

# CIVIL SERVICE COLLEGE, MAURITIUS

## Training courses (Statistics/updates)

### Training Courses

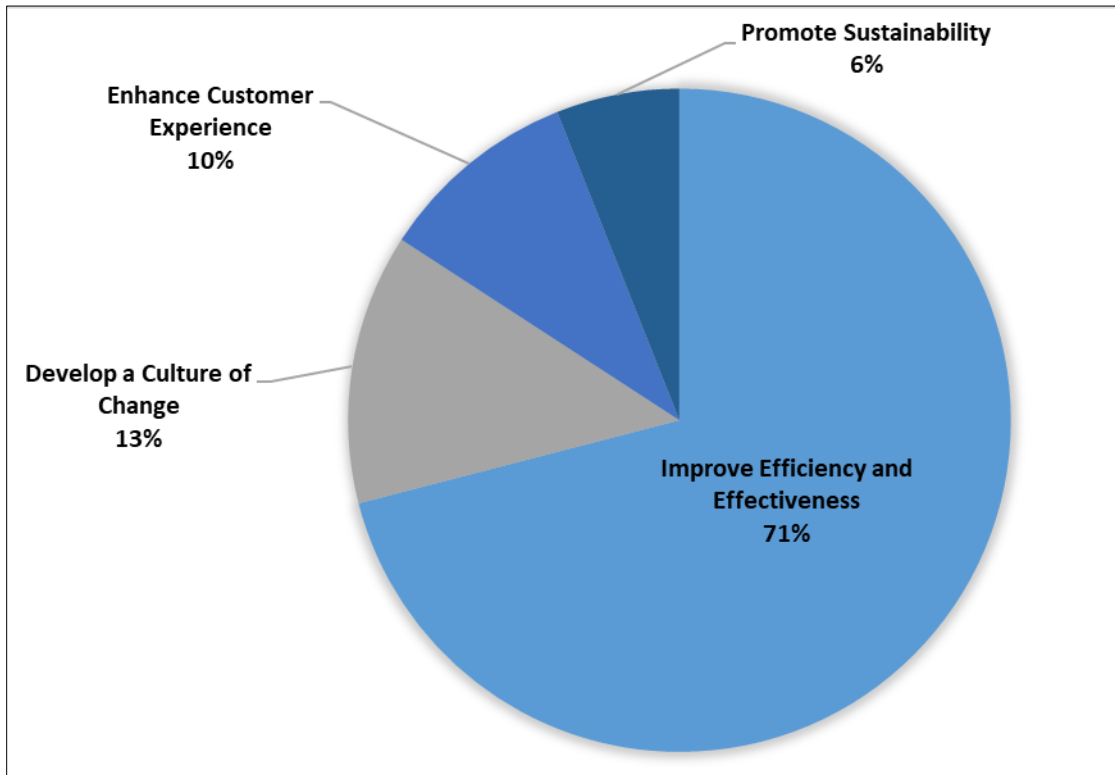
For the month of March 2024, a total of **682 officers** have attended training courses organised by CSCM as detailed in the table below:

<b>Number of public officers trained in February 2024</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	31	-	-	-	31
<b>2</b>	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	42	-	-	42
<b>3</b>	Training Programme on Leadership & Management (Level 3) – 3 Batches	-	-	68	-	68
<b>4</b>	Training Programme on Strategic Management & Leadership (Level 4) – 3 Batches	-	-	-	54	54
<b>SUB-TOTAL (A)</b>						<b>195</b>
<b>B</b>	<b>Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>					
<b>1</b>	Foundation Course for Management Support Officers – 1 Batches	-	25	-	-	25
<b>2</b>	Induction for Office Management Executives – 1 Batch	-	-	-	12	12
<b>3</b>	Pensions Reforms in the Public Service for HR Cadres – 1 Batch	-	-	-	26	26
<b>4</b>	Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	32	-	-	-	32
<b>SUB-TOTAL (B)</b>						<b>95</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>	Code Of Ethics, Integrity and Good Governance (Min of Labour) – 1 Batch	-	16	3	1	20
<b>2</b>	Organisational Behaviour (Registrar Generals Dept) – 2 Batches	-	58	-	-	58
<b>3</b>	Leadership and Managerial/Supervisory Skills (FAREI) – 1 Batch	-	10	14	6	30
<b>4</b>	Report Writing - Child Development Unit – 2 Batches	-	66	-	-	66
<b>5</b>	Handling Difficult Customers - Child Development Unit – 2 Batches	-	66	-	-	66

<b>SUB-TOTAL (C)</b>						<b>240</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>
<b>1</b>	Writing Effective Minutes of Meetings – 1 Batch	-	21	11	2	34
<b>2</b>	Advanced Project Management – 1 Batch	-	-	12	12	24
<b>3</b>	Standard Defensive Driving Course – 1 Batch	16	-	-	-	16
<b>4</b>	First Aid – 1 Batch	12	4	4	-	20
<b>5</b>	Effective Performance Appraisal – 2 Batches	-	-	37	14	51
<b>SUB-TOTAL (D)</b>						<b>145</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>
<b>1</b>	Basic Microsoft PowerPoint	-	-	-	1	1
<b>2</b>	Basic Microsoft Word	-	-	-	1	1
<b>3</b>	Basics of ICT Security	-	-	-	1	1
<b>4</b>	Code of Ethics for Public Officers	-	-	1	-	1
<b>5</b>	Interpersonal Communication Skills	-	-	1	-	1
<b>6</b>	Leadership in a Changing Society	-	-	1	1	2
<b>SUB-TOTAL (E)</b>						<b>7</b>
<b>TOTAL(A+B+C+D+E)</b>						<b>682</b>

**3. Action Plan Deployment – March 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 31 March 2024, the CSCM has trained 682 public officers.
- 5. The Board will be kept informed of the activities of the College.

**10 April 2024**

**Gender Distribution Per Category – March 2024**

<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	13	18
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	11	31
Training Programme on Leadership & Management (Level 3) – 3 Batches	32	36
Training Programme on Strategic Management & Leadership (Level 4) – 3 Batches	31	23
<b>B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Male</b>	<b>Female</b>
Foundation Course for Management Support Officers – 1 Batches	4	21
Induction for Office Management Executives – 1 Batch	4	8
Pensions Reforms in the Public Service for HR Cadres – 1 Batch	4	22
Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	14	18
<b>C: Customised Courses requested by Ministries/Departments/Parastatal Bodies &amp; State-Owned Companies</b>	<b>Male</b>	<b>Female</b>
Code Of Ethics, Integrity and Good Governance (Min of Labour) – 1 Batch	6	14
Organisational Behaviour (Registrar Generals Dept) – 2 Batches	14	44
Leadership and Managerial/Supervisory Skills (FAREI) – 1 Batch	16	14
Report Writing - Child Development Unit – 2 Batches	5	61
Handling Difficult Customers - Child Development Unit – 2 Batches	5	61
<b>D: Courses based on TNA</b>	<b>Male</b>	<b>Female</b>
Writing Effective Minutes of Meetings – 1 Batch	4	30
Advanced Project Management – 1 Batch	11	13
Standard Defensive Driving Course – 1 Batch	16	0
First Aid – 1 Batch	4	16
Effective Performance Appraisal – 2 Batches	26	25
<b>E: E-learning Courses on iTrain/Online courses</b>	<b>Male</b>	<b>Female</b>
iTrain (7 Online Courses)	4	3
<b>Total</b>	<b>224</b>	<b>458</b>

**Trainer/s Per Training Course – March 2024**

<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	Representative from Harm Reduction Unit, Mr T. Ganoo & Ms A. Mewa
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	Mr T. Ganoo, Mr S. Ramsurrun & Mr V. Dorasami
Training Programme on Leadership & Management (Level 3) – 3 Batches	Mr S. Beerbul, Dr. A. Sreekeesoon, Dr. L. Appasamy, Mr T. Ganoo, Dr. D. Doobree & Mr V. Dorasami
Training Programme on Strategic Management & Leadership (Level 4) – 3 Batches	Mr T. Ganoo, Dr A. Boyramboli, Dr. L. Appasamy, Dr. V. Ancharaz, Dr. B. Abacousnac
<b>B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)</b>	<b>Trainer/s</b>
Foundation Course for Management Support Officers – 1 Batches	Representative from Harm Reduction Unit, Mrs D. Bhunjun, Mrs B. Kaleechurn, Mr R. Ramdahen, Mrs S. Ramnauth, Mr K. Mosafeer, Me. I. Collendavelloo, Representative from ICAC, Mr. M. Hennequin, Mrs S. Ramsurrun
Induction for Office Management Executives – 1 Batch	Mr L. Harnamsing, Mrs B. Kaleechurn, Mrs S. Ramsurrun, Mrs D. Bhunjun, Mr R. K. Heerah,
Pensions Reforms in the Public Service for HR Cadres – 1 Batch	Mr S. Carpen
Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	Mr S. Ghumaria, Mr R. Heerah, Mrs A. Boyramboli, Mes B. Kaleechurn & Mrs V. Rene
<b>C: Customised Courses requested by Ministries/Departments/Parastatal Bodies &amp; State-Owned Companies</b>	<b>Trainer/s</b>
Code Of Ethics, Integrity and Good Governance (Min of Labour) – 1 Batch	Mr M. Hennequin
Organisational Behaviour (Registrar Generals Dept) – 2 Batches	Dr. N. Luckeenarain
Leadership and Managerial/Supervisory Skills (FAEI) – 1 Batch	Dr. L. Appasamy
Report Writing - Child Development Unit – 2 Batches	Mr J. Hauroo
Handling Difficult Customers - Child Development Unit – 2 Batches	Ms. A. Mewa
<b>D: Courses based on TNA</b>	<b>Trainer/s</b>
Writing Effective Minutes of Meetings – 1 Batch	Mr J. Hauroo
Advanced Project Management – 1 Batch	Dr. B. Abacousnac

Standard Defensive Driving Course – 1 Batch	MITD
First Aid – 1 Batch	Trainer from St John
Effective Performance Appraisal – 2 Batches	Dr. N. Luckeenarain
<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	31	<ul style="list-style-type: none"> <li>• 81% of participants agreed that the training was effective.</li> <li>• 73% of participants stated that the training was related to their duties.</li> <li>• 90% of participants said they could use the training to their jobs and found it valuable.</li> </ul>
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	42	<ul style="list-style-type: none"> <li>• Approximately 77% of participants agreed that the training was effective.</li> <li>• Approximately 89% of participants stated that the training was related to their duties.</li> <li>• Approximately 81% of participants said they could use the training in their jobs and found it</li> </ul>
	Training Programme on Leadership & Management (Level 3) – 3 Batches	68	<ul style="list-style-type: none"> <li>• Approximately 85% of participants agreed that the training was effective.</li> <li>• Approximately 76% of participants stated that the training was related to their duties.</li> <li>• Approximately 90% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Training Programme on Strategic Management & Leadership (Level 4) – 3 Batches	54	<ul style="list-style-type: none"> <li>• 77% of participants agreed that the training was effective.</li> <li>• 87% of participants stated that the training was related to their duties.</li> <li>• 83% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Foundation Course for Management Support Officers – 1 Batches	25	<ul style="list-style-type: none"> <li>• 81% of participants agreed that the training was effective.</li> <li>• 74% of participants stated that the training was related to their duties.</li> <li>• 86% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Induction for Office Management Executives – 1 Batch	12	<ul style="list-style-type: none"> <li>• 92% of participants agreed that the training was effective.</li> </ul>

		<ul style="list-style-type: none"> <li>• 84% of participants stated that the training was related to their duties.</li> <li>• 94% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
Pensions Reforms in the Public Service for HR Cadres – 1 Batch	26	<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 4.1, after the training it was 7.9;</li> <li>• 80% of participants agreed that the training was effective.</li> <li>• 92% of participants stated that the training was related to their duties.</li> <li>• 85% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
Induction Office Auxiliary/Senior Office Auxiliary – 1 Batch	32	<ul style="list-style-type: none"> <li>• 85% of participants agreed that the training was effective.</li> <li>• 75% of participants stated that the training was related to their duties.</li> <li>• 91% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
Report Writing - Child Development Unit – 2 Batches	66	<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 3.8, after the training it was 7.5;</li> <li>• 75% of participants agreed that the training was effective.</li> <li>• 80% of participants stated that the training was related to their duties.</li> <li>• 85% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
Writing Effective Minutes of Meetings – 1 Batch	34	<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 8.1;</li> <li>• 85% of participants agreed that the training was effective.</li> <li>• 75% of participants stated that the training was related to their duties.</li> <li>• 90% of participants said they could use the training in their jobs and found it valuable.</li> </ul>



	Advanced Project Management – 1 Batch	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 3.6, after the training it was 9.2;</li> <li>• 80% of participants agreed that the training was effective.</li> <li>• 70% of participants stated that the training was related to their duties.</li> <li>• 85% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Standard Defensive Driving Course – 1 Batch	16	<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 4.1, after the training it was 8.2;</li> <li>• 85% of participants agreed that the training was effective.</li> <li>• 75% of participants stated that the training was related to their duties.</li> <li>• 90% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Effective Performance Appraisal – 2 Batches	51	<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 4.6, after the training it was 8.1;</li> <li>• 80% of participants agreed that the training was effective.</li> <li>• 73% of participants stated that the training was related to their duties.</li> <li>• 85% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Basic Microsoft PowerPoint (iTrain)	1	N/A
	Basic Microsoft Word (iTrain)	1	N/A
	Basics of ICT Security (iTrain)	1	N/A
<b>2. Develop a culture of change</b>	Organisational Behaviour (Registrar Generals Dept) – 2 Batches	58	<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 4.6, after the training it was 8.1;</li> <li>• 83% of participants agreed that the training was effective.</li> <li>• 92% of participants stated that the training was related to their duties.</li> </ul>

			<ul style="list-style-type: none"> <li>82% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Leadership and Managerial/Supervisory Skills (FAREI) – 1 Batch	30	<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 2.5, after the training it was 8.3;</li> <li>85% of participants agreed that the training was effective.</li> <li>90% of participants stated that the training was related to their duties.</li> <li>87% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Leadership in a Changing Society (iTrain)	2	N/A
<b>3. Create a Lean and Smarter Workforce</b>			
<b>4. Enhance Customer Experience</b>	Handling Difficult Customers - Child Development Unit – 2 Batches	66	<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 3.8, after the training it was 7.6;</li> <li>76% of participants agreed that the training was effective.</li> <li>94% of participants stated that the training was related to their duties.</li> <li>80% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Interpersonal Communication Skills (iTrain)	1	N/A
<b>5. Foster Accessibility</b>			
<b>6. Promote Sustainability</b>	Code Of Ethics, Integrity and Good Governance – 1 Batch	20	<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 2.9, after the training it was 9.5;</li> <li>90% of participants agreed that the training was effective.</li> <li>95% of participants stated that the training was related to their duties.</li> <li>85% of participants said they could use the training in their jobs and found it valuable.</li> </ul>

	First Aid – 1 Batch	20	<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 1.2, after the training it was 7.6;</li> <li>• 95% of participants agreed that the training was effective.</li> <li>• 85% of participants stated that the training was related to their duties.</li> <li>• 90% of participants said they could use the training in their jobs and found it valuable.</li> </ul>
	Code of Ethics for Public Officers (iTrain)	1	N/A
<b>7. Enhance Collaboration</b>			
	<b>Total</b>	<b>682</b>	

***Number of Participants per Ministry/Department/State – Owned, Parastatal & Local Authorities – March 2024***

<b>SN</b>	<b>Ministry/Department/ Parastatals, State Owned Enterprises &amp; Local Authorities</b>	<b>Mar-24</b>
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	12
6	Public Service Commission and Disciplined Forces Service Commission	24
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	3
9	National Audit Office	0
10	Employment Relations Tribunal	6
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	89
15	Ministry of Housing and Land Use Planning	31
16	Ministry of Tourism	11
17	Ministry of Financial Services & Good Governance	8
18	Ministry of Education, Tertiary Education, Science and Technology	31
19	Ministry of Local Government	6
20	Ministry of Land Transport and Light Rail	8
21	Ministry of Foreign Affairs, Regional Integration and International Trade	6
23	Ministry of Finance, Economic Planning and Development	35
24	Ministry of Energy and Public Utilities	15

25	Ministry of Social Integration	6
27	Ministry of Industrial Development, SMEs and Cooperatives	5
28	Ministry of Environment and Climate Change	18
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	33
33	Ministry of Youth Empowerment, Sports and Recreation	12
34	Ministry of National Infrastructure	39
35	Ministry of Information Technology, Communication and Innovation	27
36	Ministry of Labour, Human Resource Development and Training	44
37	Ministry of Commerce and Consumer Protection	8
38	Ministry of Health and Wellness	52
39	Ministry of Blue Economy, Marine Resources and Shipping	17
40	Gender Equality and Family Welfare	13
41	Ministry of Arts and Cultural Heritage	8
42	Ministry of Public Service, Administrative and Institutional Reforms	11
43	Others - Parastatals, State Owned Enterprises & Local Authorities	98
<b>Total</b>		<b>682</b>