

Training Courses

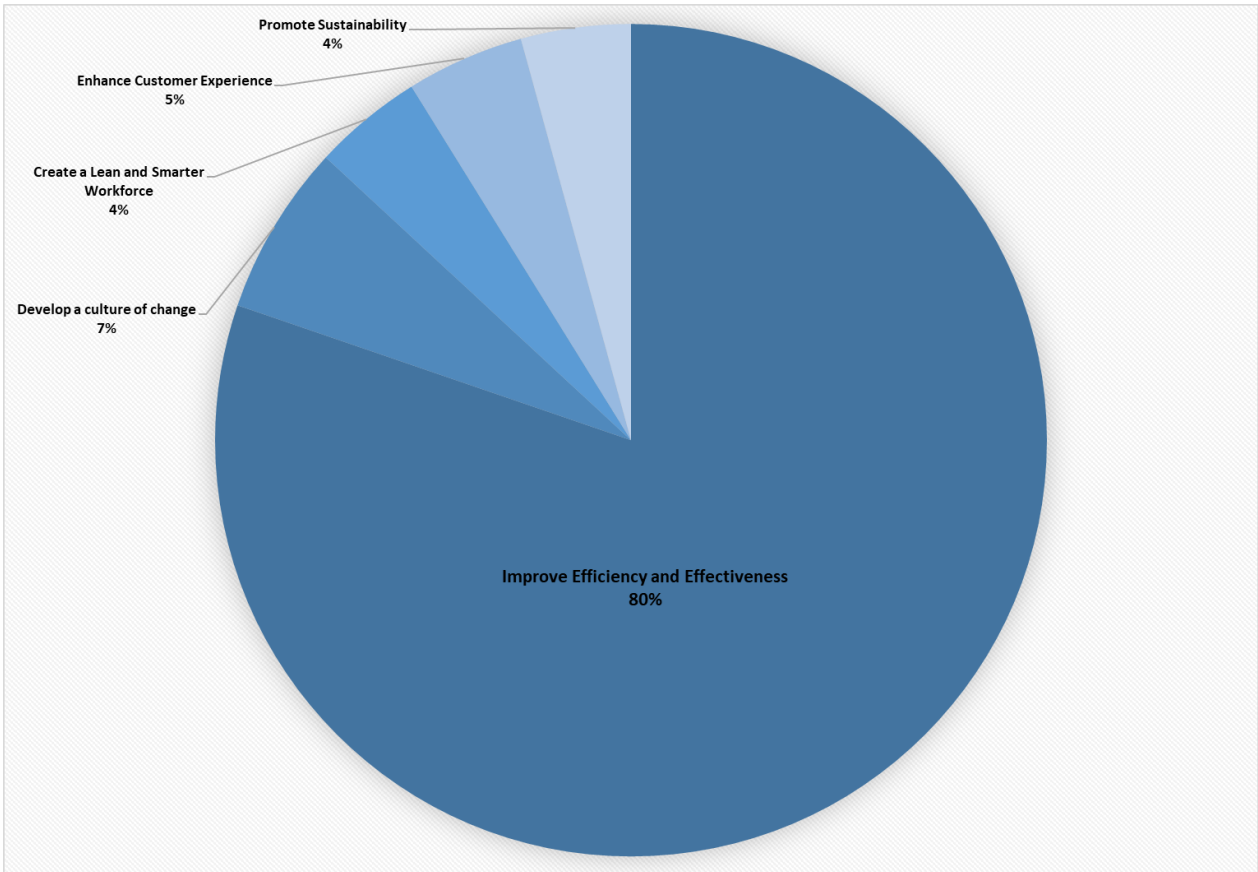
For the month of AUGUST 2024, a total of **633 officers** have attended training courses organised by CSCM as detailed in the table below:

Number of public officers trained in AUGUST 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 – 2 Batches	54	-	-	-	54
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	42	-	-	42
3	Training Programme on Leadership & Management (Level 3) – 1 Batch	-	-	10	-	10
4	Training Programme on Strategic Management & Leadership (Level 4) – 1 Batch	-	-	-	12	12
SUB-TOTAL (A)						118
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Induction Course for Office Management Assistant – 1 Batch	-	-	11	-	11
SUB-TOTAL (B)						11
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	ISO/IEC 27001 Lead Implementer (Financial Services Commission) – 1 Batch	-	-	-	11	11
2	Effective Performance Appraisal (Min of Health and Wellness) – 4 Batches	-	-	-	72	72
3	First Aid (SIC Ltd) – 1 Batch	10	2	-	1	13
SUB-TOTAL (C)						96
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	-	13	6	12	31
2	AI Essentials for Enhancing Public Service Efficiency – 1 Batch	-	9	8	8	25
3	Problem Solving and Decision Making – 1 Batch	-	2	3	15	20
4	Basic Legal Writing – 1 Batch	-	-	5	14	19
5	Public Speaking – 1 Batch	-	3	13	13	29
6	First Aid – 1 Batch	7	3	2	-	13
7	Effective Performance Appraisal – 1 Batch	2	1	2	14	19
8	GAR Awareness – 1 Batch	-	4	2	9	15
9	GAR Practical – 1 Batch	-	17	-	2	19

SUB-TOTAL (D)						190
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	Code of Ethics for Public Officers	-	-	1	-	1
2	Introduction to IOT	-	-	1	-	1
3	Using Internet and Email(Outlook) at Work	-	1	-	-	1
4	Bid Evaluation methods and methodology - Module 1 - General	-	-	-	62	62
5	Bid Evaluation methods and methodology - Module 2 - Goods	-	-	-	43	43
6	Bid Evaluation methods and methodology - Module 3 - Works	-	-	-	44	44
7	Bid Evaluation methods and methodology - Module 4 - Consultancy Services	-	-	-	34	34
8	Bid Evaluation methods and methodology - Module 5 - Other Services	-	-	-	32	32
SUB-TOTAL (E)						218
TOTAL(A+B+C+D+E)						633

3. Action Plan Deployment – AUGUST 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 AUGUST 2024, the CSCM has trained 633 public officers.
- 5. The Board will be kept informed of the activities of the College.

23 September 2024

Gender Distribution Per Category – AUGUST 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 – 2 Batches	25	29
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	15	27
Training Programme on Leadership & Management (Level 3) – 1 Batch	4	6
Training Programme on Strategic Management & Leadership (Level 4)	4	8
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Induction Course for Office Management Assistant (1 Batch)	1	10
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
ISO/IEC 27001 Lead Implementer (Financial Services Commission) – 1 Batch	8	3
Effective Performance Appraisal (Min of Health and Wellness) – 4 Batches	16	56
First Aid (SIC Ltd) – 1 Batch	6	7
D: Courses based on TNA	Male	Female
Advanced Microsoft Excel – 1 Batch	7	24
AI Essentials for Enhancing Public Service Efficiency -- 1 Batch	7	18
Problem Solving and Decision Making - -- 1 Batch	6	14
Basic Legal Writing - -- 1 Batch	8	11
Public Speaking - -- 1 Batch	10	19
First Aid -- 1 Batch	3	10
Effective Performance Appraisal – 1 Batch	3	16
GAR Awareness – 1 Batch	3	12
GAR Practical – 1 Batch	5	14
E: E-learning Courses on iTrain/Online courses	Male	Female
iTrain (8 Online Courses)	169	49
Total	<u>301</u>	<u>332</u>

Trainer/s Per Training Course – AUGUST 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 – 2 Batches	Mr T. Ganoo, Mrs S. Ramsurrun & Mr U. Juwaheer & Representative from Harm Reduction Unit
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	Mr T. Ganoo, Mr S. Ramsurrun & Mrs N. Gobin-Jeeban & Mr V. Dorasami
Training Programme on Leadership & Management (Level 3) – 1 Batch	Mr D. Doobree, Mr V. Dorasami & Mr B. Abacousnac
Training Programme on Strategic Management & Leadership (Level 4)	Dr Ancharaz, Dr Abacousnac & Dr Appasamy
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Trainer/s
Induction Course for Office Management Assistant (1 Batch)	Mr S. Ghumaria, Mr S. Carpen, Mrs S. Ramsurrun, Mr R. Kaleechurn, Mr D. Doobree, Mr S. Coolen, Mr W. F. Kwong Waye, Mrs D. Bunjun, Mr Z. A. Mownah, Mr O. Ramooah, Mr S. Reedoye & Mr R. K. Bunjun
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
ISO/IEC 27001 Lead Implementer (Financial Services Commission) – 1 Batch	Dr. B. Abacousnac
Effective Performance Appraisal (Min of Health and Wellness) – 4 Batches	Dr N. Luckeenarain, Mr S. Ghumaria
First Aid (SIC Ltd) – 1 Batch	St John Ambulance
D: Courses based on TNA	Trainer/s
Advanced Microsoft Excel – 1 Batch	Mr S. Reedoye
AI Essentials for Enhancing Public Service Efficiency – 1 Batch	Mr V. Dorasami
Problem Solving and Decision Making – 1 Batch	Mr S. Ramsurrun
Basic Legal Writing – 1 Batch	Ms K. S. P. Parianen
Public Speaking – 1 Batch	Mr P. Ramlugun
First Aid – 1 Batch	St. John Ambulance

Effective Performance Appraisal – 1 Batch	Mrs B. Kaleechurn
GAR Awareness – 1 Batch	Mr A. Kallychurn
GAR Practical – 1 Batch	Miss Y. Appanah, Mrs. S. Peerbocus
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 – 2 Batches	54	<ul style="list-style-type: none"> • 83% of participants agreed that the training was effective. • 75% of participants stated that the training was related to their duties. • 92% 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	42	<ul style="list-style-type: none"> • 81% of participants agreed that the training was effective. • 89% of participants stated that the training was related to their duties. • 82% of participants said they could use the training in their jobs and found it valuable.
	Training Programme on Leadership & Management (Level 3) – 1 Batch	10	<ul style="list-style-type: none"> • 80% of participants agreed that the training was effective. • 70% of participants stated that the training was related to their duties. • 90% of participants said they could use the training in their jobs and found it valuable.
	Training Programme on Strategic Management & Leadership (Level 4)	12	<ul style="list-style-type: none"> • 84% of participants agreed that the training was effective. • 76% of participants stated that the training was related to their duties. • 79% of participants said they could use the training to their jobs and found it valuable.
	Effective Performance Appraisal - 5 Batches	86	<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 4, after the training it was 8; • 70% of participants agreed that the training was effective. • 80% of participants stated that the training was related to their duties.

			85% of participants said they could use the training to their jobs and found it valuable.
	Advanced Microsoft Excel – 1 Batch	31	<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 8.4; • 81% of participants agreed that the training was effective. • 76% of participants stated that the training was related to their duties. • 87% of participants said they could use the training to their jobs and found it valuable.
	Basic Legal Writing – 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 1.9, after the training it was 7.7; • 82% of participants agreed that the training was effective. • 81% of participants stated that the training was related to their duties. • 89% of participants said they could use the training to their jobs and found it valuable.
	GAR Awareness – 1 Batch	15	<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; • 80% of participants agreed that the training was effective. • 86% of participants stated that the training was related to their duties. • 83% of participants said they could use the training to their jobs and found it valuable.

	GAR Practical – 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 2.6, after the training it was 7.7; • 79% of participants agreed that the training was effective. • 75% of participants stated that the training was related to their duties. • 84% of participants said they could use the training to their jobs and found it valuable.
	Bid Evaluation methods and methodology - Module 1 - General	62	N/A
	Bid Evaluation methods and methodology - Module 2 - Goods	43	N/A
	Bid Evaluation methods and methodology - Module 3 - Works	44	N/A
	Bid Evaluation methods and methodology - Module 4 - Consultancy Services	34	N/A
	Bid Evaluation methods and methodology - Module 5 - Other Services	32	N/A
2. Develop a culture of change	Induction Course for Office Management Assistant – 1 Batch	11	<ul style="list-style-type: none"> • 81% of participants agreed that the training was effective. • 73% of participants stated that the training was related to their duties. • 90% of participants said they could use the training in their jobs and found it valuable.
	ISO/IEC 27001 Lead Implementer (Financial Services Commission) – 1 Batch	11	<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 8.5; • 90% of participants agreed that the training was effective. • 87% of participants stated that the training was related to their duties. • 95% of participants said they could use the training in their jobs and found it valuable.

	Problem Solving and Decision Making -1 Batch	15	<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 3.3, after the training it was 8.4; • 80% of participants agreed that the training was effective. • 76% of participants stated that the training was related to their duties. • 87% of participants said they could use the training to their jobs and found it valuable.
3. Create a Lean and Smarter Workforce	AI Essentials for Enhancing Public Service Efficiency – 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 1.4, after the training it was 9.3; • 93% of participants agreed that the training was effective. • 90% of participants stated that the training was related to their duties. • 94% of participants said they could use the training to their jobs and found it valuable.
	Introduction to IOT	1	N/A
	Using Internet and Email(Outlook) at Work	1	N/A
4. Enhance Customer Experience	Public Speaking – 1 Batch	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 2.2, after the training it was 8.9; • 80% of participants agreed that the training was effective. • 72% of participants stated that the training was related to their duties. • 88% of participants said they could use the training to their jobs and found it valuable.

5. Foster Accessibility			
6. Promote Sustainability	First Aid – 2 Batches	26	<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 7.8; • 84% of participants agreed that the training was effective. • 86% 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.
	Code of Ethics for Public Officers	1	N/A
Total		633	

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

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Aug-24
1	Office of the President	10
2	Office of the Vice-President	0
3	National Assembly	4
4	Office of the Electoral Commissioner	6
5	The Judiciary	10
6	Public Service Commission and Disciplined Forces Service Commission	14
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	4
9	National Audit Office	6
10	Employment Relations Tribunal	8
11	Local Government Service Commission	6
12	Office of the Ombudsperson for Children	2
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister's Office	80
15	Ministry of Housing and Land Use Planning	22
16	Ministry of Tourism	14
17	Ministry of Financial Services & Good Governance	10
18	Ministry of Education, Tertiary Education, Science and Technology	20
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	28
24	Ministry of Energy and Public Utilities	14
25	Ministry of Social Integration	10
27	Ministry of Industrial Development, SMEs and Cooperatives	16
28	Ministry of Environment and Climate Change	18
29	Office of the Solicitor-General	0
30	Office of the Director of Public Prosecutions	2
31	Office of the Parliamentary Counsel	0
32	Ministry of Agro-Industry and Food Security	18
33	Ministry of Youth Empowerment, Sports and Recreation	14
34	Ministry of National Infrastructure	16
35	Ministry of Information Technology, Communication and Innovation	22
36	Ministry of Labour, Human Resource Development and Training	28
37	Ministry of Commerce and Consumer Protection	22
38	Ministry of Health and Wellness	72
39	Ministry of Blue Economy, Marine Resources and Shipping	12
40	Gender Equality and Family Welfare	4
41	Ministry of Arts and Cultural Heritage	10
42	Ministry of Public Service, Administrative and Institutional Reforms	14
43	Rodrigues Regional Assembly	0
44	Others - Parastatals, State Owned Enterprises & Local Authorities	77
Total		633