

CIVIL SERVICE COLLEGE, MAURITIUS

Training Courses

For the month of SEPTEMBER 2024, a total of **653 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 – 3 Batches	52	-	-	-	52
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	39	-	-	39
3	Training Programme on Leadership & Management (Level 3) – 2 Batches	-	-	38	-	38
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	51	51
SUB-TOTAL (A)						180
B	Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1	Induction Course for Office Management Assistant – 1 Batch	-	-	27	-	27
2	Foundation Course for Newly Recruited Management Support Officers – 2 Batches	-	61	-	-	61
SUB-TOTAL (B)						88
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	Effective Performance Appraisal (Ministry of Health and Wellness) – 1 Batch	-	-	-	18	18
2	Training Course for Secretaries of Audit Committees – 2 Batches	-	1	29	10	40
3	First Aid (AMB) – 1 Batch	9	-	-	1	10
4	Accountability and Ethics (Ministry of Agro-Industry and Food Security) – 1 Batch	-	-	-	27	27
5	Stress Management and Mental Health (ICTA) – 1 Batch	3	6	2	5	16
SUB-TOTAL (C)						111
D	Courses based on TNA					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
1	First Aid – 1 Batch	9	4	-	-	13
2	GAR Practical – 1 Batch	-	12	4	3	19

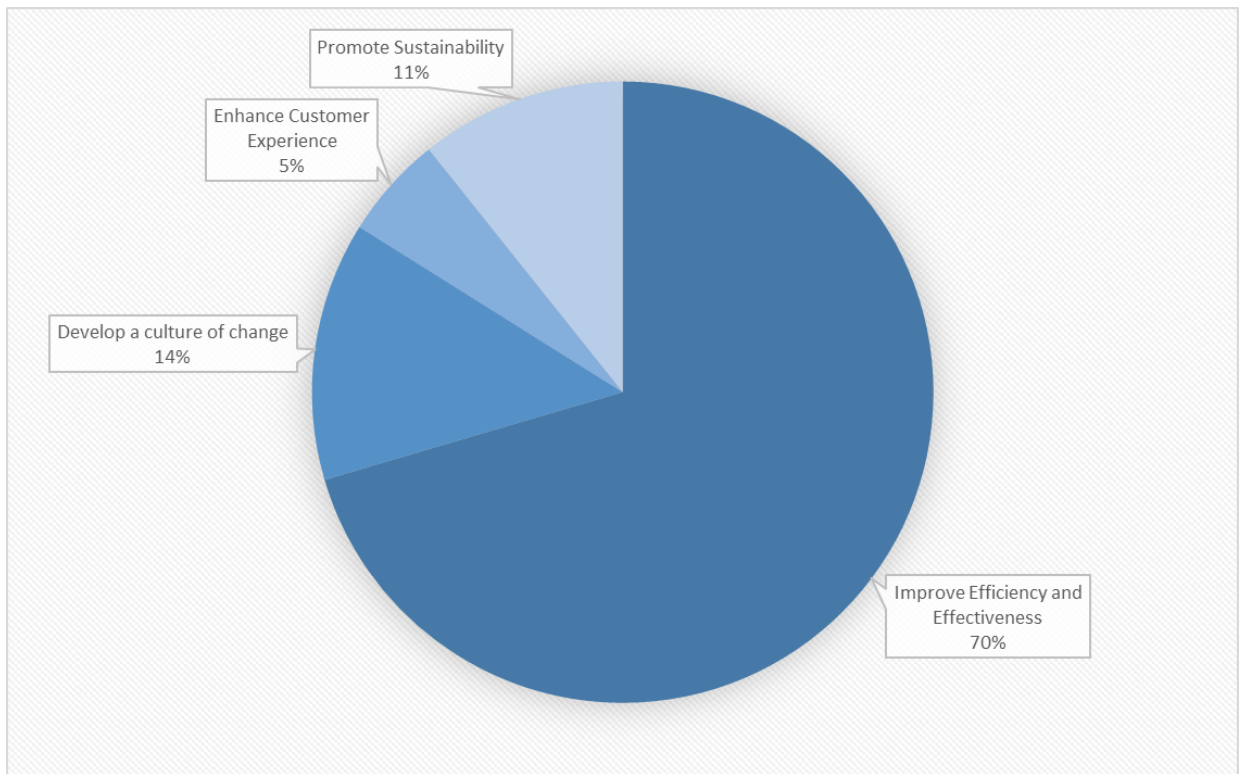
3	Mastering Telephone Skills for Receptionists – 1 Batch	4	32	-	-	36
4	Leadership for Middle Managers – 1 Batch	-	-	-	13	13
5	GAR Awareness Session – 2 Batches	-	12	4	10	26
6	Advanced Microsoft Word – 1 Batch	-	20	3	1	24
7	Standard Defensive Driving – 1 Batch	14	-	-	-	14
8	Legislative Drafting – 1 Batch	-	-	-	19	19
9	Team Building and Management – 1 Batch	2	8	12	-	22
SUB-TOTAL (D)						186
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	1	-	-	-	1
2	Basic Microsoft PowerPoint	1	-	-	-	1
3	Basic Microsoft Word	1	1	-	-	2
4	Basics of ICT Security	1	-	-	-	1
5	Code of Ethics for Public Officers	-	1	-	-	1
6	Enhancing Integrity in the Public Sector	-	1	-	-	1
7	Gender Equality	-	1	-	-	1
8	Introduction to Green Economy	-	1	-	-	1
9	Introduction to IOT	1	-	-	-	1
10	Leadership in a Changing Society	-	1	-	-	1
11	Understanding Safety and Health at Work for Public Officers	1	-	-	-	1
12	Using Internet and Email(Outlook) at Work	1	-	-	-	1
13	Bid Evaluation methods and methodology - Module 1 - General	-	-	-	20	20
14	Bid Evaluation methods and methodology - Module 2 - Goods	-	-	-	11	11
15	Bid Evaluation methods and methodology - Module 3 - Works	-	-	-	19	19
16	Bid Evaluation methods and methodology - Module 4 - Consultancy Services	-	-	-	16	16
17	Bid Evaluation methods and methodology - Module 5 - Other Services	-	-	-	8	8
SUB-TOTAL (E)						88
TOTAL(A+B+C+D+E)						653

3. In addition to the number of officers trained by the College, the tables at Annexes 1, 2 & 3 provide the following information:

- (i) **Annex 1:** Gender distribution of public officers who attended training courses; and
- (ii) **Annex 2:** list of Trainers/Resource Persons who delivered training sessions.
- (iii) **Annex 3:** - Number of participants per public sector organisations.

4. **Action Plan Deployment – September 2024**

In line with the approved Strategic Plan of the College, the table at **Annex 4** provides details pertaining to the training courses, output and outcomes under each of the seven identified thrusts.



5. For this Financial Year 2024/2025, that is, from July to September 2024, the CSCM has trained a total of 1424 public officers.
6. The Board will be kept informed of the activities of the College.

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Gender Distribution Per Category – September 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 – 3 Batches	26	26
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	12	27
Training Programme on Leadership & Management (Level 3) – 2 Batches	14	24
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	19	32
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	Male	Female
Induction Course for Office Management Assistant – 1 Batch	21	6
Foundation Course for Newly Recruited Management Support Officers – 2 Batches	12	49
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Male	Female
Effective Performance Appraisal (Ministry of Health and Wellness) – 1 Batch	3	15
Training Course for Secretaries of Audit Committees – 2 Batches	9	31
First Aid (AMB) – 1 Batch	8	2
Accountability and Ethics (Ministry of Agro-Industry and Food Security) – 1 Batch	11	16
Stress Management and Mental Health (ICTA) – 1 Batch	5	11
D: Courses based on TNA	Male	Female
First Aid – 1 Batch	10	3
GAR Practical – 1 Batch	6	13
Mastering Telephone Skills for Receptionists – 1 Batch	6	30
Leadership for Middle Managers – 1 Batch	1	12
GAR Awareness Session – 2 Batches	13	13
Advanced Microsoft Word – 1 Batch	22	2
Standard Defensive Driving – 1 Batch	14	-
Legislative Drafting – 1 Batch	7	12
Team Building and Management – 1 Batch	6	16
E: E-learning Courses on iTrain/Online courses	Male	Female

iTrain (17 Online Courses)	84	4
Total	309	344

Annex 2

Trainer/s Per Training Course – September 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 – 3 Batches	Mr T. Ganoo, Miss T. Ramjuttun, Ms C. Poonyth, Mrs I. A. Laregain, Mrs S. Ramsurrun & Representative from Harm Reduction Unit
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	Mr S. Ramsurrun, Mr V. Dorasami & Mr T. Ganoo
Training Programme on Leadership & Management (Level 3) – 2 Batches	Dr A. Sreekeessoon, Mr V. Dorasami, Mr S. Beerbul, Mr T. Ganoo & Dr B. Appasamy
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr V. Ancharaz, Dr B. Abacousnac, Mr T. Ganoo & Dr B. 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 L. Harnamsing, Mrs D. Bunjun, Mr Z. A. Mownah, Mr O. Ramooah, Mr S. Reedoye & Mr R. K. Bunjun
Foundation Course for Newly Recruited Management Support Officers – 2 Batches	Mr T. Dunputh, Mrs D. Bhunjun, Representative from Harm Reduction Unit, Representative from Safety and Health Unit, Mrs S. Ramnauth, Mr L. Harnamsing, Mrs V. Pomanah, Miss A. Ombrasine, Mr S. Ghumaria, Mrs S. Ramsurrun
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	Trainer/s
Effective Performance Appraisal (Ministry of Health and Wellness) – 1 Batch	Mrs B. Kaleechurn
Training Course for Secretaries of Audit Committees – 2 Batches	Mr P. Ramlugun
First Aid (AMB) – 1 Batch	St John Ambulance

Accountability and Ethics (Ministry of Agro-Industry and Food Security) – 1 Batch	Dr. D. Doobree
Stress Management and Mental Health (ICTA) – 1 Batch	Dr. A. Boyramboli
D: Courses based on TNA	Trainer/s
First Aid – 1 Batch	St John Ambulance
GAR Practical – 1 Batch	Mrs. N. Reheem & Mrs. S Peerbocus
Mastering Telephone Skills for Receptionists – 1 Batch	Mrs S. Ramsurrun
Leadership for Middle Managers – 1 Batch	Dr. V. Ancharaz
GAR Awareness Session – 2 Batches	Mr A. Kallychurn
Advanced Microsoft Word – 1 Batch	Mr S. Reedoye
Standard Defensive Driving – 1 Batch	MITD
Legislative Drafting – 1 Batch	Prof. J. Chedumbrum
Team Building and Management – 1 Batch	Mr U. Juwaheer
E: E-learning Courses on iTrain/Online courses	Trainer/s
iTrain	N/A

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

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Sep-24
1	Office of the President	0
2	Office of the Vice-President	0
3	National Assembly	2
4	Office of the Electoral Commissioner	4
5	The Judiciary	15
6	Public Service Commission and Disciplined Forces Service Commission	10
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	2
9	National Audit Office	5
10	Employment Relations Tribunal	7
11	Local Government Service Commission	2
12	Office of the Ombudsperson for Children	3
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister’s Office	93
15	Ministry of Housing and Land Use Planning	29
16	Ministry of Tourism	23
17	Ministry of Financial Services & Good Governance	25
18	Ministry of Education, Tertiary Education, Science and Technology	18
19	Ministry of Local Government	13
20	Ministry of Land Transport and Light Rail	7
21	Ministry of Foreign Affairs, Regional Integration and International Trade	4
23	Ministry of Finance, Economic Planning and Development	39
24	Ministry of Energy and Public Utilities	9
25	Ministry of Social Integration	10
27	Ministry of Industrial Development, SMEs and Cooperatives	9
28	Ministry of Environment and Climate Change	12
29	Office of the Solicitor-General	0
30	Office of the Director of Public Prosecutions	5
31	Office of the Parliamentary Counsel	0
32	Ministry of Agro-Industry and Food Security	38
33	Ministry of Youth Empowerment, Sports and Recreation	18
34	Ministry of National Infrastructure	24
35	Ministry of Information Technology, Communication and Innovation	17
36	Ministry of Labour, Human Resource Development and Training	14
37	Ministry of Commerce and Consumer Protection	16
38	Ministry of Health and Wellness	29
39	Ministry of Blue Economy, Marine Resources and Shipping	10

40	Gender Equality and Family Welfare	9
41	Ministry of Arts and Cultural Heritage	11
42	Ministry of Public Service, Administrative and Institutional Reforms	17
43	Rodrigues Regional Assembly	0
44	Others - Parastatals, State Owned Enterprises & Local Authorities	104
Total		653

Thrust Areas	Training Courses	Output	Outcomes
1.Improve Efficiency and Effectiveness	Training Programme on Improving Communication & Productivity – 3 Batches	52	<ul style="list-style-type: none"> • 85% of participants agreed that the training was effective. • 90% of participants stated that the training was related to their duties. • 82% 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	39	<ul style="list-style-type: none"> • 83% of participants agreed that the training was effective. • 85% 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.
	Training Programme on Leadership & Management (Level 3) – 2 Batches	38	<ul style="list-style-type: none"> • 90% of participants agreed that the training was effective. • 85% 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.
	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	51	<ul style="list-style-type: none"> • 92% of participants agreed that the training was effective. • 89% of participants stated that the training was related to their duties. • 91% of participants said they could use the training to their jobs and found it valuable.
	Effective Performance Appraisal – 1 Batch	18	<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 3.5, after the training it was 8.5; • 90% of participants agreed that the training was effective. • 85% 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.

	Training Course for Secretaries of Audit Committees – 2 Batches	40	<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 4.5, after the training it was 8.7; • 87% of participants agreed that the training was effective. • 92% 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.
	Government Asset Register 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 3, after the training it was 8.2; • 95% 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 to their jobs and found it valuable.
	Government Asset Register Awareness – 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 2.5, after the training it was 7.8; • 88% of participants agreed that the training was effective. • 92% 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.
	Mastering Telephone Skills for Receptionists – 1 Batch	36	<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 8.7; • 93% of participants agreed that the training was effective.

		<ul style="list-style-type: none"> • 90% 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.
Advanced Microsoft Word – 1 Batch	24	<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 9.1; • 95% of participants agreed that the training was effective. • 92% of participants stated that the training was related to their duties. • 90% of participants said they could use the training to their jobs and found it valuable.
Standard Defensive Driving – 1 Batch	14	<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 8.5; • 89% of participants agreed that the training was effective. • 93% of participants stated that the training was related to their duties. • 90% of participants said they could use the training to their jobs and found it valuable.
Legislative Drafting – 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 3.2, after the training it was 8.9; • 95% of participants agreed that the training was effective. • 90% 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.
Basic Microsoft Excel (iTrain)	1	N/A
Basic Microsoft PowerPoint (iTrain)	1	N/A

	Basic Microsoft Word (iTrain)	2	N/A
	Basics of ICT Security (iTrain)	1	N/A
	Code of Ethics for Public Officers (iTrain)	1	N/A
	Understanding Safety and Health at Work for Public Officers (iTrain)	1	N/A
	Using Internet and Email(Outlook) at Work (iTrain)	1	N/A
	Bid Evaluation methods and methodology - Module 1 – General (iTrain)	20	N/A
	Bid Evaluation methods and methodology - Module 2 – Goods (iTrain)	11	N/A
	Bid Evaluation methods and methodology - Module 3 – Works (iTrain)	19	N/A
	Bid Evaluation methods and methodology - Module 4 - Consultancy Services (iTrain)	16	N/A
	Bid Evaluation methods and methodology - Module 5 - Other Services (iTrain)	9	N/A
2. Develop a culture of change	Induction Course for Office Management Assistant – 1 Batch	27	<ul style="list-style-type: none"> 83% of participants agreed that the training was effective. 91% 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.
	Foundation Course for Newly Recruited Management Support Officers – 2 Batches	61	<ul style="list-style-type: none"> 90% of participants agreed that the training was effective. 92% 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.
3. Create a Lean and Smarter Workforce	Leadership in a Changing Society (iTrain)	1	N/A
4. Enhance Customer Experience	Leadership for Middle Managers – 1 Batch	13	<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 8.2; 92% of participants agreed that the training was effective. 85% of participants stated that the training was related to their duties.

			<ul style="list-style-type: none"> 90% of participants said they could use the training to their jobs and found it valuable.
	Team Building and 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 4.3, after the training it was 8.8; 91% of participants agreed that the training was effective. 88% 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.
5. Foster Accessibility			
6. Promote Sustainability	First Aid – 2 Batches	23	<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 3.0, after the training it was 8.4; 95% of participants agreed that the training was effective. 90% of participants stated that the training was related to their duties. 92% of participants said they could use the training in their jobs and found it valuable.
	Accountability and Ethics - 1 Batch	27	<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 8.1; 94% of participants agreed that the training was effective. 88% 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.
	Stress Management and Mental Health – 1 Batch	16	<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 8.5; 95% 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"> 90% of participants said they could use the training in their jobs and found it valuable.
	Enhancing Integrity in the Public Sector (iTrain)	1	N/A
	Gender Equality (iTrain)	1	N/A
	Introduction to Green Economy (iTrain)	1	N/A
	Introduction to IOT (iTrain)	1	N/A
	Total	653	