CIVIL SERVICE COLLEGE, MAURITIUS

Training courses (Statistics/updates)

Training Courses

For the month of APRIL 2024, a total of **700 officers** have attended training courses organised by CSCM as detailed in the table below:

SN	Training Programmes	Workmen's Group	Support Staff	Frontline/ Supervisory/ Technical Grades	Middle Management	Sub-total
Number of public officers trained in April 2024						
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) – 3 Batches	85	-	-	-	85
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	34	-	-	34
3	Training Programme on Leadership & Management (Level 3) – 2 Batches	-	-	33	-	33
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	22	22
	SUB-TOTAL (A)					**174**
B	**Other Courses** (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)					
1		-	-	-	-	0
	SUB-TOTAL (B)					**0**
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	Customer Service Excellence (Mauritius Post Ltd) – 1 Batch	-	15	3	-	18
2	Induction course for Newly Recruited Employment Counselling Officers (Min of Labour - HRDT Division) – 1 Batch	-	24	-	-	24
3	Writing Effective Minutes of Meetings (Min of Land Transport) – 1 Batch	-	9	13	1	23
4	Generative Artificial Intelligence for the Public Sector (Min of ICT) – 1 Batch	-	-	17	15	32
5	Interpretation of Laws for Implementation of Duties and Taxes (Registrar Generals Dept) – 2 Batches	-	12	43	5	60
	SUB-TOTAL (C)					**157**
D	**Courses based on TNA**					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/	Middle Management	Sub-total

				Supervisory/ Technical Grades		
1	Public Sector Financial Management – 1 Batch	-	13	21	2	36
2	Business English and French – 1 Batch	-	7	9	1	17
3	Advanced Microsoft Excel – 1 Batch	-	14	9	5	28
4	Budget Preparation and Costing – 1 Batch	-	7	15	5	27
5	Effective Performance Appraisal – 2 Batches	-	-	-	34	34
6	Bid preparation and Evaluation – 1 Batch	-	12	6	14	32
7	Risk Management – 1 Batch	-	5	2	14	23
8	Stress management and mental health – 1 Batch	-	14	2	13	29
9	Writing skills for parliamentary questions and cabinet documents – 1 Batch	-	2	2	13	17
10	First Aid – 1 Batch	-	15	3	1	19
11	GAR Practical – 1 Batch	-	12	7	-	19
12	GAR Awareness – 1 Batch	-	1	6	5	12
13	Mastering Telephone Skills for Receptionists – 1 Batch	-	22	-	-	22
14	Data Collection and Data Analytics For AI Purposes – 1 Batch	-	3	4	18	25
15	Essential of Psychology and Counselling Techniques – 1 Batch	-	6	6	9	21
	SUB-TOTAL (D)					**359**
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
2	Code of Ethics for Public Officers	-	-	-	2	2
3	Indicators for an Inclusive Green Economy: Introductory Course	-	**1**	-	-	1
4	Indicators for an Inclusive Green Economy: Advanced Course	-	**1**	-	-	1
5	Introduction to Green Economy	-	**1**	-	-	1
6	Quality Management	-	-	-	1	1
7	Using Internet and Email(Outlook) at Work	-	-	-	1	1
8	Leadership in a Changing Society	-	-	1	-	1
	SUB-TOTAL (E)					**10**
	TOTAL(A+B+C+D+E)					**700**

3.   Action Plan Deployment – APRIL 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.
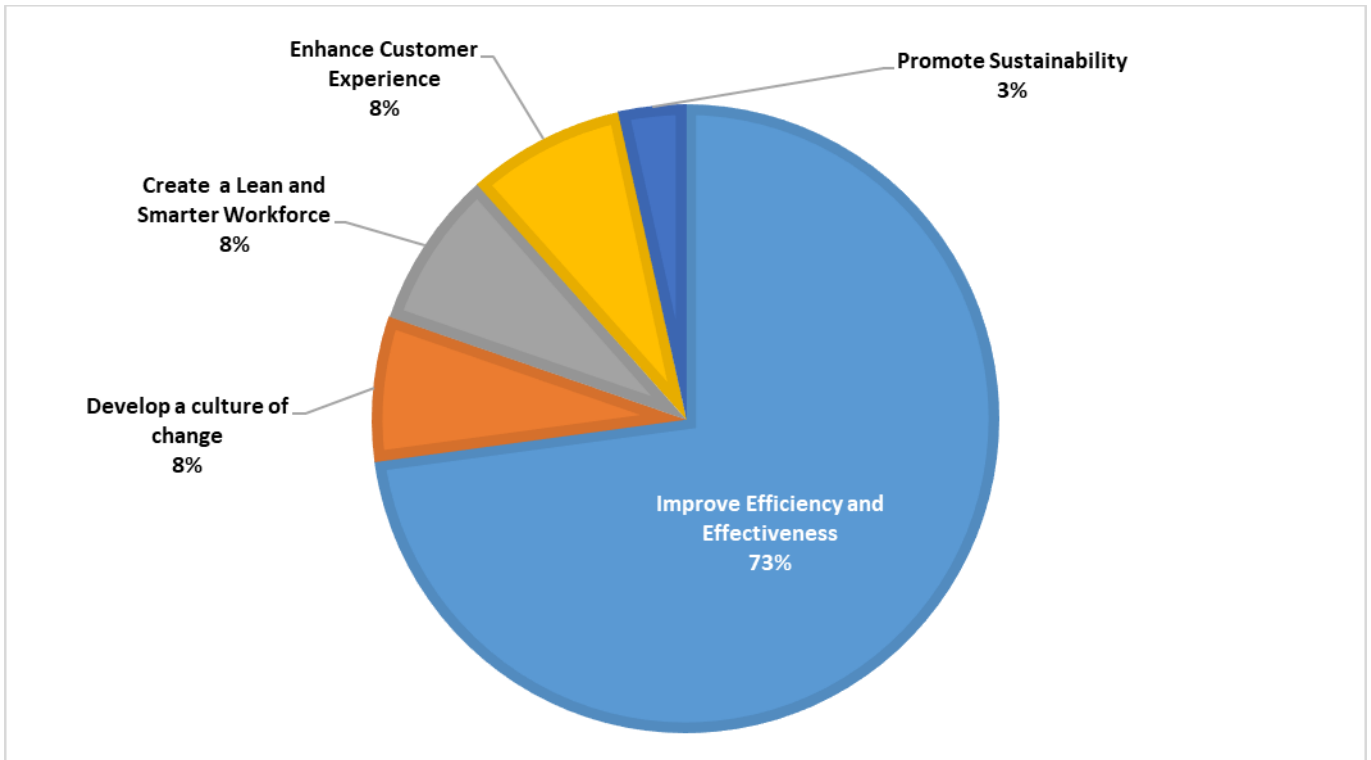
4.   For this Financial Year 2023/2024, that is, from 01 to 30 APRIL 2024, the CSCM has trained 700 public officers.

5.   The Board will be kept informed of the activities of the College.

13 May 2024

Gender Distribution Per Category – APRIL 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) – 3 Batches	55	30
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	11	23
Training Programme on Leadership & Management (Level 3) – 2 Batches	17	16
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	12	10
B: Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)	**Male**	**Female**
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Male**	**Female**
Customer Service Excellence (Mauritius Post Ltd) – 1 Batch	1	17
Induction course for Newly Recruited Employment Counselling Officers (Min of Labour - HRDT Division) – 1 Batch	4	20
Writing Effective Minutes of Meetings (Min of Land Transport) – 1 Batch	6	17
Generative Artificial Intelligence for the Public Sector (Min of ICT) – 1 Batch	21	11
Interpretation of Laws for Implementation of Duties and Taxes (Registrar Generals Dept) – 2 Batches	11	19
D: Courses based on TNA	**Male**	**Female**
Public Sector Financial Management – 1 Batch	12	25
Business English and French – 1 Batch	2	15
Advanced Microsoft Excel – 1 Batch	7	21
Budget Preparation and Costing – 1 Batch	5	22
Effective Performance Appraisal – 2 Batches	13	20
Bid preparation and Evaluation – 1 Batch	19	13
Risk Management – 1 Batch	8	13
Stress management and mental health – 1 Batch	4	25
Writing skills for parliamentary questions and cabinet documents – 1 Batch	6	11
First Aid – 1 Batch	7	12

GAR Practical – 1 Batch	6	13
GAR Awareness – 1 Batch	3	9
Mastering Telephone Skills for Receptionists – 1 Batch	6	16
Data Collection and Data Analytics For AI Purposes – 1 Batch	9	16
Essential of Psychology and Counselling Techniques – 1 Batch	2	19
E: E-learning Courses on iTrain/Online courses	**Male**	**Female**
iTrain (7 Online Courses)	7	3
Total	**263**	**437**

Trainer/s Per Training Course – APRIL 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 U. Juwaheer
Training Programme on Leadership & Management (Level 3) – 2 Batches	Dr. A. Sreekeessoon, Dr. L. Appasamy, Mr T. Ganoo, Dr. B. Abacousnac & 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**
C: Customised Courses requested by Ministries/Departments/Parastatal Bodies & State-Owned Companies	**Trainer/s**
Customer Service Excellence (Mauritius Post Ltd) – 1 Batch	Dr. A. Boyramboli
Induction course for Newly Recruited Employment Counselling Officers (Min of Labour - HRDT Division) – 1 Batch	Mr J. Hauroo & Mr I. Seetaramadoo
Writing Effective Minutes of Meetings (Min of Land Transport) – 1 Batch	Mr J. Hauroo
Generative Artificial Intelligence for the Public Sector (Min of ICT) – 1 Batch	Mr V. Dorasami

Interpretation of Laws for Implementation of Duties and Taxes (Registrar Generals Dept) – 2 Batches	Me Faugoo-Boolell
D: Courses based on TNA	**Trainer/s**
Public Sector Financial Management – 1 Batch	Mrs S. Ramnauth
Business English and French – 1 Batch	Mr E. Jasmin & Mr P. Vyapoory
Advanced Microsoft Excel – 1 Batch	Mrs N. Gobin-Jeeban
Budget Preparation and Costing – 1 Batch	Mrs S. Ramnauth
Effective Performance Appraisal – 2 Batches	Mrs B. Kaleechurn
Bid preparation and Evaluation – 1 Batch	Mr. K Mosafeer
Risk Management – 1 Batch	Mr D. Doobree
Stress management and mental health – 1 Batch	Dr. A. Boyramboli
Writing skills for parliamentary questions and cabinet documents – 1 Batch	Mr. P. Ramlugun
First Aid – 1 Batch	Trainer from St Jonh Ambulance
GAR Practical – 1 Batch	Mrs Chutoo
GAR Awareness – 1 Batch	Mr A. Kallichurn
Mastering Telephone Skills for Receptionists – 1 Batch	Mr U. Juwaheer
Data Collection and Data Analytics For AI Purposes – 1 Batch	Mr V. Dorasami
Essential of Psychology and Counselling Techniques – 1 Batch	Mr S. Dosooye
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	85	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.
	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	34	- Approximately 80% of participants agreed that the training was effective. - Approximately 85% of participants stated that the training was related to their duties. - Approximately 90% of participants said they could use the training in their jobs and found it
	Training Programme on Leadership & Management (Level 3) – 2 Batches	33	- Approximately 85% of participants agreed that the training was effective. - Approximately 90% of participants stated that the training was related to their duties. - Approximately 93% 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	22	90% of participants agreed that the training was effective. 95% 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.
	Induction course for Newly Recruited Employment Counselling Officers (Min of Labour - HRDT Division) – 1 Batch	24	89% of participants agreed that the training was effective. 92% 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.

	Writing Effective Minutes of Meetings (Min of Land Transport) – 1 Batch	23	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.0, after the training it was 8; 87% of participants agreed that the training was effective. 90% 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.
	Interpretation of Laws for Implementation of Duties and Taxes (Registrar Generals Dept) – 2 Batches	60	• 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 8.5; • 93% of participants agreed that the training was effective. • 90% of participants stated that the training was related to their duties. • 87% of participants said they could use the training in their jobs and found it valuable.
	Public Sector Financial Management – 1 Batch	36	- 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; 77% 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 in their jobs and found it valuable.
	Advanced Microsoft Excel – 1 Batch	28	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.2, after the training it was 9.3; 87% of participants agreed that the training was effective. 72% of participants stated that the training was related to their duties. 79% of participants said they could use the training in their jobs and found it valuable.

	Budget Preparation and Costing – 1 Batch	27	- 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 7.4; 93% of participants agreed that the training was effective. 91% of participants stated that the training was related to their duties. 96% of participants said they could use the training in their jobs and found it valuable.
	Effective Performance Appraisal – 2 Batches	34	- Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.7, after the training it was 8.3; 85% of participants agreed that the training was effective. 83% 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.
	Bid preparation and Evaluation – 1 Batch	32	- 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 7.5; 95% of participants agreed that the training was effective. 85% 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.
	Risk Management – 1 Batch	21	- 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 7.4; 91% of participants agreed that the training was effective. 87% 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.

	Writing skills for parliamentary questions and cabinet documents – 1 Batch	17	• 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; • 90% of participants agreed that the training was effective. • 83% of participants stated that the training was related to their duties. • 75% of participants said they could use the training in their jobs and found it valuable.
	GAR Practical – 1 Batch	19	• 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 7.7; • 92% of participants agreed that the training was effective. • 89% 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.
	GAR Awareness – 1 Batch	12	• 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 7.6; • 95% of participants agreed that the training was effective. • 92% 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.
	Basic Microsoft Excel (iTrain)	2	N/A
	Using Internet and Email(Outlook) at Work	1	N/A
2. Develop a culture of change	Stress management and mental health – 1 Batch	29	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 3.7, after the training it was 9.0; • 90% of participants agreed that the training was effective. • 87% 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.

	Essential of Psychology and Counselling Techniques – 1 Batch	21	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 1.8, after the training it was 7.4; • 95% of participants agreed that the training was effective. • 80% 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.
	Quality Management (iTrain)	1	N/A
	Leadership in a Changing Society (iTrain)	1	N/A
3. Create a Lean and Smarter Workforce	Generative Artificial Intelligence for the Public Sector (Min of ICT) – 1 Batch	32	• 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 8.7; • 96% of participants agreed that the training was effective. • 92% 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.
	Data Collection and Data Analytics For AI Purposes – 1 Batch	25	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 1.5, after the training it was 8.3; • 91% of participants agreed that the training was effective. • 96% of participants stated that the training was related to their duties. • 97% of participants said they could use the training in their jobs and found it valuable.
4. Enhance Customer Experience	Customer Service Excellence (Mauritius Post Ltd) – 1 Batch	18	• 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 8.5;

			84% of participants agreed that the training was effective. 89% of participants stated that the training was related to their duties. 87% of participants said they could use the training in their jobs and found it valuable.
	Business English and French – 1 Batch	17	- 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; 81% 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.
	Mastering Telephone Skills for Receptionists – 1 Batch	22	- 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 8.8; 90% of participants agreed that the training was effective. 89% 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.
5. Foster Accessibility			
	First Aid – 1 Batch	19	- 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 8.9; 91% of participants agreed that the training was effective. 89% 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.
	Indicators for an Inclusive Green Economy: Introductory Course	1	N/A
	Indicators for an Inclusive Green Economy: Advanced Course	1	N/A

	Introduction to Green Economy	1	N/A
	Code of Ethics for Public Officers (iTrain)	2	N/A
7. Enhance Collaboration			
Total		**700**	

Number of Participants per Ministry/Department/State – Owned, Parastatal & Local Autorities – APRIL 2024

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Apr-24
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	13
6	Public Service Commission and Disciplined Forces Service Commission	12
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	3
9	National Audit Office	0
10	Employment Relations Tribunal	8
11	Local Government Service Commission	5
12	Office of the Ombudsperson for Children	1
13	Office of Ombudsperson for Financial Services	0
14	Prime Minister's Office	97
15	Ministry of Housing and Land Use Planning	32
16	Ministry of Tourism	11
17	Ministry of Financial Services & Good Governance	8
18	Ministry of Education, Tertiary Education, Science and Technology	32
19	Ministry of Local Government	6
20	Ministry of Land Transport and Light Rail	30
21	Ministry of Foreign Affairs, Regional Integration and International Trade	6
23	Ministry of Finance, Economic Planning and Development	79
24	Ministry of Energy and Public Utilities	16

25	Ministry of Social Integration	6
27	Ministry of Industrial Development, SMEs and Cooperatives	5
28	Ministry of Environment and Climate Change	19
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	34
33	Ministry of Youth Empowerment, Sports and Recreation	13
34	Ministry of National Infrastructure	47
35	Ministry of Information Technology, Communication and Innovation	42
36	Ministry of Labour, Human Resource Development and Training	31
37	Ministry of Commerce and Consumer Protection	8
38	Ministry of Health and Wellness	54
39	Ministry of Blue Economy, Marine Resources and Shipping	18
40	Gender Equality and Family Welfare	14
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	24
Total		700