Enabling Pualk Service Excellence
Training Statistics for the month of SEPTEMBER 2021

| SN | Training Courses | Number of trainees | Total |
| :---: | :---: | :---: | :---: |
|  | Number of Officer trained from November 2015 to 31 August 2021 |  | 48,365 |
| A | Capacity and Capability Development Programme (sponsored by MPSARR) |  |  |
| 1 | Training Programme for Workmen's Group (Level l) | 94 |  |
| 2 | Training Programme for Support Staff (Level 2) | 68 |  |
| 3 | Training Programme for Frontline/Supervisory/Technical (Level 3) | 13 |  |
| 4 | Training Course for Middle Management (Level 4) | 34 |  |
|  | Sub-Total A |  | 209 |
| B | Induction and other courses (sponsored by MPSAR) |  |  |
| 1 | Induction Office Supervisors | 22 |  |
| 2 | Induction Office Auxiliaries | 32 |  |
| 3 | Induction Word Processing Operators | 45 |  |
|  | Sub-Total B |  | 99 |
| C | Customised Course |  |  |
| 1 | Training Course on Gender Mainstreaming (PMO) | 80 |  |
| 2 | Road Safety Charter for Occupational Safety and Health Officers | 39 |  |
| 3 | Registry Procedures (District Council Flacq) | 19 |  |
| 4 | Mastering Telephone Skills (MOFED) | 27 |  |
| 5 | Ergonomics and Manual Handling Using Creole Medium (AMB) | 15 |  |


| 6 | Training Course on Negotiation Skills (SIL) | 10 |  |
| :---: | :---: | :---: | :---: |
| 7 | Training Course on Effective Presentation Skills (SIL) | 12 |  |
| 8 | Training Course on Strategical Thinking and Decision Making (SIL) | 9 |  |
| 9 | Strategic Workshop (MCIA) | 134 |  |
| 10 | Training Course on Customer Care Excellence (SIL) | 13 |  |
|  | Sub-Total C |  | 358 |
| D | Competency-based/Scheduled Courses |  |  |
| 1 | First Aid | 15 |  |
| 2 | Registry Procedures | 17 |  |
| 3 | Anti-Money Laundering and Combatting Financing of Terrorism | 51 |  |
| 4 | Writing Effective Minutes of Meetings | 14 |  |
| 5 | Tender Preparation \& Evaluation | 16 |  |
| 6 | Advanced Excel | 15 |  |
|  | Sub-Total D |  | 128 |
| E | E-learning courses on iTrain/Webinars/Online courses |  |  |
| 1 | Courses on iTrain (els) | 305 |  |
| 2 | Live Online Training: |  |  |
| 2.1 | Live Online Training on Procurement: Evaluation \& Bid Evaluation Committee | 31 |  |
| 2.2 | Live Online Training on Thinking Strategically | 7 |  |
|  | Sub-Total E |  | 343 |
|  | Sub-Total (A+B+C+D+E) |  | 1,137 |
|  | Grand Total: November 2015 to 30 September 2021 |  | 49,502 |

