

Training Statistics – February 2023

Number of public officers trained in February 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	Operations and Processes Management Training Programme for Support Staff (Level 2)		25			25
2	Training Programme on Leadership & Management (Level 3)			51		51
3	Training Programme on Strategic Management & Leadership (Level 4)				27	27
	SUB-TOTAL (A)					103
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Induction Course for Office Supervisors		7			7
2	Intermediate Course for Office Management Executive (OME) CPD UK				15	15
3	Business Continuity Management for Attorney General's Office	2	1	6	9	18
4	Professional Development Programme for CS		22			22
5	Award Course in Effective Office Management & Supervision – Workshop on Communication			53		53
6	Professional Development Programme for Word Processing Operators /Senior Word Processing Operators - Workshop on Using Internet and Email		25			25
7	Award Course in Effective Office Management & Supervision – Workshop on Good Governance in the Public Sector			20		20
8	Advanced Secretarial Course - Workshop on Customer Care and Public Relations		23			23
9	Intermediate OMA CPD UK - Workshop on Fundamentals of Data Analytics			13		13
10	Intermediate OMA CPD UK - Workshop on Decision Making			12		12
11	Intermediate OMA CPD UK - Workshop on Productivity and Quality Management			12		12
12	Award Course in Effective Office Management & Supervision – Workshop on Good Governance in the Public Sector			24		24
	SUB-TOTAL (B)					244

C Customised Courses						
SN	Training Programmes	Work men's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Risk Management (Ministry of Environment, Solid Waste Management and Climate Change)		1	2	16	19
2	Court Proceedings (Ministry of Gender Equality and Family Welfare)			17	10	27
3	Customer Service & Communication Interpersonal Skills (SICOM Ltd) – 2 batches	18				18
SUB-TOTAL (C)						64
D Competency-based Courses						
SN	Training Programmes	Work men's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Court Proceedings		5	10	12	27
2	First Aid	9	8	2		19
3	Public Sector Financial Management		1	14	16	31
4	Advanced Microsoft Excel		9	20		29
SUB-TOTAL (D)						106
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		10	2		12
SUB-TOTAL (E)						12
TOTAL(A+B+C+D+E)						529

2. The table at **Annex 1** provides details of the gender distribution of participants who attended training courses at the College in February 2023.
3. **Action Plan Deployment – February 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.
4. For the current Financial Year, that is, from July 2022 to 28 February 2023, the CSCM has trained 4,069 public officers.

Gender Distribution

A: Transformation Courses	Male	Female
Training Programme on Leadership & Management (Level 3) – 2 batches	30	21
Training Programme on Strategic Management & Leadership (Level 4)	20	7
Operations and Processes Management Training Programme for Support Staff (Level 2)	4	21
B: Courses Sponsored by MPSAIR	Male	Female
Induction Course for Office Supervisors	1	6
Intermediate Course for Office Management Executive (OME) CPD UK	6	9
Business Continuity Plan-Attorney General's Office	3	15
Professional Development Programme for CS	-	22
Award Course in Effective Office Management Supervision - Communication	15	38
Professional Development Programme for Word Processing Operators /Senior Word Processing Operators - Workshop on Using Internet and Email	2	23
Award Course in Effective Office Management Supervision - Good Governance in the Public Sector	4	16
Workshop on Customer Care and Public Relations (Award Course for CS)	-	23
Workshop on Fundamentals of Data Analytics (Intermediate OMA CPD UK)	2	11
Workshop on Decision Making (Intermediate OMA CPD UK)	2	10
Workshop on Productivity and Quality Management (Intermediate OMA CPD UK)	2	10
Award Course in Effective Office Management Supervision - Good Governance in the Public Sector	2	22
C: Customised Courses	Male	Female
Training Course on Risk Management (Ministry of Environment, Solid Waste Management and Climate Change)	8	11
Training Course on Court Proceedings (Ministry of Gender Equality and Family Welfare)	6	21
Customer Service & Communication Interpersonal Skills (SICOM Ltd) – 2 batches	15	3
D: Scheduled Courses	Male	Female
Court Proceedings	11	16
First Aid	11	8
Public Sector Financial Management	9	22
Advanced Microsoft Excel	10	19
E: i-Training	Male	Female
iTrain	2	10
Total	165	364

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	1. Advanced Microsoft Excel	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 3.26, after the training it was 7.37; • 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 use the training to their jobs and find it valuable;
	2. Court Proceedings	54	<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 4.3, 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;
	3. Public Sector Financial Management	31	<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 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 use the training to their jobs and find it valuable;
	4. Induction Course for Office Supervisors	7	<ul style="list-style-type: none"> • 99.8% agreed that the training was effective; • 78.0% of participants mentioned that the training was work related; • 89.0% stated that the training is applicable and useful to their work;
	5. Intermediate Course for Office Management	15	*part of OME CPD UK programme

Executive (OME) CPD UK		
6. Operations and Processes Management Training Programme for Support Staff (Level 2)	25	<ul style="list-style-type: none"> • At least 99.1% agreed that the training was effective; • 91.4% of participants stated that the training was related to their duties; • 98.5% stated that the training is applicable and useful to their work;
7. Training Programme on Leadership & Management (Level 3)	51	<ul style="list-style-type: none"> • At least 98.0% agreed that the training was effective; • 87.0% of participants stated that the training was related to their duties; • 90.0% stated that the training is applicable and useful to their work;
8. Training Programme on Strategic Management & Leadership (Level 4)	27	<ul style="list-style-type: none"> • At least 96.1% agreed that the training was effective; • 88.0% of participants stated that the training was related to their duties; • 90.0% stated that the training is applicable and useful to their work;
9. Professional Development Programme for CS	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 6.8, afterwards it was 8.36; • At least 96.1% agreed that the training was effective; • 86.4% of participants stated that the training was related to their duties; • 95.5% stated that the training is applicable and useful to their work;
10. Intermediate OMA CPD UK - Workshop on Productivity and Quality Management	12	<i>*part of OMA CPD UK programme</i>

	11. Basics of ICT Security (iTrain)	1	
	12. Time Management (iTrain)	1	
2. Develop a culture of change	1. Business Continuity Plan	18	<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 8.5; • At least 68.8% agreed that the training was effective; • 93.8% of participants stated that the training was related to their duties; • 100% stated that the training is applicable and useful to their work;
	2. Risk Management	19	<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 4.1, 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;
	2. Award Course in Effective Office Management Supervision – Workshop on Good Governance in the Public Sector (2 batches)	44	* part of Award Course in Effective Office Management Supervision
	3. Intermediate OMA CPD UK - Workshop on Decision Making	12	*part of OMA CPD UK programme

	4. Leadership in a Changing Society (iTrain)	1	
	5. Quality Management (iTrain)	1	
3. Create a Lean and Smarter Workforce	1. Professional Development Programme for Word Processing Operators /Senior Word Processing Operators - Workshop on Using Internet and Email	25	<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 6.56, afterwards it was 9.31; • At least 87.6% agreed that the training was effective; • 93.8% of participants stated that the training was related to their duties; • 100% stated that the training is applicable and useful to their work;
	2. Intermediate OMA CPD UK - Workshop on Fundamentals of Data Analytics ()	13	
4. Enhance Customer Experience	1. Award Course in Effective Office Management Supervision – Workshop on Communication	53	* part of Award Course in Effective Office Management Supervision
	2. Award Course for CS - Workshop on Customer Care	23	* part of Advanced Secretarial Course

	and Public Relations		
	3. Customer Service & Communication Interpersonal Skills	18	<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 4.3, 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;
	5. Interpersonal Communication Skills (iTrain)	2	
	6. Intrapersonal Communication Skills (iTrain)	1	
	7. Personal Grooming and Body Language (iTrain)	1	
5. Foster Accessibility			
6. Promote Sustainability	1. First Aid	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 5.6, after the training it was 8.5; • At least 68.8% agreed that the training was effective; • 93.8% of participants mentioned that the training was work related; • 100% stated that the training is applicable and useful to their work;
	2. Code of Ethics for Public Officers (iTrain)	2	
	3. Indicators for an Inclusive Green Economy:	1	

	Advanced Course (iTrain)		
	4. Introduction to Green Economy (iTrain)	1	
7. Enhance Collaboration			
Total		529	