

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 **NOVEMBER 2023**.

2. **Training Courses**

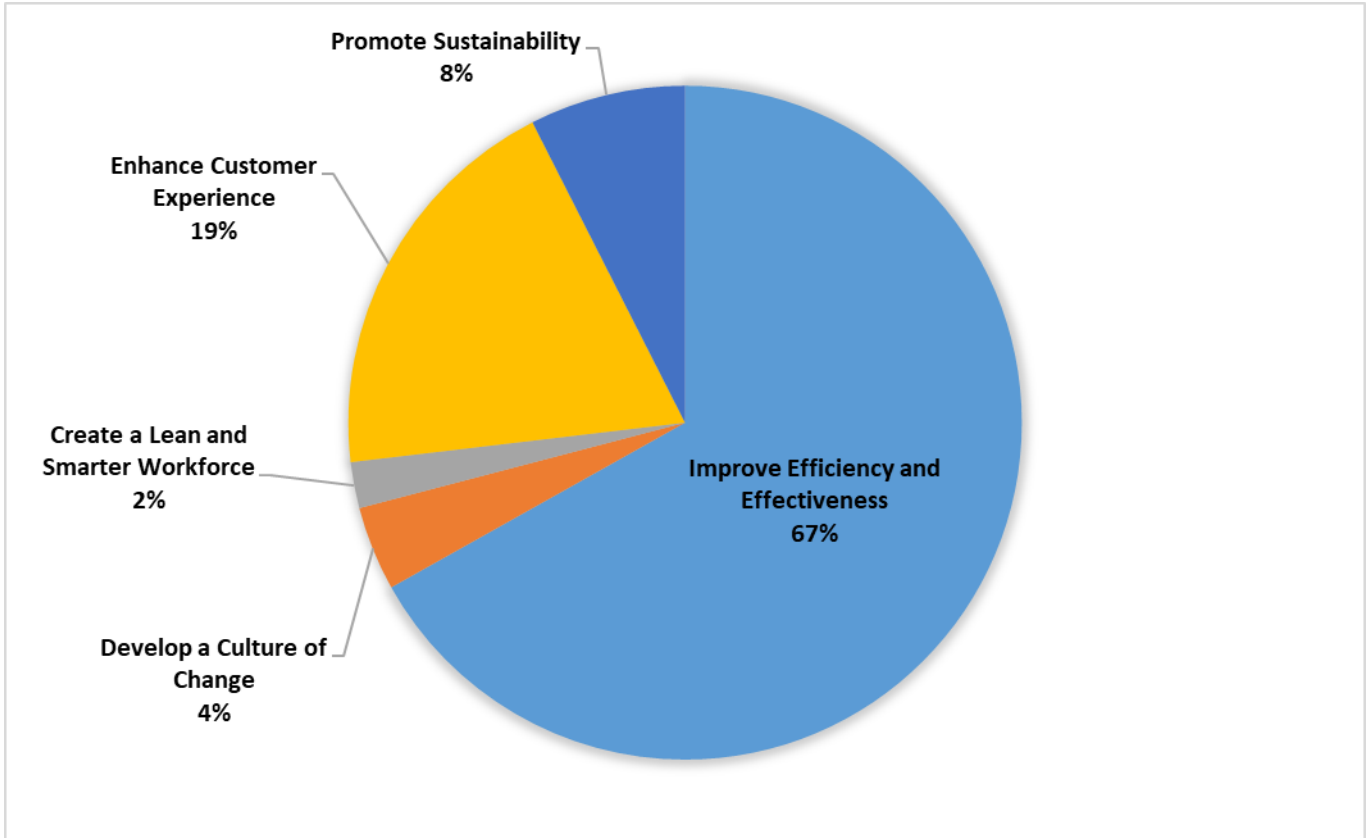
For the month of November 2023, a total of **841 officers** have attended training courses organised by CSCM as detailed in the table below:

Number of public officers trained in October 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) – 1 Batch	18	-	-	-	18
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	-	47	-	-	47
3	Training Programme on Leadership & Management (Level 3) – 3 Batches	-	-	45	-	45
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	42	42
SUB-TOTAL (A)						152
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Formulation of Business Continuity Plan – 1 Ministry	-	-	-	15	15
2	Induction Course for Office Management Assistants – 1 Batch	-	-	27	-	27
3	Foundation Course for Newly Recruited Management Support Officers – 1 Batch	-	36	-	-	36
4	Induction Course Office Auxiliary / Senior Office Auxiliary – 1 Batch	27	-	-	-	27
SUB-TOTAL (B)						105
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	Registry Procedures (Ministry of Health & Wellness) – 2 Batches	-	26	-	-	26
2	Customer Service Excellence (Mauritius Post Ltd) – 6 Batches	-	-	96	-	96
3	Conflict Management (Ministry of Industrial Development, SMEs and	-	-	7	11	18

	Cooperatives (Industrial Development Division)) – 1 Batch					
4	Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	-	-	-	58	58
5	Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	-	-	-	84	84
6	Code of Ethics (Ministry of Industrial Development, SMEs and Cooperatives) – 1 Batch	7	4	4	2	17
7	Procurement (Ministry of Health and Wellness) – 1 Batch	-	-	-	27	27
8	Communication and Customer Service (Ministry of Health and Wellness) – 3 Batches	-	-	-	62	62
9	First Aid (Ministry of Agro-Industry and Food Security) – 2 Batches	12	7	10	-	29
10	Project Management (Economic Development Board) – 1 Batch	-	-	-	8	8
11	Government Asset Register –Practical (Ministry of Arts and Cultural Heritage) – 1 Batch	-	-	5	6	11
SUB-TOTAL (C)						436
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	-	12	7	1	20
2	First Aid – 1 Batch	2	9	4	-	15
3	Government Asset Register –Practical – 2 Batches	-	4	9	11	24
4	International Public Sector Accounting Standards (IPSAS) – 1 Batch	-	-	-	48	48
5	Negotiation and Mediation Skills – 1 Batch	-	2	11	5	18
6	Tender Preparation & Evaluation – 1 Batch	-	1	10	5	16
SUB-TOTAL (D)						141
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	Basics of ICT Security	1				1
5	Managerial Skills		1			1
6	Quality management			1		1
7	Using Internet and Email(Outlook) at Work		1			1
SUB-TOTAL (E)						7
TOTAL(A+B+C+D+E)						841

3. Action Plan Deployment –November 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 30 November 2023, the CSCM has trained 841 public officers.
- 4. The Board will be kept informed of the activities of the College.

12 December 2023

Gender Distribution Per Category – November 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) – 1 Batch	13	5
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	5	42
Training Programme on Leadership & Management (Level 3) – 3 Batches	35	10
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	26	16
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Formulation of Business Continuity Plan – 1 Ministry	5	10
Induction Course for Office Management Assistants – 1 Batch	2	25
Foundation Course for Newly Recruited Management Support Officers – 1 Batch	2	34
Induction Course Office Auxiliary / Senior Office Auxiliary – 1 Batch	17	10
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
Registry Procedures (Ministry of Health & Wellness) – 2 Batches	13	13
Customer Service Excellence (Mauritius Post Ltd) – 6 Batches	36	60
Conflict Management (Ministry of Industrial Development, SMEs and Cooperatives (Industrial Development Division)) – 1 Batch	4	14
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	12	46
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	30	54
Code of Ethics (Ministry of Industrial Development, SMEs and Cooperatives) – 1 Batch	8	9
Procurement (Ministry of Health and Wellness) – 1 Batch	13	14
Communication and Customer Service (Ministry of Health and Wellness) – 3 Batches	50	12
First Aid (Ministry of Agro-Industry and Food Security) – 2 Batches	17	12
Project Management (Economic Development Board) – 1 Batch	6	2
Government Asset Register –Practical (Ministry of Arts and Cultural Heritage) – 1 Batch	6	5
D: Courses based on TNA	Male	Female

Advanced Microsoft Excel – 1 Batch	9	11
First Aid – 1 Batch	6	9
Government Asset Register –Practical – 2 Batches	9	15
International Public Sector Accounting Standards (IPSAS) – 1 Batch	18	30
Negotiation and Mediation Skills – 1 Batch	10	8
Tender Preparation & Evaluation – 1 Batch	7	9
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain (9 Online Courses)	1	6
Total	<u>360</u>	<u>481</u>

Annex 2

Trainer/s Per Training Course – November 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) – 1 Batch	Mr U. Juwaheer, Mr M. Hennequin & Mr T. Ganoo
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	Mr T. Ganoo, Mr S. Ramgolam, Mr U. Juwaheer, Mr V. Dorasami & Mr D. Dobree
Training Programme on Leadership & Management (Level 3) – 3 Batches	Dr L. Appasamy, Mr V. Dorasami, Mr T. Ganoo, Dr. O. Sreekeessoon, Mr M. Goolamally & Dr. B. Abacousnac
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr L. Appasamy, Dr B. Abacousnac & 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
Induction Course for Office Management Assistants – 1 Batch	Mrs Y Mamode Cassim, Mr S Carpen, Mr R Kalleechurn, Mr R. Heerah, Mr S. Ghumaria, Mrs A. Chummun Chaumoo, Mrs S. Ramsurrun, Dr (Mrs.) A Sreekeessoon, Mrs M. Muthoorah Kaleechurn, Mr. L. Harnamsing, Mr Z. Mownah, Mr S. Kassim, Mr R.K Bunjun, Mr R. Reedoye
Foundation Course for Newly Recruited Management Support Officers – 1 Batch	Mr T. Dunpath, Mr S. Coolen, Mr I. Collendavelloo, Mr L. Harnamsing, Mr N. Jankee, Mrs D. Muthoorah, Mrs S. Ramsurrun & Mrs V. Pomanah

Induction Course Office Auxiliary / Senior Office Auxiliary – 1 Batch	Mrs M. Kaleechurn, Mr S. Ghumaria, Mrs S.Ramsurrun, Mrs P. Maudhoo-Bursing, Mr L. Hennequin
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
Registry Procedures (Ministry of Health & Wellness) – 2 Batches	Mr M. Mudali
Customer Service Excellence (Mauritius Post Ltd) – 6 Batches	Mr S.Juwaheer
Conflict Management (Ministry of Industrial Development, SMEs and Cooperatives (Industrial Development Division)) – 1 Batch	Dr A.Boyramboli
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	Mrs N. Gobin-Jeeban
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	Dr. N. Luckeenarain
Code of Ethics (Ministry of Industrial Development, SMEs and Cooperatives) – 1 Batch	Mr M. Hennequin
Procurement (Ministry of Health and Wellness) – 1 Batch	Mr A. Mudhoo & Mr A. Soobratty
Communication and Customer Service (Ministry of Health and Wellness) – 3 Batches	Mr I. Seetaramadoo
First Aid (Ministry of Agro-Industry and Food Security) – 2 Batches	Trainers from St John Ambulance
Project Management (Economic Development Board) – 1 Batch	Mr T. Ganoo
Government Asset Register –Practical (Ministry of Arts and Cultural Heritage) – 1 Batch	Mr A. Kallychurn & Mrs S. Peerbocus
D: Courses based on TNA	Trainer/s
Advanced Microsoft Excel – 1 Batch	Mrs N. Gobin-Jeeban
First Aid – 1 Batch	Trainers from St John Ambulance
Government Asset Register –Practical – 2 Batches	Ms Y. Appanah, Mrs S. Peerbocus, Mrs N. Reheem & Mrs B.Z. Jugon Chutoo
International Public Sector Accounting Standards (IPSAS) – 1 Batch	Mrs. M. Bookauram Seebundhun
Negotiation and Mediation Skills – 1 Batch	Prof. V. Torul
Tender Preparation & Evaluation – 1 Batch	Mr. S. Atawoo
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	18	<ul style="list-style-type: none"> At least 98.0% of participants agreed that their knowledge had improved as a result of the training; According to 91.2 % of participants, the training was connected to their jobs
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	47	<ul style="list-style-type: none"> At least 96.0% agreed that the training was effective; 98.0% of participants stated that the training was related to their duties; 91.0% of participants said they could use the training to their jobs and find it valuable;
	Training Programme on Leadership & Management (Level 3) – 2 Batches	45	<ul style="list-style-type: none"> At least 98.0% agreed that the training was effective; 99.0% of participants stated that the training was related to their duties; 94.0% of participants said they could use the training to their jobs and find it valuable;
	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	42	<ul style="list-style-type: none"> At least 98.0% agreed that the training was effective; 92.6% stated that the training is applicable and useful to their work;
	Induction Course Office Auxiliary / Senior Office Auxiliary – 1 Batch	27	<ul style="list-style-type: none"> At least 96.0% agreed that the training was effective; 97.0% stated that the training is applicable and useful to their work; 99.0% of participants said they could use the training to their jobs and find it valuable;
	Foundation Course for Newly Recruited Management Support Officers – 1 Batch	36	<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 7.1, afterwards it was 8.7; At least 99.0% agreed that the training was effective; 98.0% stated that the training is applicable and useful to their work;

	Induction Course for Office Management Assistants – 1 Batch	27	<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 6.4, afterwards it was 8.7; • At least 99.8% agreed that the training was effective; • 96.4% stated that the training is applicable and useful to their work;
	Registry Procedures – 2 Batches	26	<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 6.7, afterwards it was 8.6; • At least 97.0% agreed that the training was effective; • 92.4% stated that the training is applicable and useful to their work;
	Advanced Microsoft Excel – 3 Batches	78	<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 6.3, after the training it was 9.0; • 96% of participants agreed that their knowledge had improved as a result of the training; • 97.4% of participants stated that the training was connected to their jobs; • 94.7% of participants said they could use the training to their jobs and find it valuable;
	Effective Performance Appraisal – 3 Batches	84	<ul style="list-style-type: none"> • At least 96.0% agreed that the training was effective; • 98.2% stated that the training is applicable and useful to their work; • 97.0% of participants said they could use the training to their jobs and find it valuable;
	Procurement – 1 Batch	27	<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, afterwards it was 8.0; • At least 98.0% agreed that the training was effective; • 97.0% stated that the training is applicable and useful to their work;

	Project Management – 1 Batch	8	<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 3.0, after the training it was 8.0; • 95.1% of participants agreed that their knowledge had improved as a result of the training; • 94.7% of participants stated that the training was connected to their jobs; • 91.0% of participants said they could use the training to their jobs and find it valuable;
	Government Asset Register –Practical – 3 Batches	35	<ul style="list-style-type: none"> • At least 93.0% agreed that the training was effective; • 97.0% 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;
	International Public Sector Accounting Standards (IPSAS) – 1 Batch	48	<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 6.4, afterwards it was 8.0; • At least 87.0% agreed that the training was effective; • 99.0% stated that the training is applicable and useful to their work;
	Tender Preparation & Evaluation – 1 Batch	16	•
	Basic Microsoft Excel	1	
	Basic Microsoft PowerPoint	1	
	Basic Microsoft Word	1	
	Basics of ICT Security	1	
Using Internet and Email(Outlook) at Work	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 5.5, afterwards it was 9.0; • At least 97.0% agreed that the training was effective; • 98.0% stated that the training is applicable and useful to their work;

	Conflict Management – 1 Batch	18	<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 8.2, afterwards it was 9.0; • At least 91.0% agreed that the training was effective; • 98.0% of participants stated that the training was related to their duties; • 94% stated that the training is applicable and useful to their work;
	Managerial Skills	1	
	Quality management	1	
3. Create a Lean and Smarter Workforce	Negotiation and Mediation Skills – 1 Batch	18	<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 7.2, afterwards it was 8.0; • At least 96.0% agreed that the training was effective; • 99.0% of participants stated that the training was related to their duties; • 87% stated that the training is applicable and useful to their work;
4. Enhance Customer Experience	Customer Service Excellence – 6 Batches	96	<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 6.3, afterwards it was 8.0; • At least 96.0% agreed that the training was effective; • 98.0% of participants stated that the training was related to their duties; • 96% stated that the training is applicable and useful to their work;
	Communication and Customer Service – 3 Batches	62	
5. Foster Accessibility		-	

6. Promote Sustainability	First Aid – 3 Batches	44	<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 6.6, after the training it was 9.0; • 98.0% of participants agreed that their knowledge had improved as a result of the training; • 96.0% of participants stated that the training was connected to their jobs; • 91.0% of participants said they could use the training to their jobs and find it valuable;
	Code of Ethics – 1 Batch	17	<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 6.3, afterwards it was 8.0; • At least 95.0% agreed that the training was effective; • 90.0% of participants stated that the training was related to their duties; • 93% stated that the training is applicable and useful to their work;
7. Enhance Collaboration		-	
Total		841	

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

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Number of Participants
1	Office of the President	4
2	Office of the Vice-President	0
3	National Assembly	1
4	Office of the Electoral Commissioner	1
5	The Judiciary	12
6	Public Service Commission and Disciplined Forces Service Commission	8
7	Public Bodies Appeal Tribunal	1
8	Office of Ombudsman	1
9	National Audit Office	5
10	Employment Relations Tribunal	1
11	Local Government Service Commission	1
12	Office of the Ombudsperson for Children	3
13	Office of Ombudsperson for Financial Services	1
14	Prime Minister's Office	56
15	Ministry of Housing and Land Use Planning	4
16	Ministry of Tourism	10
17	Ministry of Financial Services & Good Governance	0
18	Ministry of Education, Tertiary Education, Science and Technology	152
19	Ministry of Local Government	5
20	Ministry of Land Transport and Light Rail	4
21	Ministry of Foreign Affairs, Regional Integration and International Trade	3
23	Ministry of Finance, Economic Planning and Development	33
24	Ministry of Energy and Public Utilities	8
25	Ministry of Social Integration	10
27	Ministry of Industrial Development, SMEs and Cooperatives	43

28	Ministry of Environment and Climate Change	5
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	54
33	Ministry of Youth Empowerment, Sports and Recreation	18
34	Ministry of National Infrastructure	51
35	Ministry of Information Technology, Communication and Innovation	1
36	Ministry of Labour, Human Resource Development and Training	7
37	Ministry of Commerce and Consumer Protection	2
38	Ministry of Health and Wellness	167
39	Ministry of Blue Economy, Marine Resources and Shipping	1
40	Gender Equality and Family Welfare	6
41	Ministry of Arts and Cultural Heritage	26
42	Ministry of Public Service, Administrative and Institutional Reforms	9
43	Others - Parastatals, State Owned Enterprises & Local Authorities	127
Total		841