

CIVIL SERVICE COLLEGE, MAURITIUS

Training courses (Statistics/updates)

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

2. **Training Courses**

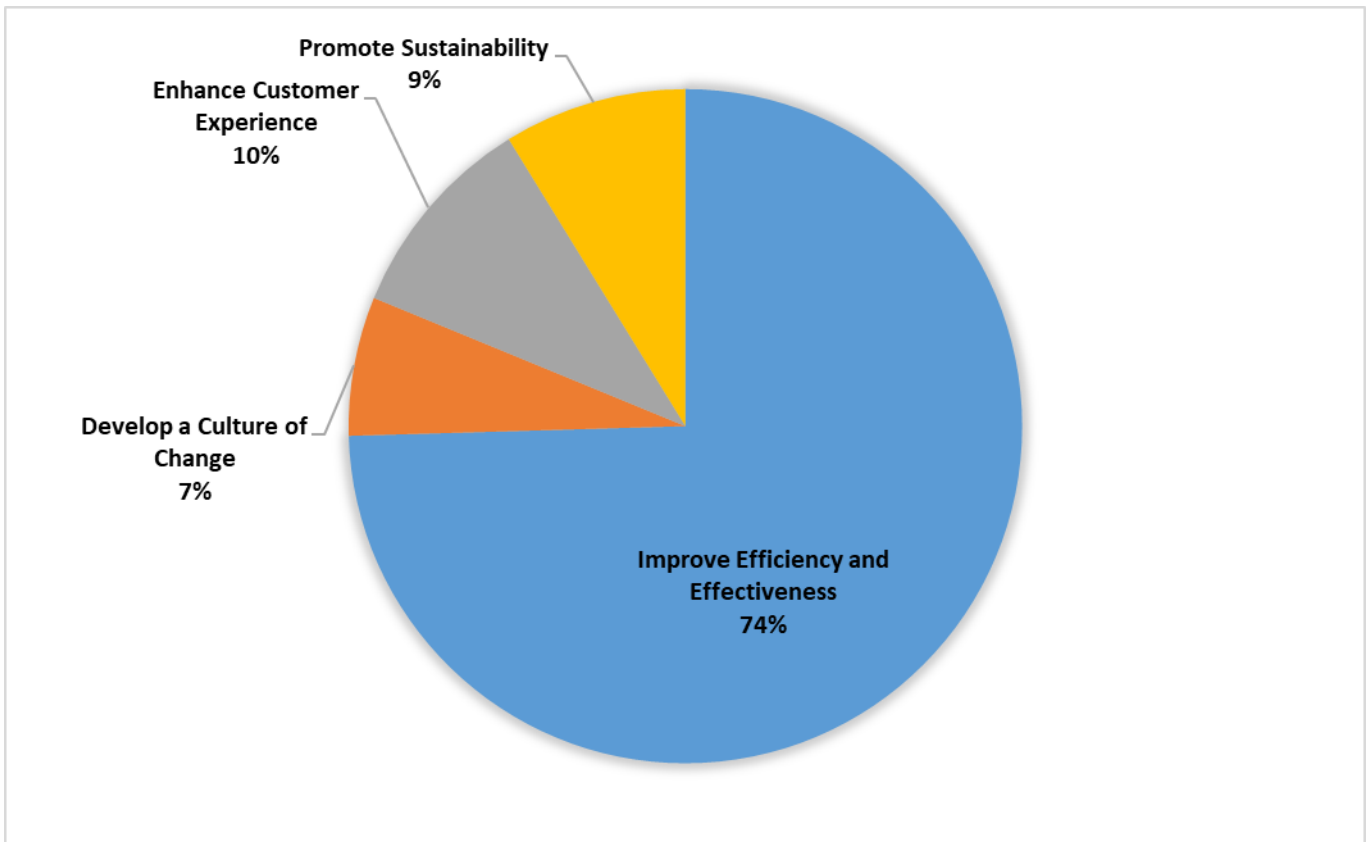
For the month of December 2023, a total of **330 officers** have attended training courses organised by CSCM as detailed in the table below:

Number of public officers trained in December 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 & Productivity (Level 1) – 2 Batches	50	-	-	-	50
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 1 Batch	-	16	-	-	16
3	Training Programme on Leadership & Management (Level 3) – 3 Batches	-	-	48	-	48
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	19	19
	SUB-TOTAL (A)					133
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Formulation of Business Continuity Plan – 1 Ministry	-	-	-	20	20
2	Foundation Course for Newly Recruited Management Support Officers – 1 Batch	-	24	-	-	24
	SUB-TOTAL (B)					44
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	Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	-	-	-	45	45
2	First Aid (Ministry of Agro-Industry and Food Security) – 1 Batch	2	6	7	-	15
3	Customer Care & Interpersonal Communication Skills (DBM Ltd) – 2 Batches	31	-	-	-	31
	SUB-TOTAL (C)					91
D	Courses based on TNA					

SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
1	Advanced Microsoft Excel – 1 Batch	-	-	14	12	26
2	First Aid – 1 Batch	2	5	-	5	12
3	Court Proceedings – 1 Batch	-	4	6	4	14
SUB-TOTAL (D)						52
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 Excel				1	1
2	Basic Microsoft PowerPoint				1	1
3	Basic Microsoft Word		1			1
4	Enhancing Integrity in the Public Sector		1			1
5	Indicators for an Inclusive Green Economy: Introductory Course				1	1
6	Intrapersonal Communication Skills			1		1
7	Personal Grooming and Body Language			1		1
8	Stress Management			1		1
9	Time Management			1		1
10	Understanding Safety and Health at Work for Public Officers		1			1
SUB-TOTAL (E)						10
TOTAL(A+B+C+D+E)						330

3. Action Plan Deployment –December 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 December 2023, the CSCM has trained 330 public officers.
- 5. The Board will be kept informed of the activities of the College.

12 January 2024

Gender Distribution Per Category – December 2023

A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Training Programme on Improving Communication & Productivity (Level 1) – 2 Batches	30	20
Operations and Processes Management Training Programme for Support Staff (Level 2) – 1 Batch	4	12
Training Programme on Leadership & Management (Level 3) – 2 Batches	32	16
Training Programme on Strategic Management & Leadership (Level 4) – 1 Batch	14	5
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Formulation of Business Continuity Plan – 1 Ministry	12	8
Foundation Course for Newly Recruited Management Support Officers – 1 Batch	5	18
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	18	27
First Aid (Ministry of Agro-Industry and Food Security) – 1 Batch	9	6
Customer Care & Interpersonal Communication Skills (DBM Ltd) – 2 Batches	17	14
D: Courses based on TNA	Male	Female
Advanced Microsoft Excel – 1 Batch	19	7
First Aid – 1 Batch	8	4
Court Proceedings – 1 Batch	13	1
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain (9 Online Courses)	-	10
Total	<u>181</u>	<u>149</u>

Trainer/s Per Training Course – December 2023

A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Training Programme on Improving Communication & Productivity (Level 1) – 2 Batches	Mr. M. Hennequin, Mrs S. Ramsurrun, Mr S. Ghumaria, Representative from Harm Reduction Unit, Dr A. Boyramboli, Mr T. Ganoo
Operations and Processes Management Training Programme for Support Staff (Level 2) – 1 Batch	Mr T. Ganoo, Mr U. Juwaheer, Mr V. Dorasami, Dr D. Doobree & Mr S. Ramgolam
Training Programme on Leadership & Management (Level 3) – 2 Batches	Dr L. Appasamy, Mr V. Dorasami, Mr T. Ganoo, Dr A. Sreekeessoon & Mr I. Goolamally
Training Programme on Strategic Management & Leadership (Level 4) – 1 Batch	Dr L. Appasamy & Dr V. Ancharaz
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Formulation of Business Continuity Plan – 1 Ministry	Dr C. Bungshy
Foundation Course for Newly Recruited Management Support Officers – 1 Batch	Mr T. Dunpath, Mrs D. Bhunjun, Mr S. Coolen, Mr I. Collendavelloo, Mr L. Harnamsing, Mr N. Jankee, Mrs S.Ramsurrun & Mrs V. Pomanah
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	Dr. N. Luckeenarain
First Aid (Ministry of Agro-Industry and Food Security) – 2 Batches	Trainers from St John Ambulance
Customer Care & Interpersonal Communication Skills (DBM Ltd) – 2 Batches	Mr D. Seetaramadoo
D: Courses based on TNA	Trainer/s
Advanced Microsoft Excel – 1 Batch	Mr R. Reedoye
First Aid – 1 Batch	Trainers from St John Ambulance
Court Proceedings – 1 Batch	Me M. Pertaub
E: E-learning Courses on iTrain/Online courses	Trainer/s
iTrain	N/A

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	Training Programme on Improving Communication & Productivity (Level 1) – 2 Batches	50	<ul style="list-style-type: none"> • At least 96.3% of participants agreed that their knowledge had improved as a result of the training; • According to 93.7 % of participants, the training was connected to their jobs
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 1 Batch	16	<ul style="list-style-type: none"> • At least 98.1% agreed that the training was effective; • 97.9% of participants stated that the training was related to their duties; • 94.5% of participants said they could use the training to their jobs and find it valuable;
	Training Programme on Leadership & Management (Level 3) – 2 Batches	48	<ul style="list-style-type: none"> • At least 96.8% agreed that the training was effective; • 97.4% of participants stated that the training was related to their duties; • 92.2% of participants said they could use the training to their jobs and find it valuable;
	Training Programme on Strategic Management & Leadership (Level 4) – 1 Batch	19	<ul style="list-style-type: none"> • At least 92.9% agreed that the training was effective; • 97.1% stated that the training is applicable and useful to their work;
	Foundation Course for Newly Recruited Management Support Officers – 1 Batch	24	<ul style="list-style-type: none"> • At least 91.0% agreed that the training was effective; • 96.0% stated that the training is applicable and useful to their work;
	Advanced Microsoft Excel – 1 Batch	26	<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 5.1, after the training it was 9.5; • 98.2% of participants agreed that their knowledge had improved as a result of the training; • 98.7% of participants stated that the training was connected to their jobs; • 95.0% of participants said they could use the training to their jobs and find it valuable;

	Effective Performance Appraisal – 2 Batches	45	<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 4.5, after the training it was 8.9; • At least 89.0% agreed that the training was effective; • 92.3% stated that the training is applicable and useful to their work; • 95.8% of participants said they could use the training to their jobs and find it valuable;
	Court Proceedings – 1 Batch	14	<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 3.2, afterwards it was 9.1; • At least 93.8% agreed that the training was effective; • 94.9% stated that the training is applicable and useful to their work;
	Basic Microsoft Excel	1	
	Basic Microsoft PowerPoint	1	
	Basic Microsoft Word	1	
	Indicators for an Inclusive Green Economy: Introductory Course	1	
2. Develop a culture of change	Business Continuity Plan Formulation – 1 Batch	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 4.1, afterwards it was 9.4; • At least 94.0% agreed that the training was effective; • 91.1% stated that the training is applicable and useful to their work;
	Stress Management	1	
	Time Management	1	
3. Create a Lean and Smarter Workforce			
4. Enhance Customer Experience	Customer Care & Interpersonal Communication Skills– 2 Batches	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 4.1, afterwards it was 7.9; • At least 94.0% agreed that the training was effective;

			<ul style="list-style-type: none"> • 93.0% of participants stated that the training was related to their duties; • 98.0% stated that the training is applicable and useful to their work;
	Intrapersonal Communication Skills	1	
	Personal Grooming and Body Language	1	
5. Foster Accessibility		-	
6. Promote Sustainability	First Aid – 2 Batches	27	<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 2.6, after the training it was 7.5; • 89.2% of participants agreed that their knowledge had improved as a result of the training; • 91.6% of participants stated that the training was connected to their jobs; • 90.3% of participants said they could use the training to their jobs and find it valuable;
	Enhancing Integrity in the Public Sector	1	
	Understanding Safety and Health at Work for Public Officers	1	
7. Enhance Collaboration		-	
Total		330	

Number of Participants per Ministry/Department/State – Owned, Parastatal & Local Authorities – December 2023

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Dec-23
1	Office of the President	2
2	Office of the Vice-President	0
3	National Assembly	0
4	Office of the Electoral Commissioner	0
5	The Judiciary	5
6	Public Service Commission and Disciplined Forces Service Commission	3
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	0
9	National Audit Office	2
10	Employment Relations Tribunal	0
11	Local Government Service Commission	0
12	Office of the Ombudsperson for Children	1
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister's Office	22
15	Ministry of Housing and Land Use Planning	2
16	Ministry of Tourism	4
17	Ministry of Financial Services & Good Governance	0
18	Ministry of Education, Tertiary Education, Science and Technology	60
19	Ministry of Local Government	2
20	Ministry of Land Transport and Light Rail	2
21	Ministry of Foreign Affairs, Regional Integration and International Trade	1
23	Ministry of Finance, Economic Planning and Development	13
24	Ministry of Energy and Public Utilities	3
25	Ministry of Social Integration	4

27	Ministry of Industrial Development, SMEs and Cooperatives	17
28	Ministry of Environment and Climate Change	2
29	Office of the Solicitor-General	0
30	Office of the Director of Public Prosecutions	0
31	Office of the Parliamentary Counsel	0
32	Ministry of Agro-Industry and Food Security	21
33	Ministry of Youth Empowerment, Sports and Recreation	7
34	Ministry of National Infrastructure	20
35	Ministry of Information Technology, Communication and Innovation	0
36	Ministry of Labour, Human Resource Development and Training	3
37	Ministry of Commerce and Consumer Protection	1
38	Ministry of Health and Wellness	66
39	Ministry of Blue Economy, Marine Resources and Shipping	0
40	Gender Equality and Family Welfare	2
41	Ministry of Arts and Cultural Heritage	10
42	Ministry of Public Service, Administrative and Institutional Reforms	4
43	Others - Parastatals, State Owned Enterprises & Local Authorities	50
Total		330