

Training and Development 2021

VISION

To be a Centre of Excellence in training and development to transform the public sector.

MISSION

To enhance the competencies of public officers for service excellence through capacity building and talent development.



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Message from the Chairperson and former Secretary to Cabinet and Head of the Civil Service

Mr Harry Ganoo, G.O.S.K

It gives me great pleasure to be associated, through this message, with the issue of the College's Report on Training and Development for 2021.

The nature and scope of the public sector has changed progressively over the years. And capacity development has, during that time, been on the agenda of the public sector-albeit with varying degrees of success. Training has indeed become instrumental for the development of both employees and organisations. There is

no way any public service can meet emerging challenges posed by the complex and rapidly changing global environment unless special emphasis is placed on the training and re-training of public officers. As Peter Drucker puts it "the human being as such is not a resource. He becomes one only if trained, developed and allocated to productive work. It is management's tasks to make resources productive. It is management's task to enable human beings to perform through putting their strengths to work".

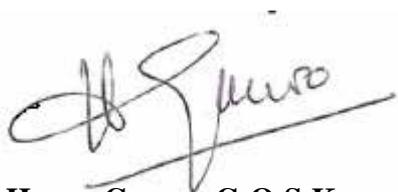
The Government's awareness of and support to Training – as an input to the overall development process - has been on the increase in the recent past as evidenced, inter-alia, by the expansion of training facilities and the number and variety of courses and enhanced budgetary allocations. With the ongoing construction of the Civil Service College, Mauritius campus, state-of-the-art facilities will be available for a more conducive environment for the provision of training. But for training to be very effective, management unfailing support must also be readily available and reflected in action and not merely be phrased elaborately in official documents, circulars and directives. While actual planning and conducting of training courses is the responsibility of the training institution, management should provide the needed support at every step throughout. Training is an expensive undertaking and to do training merely for the sake of saying



that training is being undertaken is a colossal waste.

Public organisations are under constant pressure to re-invent themselves to face the risks and uncertainties that are ever unfolding. Thus, the public service must open itself to new ideas and at the same time show that it is itself capable of generating new ideas and do things not merely differently but better - in other words to become a learning organisation. Peter Senge, in his masterpiece “The Fifth Discipline” – which is essential reading for trainers and anyone interested in how successful training is fostered – defines learning organisations as “organisations where people continuously expand their capacity to create results they desire, where new and expanded patterns of thinking are nurtured, where collective aspiration is set free and where people are continually learning how to learn together”. Thus, a learning organisation is one that tries to develop its human resources to their full potential and uses training as a means of improving its performance.

I have no doubt that the wide-ranging training programmes of the Civil Service College, Mauritius, will continue to assist public servants to improve their core competencies through knowledge management, work as members of a team and enhance their commitment to a shared responsibility and aspiration in order to achieve the objectives of the Government.

A handwritten signature in black ink, appearing to read 'H. Ganoo', written over a horizontal line.

Mr Harry Ganoo, G.O.S.K

Chairperson

Civil Service College, Mauritius

**Message from the
Director General
Prof. (Dr) Ramesh Durbarry**

The year 2021 has been a challenging year for the Civil Service College, Mauritius as with any other organisation with COVID-19. With sanitary measures in place, the training of public officers has indeed needed some rethinking in terms of delivery and organisation. The traditional face to face training required social distancing and wearing of mask, implying that some forms of group working and brainstorming exercises had to be re-engineered. Since the first lockdown, the College started to revamp its online E-Learning System (ELS) platform to a brand new i-Train platform. The staff has innovated in the design of the online platform rendering the course contents dynamic and new features have been added to make learning accessible and enjoyable. New courses have been introduced to increase the portfolio of online courses. There was a noticeable surge in the demand for online training from 582 in 2019 to 3608 in 2020 to 6419 in 2021 (an increase of 78% over the previous year). This shows the willingness of many learners to embrace this new form of training. The main challenges which remain in the adoption of online training are to follow these courses after office hours, access to the internet and hardware equipment.



Since its operation, CSCM is constantly equipping employees of the public sector with the appropriate values, work place skills, competencies and management tools to perform more efficiently and effectively. The CSCM has developed more than 150 courses to suit the needs of a public sector which is continually transforming with the digital age. The main aim of public institutions is to deliver a high quality service to its citizens and businesses. Training is only one component in the journey to deliver an improved public service, other factors, which are important as well, include: the processes in place (bureaucracy), staffing, working environment and conditions of work, training budget, team support, self-development, work attitude, infrastructure, etc. to name a few, but more importantly, leadership.

Despite COVID-19, the College has been able to revamp itself and innovate thanks to a dedicated team of staff, support from the Board of Directors, under the Chairmanship of Mr Harry Ganoo, GOSK, and the unflinching support of trainers. The number of trained public officers in 2021 has increased from 10,559 in 2020 to 11,176. By the end of December 2021, the College has trained a total of 48,560 since starting its training activities in 2016. I would like to thank all Supervising Officers of Ministries and Departments, Parastatal Bodies and State-Owned Enterprises to support the endeavours of the Civil Service College, Mauritius.

This first issue highlights training activities for the year 2021 and you will find a list of courses that we are offering. I would like to thank my staff unequivocally for their dedication and constant support.



Prof. (Dr) Ramesh Durbarry

Director General

Civil Service College, Mauritius

2021 List of CSCM Staff

Director General	:	Prof. (Dr) Ramesh Durbarry
Training Manager	:	Mr Joel Violette
Administrative Manager	:	Mr Madhoosingh Jankee
System Analyst	:	Mrs Tema Palaram-Gobin
Finance Officer	:	Miss Murtazaai Goulvadeen
Programme Coordinators	:	Miss Azhaar Bissesur Mr Bhumeshwar Lillmond Miss Pushpanjalee Chitamun Mrs Joshna Roopun
Personal Secretary	:	Ms Yesha Sewnauth
Procurement/Clerical Officer	:	Mr Yaasiin ELAHEEBUX
Handy Worker	:	Mrs Letcheemee ARMOORGUM (Vanessa)

2021 Board of Directors

- Mr. Harry Ganoo, G.O.S.K (Chairman)
- Dr. Ramesh DURBARRY (Director General)
- Mr. Nuvin RAMBURUTH
- Mr. Christ PADDIA`
- Mr. Nilkanthsing JAGARNATH
- Mr. Bojrazsingh BOYRAMBOLI
- Mr. Radha Krishna SADIEN, M.S.K.
- Mr. Narendranath GOPEE
- Mr Vijaye BUNDHUN
- Mr. Philip AH-CHUEN
- Dr. Kaviraj Sharma SUKON
- Mr. Belall Ehmmad Hussain RUMJAUN

January 2021 Training Highlights



- **Training Course on Statutory Interpretation for the Registrar General's Department**

18 half days Training Course on Statutory Interpretation was delivered to enable participants to develop skills to better understand specific terms in order to avoid ambiguity and master tools and techniques for better interpretation of the different Acts.

- **Training Programme for Support Staff**

18 hours Training Programme for Support Staff on Communication & Customer Service, Quality Management & Smart Processes, and Productivity & Work Commitment.



- **Training Programme for Frontline**

18 hours on Public Sector Business Transformation and Fundamentals of Digital Transformation², Communication & Customer Service and Leadership Essentials.

- **Handling Difficult Customers for Central Water Authority**

22 participants were provided with 6 hours of training on handling difficult customers. It was a customised training course for the CWA.





- **Training Programme on Leadership, Communication and Customer Care**

A 4 full-day customised Training Programme at the Jawaharlal Nehru Hospital focused on Leadership in Healthcare, Customer Service and Effective Communication was delivered to all grades within the same training session.

- **Training Course on Advanced Excel**

Two full day Training Course on Advanced Excel was delivered to 17 participants to enable participants to learn Excel as a tool to be used in their daily operations.



- **Training Course on Protocol, Etiquette and Event Management**

An in-house Training Course on Protocol, Etiquette and Event Management was held for officers at the National Assembly

- **Training Programme for Middle Management**

4 full day Training Programme for Middle Management on Public Sector Business Transformation and Strategic Thinking, Leadership in Public Sector, Project Management in the Public Sector and Public Sector Economics were delivered.



- **Workshop on Finance, Procurement & Asset Management**

A one-day training for Office Management Assistants on Finance, Procurement and Asset Management was held at the Open University of Mauritius.



- **Training on Prosecution Mauritius Fire and Rescue Service**

40 hours of training on Prosecution was successfully delivered to empower officers of the Mauritius Fire and Rescue Services on investigating and prosecuting offences under the Mauritius Fire and Rescue Service Act by Senior State Counsels and State Counsels.

Number of officers trained in January 2021

Transformation Courses	141
Courses Sponsored by MCSAR	120
Customised Courses	159
Scheduled Courses	17
i-Training	203
Total	640

February 2021 Training Highlights



- **Training Course on First Aid**

Training Course on First Aid was arranged for 16 officers. This 15 hour training has a number of benefits, among which, were to train individuals in the skills necessary to recognise and provide first aid care for injuries and sudden illness until advanced medical personnel arrive and take over.

- **Training Programme for Frontline/ Supervisory/Technical Grade**

Training for Frontline/Supervisory/Technical Grade spanning over 36 hours. From enhancing employee performance to improving communication. Some of the topics covered were: Public Sector Business Transformation, Skills & Qualities of a Leader and Case Studies & Ways to improve leadership skills.



- **Training Course on ISO 9001 : 2015**

In - house customised training course on ISO 9001 2015 for Internal Auditor from Prime Minister's Office, Home Affairs Division.

- **Gender Mainstreaming**

A 2-day training programme for Gender Mainstreaming was organised for 67 participants from the Ministry of Local Government and Disaster Risk Management. One of the goals was to equip participants with concepts and strategies pertaining to gender equality in the context of humanitarian situation.





- **Floral Decoration Training Course**

A 4 half day in-house course was delivered on Floral Decoration at the Office of the President.

42 learners were introduced to the customised floral decoration course to understand basic floral design rules and others.

Number of officers trained in February 2021

Transformation Courses	415
Courses Sponsored by MCSAR	203
Customised Courses	176
Scheduled Courses	91
i-Training	84
Total	969

March 2021 Training Highlights



- **Training Programme on Child / Youth Psychology & Counselling Techniques**
A customised Training Programme on Child/ Youth Psychology & Counselling Techniques was delivered over 4 half-days for the Prime Minister's Office at the Rehabilitation Youth Centre.

- **Tender Preparation and Evaluation**
Tender Preparation and Evaluation customised course of four days was held at the Ministry of Finance and Economic Development.



- **Training Programme for Middle Management**
Capacity Building and Capability Development course for Middle Management Public Officers to have a better understanding of their roles and how they contribute in the organisational structure.

- **Induction Course for Human Resource Executives**
A 4-day induction course was for Human Resource Executives was sponsored by the Ministry of Public Service, Administrative and Institutional Reforms for 17 officers.





- **Webinar on Covid-19: Anxiety, Stress, Work-from-home / How to Manage?**

A very First Webinar was held during lockdown period whereby Prof. (Dr). R Durbarry, Director General of Civil Service College, Mauritius along with two panellists, Mr. Sarvesh Dosooye, Industrial/Organisational Psychologist and Director of Forward Psychology Consulting and Mr. Vijay Ramanjooloo, Clinical Psychologist, discussed- issues pertaining to dealing with anxiety, stress, pressure and anger in the context of Covid-19.

Number of officers trained in March 2021

Transformation Courses	132
Courses Sponsored by MCSAR	17
Customised Courses	176
Scheduled Courses	61
Online Training (i-Train)	531
Total	917

April 2021 Training Highlights



- **Marketing of courses on i-Train (Special Package/Individual Package during lockdown period)**

1551 participants successfully completed the online courses ending 30 April 2021 during the lockdown period. Applicants were from Ministries, Departments and Parastatal Bodies.

- **Webinar for Chairpersons Occupational Safety and Health Committees**

A Second Webinar was held during lockdown period whereby 58 participants attended. The CSCM in collaboration with the Ministry of Public Service, Administrative and Institutional Reforms (Health & Safety Department) had organised a one-hour webinar in the context of the World Day for Safety and Health at Work.



- **Business Continuity Management**

Live online training on Fundamentals of Organisational Resilience ISO 22301:2019 was a 2-hour session. 67 participants attended.

Number of officers trained in April 2021

i-train	1244
Webinar on Covid-19: Anxiety, Stress, Work-from-home/How to Manage?	75
Live Online Business Continuity	67
Webinar in the Context of World Day for Health and Safety	58
Total	1444

May 2021 Training Highlights

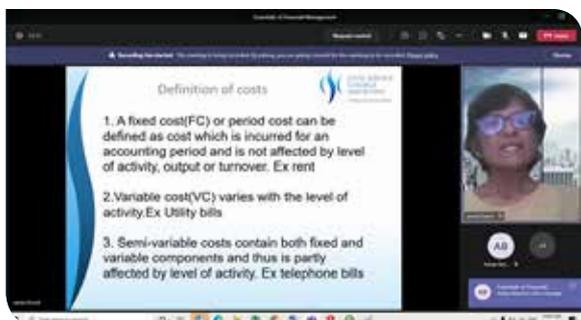


- **Emotional Intelligence at Work**

A training on Emotional Intelligence for public officers.

- **Live online training on Improving Customer Care while wearing mask**

Post COVID-19 lockdown, an innovative course that the Civil Service College mounted was improving customer care while wearing masks in order to improve communication with the public and improve service delivery.



- **Live online training on Essentials of Financial Management**

A 2-hour online course for participants on Costing, Budget Preparation, Ratio Analysis and Interpretation of Ratios for Decision Making.

Number of officers trained in May 2021

i-train	817
Live Online training on Leadership: Using EI at work	6
Live Online training on Improving Customer Care while wearing mask	11
Live Online training on Essentials of Financial Management	7
Total	841

June 2021 Training Highlights



- **Mental Health and Wellbeing at Workplace**

Mental Health and Wellbeing at workplace, course formulated for the Ministry of Industrial Development, SMEs and Cooperatives, SMEs Division.

- **Performance Management System**

An in-house training course on Performance Management System (PMS) for Fashion and Design Institute was structured for staff members from the top management.



- **Writing Effective Minutes of Meetings**

The in-house 6 hours training on Writing Effective Minutes of Meetings for Mauritius Family Planning and Welfare Association officers.

- **Training Course on Effective Time Management and Goal Setting**

Customised training course on Effective Time Management and Goal Setting for Office of Electoral Commissioner.



- **Gender Based Violence**

Gender Based Violence training for the Ministry of Public Service, Administrative and Institutional Reforms and the Ministry of Housing and Land Use Planning.

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- **Live online training on Resilience in Times of Covid 19**
Another webinar on Resilience in Times of COVID-19 for 2 hours.

- **Live Online Training on Fundamentals of Accounting**

A live online 2-hour training on Fundamentals of Accounting delivered to participants from various ministries.



- **Live Online Training on Managing Conflict at Work**
To understand the nature and dynamics of workplace conflict in a case study and learn about the potential goals of managing and resolving conflicts at work, a 2-hour lively session was dedicated to 36 attendees.

Number of officers trained in June 2021

i-train	306
Live Online training	595
Customised Courses	465
Webinar	70
Total	1436

July 2021 Training Highlights

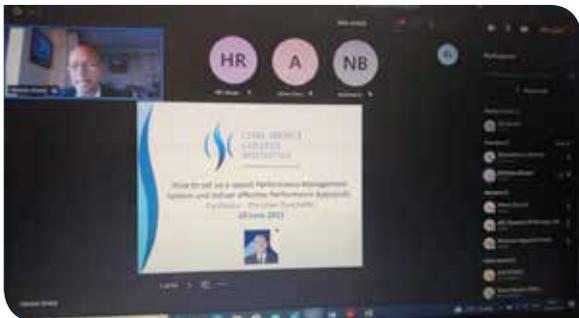


- **Child and Family Law Training Programme**

54 hours of customised training programme on Child and Family Law was followed by the Probation Cadre based at the Prime Minister's Office, Rodrigues, Outer Islands and Territorial Integrity Division.

- **Advanced Floral Decoration - Level II**

Officers from the Office of the President followed an Advanced Floral Decoration course by a professional Instructor.



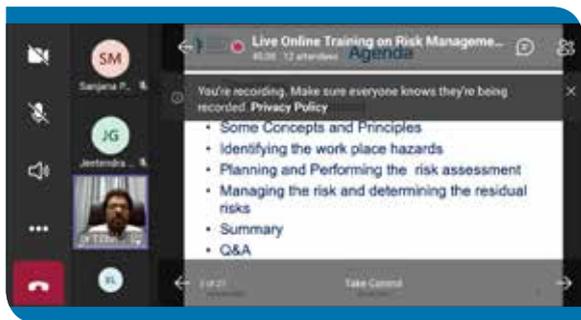
- **Live Online Training for Phase 4 Performance Management System**

Live online 12 hours of Performance Management System Phase 4 training programme was prolonged over 4 days for 32 officers from the Higher Education Commission.

- **Advanced -Microsoft Excel Training Course**

10 participants were enrolled on a 2 full day scheduled interactive training course on Advanced Excel.



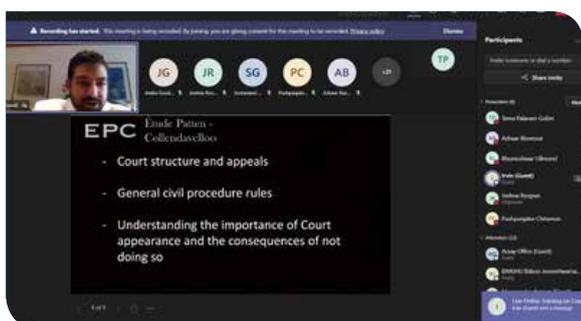


- **Live Online Training on Risk Management Occupational Safety and Health**

A live online 2-hour training on Occupational Health and Safety Risk Management was attended by participants from various ministries. Focus was on identifying hazards at the work place, managing risks, determining residual risks, among others.

- **Live Online Training on Fundamentals of Cybersecurity and Protecting your organisation**

2 hours of live online course on Fundamentals of Cybersecurity and Protecting your organisation was delivered by an expert facilitator.



- **Live Online Training on Court Proceedings**

41 participants followed the online training on Court Proceedings. The training offered a great opportunity for participants to gain judicial guidance.

- **Live Online Training on Managing Conflict at Workplace**

This 2 hour live online course was designed for 20 participants who followed this training course to act as a mediator in times of conflict and have stronger work relationships.



Number of officers trained in July 2021

Customised Courses	155
Scheduled Courses	10
i-train	417
Live Online Training	164
Total	746

August 2021 Training Highlights



- **Live Online Training on Leadership: Using Emotional Intelligence at Work**
4 hours of live engaging online training on leadership using emotional intelligence at work. It was attended by 14 participants.

- **Training Programme for Workmen's Group**

24 hours training programme for Workmen's Group delivered by three expert resource persons to 25 participants.



- **Training Course on Advanced Excel**
18 participants joined the 2 day scheduled training course on Advanced Microsoft Excel.

- **Essentials of Psychology and Counselling Skills /Techniques: An HR Perspective**

In-house training course on Essentials of Psychology and Counselling Skills/Techniques: An HR Perspective sponsored by Ministry of Public Service, Administrative and Institutional Reforms was delivered to HR cadres.





- **Writing Skills for Parliamentary Questions and Cabinet Documents**

12 hours course on Writing Skills for Parliamentary Questions and Cabinet Documents to acquire the essential skills and techniques for the preparation of replies to PQs.

- **Customer Care Excellence**

The in-house customised training course on Customer Care Excellence was on a duration of 1 full day and a total of 10 participants were regrouped from the State Informatics Limited.



Number of officers trained in August 2021

Transformation Courses	62
Courses Sponsored by MCSAR	127
Customised Courses	135
Scheduled Courses	41
i-train	432
Live Online Training	98
Total	895

September 2021 Training Highlights



- **Induction Course for Office Supervisors**

22 newly appointed Office Supervisors attended the sponsored Induction Course to enable them to understand their roles and responsibilities among others.

- **Negotiation Skills**

Customised 6 hours in-house training was delivered at the State Informatics Limited. 10 participants attended.



- **Gender Mainstreaming**

Customised course on Gender Mainstreaming was held at Sir Harilall Vaghjee Hall in presence of Mrs Diana Rengasamy, Adviser on Information Matters, the Hon Mrs K.D. Koonjoo-Shah, Minister of Gender Equality and Family Welfare and the Hon Pravind Kumar Jugnauth, Prime Minister of the Republic of Mauritius with an objective to train 76 officers.

- **Road Safety Charter in the Public Sector**

5 full days training programme on Road Safety Charter was delivered by four Trainers for 39 Occupational Safety and Health Officers based at the Ministry of Land, Transport and Light Rail.



Number of officers trained in September 2021

Transformation Courses	209
Courses Sponsored by MCSAR	99
Customised Courses	357
Scheduled Courses	128
i-train	305
Live Online Training	38
Total	1136

October 2021 Training Highlights



- **First Aid**

Training Course on First Aid was run for 18 hours. 17 participants benefited from this scheduled course.

- **Tender Preparation and Evaluation**

A scheduled training course on Tender Preparation and Evaluation was delivered over 12 hours.



- **Training Programme for Frontline/ Supervisory/Technical Level 3**

The Training Programme for Frontline/ Supervisory/Technical Level 3 was organised for 25 participants for a duration of 36 hours. The programme covered topics such Public Sector Business Transformation & Fundamentals of Digital Transformation, Communication and Interpersonal Skills.

- **Advanced Excel**

Another 2 full day scheduled training course on Advanced Microsoft Excel was attended by 16 participants.



Number of officers trained in October 2021

Transformation Courses	223
Courses Sponsored by MCSAR	108
Customised Courses	105
Scheduled Courses	136
i-train	551
Live Online Training	38
Total	1123

November 2021 Training Highlights



- **First Aid**

Training Course on First Aid Batch was run during 6 days for 32 learners. The scheduled course was divided in 2 groups due to sanitary measures.

- **Communication and Interpersonal Skills**

Training Course on Communication and Interpersonal Skills for 2 full days was organised for 13 participants.



- **Training Programme for Frontline/ Supervisory/Technical Level 3**

Training Programme for Frontline/ Supervisory/Technical Level 3 was organised for 14 participants. The programme topics such Public Sector Business Transformation, Fundamentals of Digital Transformation and Customer Service’.

- **Advanced Excel**

2 full days training course on Advanced Microsoft Excel was attended by 14 participants from different organisations.





- **Speech Writing**

In house training course on Speech Writing was organised for the Ministry of Industrial Development, SMEs and Cooperatives. The 6-hour session was attended by 15 officers.

Number of officers trained in November 2021

Transformation Courses	119
Courses Sponsored by MCSAR	55
Customised Courses	171
Scheduled Courses	123
i-train	139
Total	607

December 2021 Training Highlights



- Business Continuity Management**
 A 36 hours of training course on Business Continuity Management was delivered to 20 officers for the Ministry of Agro Industry & Food Security.

- Gender Mainstreaming**
 In-house customised training course on Gender Mainstreaming was designed for the Social Security and National Solidarity Division for 15 officers for a duration of 6 hours.



- Orientation Course for Newly Recruited Management Support Officers at the Electoral Commission Office**
 A 3-day Orientation Course to 20 newly recruited Management Support Officers for the Office of the Electoral Commissioner.

- Training Programme for Middle Management**
 A 4 day training course was organised for Middle Management officers under the Capacity Building and Capability Development Programme.



Number of officers trained in December 2021

Transformation Courses	103
Customised Courses	55
Scheduled Courses	63
i-train	201
Total	422

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Total Number of officers trained in 2021:

Month	Total
January	640
February	969
March	917
April	1,444
May	841
June	1,436
July	746
August	895
September	1,136
October	1,123
November	607
December	422
Total	11,176

List of Courses



- Basic Microsoft Excel
- Basic Microsoft PowerPoint
- Basic Microsoft Word
- Basics of ICT Security
- Budget Preparation and Execution
- Coastal Zone Management and Protection
- Code of Ethics for Public Officers
- Co-operative Banking and Financial Services
- Emotional Intelligence for Managers
- Enhancing Integrity in the Public Sector
- Fundamentals of Design
- Gender Equality
- Handling Hazardous Products
- Healthy Living: Preventing Propagation of Insects
- History of Printing
- Intrapersonal Communication Skills_Part 1
- Interpersonal Communication Skills_Part 2
- Introduction to the Social Register of Mauritius (SRM)
- Leadership in a Changing Society
- Managing Self: A Confucian Approach
- Performance Management System in the Civil Service
- Personal Grooming and Body Language
- Public Responsibility in Good Governance
- Quality Management
- Risk Assessment of Public Policy
- Strategic Human Resource Management
- Stress Management
- Sustainable Service Delivery
- Understanding Safety and Health at Work for Public Officers
- Using Internet and Email @ Work

Communication

- Basic Communication Skills
- Business English
- Becoming an Effective Master of Ceremony
- Business French
- Communication & Public Relations
- Public Speaking

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- Counselling/ Psychology
- Team Building
- Effective Communication and Interpersonal Skills
- Personal grooming
- Business etiquette
- Photography
- Presentation skills
- Report Writing Skills
- Speech Writing
- Writing Effective Minutes of Meeting
- Writing Skills for Parliamentary Questions and Cabinet Documents
- Writing Skills for Public Officers
- Mastering Telephone Skills
- Media Management

Human Resource Management

- Workforce Planning
- Conflict Management
- Employee Motivation: Skills and Techniques
- Group Coaching
- Increasing Productivity through Stress Management
- Managerial Skills & Qualities
- Managing Performance in the Public Sector
- Negotiation and Mediation Skills
- Talent Management
- Performance Management System
- Team Building and Bonding
- Train The Trainer
- Training Needs Analysis
- Training Needs Assessment and Planning for HR Cadres
- Work Force Planning
- Executive Course on Creating High Performance Organizations through Strategic Human Resource Management

Induction Courses

- Assistant Permanent Secretaries
- Case Management Officers
- Confidential Secretaries
- Financial Officers/Senior Financial Officers
- General Service Officers
- Head Office Auxiliaries
- Health and Safety Officers
- Human Resource Executives
- Local Disaster Management Coordinators
- Management Support Officers
- Investigators
- Office Care Attendant/SOCA
- Office Management Assistant
- Office Management Executives

- Office Supervisors
- Orientation programme for property valuation inspectors
- Temporary Assistant Financial Officers
- Word Processing Operators
- Word Processing Operators appointed as MSO

Digitalization & Information Technology

- Basic Information Technology
- Basic Microsoft Access
- Basic Microsoft Excel
- Basic Microsoft PowerPoint
- Basic Microsoft Word
- Advanced Microsoft Access
- Advanced Microsoft Word
- Advanced Microsoft Excel
- Advanced Microsoft PowerPoint
- Data Analytics
- Cybersecurity Fundamentals
- Data Protection and Confidentiality of Data in the Information Age
- Emerging Technologies
- IT Project Management
- IT Security
- National Electronic Licensing System
- Network +
- Using Internet and Email @ Work
- Windows 10 Configuration and Troubleshooting
- Wireless Access Protocol (WAP)

Organizational Excellence

- Business Continuity Management
- Capacity Building and Capability Development Programme
- Creating Positive Work Environment
- Crisis Management
- Effective Quality System Framework
- Effective Time Management and Goal setting
- Electoral Process and Procedures
- Enterprise Risk Management
- Event Management
- Improving Efficiency in Organizations
- ISO 9001:2015 Quality Management System Development and Implementation
- Managing Resources
- Managing Team & Resources
- Managing Time for Efficiency
- Managing Change for transformation
- Strategic Thinking
- Registry Procedures

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- Renforcement des Capacités Professionnelles (Gestion du Changement
- Change Management
- Leadership Skills
- Transformational Leadership and Emotional Intelligence
- Leadership and Strategic Thinking
- Risk Management
- Risk Identification & Management
- Supervisory Skills
- Tea Making and Service
- Training of ISO facilitators
- Transition ISO/IEC 17025:2017
- Mystery Shopping
- Protocol and Etiquette
- Protocol, Etiquette & Event Management
- Quality Management

Legal Matters

- Mauritius Fire & Rescue Services Act
- Anti-Money Laundering /CFT
- Child Protection and Welfare
- Civil Procedures
- Court Proceeding
- Introduction to Basic Criminal Law
- Introduction to the Prosecution of Offences
- Investigation & Prosecution
- Legal Issues for HR Cadre
- Legal Matters
- Legislative Drafting
- Prosecution for Criminal Offences
- Prosecution & Enforcement for Tourism Planners
- Statutory Interpretation
- Workers' Rights Act, 2019

Public Finance, Economics & Procurement

- Tender Preparation and Evaluation
- Advanced Procurement and Supply Management
- E- Procurement
- Financial Management for Non-Financial Officers/ Managers
- Financial Operations in Public Sector Organizations
- Managing Projects in the Public Sector
- Economics for Non-Economists
- Public Sector Economics

Wellness, Health and Safety

- First Aid
- Continuum Education on Road Safety
- Psychology and Counselling
- Child Psychology and Counselling Techniques
- Introductory Course in Operating Scissor Lifts
- Mental Health and Wellbeing at Workplace
- Risk Management (OSH)
- Ergonomics and Manual Handling

Accountability & Governance

- Internal Auditing
- Report Writing for Internal Auditors
- Code of Ethics and Good Governance

Gender Equality

- Awareness on Gender Mainstreaming
- Capacity Building on Gender Mainstreaming in the Civil Service
- Gender Based-Violence
- Gender Mainstreaming in Humanitarian Situation

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