CIVIL SERVICE COLLEGE, MAURITIUS

Training courses (Statistics/updates)

Training Courses

For the month of February 2024, a total of **774 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 February 2024					
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) – 1 Batch	21	0	0	0	21
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	0	62	0	0	62
3	Training Programme on Leadership & Management (Level 3) – 3 Batches	0	0	79	0	79
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	0	0	0	46	46
	SUB-TOTAL (A)					**208**
B	**Other Courses** **(sponsored by Ministry of Public Service, Administrative and Institutional Reforms)**					
1	Foundation Course for Management Support Officers – 2 Batches		56			56
2	Professional Development Training Programme for Word Processing Operator/Senior Word Processing Operator – 1 Batch		27			27
3	Advanced Secretarial Course – 1 Batch		8			8
4	Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	33				33
	SUB-TOTAL (B)					**122**
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 Gender Equality & Family Welfare) – 1 Batch		7	10	13	30
2	Advanced Secretarial Course – 1 Batch		34			34
3	Communication and Interpersonal Skills (Ministry of Gender Equality & Family Welfare) – 1 Batch		8	13	4	25
4	Customer Service Excellence (Mauritius Post Ltd) – 3 Batches		58			58

		Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
5	First Aid (Ministry of Housing and Land Use Planning) – 1 Batch	3	10	3		16
6	ISO 17025:2017 Awareness Course (Forensic Science Laboratory) – 2 Batches			23	7	30
	SUB-TOTAL (C)					**193**
D	**Courses based on TNA**					
SN	**Training Programmes**	**Workmen's Group**	**Support Staff**	**Frontline/ Supervisory/ Technical Grades**	**Middle Management**	**Sub-total**
1	Risk Management – 1 Batch		3	11	7	21
2	Advanced Microsoft Excel – 1 Batch		9	1	7	17
3	First Aid – 1 Batch	4	10			14
4	International Public Sector Accounting Standards (IPSAS) – 1 Batch			36	4	40
5	Effective Performance Appraisal – 2 Batches			41	16	57
6	Masterclass on Artificial Intelligence in the Public Sector – 1 Batch				29	29
7	Tender Preparation and Evaluation – 1 Batch		10	18	2	30
8	Court Proceedings – 1 Batch		10	17		27
9	Standard Defensive Driving – 1 Batch	16				16
	SUB-TOTAL (D)					**251**
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						0
	SUB-TOTAL (E)					**0**
	TOTAL(A+B+C+D+E)					**774**

3.   **Action Plan Deployment – February 2024**

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.
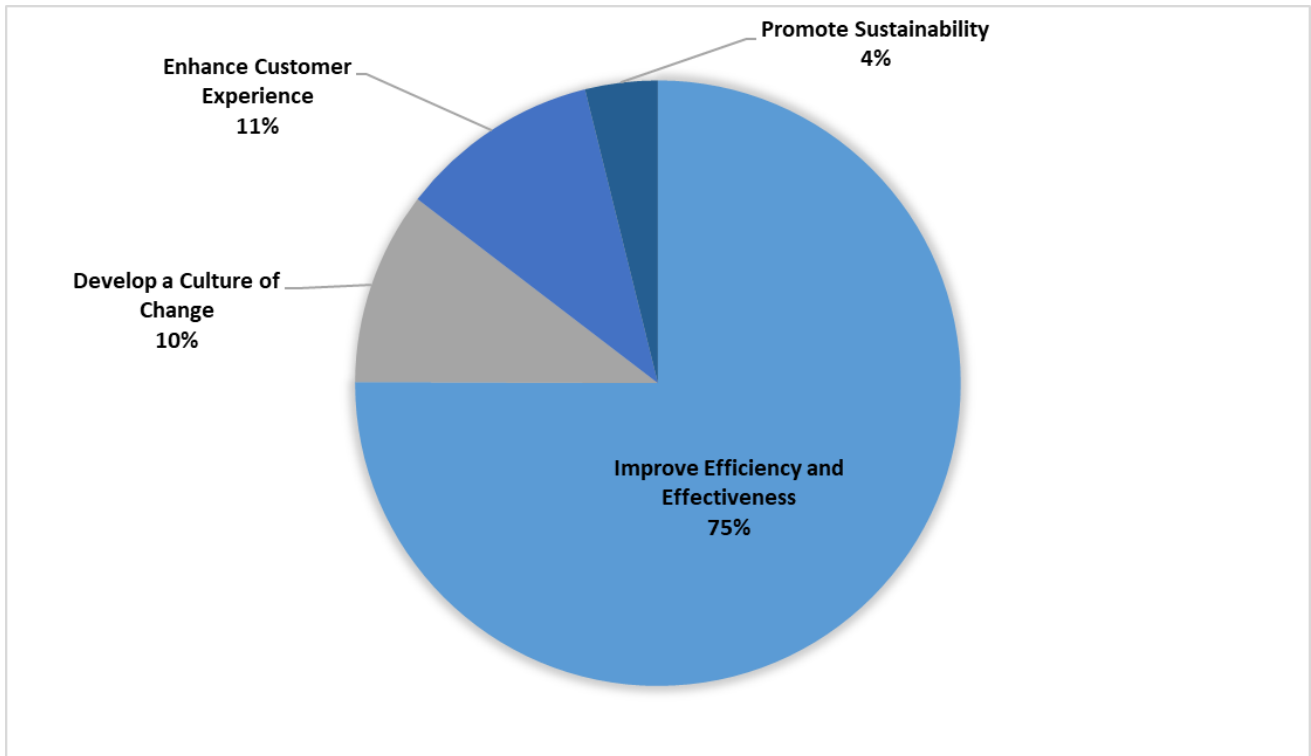
4.   For this Financial Year 2023/2024, that is, from 01 to 29 February 2024, the CSCM has trained 774 public officers.

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

07 March 2024

Gender Distribution Per Category – February 2024

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) – 1 Batch	13	8
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	18	44
Training Programme on Leadership & Management (Level 3) – 3 Batches	25	54
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	16	30
B: Other Courses **(sponsored by Ministry of Public Service, Administrative and Institutional Reforms)**	**Male**	**Female**
Foundation Course for Management Support Officers – 2 Batches	9	47
Professional Development Training Programme for Word Processing Operator/Senior Word Processing Operator – 1 Batch	2	25
Advanced Secretarial Course – 1 Batch	0	6
Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	10	23
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Male**	**Female**
Risk Management (Ministry of Gender Equality & Family Welfare) – 1 Batch	4	26
Advanced Secretarial Course – 1 Batch	1	33
Communication and Interpersonal Skills (Ministry of Gender Equality & Family Welfare) – 1 Batch	2	23
Customer Service Excellence (Mauritius Post Ltd) – 3 Batches	6	52
First Aid (Ministry of Housing and Land Use Planning) – 1 Batch	10	6
ISO 17025:2017 Awareness Course (Forensic Science Laboratory) – 2 Batches	13	17
D: Courses based on TNA	**Male**	**Female**
Risk Management – 1 Batch	10	11
Advanced Microsoft Excel – 1 Batch	5	12
First Aid – 1 Batch	2	12
International Public Sector Accounting Standards (IPSAS) – 1 Batch	32	8
Effective Performance Appraisal – 2 Batches	18	39
Masterclass on Artificial Intelligence in the Public Sector – 1 Batch	14	15
Tender Preparation and Evaluation – 1 Batch	10	20

Court Proceedings – 1 Batch	9	18
Standard Defensive Driving – 1 Batch	16	0
E: E-learning Courses on iTrain/Online courses	**Male**	**Female**
iTrain (10 Online Courses)	0	0
Total	<u>**245**</u>	<u>**529**</u>

Trainer/s Per Training Course – February 2024

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) – 1 Batch	Dr. A. Boyramboli, Representative from Harm Reduction Unit, Mr T. Ganoo, Mr M. Hennequin
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	Mr T. Ganoo, Mr U. Juwaheer, Mr V. Dorasami & Mrs S. Ramsurrun
Training Programme on Leadership & Management (Level 3) – 3 Batches	Dr. L. Appasamy, Dr. D. Doobree, Mr V. Dorasami, Mr T. Ganoo, Mr S. Beerbul, Dr. B. Abacousnac
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr A. Boyramboli, Dr. L. Appasamy, Dr. V. Ancharaz, Dr. B. Abacousnac
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	**Trainer/s**
Foundation Course for Management Support Officers – 2 Batches	Mr T. Dunputh, Mrs V. Bhaugeerathee Pomanah, Mr I. Collendavelloo, Mrs B. Kaleechurn, Mrs S. Ramsurrun, Mrs M. Muthoora Kaleechurn, Mr S. Coolen, Mr S. Atawoo, Mr N. O. Jankee, Mrs S. Ramnauth, Mr K. Mosafeer, Mrs S. Ramsurrun, Mrs B. Kaleechurn, Mrs D. Bhunjun
Professional Development Training Programme for Word Processing Operator/Senior Word Processing Operator – 1 Batch	Mr I. Seetaramadoo, Mrs N. Gobin Jeeban, Mr U. Juwaheer, Miss A. Mewa, Mr V. Dorasami & Dr A. Boyramboli
Advanced Secretarial Course – 1 Batch	N/A
Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	Mrs N. Seereekissoon, Mrs S. Ramsurrun, Mrs B. Kaleechurn, Mr R. Heerah & Mr S. Ghumaria
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Trainer/s**

Risk Management (Ministry of Gender Equality & Family Welfare) – 1 Batch	Dr D. Doobree
Advanced Secretarial Course – 1 Batch	N/A
Communication and Interpersonal Skills (Ministry of Gender Equality & Family Welfare) – 1 Batch	Mr I. Seetaramadoo
Customer Service Excellence (Mauritius Post Ltd) – 3 Batches	Dr. A. Boyramboli
First Aid (Ministry of Housing and Land Use Planning) – 1 Batch	St. John Ambulance
D: Courses based on TNA	**Trainer/s**
Risk Management – 1 Batch	Dr L. Appasamy
Advanced Microsoft Excel – 1 Batch	Mrs N. Gobin-Jeeban
First Aid – 1 Batch	St John Ambulance
International Public Sector Accounting Standards (IPSAS) – 1 Batch	Mrs M. Bookauram Seebundhun
Effective Performance Appraisal – 2 Batches	Dr. N. Luckheenarain
Masterclass on Artificial Intelligence in the Public Sector – 1 Batch	Mrs L. Lucchesi
Tender Preparation and Evaluation – 1 Batch	Mr K. Mosafeer
Court Proceedings – 1 Batch	Mr M. W. Allybocus
Standard Defensive Driving – 1 Batch	MITD
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) – 1 Batch	21	• 80% of participants agreed that the training was effective. • 85% of participants stated that the training was related to their duties. • 75% of participants said they could use the training to their jobs and found it valuable.
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	62	• Approximately 73% of participants agreed that the training was effective. • Approximately 81% of participants stated that the training was related to their duties. • Approximately 89% of participants said they could use the training in their jobs and found it
	Training Programme on Leadership & Management (Level 3) – 3 Batches	79	• Approximately 76% of participants agreed that the training was effective. • Approximately 89% of participants stated that the training was related to their duties. • Approximately 83% of participants said they could use the training in their jobs and found it valuable.
	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	46	• 77% of participants agreed that the training was effective. • 87% of participants stated that the training was related to their duties. • 83% of participants said they could use the training in their jobs and found it valuable.
	Foundation Course for Management Support Officers – 2 Batches	56	• 72% of participants agreed that the training was effective. • 80% of participants stated that the training was related to their duties. • 75% of participants said they could use the training in their jobs and found it valuable.
	Professional Development Training Programme for Word Processing	27	• 74% of participants agreed that the training was effective.

	Course	No.	Feedback
	Operator/Senior Word Processing Operator – 1 Batch		• 82% of participants stated that the training was related to their duties. • 86% of participants said they could use the training in their jobs and found it valuable.
	Advanced Secretarial Course – 1 Batch	40	N/A
	Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	33	• 87% of participants agreed that the training was effective. • 74% of participants stated that the training was related to their duties. • 89% of participants said they could use the training in their jobs and found it valuable.
	ISO 17025:2017 Awareness Course (Forensic Science Laboratory) – 2 Batches	30	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.0, after the training it was 8.0; • 83% of participants agreed that the training was effective. • 93% of participants stated that the training was related to their duties. • 80% of participants said they could use the training in their jobs and found it valuable.
	Advanced Microsoft Excel – 1 Batch	17	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.7, after the training it was 7.6; • 88% of participants agreed that the training was effective. • 94% of participants stated that the training was related to their duties. • 93% of participants said they could use the training in their jobs and found it valuable.
	International Public Sector Accounting Standards (IPSAS) – 1 Batch	40	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.2, after the training it was 8.2; • 83% of participants agreed that the training was effective. • 88% of participants stated that the training was related to their duties. • 95% of participants said they could use the training in their jobs and found it valuable.

	Effective Performance Appraisal – 2 Batches	57	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.4, after the training it was 8.5; 91% of participants agreed that the training was effective. 89% of participants stated that the training was related to their duties. 93% of participants said they could use the training in their jobs and found it valuable.
	Tender Preparation and Evaluation – 1 Batch	30	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.4, after the training it was 8.7; 87% of participants agreed that the training was effective. 96% of participants stated that the training was related to their duties. 96% of participants said they could use the training in their jobs and found it valuable.
	Court Proceedings – 1 Batch	27	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.6, after the training it was 7.9; 77% of participants agreed that the training was effective. 88% of participants stated that the training was related to their duties. 81% of participants said they could use the training in their jobs and found it valuable.
	Standard Defensive Driving – 1 Batch	16	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.1, after the training it was 7.5; 75% of participants agreed that the training was effective. 87% of participants stated that the training was related to their duties. 93% of participants said they could use the training in their jobs and found it valuable.

2. Develop a culture of change	Risk Management – 2 Batches	51	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.0, after the training it was 9.0; • 86% of participants agreed that the training was effective. • 92% of participants stated that the training was related to their duties. • 98% of participants said they could use the training in their jobs and found it valuable.
	Masterclass on Artificial Intelligence in the Public Sector – 1 Batch	21	N/A
3. Create a Lean and Smarter Workforce			
4. Enhance Customer Experience	Communication and Interpersonal Skills – 1 Batch	25	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.7, after the training it was 8.5; • 96% of participants agreed that the training was effective. • 84% of participants stated that the training was related to their duties. • 89% of participants said they could use the training in their jobs and found it valuable.
	Customer Service Excellence – 3 Batches	58	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.2, after the training it was 7.9; • 79% of participants agreed that the training was effective. • 92% of participants stated that the training was related to their duties. • 90% of participants said they could use the training in their jobs and found it valuable.
5. Foster Accessibility			
6. Promote Sustainability	First Aid – 2 Batches	30	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 2.1, after the training it was 8.3; • 75% of participants agreed that the training was effective.

			95% of participants stated that the training was related to their duties. 85% of participants said they could use the training in their jobs and found it valuable.
7. Enhance Collaboration			
Total		**774**	

Number of Participants per Ministry/Department/State – Owned, Parastatal & Local Autorities – February 2024

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Feb-24
1	Office of the President	0
2	Office of the Vice-President	0
3	National Assembly	5
4	Office of the Electoral Commissioner	0
5	The Judiciary	13
6	Public Service Commission and Disciplined Forces Service Commission	27
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	3
9	National Audit Office	0
10	Employment Relations Tribunal	7
11	Local Government Service Commission	0
12	Office of the Ombudsperson for Children	0
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister's Office	104
15	Ministry of Housing and Land Use Planning	35
16	Ministry of Tourism	12

17	Ministry of Financial Services & Good Governance	9
18	Ministry of Education, Tertiary Education, Science and Technology	35
19	Ministry of Local Government	7
20	Ministry of Land Transport and Light Rail	9
21	Ministry of Foreign Affairs, Regional Integration and International Trade	7
23	Ministry of Finance, Economic Planning and Development	39
24	Ministry of Energy and Public Utilities	17
25	Ministry of Social Integration	7
27	Ministry of Industrial Development, SMEs and Cooperatives	5
28	Ministry of Environment and Climate Change	20
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	37
33	Ministry of Youth Empowerment, Sports and Recreation	13
34	Ministry of National Infrastructure	44
35	Ministry of Information Technology, Communication and Innovation	31
36	Ministry of Labour, Human Resource Development and Training	50
37	Ministry of Commerce and Consumer Protection	9
38	Ministry of Health and Wellness	58
39	Ministry of Blue Economy, Marine Resources and Shipping	19
40	Gender Equality and Family Welfare	15
41	Ministry of Arts and Cultural Heritage	9
42	Ministry of Public Service, Administrative and Institutional Reforms	17
43	Others - Parastatals, State Owned Enterprises & Local Authorities	111
Total		**774**