated that the training was connected to their jobs; • 75% of participants said they could use the training to their jobs and find it valuable;
	5. Performance Management System	61	<ul style="list-style-type: none"> • At least 95.4% agreed that the training was effective; • 92.8% of participants stated that the training was related to their duties; • 94.5% stated that the training is applicable and useful to their work;
	6. Training Course on Effective Minutes Writing	14	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 6.5, after the training it was 9.4; • 93.0% 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;

			<ul style="list-style-type: none"> • 86.0% of participants said they could use the training to their jobs and find it valuable;
	7.Tender Preparation and Evaluation	26	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.74, after the training it was 6.4; • At least 72.2% of participants agreed that their knowledge had improved as a result of the training; • According to 83.3% of participants, the training was connected to their jobs;
	8.Advanced Microsoft Excel	86	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 2.8, after the training it was 8.3; • 91.3% agreed that the training was effective; • 77.3% of participants mentioned that the training was work related; • 73.9% stated that the training is applicable and useful to their work;
	9.Project Management	48	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.7, after the training it was 9.1; • At least 94.0% agreed that the training was effective; • 92.0% of participants stated that the training was related to their duties; • 93% stated that the training is applicable and useful to their work;
	10.Advanced Microsoft Excel	27	<ul style="list-style-type: none"> • At least 93.6% of participants agreed that their knowledge had improved as a result of the training; • According to 92.8% of participants, the training was connected to their jobs; • 95.8% of participants said they could use the training to their jobs and find it valuable;
2. Develop a culture of change	1.Induction Course for OMA	50	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 2.3, afterwards it was 8.33; • At least 82% agreed that the training was effective; • 93% of participants stated that the training was related to their duties; • 91% stated that the training is applicable and useful to their work;

2.Foundation course for Newly recruited Management Support Officers	148	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4, afterwards it was 8.3; • At least 87.0% agreed that the training was effective; • 88.0% of participants stated that the training was related to their duties;
3.Workshop on Managing Public Sector Organisation	53	<ul style="list-style-type: none"> • At least 96.7% of participants agreed that their knowledge had improved as a result of the training; • According to 98.1% of participants, the training was connected to their jobs; • 97.7% of participants said they could use the training to their jobs and find it valuable;
4.Workshop on Leadership Supervision and Team Building	53	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5, afterwards it was 9; • At least 92.5% agreed that the training was effective; • 89% of participants stated that the training was related to their duties; • 95% stated that the training is applicable and useful to their work;
5.Induction Course for Office Management Assistants(OMAs)	26	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.1, afterwards it was 7.25; • At least 68.8% agreed that the training was effective; • 57.2% of participants stated that the training was related to their duties; • 66.7% stated that the training is applicable and useful to their work;
6.Risk Management (MOFED)	28	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.31, afterwards it was 5.64; • At least 90.9% 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;
7.Risk Management (Mauritius Prisons Ltd)	17	<ul style="list-style-type: none"> • At least 95.4% agreed that the training was effective; • 92.8% of participants stated that the training was related to their duties; • 94.5% stated that the training is applicable and useful to their work;
8.Business Continuity Plan (Ministry of Housing and Land Use Planning)	19	<ul style="list-style-type: none"> • At least 90% of participants agreed that their knowledge had improved as a result of the training; • According to 100% of participants, the training was connected to their jobs;

			<ul style="list-style-type: none"> 100% of participants said they could use the training to their jobs and find it valuable;
	9.Transformational Leadership & Emotional Intelligence	36	<ul style="list-style-type: none"> Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.47, after the training it was 9.2; At least 96.7% of participants agreed that their knowledge had improved as a result of the training; 93.6% of participants, the training was connected to their jobs;
3. Create a Lean and Smarter Workforce	1.Training Course on Cyber Risk Assessment (NCB/GOC)	15	<ul style="list-style-type: none"> Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.75, afterwards it was 8.4; At least 100.0% agreed that the training was effective; 100.0% of participants stated that the training was related to their duties; 75.0% stated that the training is applicable and useful to their work;
	2.Data Analytics	19	<ul style="list-style-type: none"> Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.67, after the training it was 8.0; At least 88.8% of participants agreed that their knowledge had improved as a result of the training; 100.0% of participants, the training was connected to their jobs;
4. Enhance Customer Experience	1.Customer Care & Communication	12	<ul style="list-style-type: none"> Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.36, after the training it was 8.09; 98.2% of participants stated that the training was related to their duties; 97.52% stated that the training is applicable and useful to their work;
	2.Event Management	22	<ul style="list-style-type: none"> Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.6, afterwards it was 7.18; At least 94.3% agreed that the training was effective; 97.2% of participants stated that the training was related to their duties; 98.6% stated that the training is applicable and useful to their work;
	3.Customer Relationship Management, Customer Focus & Communication	23	<ul style="list-style-type: none"> Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.0, after the training it was 6;

			<ul style="list-style-type: none"> • At least 88.0% of participants agreed that their knowledge had improved as a result of the training; • 100% of participants, the training was connected to their jobs;
	4.Training Course on Effective Communication and Interpersonal Skills	13	<ul style="list-style-type: none"> • 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 use the training to their jobs and find it valuable;
	5.Effective Communication & Interpersonal Skills	27	<ul style="list-style-type: none"> • 96.1% agreed that the training was effective; • 82.3% of participants stated that the training was related to their duties; • 92.2% stated that the training is applicable and useful to their work;
5. Foster Accessibility	1. iTrain	66	
6. Promote Sustainability	1.Workshop on Good Governance in Public Sector	53	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 3.8, after the training it was 8.7; • At least 92.7% agreed that the training was effective; • 91.3% of participants mentioned that the training was work related;
	2.Stress Management	28	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.01, afterwards it was 7.51; • At least 88.2% agreed that the training was effective; • 96.6% of participants stated that the training was related to their duties; • 91.8% stated that the training is applicable and useful to their work;
	3.Ergonomics & Manual Handling	23	<ul style="list-style-type: none"> • At least 100% agreed that the training was effective; • 100% of participants stated that the training was related to their duties; • 100% stated that the training is applicable and useful to their work;
	4.Training Course on Gender Mainstreaming	30	<ul style="list-style-type: none"> • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 3.7, after the training it was 8.6; • At least 96% agreed that the training was effective; • 100% of participants mentioned that the training was work related;

			<ul style="list-style-type: none"> • 86% stated that the training is applicable and useful to their work;
	5.First Aid	14	<ul style="list-style-type: none"> • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.3, afterwards it was 7.7; • At least 87.5% agreed that the training was effective; • 100.0% of participants stated that the training was related to their duties; • 98.7% stated that the training is applicable and useful to their work;
7. Enhance Collaboration			
Total		1,215	