

Training Statistics – April 2023

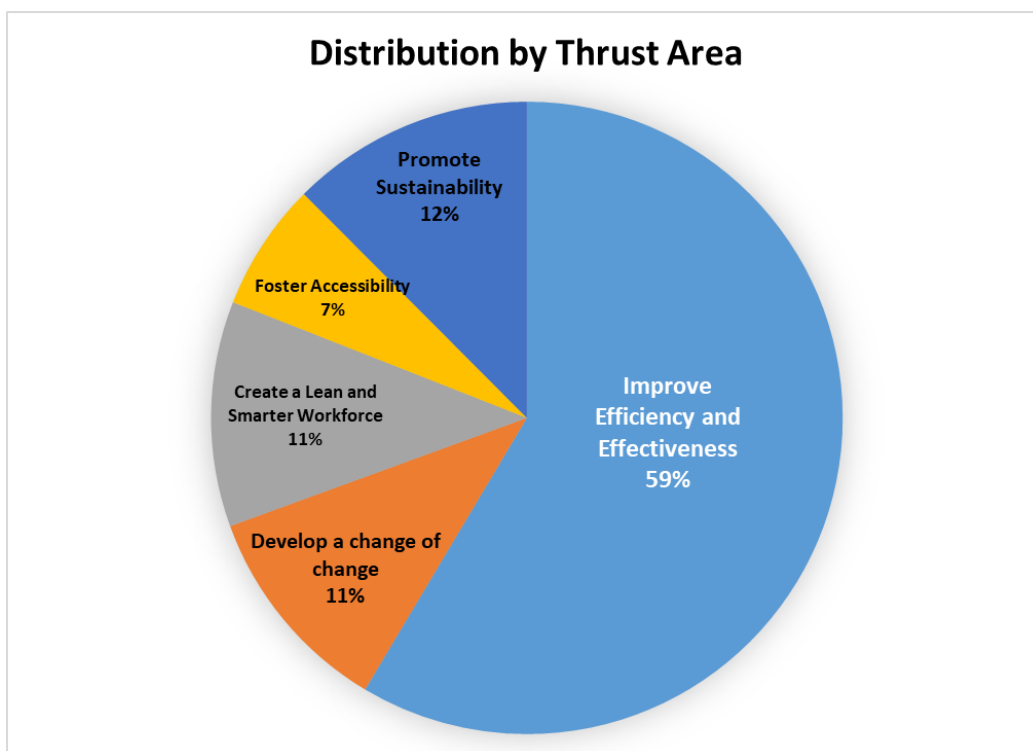
| Number of public officers trained in April 2023 | | | | | | |
|--|--|-------------------------|----------------------|---|--------------------------|------------------|
| SN | Training Programmes | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
| A | Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | | | | | |
| 1 | Training Programme on Improving Communication and Productivity for Workmen's Group (Level 1) | 29 | - | - | - | 29 |
| 2 | Operations and Processes Management Training Programme for Support Staff (Level 2) | - | 44 | - | - | 44 |
| 3 | Training Programme on Leadership & Management (Level 3) | - | - | 81 | - | 81 |
| 4 | Training Programme on Strategic Management & Leadership (Level 4) | - | - | - | 67 | 67 |
| SUB-TOTAL (A) | | | | | | 221 |
| B | Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | | | | | |
| 1 | Induction Course for Office Management Assistants | - | - | 30 | - | 30 |
| 2 | Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK) | - | - | 11 | - | 11 |
| 3 | Workshop on Decision Making (Intermediate OMA CPD UK) | - | - | 11 | - | 11 |
| 4 | Workshop on Productivity and Quality Management (Intermediate OMA CPD UK) | - | - | 11 | - | 11 |
| 5 | Induction Word Processing Operators (2 batches) | - | 46 | - | - | 46 |
| 6 | Business Continuity Plan for Ministry of Health & Wellness | - | - | - | 17 | 17 |
| 7 | Induction Course for Human Resource Executives | - | - | - | 31 | 31 |
| 8 | Workshop on Managing Work Analysis (Intermediate OME CPD UK) | - | - | - | 15 | 15 |
| 9 | Workshop on Managing Conflict (Intermediate OME CPD UK) | - | - | - | 15 | 15 |
| 10 | Workshop on IT Practice (Intermediate OME CPD UK) | - | - | - | 15 | 15 |
| SUB-TOTAL (B) | | | | | | 202 |

| C Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies | | | | | | |
|---|--|-------------------------|----------------------|---|--------------------------|------------------|
| SN | Training Programmes | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
| 1 | Financial Management, Procurement and Supply (Ministry of Public Service, Administrative & Institutional Reforms) | - | 5 | 2 | 2 | 9 |
| 2 | Counselling Techniques and Skills (PMO, RYC) | - | 8 | 5 | 3 | 16 |
| 3 | Ergonomics and Manual Handling (AMB) | 15 | - | - | - | 15 |
| 4 | Effective Communication, Personal Grooming and Business Etiquette (Ministry of Financial Services and Good Governance) | - | 2 | 5 | 8 | 15 |
| 5 | Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) | - | 10 | 18 | 2 | 30 |
| 6 | Autocad (Office of Electoral Commissioner) | - | - | 12 | - | 12 |
| 7 | Statutory Interpretations of Children's Act 2020 (Ministry of Gender) | - | - | 28 | - | 28 |
| 8 | Management and Leadership (Ministry Of Health & Wellness) | 3 | 12 | 5 | 9 | 29 |
| 9 | Gender Mainstreaming (Ministry of Labour, Human Resource Development and Training) (2 batches) | - | 19 | 13 | 18 | 50 |
| 10 | Data Analytics (MOFED) | - | - | 28 | 2 | 30 |
| SUB-TOTAL (C) | | | | | | 234 |
| D Courses based on TNA | | | | | | |
| SN | Training Programmes | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
| 1 | Court Proceedings | - | 6 | 6 | 20 | 32 |
| 2 | Public Sector Financial Management | - | 1 | 11 | 14 | 26 |
| 3 | Cybersecurity Fundamentals | - | 17 | 1 | 11 | 29 |
| 4 | Advanced Microsoft Excel (2 Batches) | - | 30 | 15 | 13 | 58 |
| 5 | First Aid | 3 | 3 | 6 | - | 12 |
| 6 | Tender Preparation & Evaluation | - | 4 | 18 | 3 | 25 |
| SUB-TOTAL (D) | | | | | | 182 |
| E E-learning Courses on iTrain/Online courses | | | | | | |
| SN | Training Programmes | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
| 1 | i-train | 16 | 2 | - | 8 | 26 |
| SUB-TOTAL (E) | | | | | | 26 |
| TOTAL(A+B+C+D+E) | | | | | | 865 |

3. In addition to the number of officers trained by the College, the tables at Annexes 1 & 2 provides the following information:
- (i) **Annex 1:** Gender distribution of public officers who attended training courses; and
 - (ii) **Annex 2:** list of Trainers/Resource Persons who delivered training sessions.

4. Action Plan Deployment – April 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.



5. For the current Financial Year, that is, from July 2022 to 30 April 2023, the CSCM has trained 5,943 public officers.
6. The Board will be kept informed of the activities of the College.

Gender Distribution Per Category

| A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | Male | Female |
|--|-------------|---------------|
| Training Programme on Improving Communication and Productivity for Workmen's Group (Level 1) – 1 batch | 22 | 7 |
| Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 batches | 12 | 32 |
| Training Programme on Leadership & Management (Level 3) – 2 batches | 33 | 49 |
| Training Programme on Strategic Management & Leadership (Level 4) – 2 batches | 33 | 34 |
| B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | Male | Female |
| Induction Course for Office Management Assistants | 6 | 24 |
| Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK) | 1 | 10 |
| Workshop on Decision Making (Intermediate OMA CPD UK) | 1 | 10 |
| Workshop on Productivity and Quality Management (Intermediate OMA CPD UK) | 1 | 10 |
| Induction Word Processing Operators (2 batches) | 6 | 40 |
| Business Continuity Plan for Ministry of Health & Wellness | 12 | 5 |
| Induction Course for Human Resource Executives | 5 | 26 |
| Workshop on Managing Work Analysis (Intermediate OME CPD UK) | 6 | 9 |
| Workshop on Managing Conflict (Intermediate OME CPD UK) | 6 | 9 |
| Workshop on IT Practice(Intermediate OME CPD UK) | 6 | 9 |
| C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies | Male | Female |
| Financial Management, Procurement and Supply (Ministry of Public Service, Administrative & Institutional Reforms) | 4 | 5 |
| Counselling Techniques and Skills (PMO, RYC) | 9 | 7 |
| Ergonomics and Manual Handling (AMB) | 13 | 2 |
| Effective Communication, Personal Grooming and Business Etiquette (Ministry of Financial Services and Good Governance) | 2 | 13 |
| Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) | 3 | 27 |
| Autocad (Office of Electoral Commissioner) | 3 | 9 |
| Statutory Interpretations of Children's Act 2020 (Ministry of Gender) | 4 | 24 |
| Management and Leadership (Ministry Of Health & Wellness) | 15 | 14 |

| | | |
|--|-------------|---------------|
| Gender Mainstreaming (Ministry of Labour, Human Resource Development and Training) (2 batches) | 8 | 41 |
| Data Analytics (MOFED) | 16 | 14 |
| D: Courses based on TNA | Male | Female |
| Court Proceedings | 7 | 25 |
| Public Sector Financial Management | 4 | 22 |
| Cybersecurity Fundamentals | 11 | 18 |
| Advanced Microsoft Excel (2 Batches) | 12 | 46 |
| First Aid | 4 | 8 |
| Tender Preparation & Evaluation | 5 | 20 |
| E: E-learning Courses on iTrain/Online courses | Male | Female |
| iTrain | 3 | 23 |
| Total | 273 | 592 |

Trainer/s Per Training Course

| A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | Trainer/s |
|---|---|
| Training Programme on Improving Communication and Productivity for Workmen's Group (Level 1) – 4 batches | Mr S. Ghumaria, Mrs N. Hajee Abdoula, Mr T. Ganoo, Representative from Arm Reduction Unit |
| Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 batches | Mr T. Ganoo, Mr U. Juwaheer, Mr R. Reedoye & Dr B. Appasamy |
| Training Programme on Leadership & Management (Level 3) – 4 batches | Dr B. Appasamy, Mr S. Ramgolam, Mr V. Dorasami, Mr T. Ganoo |
| Training Programme on Strategic Management & Leadership (Level 4) – 2 batches | Mr S. Ramgolam, Dr V. Ancharaz, Dr B. Appasamy, Mr S. Beerbul, Dr B. Achameeing |
| B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | Trainer/s |
| Induction Course for Office Management Assistants | Mr T. Dunpath, Mrs S. Ramnauth, Mr S. Coolen, Mr K. Koonjal, Mr Boodhun, Mrs N. Hajee Abdoula, Mr T. Ganoo, Mrs M. Muthoora, Mr K. Mosafeer, Mr M. S. U. Kassim, Mr O. Ramooah, Mr R. P. Ramlugun & Mrs N. Gobin-Jeeban |
| Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK) | Mr V. Dorasami |
| Workshop on Decision Making (Intermediate OMA CPD UK) | Mr S. Ramsurrun |
| Workshop on Productivity and Quality Management (Intermediate OMA CPD UK) | Mr T. Ganoo |
| Induction Word Processing Operators (2 batches) | Mr T. Dunpath, Mr R. Heerah, Representative of MOH & Miss C. Poonyth |
| Business Continuity Plan for Ministry of Health & Wellness | Dr B. Appasamy |
| Induction Course for Human Resource Executives | Mr S. D. Jannoo, Mr S. Ramgolam, Mr T. Dunpath, Mr S. Ghumaria, Mrs. Y. Mamode Cassim, Ms M. Bissiere, Mr S Coolen |
| Workshop on Managing Work Analysis (Intermediate OME CPD UK) | Dr B. Abacousnac |
| Workshop on Managing Conflict (Intermediate OME CPD UK) | Prof. V.P Torul |
| Workshop on IT Practice(Intermediate OME CPD UK) | Mrs N. Gobin-Jeeban |

| C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies | Trainer/s |
|--|--|
| Financial Management, Procurement and Supply (Ministry of Public Service, Administrative & Institutional Reforms) | Mrs S. Ramnauth & Mr K. Mosafeer |
| Counselling Techniques and Skills (PMO, RYC) | Dr. A. Boyramboli |
| Ergonomics and Manual Handling (AMB) | Mr Boodhoo |
| Effective Communication, Personal Grooming and Business Etiquette (Ministry of Financial Services and Good Governance) | Dr V. Ladkoo |
| Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) | Mrs V. Rene |
| Autocad (Office of Electoral Commissioner) | Mr A. Teeluck |
| Statutory Interpretations of Children's Act 2020 (Ministry of Gender) | Representatives from DPP Office |
| Management and Leadership (Ministry Of Health & Wellness) | Dr B. Appasamy, Mr V. Dorasami, Mrs N. Hajee Abdoula, Mr U. Juwaheer, Dr T. Bungshy, Dr L. Nuckchady, Dr S. K. Gungadin, Mrs S. Ramnauth |
| Gender Mainstreaming (Ministry of Labour, Human Resource Development and Training) (2 batches) | Mrs V. Jodhoa |
| Data Analytics (MOFED) | Mr V. Dorasami |
| D: Courses based on TNA | Trainer/s |
| Court Proceedings | Me I. Collendavelloo |
| Public Sector Financial Management | Mrs S. Ramnauth |
| Cybersecurity Fundamentals | Mr V. Dorasami |
| Advanced Microsoft Excel (2 Batches) | Mrs N. Gobin-Jeeban |
| First Aid | Trainers from St John Ambulance |
| Tender Preparation & Evaluation | Mr C. Kwong Waye & Mr L. Harnamsing |
| E: E-learning Courses on iTrain/Online courses | Trainer/s |
| iTrain | N/A |

| Thrust Areas | Training Courses | Output | Outcomes |
|--|---|--------|--|
| 1.Improve Efficiency and Effectiveness | 1. Advanced Microsoft Excel | 58 | <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 2.5, after the training it was 7.8; • At least 93.8% of participants agreed that their knowledge had improved as a result of the training; • According to 85.8% of participants, the training was connected to their jobs; • 85.7% of participants said they could use the training to their jobs and find it valuable; |
| | 2. Financial Management, Procurement and Supply | 9 | <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 4.2, after the training it was 9.5; • 97.5% agreed that the training was effective; • 94.0% of participants mentioned that the training was work related; • 93.2% stated that the training is applicable and useful to their work; |
| | 3. Ergonomics and Manual Handling | 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 3.1, after the training it was 8.3; • At least 88.7% of participants agreed that their knowledge had improved as a result of the training; • According to 90.1% of participants, the training was connected to their jobs; • 97.6% of participants said they could use the training to their jobs and find it valuable; |
| | 4. Statutory Interpretations of Children’s Act 2020 | 28 | <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 5.2, after the training it was 8.11; • At least 97.4% of participants agreed that their knowledge had improved as a result of the training; • According to 97.2% 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; |

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| | 5. Court Proceedings | 32 | <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 4.58, after the training it was 7.83; • At least 92.5% of participants agreed that their knowledge had improved as a result of the training; • According to 96.3% 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; |
| | 6. Public Sector Financial Management | 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 6.42, afterwards it was 8.13; • At least 98.7% agreed that the training was effective; • 98.7% of participants stated that the training was related to their duties; • 93.0% stated that the training is applicable and useful to their work; |
| | 7. Tender Preparation & Evaluation | 25 | <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 3.74, after the training it was 6.85; • At least 92.4% 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; • 72.2% of participants said they could use the training to their jobs and find it valuable; |
| | 8. Induction Course for Human Resource Executives | 31 | <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; |
| | 9. Induction Word Processing Operators | 46 | <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 2.7, after the training it was 8.4; • 88.0% agreed that the training was effective; • 94.0% of participants mentioned that the training was work related; • 94.0% stated that the training is applicable and useful to their work; |

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|--|---|----|---|
| | 10. Induction Course for Office Management Assistants | 30 | <ul style="list-style-type: none"> • At least 89.6% 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; • 92.8% of participants said they could use the training to their jobs and find it valuable; |
| | 11. Operations and Processes Management Training Programme for Support Staff (Level 2) | 44 | <ul style="list-style-type: none"> • At least 96.3% agreed that the training was effective; • 92.4% of participants stated that the training was related to their duties; • 93.6% stated that the training is applicable and useful to their work; |
| | 12. Training Programme on Leadership & Management (Level 3) | 81 | <ul style="list-style-type: none"> • At least 94.9% agreed that the training was effective; • 92.8% of participants stated that the training was related to their duties; • 91.5% stated that the training is applicable and useful to their work; |
| | 13. Training Programme on Strategic Management & Leadership (Level 4) | 67 | <ul style="list-style-type: none"> • At least 98.6% agreed that the training was effective; • 93.6% of participants stated that the training was related to their duties; • 91.7% stated that the training is applicable and useful to their work; |
| | 14. Improving Communication and Productivity Training Programme for Workmen's Group (Level 1) | 29 | <ul style="list-style-type: none"> • At least 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; |

| | | | |
|--|--|----|--|
| 2. Develop a culture of change | 1. Business Continuity Plan | 17 | <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 8.5; • At least 100.0% agreed that the training was effective; • 97.2% of participants stated that the training was related to their duties; • 96.3% stated that the training is applicable and useful to their work; |
| | 2. Management and Leadership | 29 | <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 5.6, afterwards it was 8.67; • At least 100.0% agreed that the training was effective; • 100.0% of participants stated that the training was related to their duties; • 100.0% stated that the training is applicable and useful to their work; |
| | 3. Intermediate OMA CPD UK – Workshop on Decision Making | 11 | * part of Intermediate OMA CPD UK |
| | 4. Intermediate OMA CPD UK – Workshop on Productivity and Quality Management | 11 | * part of Intermediate OMA CPD UK |
| 3. Create a Lean and Smarter Workforce | 1. Autocad | 12 | <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 5.2, afterwards it was 7.65; • At least 95.4% agreed that the training was effective; • 92.3% of participants stated that the training was related to their duties; • 93.5% stated that the training is applicable and useful to their work; |
| | 2. Data Analytics | 11 | <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 2.67, afterwards it was 8.0; • At least 88.8% agreed that the training was effective; • 100.0% of participants stated that the training was related to their duties; • 86.7% stated that the training is applicable and useful to their work; |

| | | | |
|--------------------------------|---|----|---|
| | 3. Cybersecurity Fundamentals | 29 | <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 2.9, after the training it was 7.3; • At least 89.1% of participants agreed that their knowledge had improved as a result of the training; • According to 93.1% of participants, the training was connected to their jobs; 93.0% of participants said they could use the training to their jobs and find it valuable; |
| | 4. Intermediate OMA CPD UK - Workshop on Fundamentals of Data Analytics | 11 | * part of Intermediate OMA CPD UK |
| 4. Enhance Customer Experience | 1. Effective Communication, Personal Grooming and Business Etiquette | 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 4.23, afterwards it was 9.1; • At least 90.3% agreed that the training was effective; • 91.6% of participants stated that the training was related to their duties; • 92.7% stated that the training is applicable and useful to their work; |
| 5. Foster Accessibility | 1. iTrain | 26 | |
| | 2. Intermediate OMA CPD UK – Workshop on IT Practice | 11 | * part of Intermediate OMA CPD UK |
| 6. Promote Sustainability | 1. Counselling Techniques and Skills | 16 | <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 2.8, 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; • 97.8% stated that the training is applicable and useful to their work; |

| | | | |
|--------------------------|-------------------------------------|------------|---|
| | 2. Gender Mainstreaming (3 batches) | 80 | <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 3.1, afterwards it was 7.16; • At least 94.5% agreed that the training was effective; • 94.1% of participants stated that the training was related to their duties; • 88.8% stated that the training is applicable and useful to their work; |
| | 3. First Aid | 12 | <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 1.3, afterwards it was 7.0; • At least 75.0% agreed that the training was effective; • 66.6% of participants stated that the training was related to their duties; • 100.0% stated that the training is applicable and useful to their work; |
| 7. Enhance Collaboration | | | |
| Total | | 865 | |