CIVIL SERVICE COLLEGE, MAURITIUS

Statistics

For the month of August 2023, a total of **723 officers** have attended training courses organised by CSCM as detailed in the table below:

SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
Number of public officers trained in MAY 2023
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)	-	125	-	-	125
2	Training Programme on Leadership & Management (Level 3)	-	-	19	-	19
	SUB-TOTAL (A)					**144**
B	**Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)**					
1	Professional Development Programme Office Auxiliary/ Senior Office Auxiliary/ Head Office Auxiliary	29	-	-	-	**29**
2	Advanced Course in Effective Office Management and Supervision/OMA	-	-	74	-	**74**
3	Workshop on Overview of Public Sector Management	-	27	-	-	**27**
	SUB-TOTAL (B)					**130**
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	Telephone Communication Skills (Ministry of Information Technology, Communication and Innovation)	-	40			**40**
2	Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology)	-	4	1	25	**30**
3	Informative Session on Performance Management System for Top/Middle Management/Line Managers/Supervisors (Phase II) (MOI)	-			8	**8**
4	Informative Session on Performance Management System for staffs at Operational Level (Phase III) (MOI)	-	19			**19**
5	Informative Session on Performance Management System for staffs at Operational Level (Phase III) (MOI)	-	15			**15**
6	Health and Safety (BPML)					**23**

SN	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
7	Presentation skills, Writing Skills & Business Report Writing Skills (EDB)		36	18		**54**
	SUB-TOTAL (C)					**189**
D	**Courses based on TNA**					
SN	**Training Programmes**	**Workmen's Group**	**Support Staff**	**Frontline/Supervisory/Technical Grades**	**Middle Management**	**Sub-total**
1	First Aid	6	24			**30**
2	Effective Performance Appraisal for Head of Sections				69	**69**
3	Improving Public Sector Governance through Audit Committees				133	**133**
4	Writing Effective Minutes of Meetings		14	2	4	**20**
	SUB-TOTAL (D)					**252**
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	Basic Microsoft PowerPoint		1			**1**
2	Budget Preparation and Execution		1			**1**
3	Intrapersonal Communication Skills				1	**1**
4	Introduction to Green Economy		1			**1**
5	Managerial Skills			1		**1**
6	Stress Management			2		**2**
7	Using Internet and Email(Outlook) at Work		1			1
	SUB-TOTAL (E)					**8**
	TOTAL(A+B+C+D+E)					**723**

3.   Action Plan Deployment –August 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.
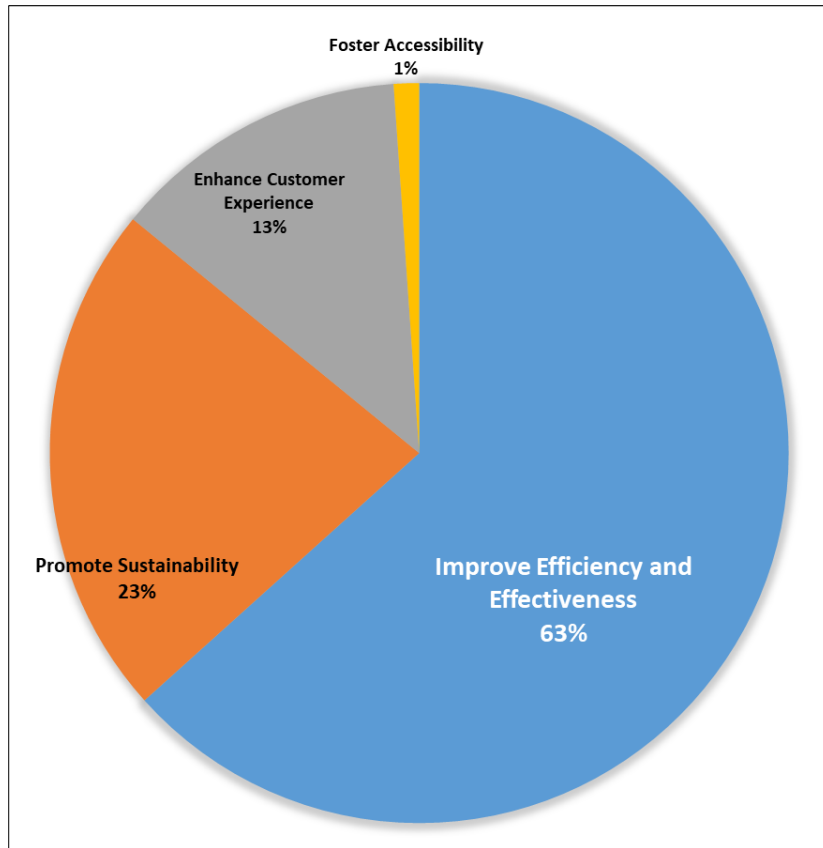
4.   For this Financial Year 2023/2024, that is, from 01 to 31 August 2023, the CSCM has trained 723 public officers.

4.   The Board will be kept informed of the activities of the College.

07 September 2023

Gender Distribution Per Category – AUGUST 2023

A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Operations and Processes Management Training Programme for Support Staff (Level 2) - 3 batches	26	99
Training Programme on Leadership & Management (Level 3)	5	14
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	**Male**	**Female**
Professional Development Programme Office Auxiliary/ Senior Office Auxiliary/ Head Office Auxiliary	18	11
Advanced Course in Effective Office Management and Supervision/OMA	12	62
Workshop on Overview of Public Sector Management/CS	-	27
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Male**	**Female**
Telephone Communication Skills (Ministry of Information Technology, Communication and Innovation)	10	30
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology)	7	23
Performance Management System for Top/Middle Management/Line Managers/Supervisors (Phase II) (MOI)	5	3
Performance Management System for staffs at Operational Level (Phase III) (MOI)	21	13
Health and Safety (BPML)	15	8
Presentation skills, Writing Skills & Business Report Writing Skills (EDB)	18	36
D: Courses based on TNA	**Male**	**Female**
First Aid	20	10
Effective Performance Appraisal for Head of Sections	24	45
Improving Public Sector Governance through Audit Committees	53	80
Writing Effective Minutes of Meetings	7	13
E: E-learning Courses on iTrain/Online courses	**Male**	**Female**
iTrain	3	5
Total	**244**	**479**

Trainer/s Per Training Course – <mark>August 2023</mark>

A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Operations and Processes Management Training Programme for Support Staff (Level 2)	Mr Ramsurrun, Mr Ramgoolam, Mr Juwaheer & Mr Dorasami
Training Programme on Leadership & Management (Level 3)	Dr Appasamy, Mr Goolamally, Mr Ganoo
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	**Trainer/s**
Professional Development Programme Office Auxiliary/ Senior Office Auxiliary/ Head Office Auxiliary	Mrs Millien, Mrs Kaleechurn, Mr Heerowa & Mr Seetaramadoo,
Advanced Course in Effective Office Management and Supervision/OMA	Mrs Palaram Gobin, Prof Durbarry, Mr Joel Violette & Mr Janoo
Workshop on Overview of Public Sector Management/CS	Mrs Kaleechurn
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Trainer/s**
Telephone Communication Skills (Ministry of Information Technology, Communication and Innovation)	Mr Seetaramadoo
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology)	Mrs Gobin Jeeban
Performance Management System for Top/Middle Management/Line Managers/Supervisors (Phase II) (MOI)	Mrs Kaleechurn
Health and Safety (BPML)	Dr Bungshy
Presentation skills, Writing Skills & Business Report Writing Skills (EDB)	Mr Ramlugun
D: Courses based on TNA	**Trainer/s**
First Aid	Trainers from St John Ambulance
Effective Performance Appraisal for Head of Sections	Mrs Kaleechurn
Improving Public Sector Governance through Audit Committees	Mr Jaffur and Mr Hennequin
Writing Effective Minutes of Meetings	Mr Ramlugun
E: E-learning Courses on iTrain/Online courses	**Trainer/s**
iTrain	N/A

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	Operations and Processes Management Training Programme for Support Staff (Level 2) 3batches	125	• 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% of participants said they could use the training to their jobs and find it valuable;
	Training Programme on Leadership & Management (Level 3)	19	• At least 95.0% agreed that the training was effective; • 95.0% of participants stated that the training was related to their duties; • 100.0% of participants said they could use the training to their jobs and find it valuable;
	Professional Development Programme Office Auxiliary/ Senior Office Auxiliary/ Head Office Auxiliary	29	• At least 90.0% agreed that the training was effective; • 94.2% stated that the training is applicable and useful to their work; • 96.0% of participants said they could use the training to their jobs and find it valuable;
	Advanced Course in Effective Office Management and Supervision/OMA	74	*N/A – Induction session*
	Workshop on Overview of Public Sector Management/CS	27	*Part of CS Award Course (Cohort 7)*
	Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology)	**30**	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.65, after the training it was 6.30; • At least 86.3% of participants agreed that their knowledge had improved as a result of the training; • According to 78.2 % of participants, the training was connected to their jobs
	Informative Session on Performance Management System for Top/Middle Management/Line Managers/Supervisors (Phase II) (MOI)	**8**	*Part of PMS implementation at MOI

	Informative Session on Performance Management System for staffs at Operational Level (Phase III) (MOI)	**19**	*Part of PMS implementation at MOI
	Informative Session on Performance Management System for staffs at Operational Level (Phase III) (MOI)	**15**	*Part of PMS implementation at MOI
	Health and Safety (BPML)	**23**	- 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 7.9; 92.3% of participants agreed that their knowledge had improved as a result of the training; 92.7% of participants stated that the training was connected to their jobs; 91.8% of participants said they could use the training to their jobs and find it valuable;
	Effective Performance Appraisal for Head of Sections	69	- Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 6.7, afterwards it was 9.1; - At least 91.2% agreed that the training was effective; 94.4% stated that the training is applicable and useful to their work;
	Writing Effective Minutes of Meetings	20	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.8, after the training it was 10.0; 100.0% of participants agreed that their knowledge had improved as a result of the training; 98.2% of participants stated that the training was connected to their jobs; 95.7% of participants said they could use the training to their jobs and find it valuable;

2. Develop a culture of change			
3. Create a Lean and Smarter Workforce			
4. Enhance Customer Experience	Telephone Communication Skills (Ministry of Information Technology, Communication and Innovation)	40	• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 6.2, afterwards it was 10.0; • At least 100% agreed that the training was effective; • 100.0% of participants stated that the training was related to their duties; • 73% stated that the training is applicable and useful to their work;
	Presentation Skills, Writing Skills and Business Report Writing Skills (Economic Development Board/EDB)	54	• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.31, afterwards it was 8.23; • At least 92.4% agreed that the training was effective; • 93.2% of participants stated that the training was related to their duties; • 92.3% stated that the training is applicable and useful to their work;
5. Foster Accessibility	1. iTrain	8	
6. Promote Sustainability	First Aid	30	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.4, after the training it was 7.2; • At least 70.0% of participants agreed that their knowledge had improved as a result of the training; • According to 96.5 % of participants, the training was connected to their jobs
	Improving Public Sector Governance through Audit Committees	133	• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.31, afterwards it was 7.54; • At least 76.9% agreed that the training was effective; • 61.5% of participants stated that the training was related to their duties;

7. Enhance Collaboration		-	
Total		**723**	