

CIVIL SERVICE COLLEGE, MAURITIUS

Training courses (Statistics/updates)

Training Courses

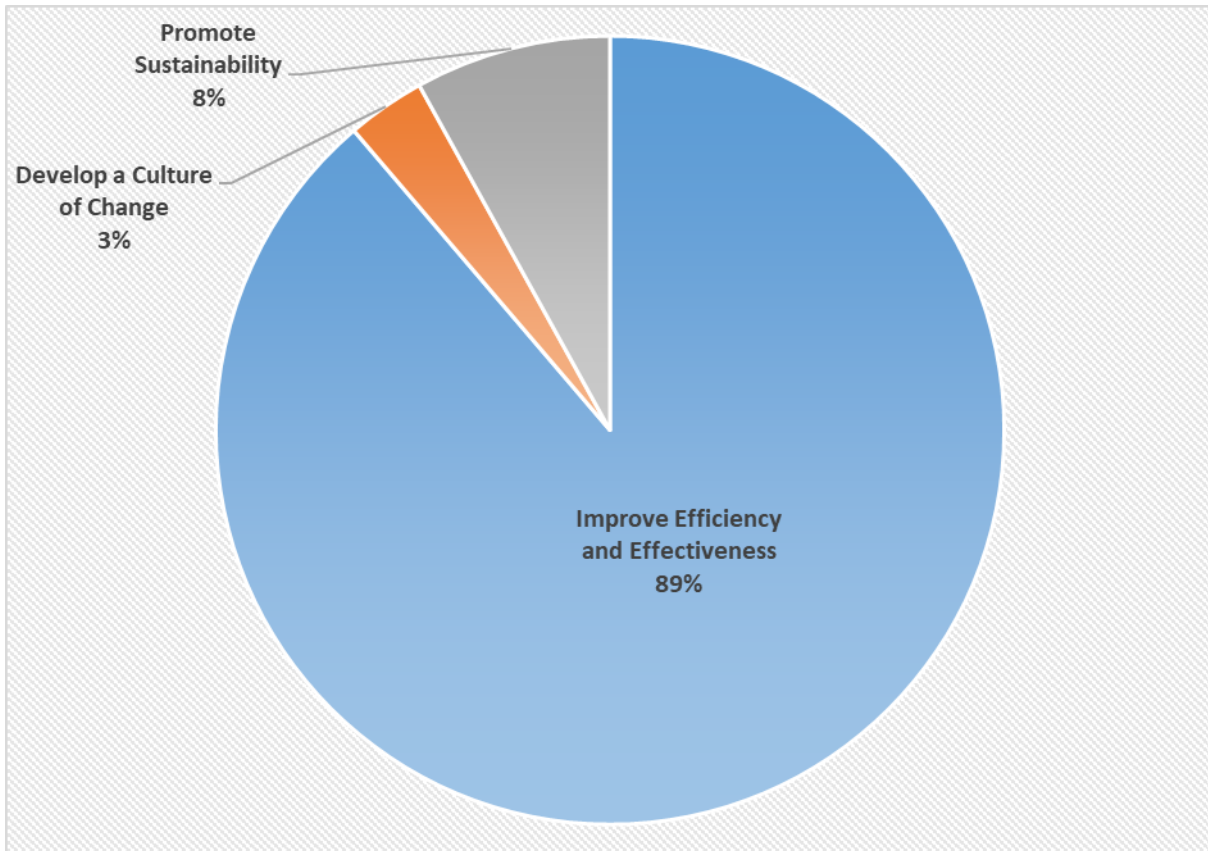
For the month of MAY 2024, a total of **684 officers** have attended training courses organised by CSCM as detailed in the table below:

Number of public officers trained in MAY 2024						
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) – 2 Batches	58	-	-	-	58
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	64	-	-	64
3	Training Programme on Leadership & Management (Level 3) – 6 Batches	-	-	104	-	104
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	31	31
SUB-TOTAL (A)						257
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Intermediate Course For Office Management Assistant (OMA), CPD UK	-	-	28	-	28
2	Intermediate Course For Office Management Executive (OME), CPD UK	-	-	-	13	13
SUB-TOTAL (B)						41
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	AML/CFT Training for Directors (SICOM Ltd) – 1 Batch	-	-	-	10	10
2	Risk Management (MNI) – 1 Batch	-	-	4	18	22
3	Bid Preparation and Evaluation (Mauritius Prison Service) – 1 Batch	-	-	18	6	24
4	Stress Management and Mental Health (External Comm Division) – 1 Batch	1	3	15	-	19
5	Emotional Intelligence (Industrial Division) – 1 Batch	-	-	4	12	16
6	Bid Preparation and Evaluation (Social Security) – 1 Batch	-	4	18	3	25
SUB-TOTAL (C)						116
D	Courses based on TNA					

SN	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
1	Court Proceeding – 1 Batch	-	8	11	9	28
2	Effective Bookkeeping and payroll – 1 Batch	-	24	11	-	35
3	Quality Management in the Public Sector: Six Sigma Fundamentals – 1 Batch	-	6	11	5	22
4	Legal Writing – 1 Batch	-	4	18	32	54
5	Bid Preparation and Evaluation – 1 Batch	-	-	14	11	25
6	First Aid – 1 Batch	1	8	5	2	16
7	Effective Performance Appraisal – 2 Batches	2	3	11	16	29
9	Advanced Microsoft Excel – 1 Batch		12	13	1	25
SUB-TOTAL (D)						234
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	-	2	3	1	6
2	Basic Microsoft PowerPoint	-	2	3	1	6
3	Basic Microsoft Word	-	2	3	1	6
4	Basics of ICT Security	-	2	3	1	6
5	Budget Preparation and Execution	-	-	1	-	1
6	Code of Ethics for Public Officers	-	2	1	-	3
7	Introduction to IOT	-	1	-	1	2
8	Performance Management System in the Civil Service	-	1	-	-	1
9	Understanding Safety and Health at Work for Public Officers	-	1	-	-	1
10	Using Internet and Email(Outlook) at Work	-	2	2	-	4
SUB-TOTAL (E)						36
TOTAL(A+B+C+D+E)						684

3. Action Plan Deployment – MAY 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 MAY 2024, the CSCM has trained 684 public officers.
- 5. The Board will be kept informed of the activities of the College.

12 May 2024

Gender Distribution Per Category – MAY 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) – 2 Batches	29	29
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	20	44
Training Programme on Leadership & Management (Level 3) – 6 Batches	59	46
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	12	19
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Intermediate Course For Office Management Assistant (OMA), CPD UK	6	22
Intermediate Course For Office Management Executive (OME), CPD UK	5	7
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
AML/CFT Training for Directors – 1 Batch	8	2
Risk Management – 1 Batch	13	9
Stress Management and Mental Health – 1 Batch	2	17
Emotional Intelligence – 1 Batch	7	9
Bid Preparation and Evaluation – 2 Batches	28	21
D: Courses based on TNA	Male	Female
Court Proceeding – 1 Batch	12	16
Effective Bookkeeping and payroll – 1 Batch	8	27
Quality Management in the Public Sector: Six Sigma Fundamentals – 1 Batch	9	13
Legal Writing – 1 Batch	14	40
Bid Preparation and Evaluation – 1 Batch	8	17
First Aid – 1 Batch	4	12
Effective Performance Appraisal – 2 Batches	10	19
Advanced Microsoft Excel – 1 Batch	8	17
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain (10 Online Courses)	6	30

Annex 2**Trainer/s Per Training Course – MAY 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) – 3 Batches	Mr T. Ganoo, Mrs S. Ramsurrun & Representative from Harm Reduction Unit
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	Mr T. Ganoo, Mr S. Ramsurrun, Mr V. Dorasami & Mr I. Goolamally
Training Programme on Leadership & Management (Level 3) – 2 Batches	Dr. A. Sreekeessoon, Dr. L. Appasamy, Mr T. Ganoo, Dr. B. Abacousnac, Mr S. Beerbul & Mr V. Dorasami
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr. V. Ancharaz, Dr L. Appasamy, Dr B. Abacousnac
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Intermediate Course For Office Management Assistant (OMA), CPD UK	Mr A. Pursunon & Mr K. Mosafeer
Intermediate Course For Office Management Executive (OME), CPD UK	Dr Y. Moorghen & Mr I Seetaramadoo
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
AML/CFT Training for Directors – 1 Batch	Me M. Pertaub
Risk Management – 1 Batch	Dr. D. Doobree
Stress Management and Mental Health – 1 Batch	Mr S. Dosooye
Emotional Intelligence – 1 Batch	Dr A. Boyramboli
Bid Preparation and Evaluation – 2 Batches	Mr L. Harnamsing, Mr C. Kwong Waye, Mr A. Mudhoo, Mr S. Dabeesing, Mr S. Tahalooa
D: Courses based on TNA	Trainer/s
Court Proceeding – 1 Batch	Me. I. Collendavelloo
Effective Bookkeeping and payroll – 1 Batch	Mrs S. Ramnauth
Quality Management in the Public Sector: Six Sigma Fundamentals – 1 Batch	Dr. C. Bungshy
Legal Writing – 1 Batch	Miss K. Parianen

Bid Preparation and Evaluation – 1 Batch	Mr K. Mosafeer
First Aid – 1 Batch	Representative from St John
Effective Performance Appraisal – 2 Batches	Mrs B. Kaleechurn
Advanced Microsoft Excel – 1 Batch	Mr S.K. Reedoye
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) – 3 Batches	58	<ul style="list-style-type: none"> • 73% of participants agreed that the training was effective. • 78% 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) – 2 Batches	64	<ul style="list-style-type: none"> • 76% of participants agreed that the training was effective. • 71% 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.
	Training Programme on Leadership & Management (Level 3) – 2 Batches	104	<ul style="list-style-type: none"> • 87% of participants agreed that the training was effective. • 82% 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.
	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	31	<ul style="list-style-type: none"> • 84% of participants agreed that the training was effective. • 81% of participants stated that the training was related to their duties. • 88 of participants said they could use the training in their jobs and found it valuable.
	Court Proceeding – 1 Batch	28	<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 2.1, after the training it was 7.7; • 87% of participants agreed that the training was effective. • 94% of participants stated that the training was related to their duties. • 91% of participants said they could use the training in their jobs and found it valuable.

	Effective Bookkeeping and payroll – 1 Batch	35	<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 3.1, after the training it was 9.3; • 89 of participants agreed that the training was effective. • 88% 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.
	Quality Management in the Public Sector: Six Sigma Fundamentals – 1 Batch	22	<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 2.4, after the training it was 9.1; • 91% 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.
	Legal Writing – 1 Batch	54	<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 3.2, after the training it was 7.1; • 74% of participants agreed that the training was effective. • 72% of participants stated that the training was related to their duties. • 73% of participants said they could use the training in their jobs and found it valuable.
	Bid Preparation and Evaluation – 3 Batches	74	<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 2.7, after the training it was 7.1; • 92% of participants agreed that the training was effective. • 90% 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.

	Effective Performance Appraisal – 2 Batches	29	<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 3.6, after the training it was 7.9; • 82% of participants agreed that the training was effective. • 84% 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 Microsoft Excel – 1 Batch	25	<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 3.4, after the training it was 9.1; • 79% of participants agreed that the training was effective. • 93% of participants stated that the training was related to their duties. • 91% of participants said they could use the training in their jobs and found it valuable.
	Intermediate Course For Office Management Assistant (OMA), CPD UK	28	*Part of CPD UK Programme (2 Semesters)
	Intermediate Course For Office Management Executive (OME), CPD UK	13	*Part of CPD UK Programme (2 Semesters)
	Basic Microsoft Excel	6	N/A
	Basic Microsoft PowerPoint	6	N/A
	Basic Microsoft Word	6	N/A
	Basics of ICT Security	6	N/A
	Budget Preparation and Execution	1	N/A
	Introduction to IOT	2	N/A
	Performance Management System in the Civil Service	1	N/A
	Using Internet and Email(Outlook) at Work	4	N/A
2. Develop a culture of change	Risk Management – 1 Batch	22	<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 2.9, after the training it was 8.5; • 85% of participants agreed that the training was effective.

			<ul style="list-style-type: none"> 92% of participants stated that the training was related to their duties. 91% of participants said they could use the training in their jobs and found it valuable.
3. Create a Lean and Smarter Workforce			
4. Enhance Customer Experience			
5. Foster Accessibility			
6. Promote Sustainability	Stress Management and Mental Health – 1 Batch	19	<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 3.4, after the training it was 9.2; 81% of participants agreed that the training was effective. 79% of participants stated that the training was related to their duties. 78% of participants said they could use the training in their jobs and found it valuable.
	Emotional Intelligence – 1 Batch	16	N/A
	First Aid – 1 Batch		<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 2.3, 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. <ul style="list-style-type: none"> 86% of participants said they could use the training in their jobs and found it valuable.
	Understanding Safety and Health at Work for Public Officers	1	N/A
	Code of Ethics for Public Officers (iTrain)	3	N/A
7. Enhance Collaboration			
Total		684	

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

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	May-24
1	Office of the President	1
2	Office of the Vice-President	0
3	National Assembly	1
4	Office of the Electoral Commissioner	2
5	The Judiciary	12
6	Public Service Commission and Disciplined Forces Service Commission	10
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	0
9	National Audit Office	5
10	Employment Relations Tribunal	4
11	Local Government Service Commission	7
12	Office of the Ombudsperson for Children	0
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister’s Office	67
15	Ministry of Housing and Land Use Planning	11
16	Ministry of Tourism	9
17	Ministry of Financial Services & Good Governance	4
18	Ministry of Education, Tertiary Education, Science and Technology	15
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	10

23	Ministry of Finance, Economic Planning and Development	27
24	Ministry of Energy and Public Utilities	6
25	Ministry of Social Integration	25
27	Ministry of Industrial Development, SMEs and Cooperatives	16
28	Ministry of Environment and Climate Change	15
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	46
33	Ministry of Youth Empowerment, Sports and Recreation	19
34	Ministry of National Infrastructure	22
35	Ministry of Information Technology, Communication and Innovation	24
36	Ministry of Labour, Human Resource Development and Training	15
37	Ministry of Commerce and Consumer Protection	18
38	Ministry of Health and Wellness	14
39	Ministry of Blue Economy, Marine Resources and Shipping	5
40	Gender Equality and Family Welfare	12
41	Ministry of Arts and Cultural Heritage	6
42	Ministry of Public Service, Administrative and Institutional Reforms	14
43	Others - Parastatals, State Owned Enterprises & Local Authorities	228
Total		684