# Training Statistics – March 2023

| SN | Training Programmes | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
|---|---|---|---|---|---|---|
| Number of public officers trained in March 2023 |||||||
| A | Capacity and Capability Development Programmes (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) ||||||
| 1 | Training Programme on Improving Communication and Productivity for Workmen's Group (Level 1) (4 batches) | 124 | - | - | - | 124 |
| 2 | Training Programme on Operations and Processes Management for Support Staff (Level 2) (4 batches) | - | 125 | - | - | 125 |
| 3 | Training Programme on Leadership & Management (Level 3) (4 batches) | - | - | 119 | - | 119 |
| 4 | Training Programme on Strategic Management & Leadership (Level 4) (3 batches) | - | - | - | 78 | 78 |
| | SUB-TOTAL (A) | | | | | 446 |
| B | Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) ||||||
| 1 | Train The Trainer Course | - | - | 22 | 2 | 24 |
| 2 | Workshop on Leadership, Supervision and Team Building (2 batches) - *Award Course in Effective Office Management & Supervision for Office Management Assistants* | - | 48 | - | - | 48 |
| 3 | Intermediate Course for Office Management Executive - CPD UK | - | - | - | 16 | 16 |
| 4 | Induction Course for Word Processing Operators | - | 30 | - | - | 30 |
| 5 | Communication & Interpersonal Skills for Human Resource Executives | - | - | - | 27 | 27 |
| 6 | Financial Management, Procurement and Supply | - | 6 | 2 | 2 | 10 |
| 7 | Workshop on Communication - *Advanced Secretarial Course for Confidential Secretaries* | - | 28 | - | - | 28 |
| | SUB-TOTAL (B) | | | | | 183 |
| C | Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies ||||||
| SN | Training Programmes/Courses | Work men's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
| 1 | Writing Effective Minutes of Meeting (State Trading Corporation) – 2 batches | - | 20 | 10 | 17 | 47 |
| 2 | International Public Sector Accounting Standards (Financial Services Commission) | - | - | - | 10 | 10 |

| SN | Training Programmes/courses | Workmen's Group | Support Staff | Frontline/ Supervisory/ Technical Grades | Middle Management | Sub-total |
|---|---|---|---|---|---|---|
| 3 | Ethics, Integrity and Governance (Ministry of Financial Services and Good Governance) | - | 5 | 4 | 11 | 20 |
| 4 | Risk Management - Ministry of Labour, Human Resource Development and Training (HRDT Division) | - | 1 | 3 | 12 | 16 |
| 5 | Gender Mainstreaming - Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) | 1 | 11 | 17 | 1 | 30 |
| 6 | Public Sector Financial Management (Central Electricity Board) | - | - | 20 | - | 20 |
| 7 | Advanced Microsoft Excel(Statistics Mauritius) | - | 2 | 25 | 3 | 30 |
| 8 | Writing Skills for Parliamentary Questions and Cabinet Documents (Ministry of Foreign Affairs, Regional Integration and International Trade) | - | - | - | 1 | 1 |
| 9 | Floral Decoration (Office of the President) | 8 | - | - | - | 8 |
| | **SUB-TOTAL (C)** | | | | | **182** |
| **D** | **Scheduled Courses based on Training Needs Assessment** | | | | | |
| **SN** | **Training Programmes/courses** | **Workmen's Group** | **Support Staff** | **Frontline/ Supervisory/ Technical Grades** | **Middle Management** | **Sub-total** |
| 1 | Tea Making and Service | 19 | - | - | - | 19 |
| 2 | Writing skills for PQ and Cabinet Documents | - | 2 | 2 | 12 | 16 |
| 3 | Risk Management | - | 9 | 4 | 17 | 30 |
| 4 | First Aid | 5 | 4 | 5 | - | 14 |
| 5 | Advanced Microsoft Excel | - | 14 | 11 | 3 | 28 |
| 6 | Business English | - | 3 | 2 | 9 | 16 |
| 7 | Registry Procedures | - | 18 | 1 | - | 19 |
| 8 | Writing Effective Minutes of Meetings | - | 24 | 7 | 1 | 32 |
| | **SUB-TOTAL (D)** | | | | | **174** |
| **E** | **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 | | 13 | 2 | 8 | 23 |
| | **SUB-TOTAL (E)** | | | | | **23** |
| | **TOTAL(A+B+C+D+E)** | | | | | **1008** |

2.      In addition to the number of officers trained by the College, the table at *Annex 1* provides information pertaining to the Gender distribution of public officers who attended training courses.

## 3. Action Plan Deployment – March 2023

In line with the approved Strategic Plan of the College, the table at **Annex 2** provides details pertaining to the training courses, output and outcomes under each of the seven identified thrusts. The pie chart below gives a percentile representation of the training courses classified under four thrust areas.
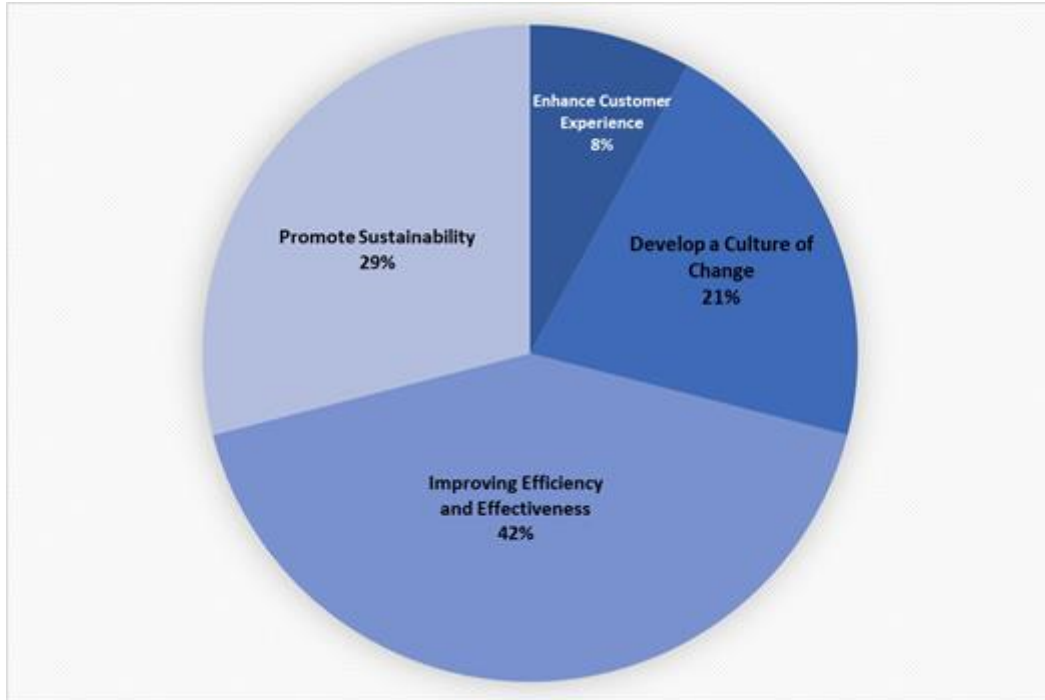


4. For the current Financial Year, that is, from July 2022 to 31 March 2023, the CSCM has trained 5,078 public officers.

## *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) – 4 batches | 77 | 47 |
| Operations and Processes Management Training Programme for Support Staff (Level 2) – 4 batches | 28 | 96 |
| Training Programme on Leadership & Management (Level 3) – 4 batches | 42 | 77 |
| Training Programme on Strategic Management & Leadership ( Level 4) – 3 batches | 48 | 30 |
| **B: Other Courses** (sponsored by Ministry of Public Service, Administrative and Institutional Reforms) | **Male** | **Female** |
| Train The Trainer Course | 10 | 14 |
| Award Course in Effective Office Management Supervision - Workshop on Leadership, Supervision and Team Building (2 batches) | 5 | 43 |
| Intermediate Course for Office Management Executive (OME) CPD UK | 6 | 10 |
| Induction Word Processing Operators | 2 | 28 |
| Training Course on Communication & Interpersonal Skills | - | 27 |
| Training Course on Financial Management, Procurement and Supply | 4 | 6 |
| Advanced Secretarial Course for Confidential Secretaries - Workshop on Communication | - | 28 |
| **C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies** | **Male** | **Female** |
| Training Course on Writing Effective Minutes Of Meeting (State Trading Corporation) – 2 batches | 19 | 28 |
| Training Course on International Public Sector Accounting Standards (Financial Services Commission) | 5 | 5 |
| Training Course on Ethics, Integrity and Governance (Ministry of Financial Services and Good Governance) | 5 | 15 |
| Training Course on Risk Management for Ministry of Labour, Human Resource Development and Training (HRDT Division) | 5 | 11 |
| Training Course on Gender Mainstreaming - Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) | 7 | 23 |
| Training Course on Public Sector Financial Management (Central Electricity Board) | 6 | 14 |
| Training Course on Advanced Microsoft Excel(Statistics Mauritius) | 2 | 28 |
| Training Course on Writing Skills for Parliamentary Questions and Cabinet Documents (Ministry of Foreign Affairs, Regional Integration and International Trade) | 1 | - |

| | Male | Female |
|---|---|---|
| Training Course on Floral Decoration (Office of the President) | 2 | 6 |
| **D: Courses based on Training Needs Assessment** | **Male** | **Female** |
| Tea Making and Service | 4 | 15 |
| Writing skills for PQ and Cabinet Documents | 4 | 12 |
| Risk Management | 14 | 16 |
| First Aid | 7 | 7 |
| Advanced Microsoft Excel | 5 | 23 |
| Business English | 2 | 14 |
| Registry Procedures | 4 | 15 |
| Writing Effective Minutes of Meetings | 4 | 28 |
| **E: E-learning Courses on iTrain/Online courses** | **Male** | **Female** |
| iTrain | 2 | 21 |
| **Total** | **320** | **688** |

| Thrust Areas | Training Courses | Output | Outcomes |
|---|---|---|---|
| 1.Improve Efficiency and Effectiveness | 1. Advanced Microsoft Excel | 58 | • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.6, after the training it was 7.62;<br>• At least 92.3% of participants agreed that their knowledge had improved as a result of the training;<br>• According to 92.3% of participants, the training was connected to their jobs;<br>• 87.4% of participants said they could use the training to their jobs and find it valuable; |
| | 2. Floral Decoration | 8 | • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.3, after the training it was 9.2;<br>• 87.5% agreed that the training was effective;<br>• 100.0% of participants mentioned that the training was work related;<br>• 100.0% stated that the training is applicable and useful to their work; |
| | 3. Registry Procedures | 19 | • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.5, after the training it was 9.2;<br>• At least 91.0% of participants agreed that their knowledge had improved as a result of the training;<br>• According to 100.0% of participants, the training was connected to their jobs;<br>• 100.0% of participants said they could use the training to their jobs and find it valuable; |
| | 4. Writing Effective Minutes Of Meeting | 79 | • 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;<br>• 83.3% agreed that the training was effective;<br>• 100.0% of participants mentioned that the training was work related;<br>• 89.0% stated that the training is applicable and useful to their work; |

| | | | |
|---|---|---|---|
| | 5. Tea Making and Service | 19 | |
| | 6. Writing Skills for Parliamentary Questions and Cabinet | 17 | • 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 9.5;<br>• At least 100.0% of participants agreed that their knowledge had improved as a result of the training;<br>• According to 100.0% of participants, the training was connected to their jobs;<br>• 100.0% of participants said they could use the training to their jobs and find it valuable; |
| | 7. Operations and Processes Management Training Programme for Support Staff (Level 2) | 125 | • At least 99.1% agreed that the training was effective;<br>• 91.4% of participants stated that the training was related to their duties;<br>• 98.5% stated that the training is applicable and useful to their work; |
| | 8. Training Programme on Leadership & Management (Level 3) | 119 | • At least 97.0% agreed that the training was effective;<br>• 97.0% of participants stated that the training was related to their duties;<br>• 94.1% stated that the training is applicable and useful to their work; |
| | 9. Training Programme on Strategic Management & Leadership ( Level 4) | 78 | • At least 99.3% agreed that the training was effective;<br>• 90.1% of participants stated that the training was related to their duties;<br>• 90.1% stated that the training is applicable and useful to their work; |
| | 10. Improving Communication and Productivity Training Programme | 124 | • At least 93.2% agreed that the training was effective;<br>• 75.1% of participants stated that the training was related to their duties;<br>• 97.5% stated that the training is applicable and useful to their work; |

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|---|---|---|---|
| | for Workmen's Group (Level 1) | | |
| | 11. Basic Microsoft Excel (iTrain) | 2 | |
| | 12. Budget Preparation and Execution (iTrain) | 3 | |
| | 13. Time Management (iTrain) | 1 | |
| | 14. Managerial Skills (iTrain) | 1 | |
| 2. Develop a culture of change | 1. Business English | 16 | • 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;<br>• At least 68.8% agreed that the training was effective;<br>• 57.2% of participants stated that the training was related to their duties;<br>• 66.7% stated that the training is applicable and useful to their work; |
| | 2. Risk Management | 46 | • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.0, afterwards it was 8.0;<br>• At least 100.0% agreed that the training was effective;<br>• 100.0% of participants stated that the training was related to their duties;<br>• 100.0% stated that the training is applicable and useful to their work; |
| | 3. Award Course in Effective Office Management Supervision – Workshop on Leadership, | 48 | * part of **Award Course in Effective Office Management Supervision** |

| | | | |
|---|---|---|---|
| | Supervision and Team Building (2 batches) | | |
| | 4. Basic Microsoft Powerpoint (iTrain) | 1 | |
| | 5. Basic Microsoft Word (iTrain) | 1 | |
| | 6. Basics of Ict Security (iTrain) | 2 | |
| 3. Enhance Customer Experience | 1. Communication & Interpersonal Skills | 27 | • Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.73, afterwards it was 8.0;<br>• At least 80.0% agreed that the training was effective;<br>• 94.8% of participants stated that the training was related to their duties;<br>• 94.8% stated that the training is applicable and useful to their work; |
| | 2. Advanced Secretarial Course for Confidential Secretaries - Workshop on Communication | 28 | * part of Advanced Secretarial Course |
| | 3. Public Relations (iTrain) | 1 | |
| 4. Promote Sustainability | 1. Train The Trainer | 24 | • Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.0, after the training it was 9.0;<br>• At least 82.0% agreed that the training was effective;<br>• 93.8% of participants mentioned that the training was work related;<br>• 100% stated that the training is applicable and useful to their work; |
| | 2. Financial Management, | 10 | • 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, afterwards it was 7.8; |

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|---|---|---|
| Procurement and Supply | | <ul><li>At least 96.0% agreed that the training was effective;</li><li>100.0% of participants stated that the training was related to their duties;</li><li>96.0% stated that the training is applicable and useful to their work;</li></ul> |
| 3. International Public Sector Accounting Standards | 10 | <ul><li>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;</li><li>At least 90.0% agreed that the training was effective;</li><li>70.0% of participants stated that the training was related to their duties;</li><li>80.0% stated that the training is applicable and useful to their work;</li></ul> |
| 4. Ethics, Integrity and Governance | 20 | <ul><li>Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.4, after the training it was 9.1;</li><li>At least 90.0% of participants agreed that their knowledge had improved as a result of the training;</li><li>According to 80.0% of participants, the training was connected to their jobs;</li><li>100.0% of participants said they could use the training to their jobs and find it valuable;</li></ul> |
| 5. Gender Mainstreaming | 30 | <ul><li>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;</li><li>At least 93.0% of participants agreed that their knowledge had improved as a result of the training;</li><li>According to 100.0% of participants, the training was connected to their jobs;</li><li>86.0% of participants said they could use the training to their jobs and find it valuable;</li></ul> |
| 6. Public Sector Financial Management | 20 | <ul><li>Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 6.43, after the training it was 8.28;</li><li>At least 100.0% of participants agreed that their knowledge had improved as a result of the training;</li><li>According to 100.0% of participants, the training was connected to their jobs;</li><li>98.7% of participants said they could use the training to their jobs and find it valuable;</li></ul> |
| 7. First Aid | 14 | <ul><li>Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.4, afterwards it was 7.6;</li></ul> |

| | | | |
|---|---|---|---|
| | | | • At least 100.0% agreed that the training was effective; <br> • 100.0% of participants stated that the training was related to their duties; <br> • 92.0% stated that the training is applicable and useful to their work; |
| | 8. Code of Ethics for Public Officers (iTrain) | 3 | |
| | 9. Indicators for an Inclusive Green Economy: Introductory & Advanced Course (iTrain) | 2 | |
| | 10. Introduction to Green Economy (iTrain) | 2 | |
| | 11. Stress Management (iTrain) | | |
| **Total** | | **1008** | |