

CSCM Board Paper No. 6/28/2023

CIVIL SERVICE COLLEGE, MAURITIUS

FOR INFORMATION

Training courses (Statistics/updates)

1. The purpose of this paper is to inform the Board of the training courses organised during **MAY 2023**.

2. **Training Courses**

For the month of May 2023, a total of **1,050 officers** have attended training courses organised by CSCM as detailed in the table below:

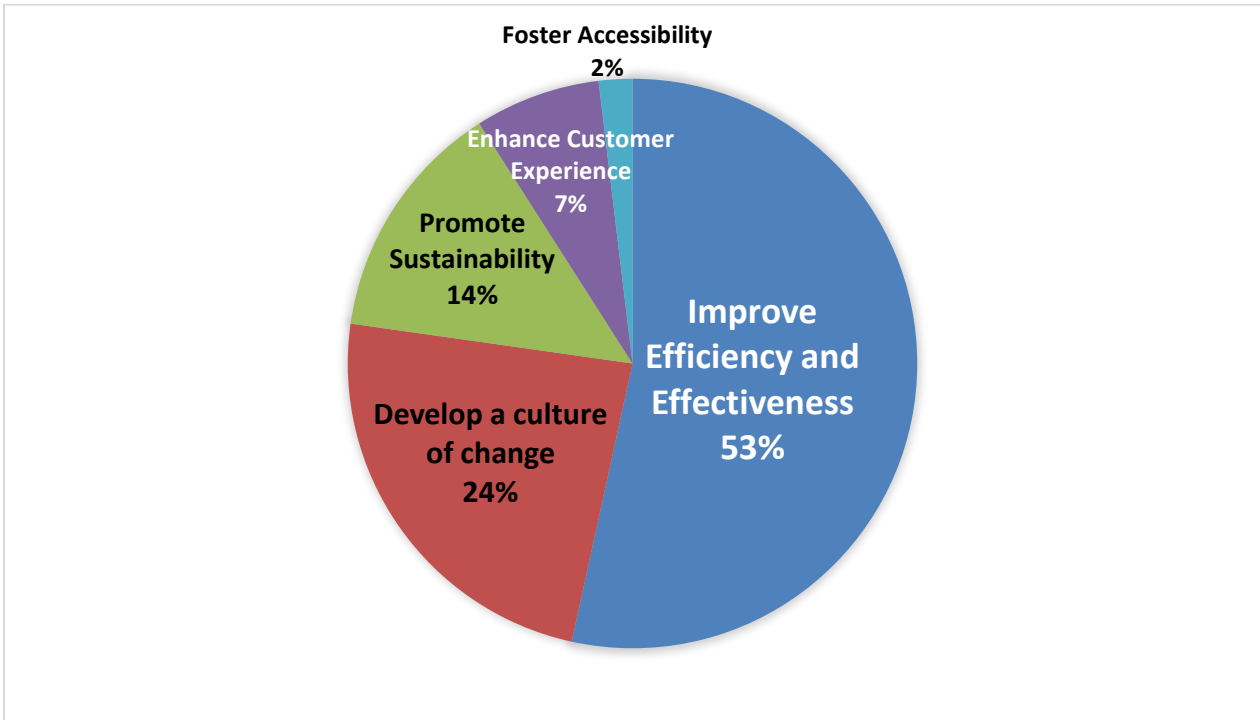
Number of public officers trained in MAY 2023						
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
A	Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Training Programme on Improving Communication and Productivity for Workmen's Group (Level 1)	57	-	-	-	57
2	Operations and Processes Management Training Programme for Support Staff (Level 2)	-	82	-	-	82
3	Training Programme on Leadership & Management (Level 3)	-	-	43	-	43
4	Training Programme on Strategic Management & Leadership (Level 4)	-	-	-	-	-
SUB-TOTAL (A)						182
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Induction Office Management Assistants (OMA)	-	28	-	-	28
2	Induction Word Processing Operators (WPOs)	-	25	-	-	25
3	Induction Course for Temporary Assistant Permanent Secretaries (APSs)	-	-	-	15	15
4	Induction Course for Temporary Assistant Permanent Secretaries (APSs)	-	-	-	16	16
5	Business Continuity Plan for Ministry of Foreign Affairs, Regional Integration & International Trade	-	-	-	10	10
6	Induction Office Management Executive (OME)	-	-	-	16	16
7	Business Continuity Plan Training for Ministry of Commerce and Consumer Protection	-	-	-	10	10
SUB-TOTAL (B)						129

C	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 (Ministry of Labour, Human Resource Development and Training)	-	-	-	22	22
2	Training Course on Report Writing (NLTA)	-	-	7	8	15
3	Advance Training on Procurement and Supply Management (MoFED)	-	-		20	20
4	Training Course on Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity - Social Security and National Solidarity Division)	-	13	14	3	30
5	Training Course on Stress Management/Emotional Intelligence - Prime Minister's Office (External Communications Division)	-	2	12	3	17
6	Training Course on Media-Dealing with the Press & Communication (Ministry of Commerce and Consumer Protection)	-		22	3	25
7	Training Course on Communication and Emotional Intelligence (Ministry of Commerce and Consumer Protection)	-		22	3	25
8	Training Course on Court Proceedings for (Ministry of Youth Empowerment, Sports and Recreation)	3	2	15	4	24
9	Training Course on First Aid (Ministry of Youth Empowerment, Sports and Recreation)	6	10	4	4	24
10	Training Programme on Information Security Management System (NCB/GOC)			13	2	15
11	Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms)	1	7	9	8	25
12	Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms)	1	7	6	9	23
13	Conflict Management (Wastewater Management Authority)	1	4	11	4	20
14	Communication (Wastewater Management Authority)		5	11	4	20
15	Management & Leadership (Ministry of Health and Wellness)	-			29	29
16	Risk Management (MoFED)	-		8	16	24
17	Risk Management (MoFED)	-		10	19	29
18	Risk Management (State Trading Corporation)	5	3	9	7	24
19	Risk Management (State Trading Corporation)	-	-	19	7	26
20	Training Programme on Management and Leadership (Min of health and wellness)	-	-		24	24

21	Business Continuity Plan Training (National Archives)	3	-	6	3	12
SUB-TOTAL (C)						473
D	Courses based on TNA					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Registry Procedures	-	28	3	-	31
2	Advanced Microsoft Excel	-	23	7	-	30
3	Public Speaking	-	9	10	11	30
4	Court Proceedings	-	11	4	21	36
5	Crisis Management	-	1	1	9	11
6	Report Writing	-	11	16	4	31
7	Writing Effective Minutes Of Meeting	-	13	8	6	27
8	Counselling Techniques and skills	1	5	2	4	12
9	First Aid	2	7	3	1	13
10	Training Course on Tea Making	16	-	-	-	16
11	Advanced Microsoft Excel	-	8	10	6	24
SUB-TOTAL (D)						261
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		1	3	1	5
SUB-TOTAL (E)						5
TOTAL(A+B+C+D+E)						<u>1,050</u>

3. Action Plan Deployment – MAY 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.



- 4. For the current Financial Year, that is, from July 2022 to 31 May 2023, the CSCM has trained 6,993 public officers.
- 4. The Board will be kept informed of the activities of the College.

12 June 2023

Gender Distribution Per Category – MAY 2023

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) - 2 batches	33	24
Operations and Processes Management Training Programme for Support Staff (Level 2) - 3 batches	15	67
Training Programme on Leadership & Management (Level 3)	11	32
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Induction Office Management Assistants (OMA)	3	25
Induction Word Processing Operators (WPOs)	3	22
Induction Course for Temporary Assistant Permanent Secretaries (APSS)	6	9
Induction Course for Temporary Assistant Permanent Secretaries (APSS)	6	10
Business Continuity Plan (Ministry of Foreign Affairs, Regional Integration & International Trade)	2	8
Induction Office Management Executive (OME)	2	14
Business Continuity Plan Training (Ministry of Commerce and Consumer Protection)	8	11
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
Risk Management (Ministry of Labour, Human Resource Development and Training)	4	18
Training Course on Report Writing (NLTA)	12	3
Advance Training on Procurement and Supply Management (MoFED)	18	2
Training Course on Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity - Social Security and National Solidarity Division)	1	29
Training Course on Stress Management/Emotional Intelligence - Prime Minister's Office (External Communications Division)	2	15
Training Course on Media-Dealing with the Press & Communication (Ministry of Commerce and Consumer Protection)	14	11
Training Course on Communication and Emotional Intelligence (Ministry of Commerce and Consumer Protection)	14	11
Training Course on Court Proceedings for (Ministry of Youth Empowerment, Sports and Recreation)	15	9

Training Course on First Aid (Ministry of Youth Empowerment, Sports and Recreation)	15	9
Training Programme on Information Security Management System (NCB/GOC)	12	3
Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) - Batch 1	9	16
Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) - Batch 2	6	17
Conflict Management (Wastewater Management Authority)	8	12
Communication (Wastewater Management Authority)	9	11
Management & Leadership (Ministry of Health and Wellness)	18	11
Risk Management (Ministry of Finance and Economics Development)	10	14
Risk Management (MoFED)	8	21
Risk Management (State Trading Corporation)	8	16
Risk Management (State Trading Corporation)	16	10
Training Programme on Management and Leadership (Min of health and wellness)	13	11
Business Continuity Plan Training (National Archives)	4	8
D: Courses based on TNA	Male	Female
Registry Procedures	10	21
Advanced Microsoft Excel	4	26
Public Speaking	3	27
Court Proceedings	11	25
Crisis Management	4	7
Report Writing	5	26
Writing Effective Minutes Of Meeting	6	21
Counselling Techniques and skills	2	10
First Aid	5	8
Training Course on Tea Making	7	9
Advanced Microsoft Excel	6	18
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain	2	3
Total	370	680

Trainer/s Per Training Course – May 2023

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)	Mr Hennequin, Ms Bissiere, Mr Juwaheer, Ms Bundhoo
Operations and Processes Management Training Programme for Support Staff (Level 2)	Mr Ganoo, Mr Ramgolam, Mr Juwaheer & Dr Appasamy
Training Programme on Leadership & Management (Level 3)	Dr Appasamy, Mr Ramgolam, Mr Dorasami, Mr Ganoo
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Induction Office Management Assistants (OMA)	Mrs Kaleechurn, Mrs Ramnauth, Mr Heerah, Representative from Independent Commission Against Corruption, Mrs Arekion, Miss Bissiere, Mr Atawoo, Mr Mawnah, Ramooah, Mr Ramlugun & Mr Reedoye
Induction Word Processing Operators (WPOs)	Mr Dunpath, Mr Heerah, Representative of MOH & Miss Bissiere
Induction Course for Temporary Assistant Permanent Secretaries (APSS)	Mr Hauroo, Mr Pursunon, Mr Ramgolam, Mr Heerah, Mr Ramlugun, Dr Abacousnac, Me Seetaram, Representative of ICAC
Induction Course for Temporary Assistant Permanent Secretaries (APSS)	Mr Hauroo, Mr Pursunon, Mr Ramgolam, Mr Heerah, Mr Ramlugun, Dr Abacousnac, Me Dawoonauth, Representative of ICAC
Business Continuity Plan (Ministry of Foreign Affairs, Regional Integration & International Trade)	Mr Doobree
Induction Office Management Executive (OME)	Mrs Kaleechurn, Mrs Millien, Mr Hennequin, Mr Mosafeer, Mr Juwaheer, Mr Hauroo, Mr Coolen & Mrs Arekion
Business Continuity Plan Training (Ministry of Commerce and Consumer Protection)	Dr Doobree
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
Risk Management (Ministry of Labour, Human Resource Development and Training)	Dr Doobree

Training Course on Report Writing (NLTA)	Mr Ramlugun
Advance Training on Procurement and Supply Management (MoFED)	Mr Atawoo, Mr Pentayah, Mr Harnamsing, Mr Mudhoo, Dr Appasamy, Mrs Hajee Abdoula, Mr Ahgun, Mr Kowlessur, Mr Amoordon
Training Course on Gender Mainstreaming (Ministry of Social Integration, Social Security and National Solidarity - Social Security and National Solidarity Division)	Mrs Rene
Training Course on Stress Management/Emotional Intelligence - Prime Minister's Office (External Communications Division)	Dr Boyramboli
Training Course on Media-Dealing with the Press & Communication (Ministry of Commerce and Consumer Protection)	Miss Bissiere
Training Course on Communication and Emotional Intelligence (Ministry of Commerce and Consumer Protection)	Mrs Hajee Abdoula
Training Course on Court Proceedings for (Ministry of Youth Empowerment, Sports and Recreation)	Me Autar
Training Course on First Aid (Ministry of Youth Empowerment, Sports and Recreation)	St John
Training Programme on Information Security Management System (NCB/GOC)	Dr Abacousnac
Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) - Batch 1	Mrs Rene, Ms Ramessur, Mrs Denis
Training Course on Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) - Batch 2	Ms Ramessur, Mrs Gregoire
Conflict Management (Wastewater Management Authority)	Mr Ramsurrun
Communication (Wastewater Management Authority)	Mrs Hajee Abdoula
Management & Leadership (Ministry of Health and Wellness)	Dr Appasamy, Mr Dorasami, Mrs Hajee Abdoula, Mr Juwaheer, Dr Bungshy, Dr Nuckchady, Dr Gungadin & Mrs Ramnauth
Risk Management (Ministry of Finance and Economics Development)	Dr Appasamy
Risk Management (MoFED)	Dr Appasamy
Risk Management (State Trading Corporation) – 2 Batches	Dr Doobree
Training Programme on Management and Leadership (Ministry of Health and Wellness)	Dr Appasamy, Dr Bungshy, Mrs Ramnauth, Mr Juwaheer, Mrs Hajee Abdoula, Dr Gungadin, Dr Nuckchady, Mr Dorasami

Business Continuity Plan Training (National Archives)	Dr Doobree
D: Courses based on TNA	Trainer/s
Registry Procedures	Mrs Mathura-Kaleechurn
Advanced Microsoft Excel	Mrs Jeeban
Public Speaking	Mr Ramlugun
Court Proceedings	Me Collendavelloo
Crisis Management	Mr Ramsurrun
Report Writing	Mr Hauroo
Writing Effective Minutes Of Meeting	Mr Ramlugun
Counselling Techniques and skills	Mr Dussoye
First Aid	St John Ambulance
Training Course on Tea Making	Hotel School Mauritius
Advanced Microsoft Excel	Mr Reedoye
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	54	<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 3.31, after the training it was 7.9; • At least 94.1% 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; • 87.2% of participants said they could use the training to their jobs and find it valuable;
	2.Registry Procedure	31	<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 6.5, 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;
	3. Training on Media – dealing with the Press & Communication	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 5.1, afterwards it was 8.5; • At least 98.7% agreed that the training was effective; • 93.0% stated that the training is applicable and useful to their work;
	4. Court Proceedings	60	<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; • 93% of participants agreed that their knowledge had improved as a result of the training; • 96.5% of participants stated that the training was connected to their jobs; • 94.5% of participants said they could use the training to their jobs and find it valuable;

5. Induction Office Management Executives(OMEs)	16	<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. Advance Procurement and Supply	20	<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; • 96.4% of participants agreed that their knowledge had improved as a result of the training; • According to 93.3% of participants, the training was connected to their jobs; • 95.2% of participants said they could use the training to their jobs and find it valuable;
7. Induction Word Processing Operators (WPOs)	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 5.5, after the training it was 9.1; • 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;
8. Induction Course for Office Management Assistants (OMA)	28	<ul style="list-style-type: none"> • 89.0% agreed that the training was effective; • 95.0% of participants mentioned that the training was work related; • 94.0% stated that the training is applicable and useful to their work;
9. Operations and Processes Management Training Programme for Support Staff (Level 2)	82	<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;
10. Training Programme on Leadership & Management (Level 3)	43	<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 5.3, after the training it was 8.9; • At least 92.9% agreed that the training was effective;

			<ul style="list-style-type: none"> • 92.8% of participants stated that the training was related to their duties; • 92% stated that the training is applicable and useful to their work;
	11. induction for Assistant Permanent Secretaries(APS)	31	<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;
	12.Training Programme On Improving Communication & Productivity for Workmen's Group (Level 1)	57	<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;
	13.Report Writing	46	<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 4.5, after the training it was 8.6; • At least 96.7% of participants agreed that their knowledge had improved as a result of the training; • 92.1% 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;
	14.Writing Effective Minutes of Meetings	27	<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;
	15.Tea Making and Services	16	<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;

2. Develop a culture of change	1. Business Continuity Plan	41	<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 8.9; • At least 95% 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. Risk Management	125	<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 8.9; • At least 95.4% agreed that the training was effective; • 92.3% of participants stated that the training was related to their duties;
	3. Conflict Management	20	<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. Management & Leadership	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. Crisis Management	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 5.4, afterwards it was 8.65; • 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;

3. Create a Lean and Smarter Workforce	1. Training on Information Management System	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 5.7, afterwards it was 8.5; • At least 88.8% agreed that the training was effective; • 95.1% of participants stated that the training was related to their duties; • 96.7% stated that the training is applicable and useful to their work;
4. Enhance Customer Experience	1.Communication, and Emotional Intelligence	25	<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;
	2.Public Speaking	30	<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;
	3.Communication	20	<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 5.3, after the training it was 8; • At least 96.7% of participants agreed that their knowledge had improved as a result of the training; • 92.1% of participants, the training was connected to their jobs;
5. Foster Accessibility	1. iTrain	5	
6. Promote Sustainability	1. Stress Management/Emotional Intelligence	17	<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. Gender Mainstreaming	78	<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;

	(3 batches)		<ul style="list-style-type: none"> • 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	37	<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 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;
	4. Counselling Techniques and Skills	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 4.8, after the training it was 9; • 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;
7. Enhance Collaboration			
Total		1050	