

**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 OCTOBER 2023.

2. **Training Courses**

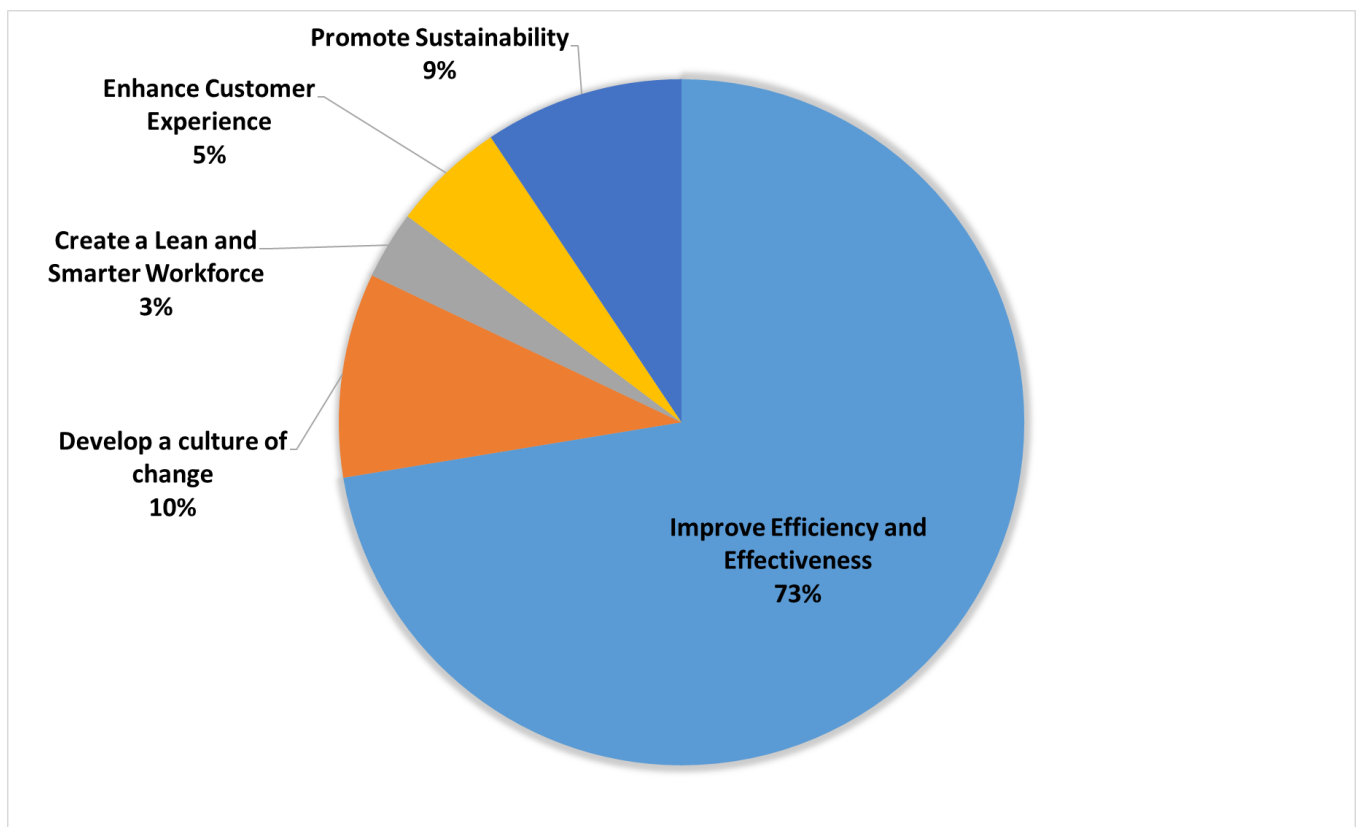
For the month of October 2023, a total of 854 officers have attended training courses organised by CSCM as detailed in the table below:

<b>Number of public officers trained in October 2023</b>						
<b>SN</b>	<b>Training Programmes</b>	<b>Workmen's Group</b>	<b>Support Staff</b>	<b>Frontline/Supervisory/Technical Grades</b>	<b>Middle Management</b>	<b>Sub-total</b>
<b>A</b>	<b>Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>					
<b>1</b>	Training Programme on Improving Communication & Productivity (Level 1) – 1 Batch	51	-	-	-	51
<b>2</b>	Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	-	64	-	-	64
<b>3</b>	Training Programme on Leadership & Management (Level 3) – 3 Batches	-	-	33	-	33
<b>4</b>	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	54	54
<b>SUB-TOTAL (A)</b>						<b>202</b>
<b>B</b>	<b>Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>					
<b>1</b>	Formulation of Business Continuity Plan – 3 Ministries	-	-	-	58	58
<b>SUB-TOTAL (B)</b>						<b>58</b>
<b>C</b>	<b>Customised Courses requested by Ministries/Departments/Parastatal Bodies &amp; State-Owned Companies</b>					
<b>SN</b>	<b>Training Programmes</b>	<b>Workmen's Group</b>	<b>Support Staff</b>	<b>Frontline/Supervisory/Technical Grades</b>	<b>Middle Management</b>	<b>Sub-total</b>
<b>1</b>	Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	-	-	-	56	56
<b>2</b>	Code of Ethics and Good Governance (CPD UK) (CEB Ltd) – 1 Batch	-	-	-	24	24
<b>3</b>	Communication and Customer Service (Ministry of Health and Wellness) – 2 Batches	-	-	-	43	43
<b>4</b>	Court Proceedings (Gambling Regulatory Authority)- 1 Batch	-	-	-	10	10

5	Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	-	-	-	93	93
6	First Aid (Mauritius Housing Company Ltd) – 2 Batches	25	-	-	-	25
7	Report Writing (Office of Public Sector Governance) – 1 Batch	-	-	-	15	15
8	Risk Management (Human Resource Development Council) – 4 Batches	-	-	70	1	71
<b>SUB-TOTAL (C)</b>						<b>337</b>
<b>D</b>	<b>Courses based on TNA</b>					
<b>SN</b>	<b>Training Programmes</b>	<b>Workmen's Group</b>	<b>Support Staff</b>	<b>Frontline/Supervisory/Technical Grades</b>	<b>Middle Management</b>	<b>Sub-total</b>
1	Advanced Microsoft Excel – 1 Batch	-	18	10	-	28
2	Court Proceedings – 1 Batch	-	-	6	8	14
3	Data Analytics – 1 Batch	-	18	7	2	27
4	First Aid – 1 Batch	2	11	10	4	27
5	Government Asset Register (Awareness) – 1 Batch	-	-	-	21	21
6	Government Asset Register (Practical) – 1 Batch	-	-	21	-	22
7	Mental Health and Wellbeing at Workplace – 1 Batch	6	11	5	4	26
8	Public Policy Making – 1 Batch	-	-	2	8	10
9	Registry Procedures – 1 Batch	-	11	12	-	23
10	Tea Making – 1 Batch	21	-	-	-	21
11	Writing Effective Minutes of Meetings	-	12	7	8	27
<b>SUB-TOTAL (D)</b>						<b>246</b>
<b>E</b>	<b>E-learning Courses on iTrain/Online courses</b>					
<b>SN</b>	<b>Training Programmes</b>	<b>Workmen's Group</b>	<b>Support Staff</b>	<b>Frontline/Supervisory/Technical Grades</b>	<b>Middle Management</b>	<b>Sub-total</b>
1	Basic Microsoft Excel	-	2	-	-	2
2	Basic Microsoft PowerPoint	-	1	-	-	1
3	Basic Microsoft Word	-	-	1	-	1
4	Basics of ICT Security	-	1	-	-	1
5	Handling Hazardous Products	-	1	-	-	1
6	Indicators for an Inclusive Green Economy: Introductory Course	-	-	1	-	1
7	Intrapersonal Communication Skills	-	1	-	-	1
8	Personal Grooming and Body Language	-	1	-	-	1
9	Understanding Health and Safety	-	2	-	-	2
<b>SUB-TOTAL (E)</b>						<b>11</b>
<b>TOTAL(A+B+C+D+E)</b>						<b>854</b>

### 3. Action Plan Deployment –October 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 October 2023, the CSCM has trained 854 public officers.
4. The Board will be kept informed of the activities of the College.

**08 November 2023**

**Gender Distribution Per Category – October 2023**

<b>A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Male</b>	<b>Female</b>
Training Programme on Improving Communication & Productivity (Level 1) – 1 Batch	35	39
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	17	47
Training Programme on Leadership & Management (Level 3) – 3 Batches	13	20
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	34	20
<b>B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Male</b>	<b>Female</b>
Formulation of Business Continuity Plan – 3 Ministries	20	38
<b>C: Customised Courses requested by Ministries/Departments/Parastatal Bodies &amp; State-Owned Companies</b>	<b>Male</b>	<b>Female</b>
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	19	37
Code of Ethics and Good Governance (CPD UK) (CEB Ltd) – 1 Batch	8	16
Communication and Customer Service (Ministry of Health and Wellness) – 2 Batches	20	23
Court Proceedings (Gambling Regulatory Authority)- 1 Batch	7	3
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	37	55
First Aid (Mauritius Housing Company Ltd) – 2 Batches	8	17
Report Writing (Office of Public Sector Governance) – 1 Batch	8	7
Risk Management (Human Resource Development Council) – 4 Batches	32	39
<b>D: Courses based on TNA</b>	<b>Male</b>	<b>Female</b>
Advanced Microsoft Excel – 1 Batch	6	22
Court Proceedings – 1 Batch	10	4
Data Analytics – 1 Batch	13	14
First Aid – 1 Batch	12	15
Government Asset Register (Awareness) – 1 Batch	11	10
Government Asset Register (Practical) – 1 Batch	9	13
Mental Health and Wellbeing at Workplace – 1 Batch	12	14

Public Policy Making – 1 Batch	5	5
Registry Procedures – 1 Batch	6	17
Tea Making – 1 Batch	10	11
Writing Effective Minutes of Meetings – 1 Batch	6	21
<b>E: E-learning Courses on iTrain/Online courses</b>	<b>Male</b>	<b>Female</b>
iTrain (9 Online Courses)	-	11
<b>Total</b>		

**Annex 2**

**Trainer/s Per Training Course – October 2023**

<b>A: Capacity and Capability Development Programme (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Trainer/s</b>
Training Programme on Improving Communication & Productivity (Level 1) – 1 Batch	Mr Hennequin, Mrs Ghumaria, Mrs Kaleechurn & Mrs Ramsurrun
Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	Mr Ganoo, Mr Ramgolam, Mr Juwaheer & Mr Dorasami
Training Programme on Leadership & Management (Level 3) – 3 Batches	Dr Appasamy, Mr Goolamally, Mr Ganoo, Dr Doobree, Mr Dorasami, Dr Abacousnac
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr Appasamy, Dr Abacousnac, Dr Ancharaz
<b>B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Trainer/s</b>
Formulation of Business Continuity Plan – 3 Ministries	Dr Appasamy, Dr Abacousnac
<b>C: Customised Courses requested by Ministries/Departments/Parastatal Bodies &amp; State-Owned Companies</b>	<b>Trainer/s</b>
Advanced Microsoft Excel (Ministry of Education, Tertiary Education, Science & Technology) – 2 Batches	Mrs Gobin-Jeeban
Code of Ethics and Good Governance (CPD UK) (CEB Ltd) – 1 Batch	Mr Hennequin
Communication and Customer Service (Ministry of Health and Wellness) – 2 Batches	Mr Seetaramadoo
Court Proceedings (Gambling Regulatory Authority)- 1 Batch	Me Pertaub
Effective Performance Appraisal (Ministry of Education, Tertiary Education, Science & Technology) – 3 Batches	Dr. Luckeenarain
First Aid (Mauritius Housing Company Ltd) – 2 Batches	St John

Report Writing (Office of Public Sector Governance) – 1 Batch	Mr Ramlugun
Risk Management (Human Resource Development Council) – 4 Batches	Dr Doobree
<b>D: Courses based on TNA</b>	<b>Trainer/s</b>
Advanced Microsoft Excel – 1 Batch	Mrs Gobin-Jeeban
Court Proceedings – 1 Batch	Me Collendavelloo
Data Analytics – 1 Batch	Mr Dorasami
First Aid – 1 Batch	St. John
Government Asset Register (Awareness) – 1 Batch	Mr Kallichurn
Government Asset Register (Practical) – 1 Batch	Mr Kallichurn & Mrs Jugon
Mental Health and Wellbeing at Workplace – 1 Batch	Dr Boyramboli & Mr Beharry Paray
Public Policy Making – 1 Batch	Dr Moorghen
Registry Procedures – 1 Batch	Mrs Muthurah Kaleechurn
Tea Making – 1 Batch	Ecole Hotelliere Sir Gaetan Duval
Writing Effective Minutes of Meetings – 1 Batch	Mr Hauroo
<b>E: E-learning Courses on iTrain/Online courses</b>	<b>Trainer/s</b>
iTrain	N/A

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	Training Programme on Improving Communication & Productivity (Level 1) – 1 Batch	51	<ul style="list-style-type: none"> <li>At least 99.0% of participants agreed that their knowledge had improved as a result of the training;</li> <li>According to 90.2 % of participants, the training was connected to their jobs</li> </ul>
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 3 Batches	64	<ul style="list-style-type: none"> <li>At least 98.0% agreed that the training was effective;</li> <li>99.0% of participants stated that the training was related to their duties;</li> <li>97.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Training Programme on Leadership & Management (Level 3) – 3 Batches	32	<ul style="list-style-type: none"> <li>At least 97.0% agreed that the training was effective;</li> <li>98.0% of participants stated that the training was related to their duties;</li> <li>98.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	54	<ul style="list-style-type: none"> <li>At least 97.3% agreed that the training was effective;</li> <li>99.7% stated that the training is applicable and useful to their work;</li> </ul>
	Formulation of Business Continuity Plan – 3 Ministries	58	<ul style="list-style-type: none"> <li>At least 94.0% agreed that the training was effective;</li> <li>96.0% stated that the training is applicable and useful to their work;</li> <li>99.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Effective Performance Appraisal – 3 Batches	93	<ul style="list-style-type: none"> <li>Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 7.0, afterwards it was 9.7;</li> <li>At least 99.0% agreed that the training was effective;</li> <li>97.0% stated that the training is applicable and useful to their work;</li> </ul>

	Advanced Microsoft Excel – 3 Batches	84	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 8.4, afterwards it was 9.7;</li> <li>• At least 97.8% agreed that the training was effective;</li> <li>• 98.7% stated that the training is applicable and useful to their work;</li> </ul>
	Report Writing - 1 Batch	15	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 8.7, afterwards it was 9.6;</li> <li>• At least 96.0% agreed that the training was effective;</li> <li>• 97.4% stated that the training is applicable and useful to their work;</li> </ul>
	Court Proceedings – 2 Batches	24	<ul style="list-style-type: none"> <li>• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.3, after the training it was 8.7;</li> <li>• 93% of participants agreed that their knowledge had improved as a result of the training;</li> <li>• 96.5% of participants stated that the training was connected to their jobs;</li> <li>• 94.5% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Mental Health and Wellbeing at Workplace – 1 Batch	26	<ul style="list-style-type: none"> <li>• At least 94.0% agreed that the training was effective;</li> <li>• 97.2% stated that the training is applicable and useful to their work;</li> <li>• 99.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Writing Effective Minutes of Meetings – 1 Batch	27	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 8.5, afterwards it was 9.0;</li> <li>• At least 97.8% agreed that the training was effective;</li> <li>• 98.0% stated that the training is applicable and useful to their work;</li> </ul>



	Registry Procedures – 1 Batch	23	<ul style="list-style-type: none"> <li>• 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;</li> <li>• 95.1% of participants agreed that their knowledge had improved as a result of the training;</li> <li>• 98.7% of participants stated that the training was connected to their jobs;</li> <li>• 96.5% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Government Asset Register (Awareness & Practical) – 1 Batch each	43	<ul style="list-style-type: none"> <li>• At least 92.0% agreed that the training was effective;</li> <li>• 97.2% stated that the training is applicable and useful to their work;</li> <li>• 95.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Tea Making – 1 Batch	21	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 8.4, afterwards it was 9.0;</li> <li>• At least 97.0% agreed that the training was effective;</li> <li>• 98.0% stated that the training is applicable and useful to their work;</li> </ul>
	Basic Microsoft Excel	2	
	Basic Microsoft PowerPoint	1	
	Basic Microsoft Word	1	
	Basics of ICT Security	1	
Handling Hazardous Products	1		
<b>2. Develop a culture of change</b>	Risk Management – 4 Batches	71	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.4, afterwards it was 8.0;</li> <li>• At least 98.0% agreed that the training was effective;</li> <li>• 99.0% stated that the training is applicable and useful to their work;</li> </ul>
	Public Policy Making – 1 Batch	10	<ul style="list-style-type: none"> <li>• 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 7.0;</li> </ul>

			<ul style="list-style-type: none"> <li>• At least 91.0% agreed that the training was effective;</li> <li>• 88.0% of participants stated that the training was related to their duties;</li> <li>• 84% stated that the training is applicable and useful to their work;</li> </ul>
<b>3. Create a Lean and Smarter Workforce</b>	Data Analytics – 1 Batch	27	<ul style="list-style-type: none"> <li>• 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;</li> <li>• At least 94.0% agreed that the training was effective;</li> <li>• 89.0% of participants stated that the training was related to their duties;</li> <li>• 88% stated that the training is applicable and useful to their work;</li> </ul>
<b>4. Enhance Customer Experience</b>	Communication and Customer Service – 2 Batches	43	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.2, afterwards it was 7.0;</li> <li>• At least 95.0% agreed that the training was effective;</li> <li>• 90.0% of participants stated that the training was related to their duties;</li> <li>• 95% stated that the training is applicable and useful to their work;</li> </ul>
	Intrapersonal Communication Skills	1	
	Personal Grooming and Body Language	1	
<b>5. Foster Accessibility</b>		-	
<b>6. Promote Sustainability</b>	First Aid – 2 Batches	49	<ul style="list-style-type: none"> <li>• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 5.6, after the training it was 8.0;</li> <li>• 96.0% of participants agreed that their knowledge had improved as a result of the training;</li> </ul>

			<ul style="list-style-type: none"> <li>• 97.7% of participants stated that the training was connected to their jobs;</li> <li>• 94.0% of participants said they could use the training to their jobs and find it valuable;</li> </ul>
	Code of Ethics and Good Governance (CPD UK) – 1 Batch	24	<ul style="list-style-type: none"> <li>• Prior to the training, the level of understanding of the topics on a scale of 1 to 10 (10 being “Understand very well”) was 4.2, afterwards it was 7.0;</li> <li>• At least 92.0% agreed that the training was effective;</li> <li>• 90.0% of participants stated that the training was related to their duties;</li> <li>• 95% stated that the training is applicable and useful to their work;</li> </ul>
	Indicators for an Inclusive Green Economy: Introductory Course	1	
	Understanding Health and Safety	2	
<b>7. Enhance Collaboration</b>		-	
	<b>Total</b>	<b>854</b>	