CIVIL SERVICE COLLEGE, MAURITIUS

Training courses (Statistics/updates)

Training Courses

For the month of JUNE 2024, a total of **1453 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 JUNE 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) – 1 Batch	13	-	-	-	13
2	Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	-	42	-	-	42
3	Training Programme on Leadership & Management (Level 3) – 2 Batches	-	-	51	-	51
4	Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	-	-	-	53	53
	SUB-TOTAL (A)					**159**
B	**Other Courses (sponsored by Ministry of Public Service, Administrative and Institutional Reforms)**					
1						
	SUB-TOTAL (B)					**-**
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	Code of Ethics and Good Governance (Min of Gender) – 1 Batch	-	6	18	5	29
2	First Aid (Ministry of Agro Industry & Food Security) – 2 Batches	9	6	10	-	25
3	First Aid (Ministry Blue Economy) – 2 Batches	4	11	12	1	28
4	Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) – 4 Batches	21	61	36	19	137
5	Generative Artificial Intelligence for the Public Sector (CISD) – 2 Batches	-	-	-	41	41
	Generative Artificial Intelligence for the Public Sector (National Archives Department) – 1 Batch	-	11	-	4	15
	Advanced Excel & Word (National Audit Office) – 4 Batches	-	4	5	118	127

	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
2	Stress Management and Mental Health (Ministry of Financial Services & Good Governance) – 1 Batch	1	4	-	10	15
	Induction Course for Consumer Affairs Officers (Ministry of Commerce and Consumer Protection) – 1 Batch	-	17	-	-	17
	Project Management (Ministry of Tourism) – 2 Batches	-	9	14	6	29
	Bid Preparation and Evaluation (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) – 1 Batch	-	4	10	10	24
	Induction for Newly Recruited Second Secretaries (Ministry of Foreign Affairs, Regional Integration and International Trade) – 1 Batch	-	-	-	12	12
	Managing Stress and Emotional Intelligence in the workplace during Elections (Office of the Electoral Commissioner) – 1 Batch	-	7	10	8	25
	Business Ethics for Staffs (SICOM Ltd) – 11 Batches	80	97	50	43	270
	International Public Sector Accounting Standards (IPSAS) (CEB) – 1 Batch	-	-	-	33	33
	Team Building (Ministry of Commerce and Consumer Protection) – 1 Batch	21	24	18	34	97
	Workshop on Conflict resolution & Ethics at workplace (Attorney General's Office)	-	-	-	108	108
SUB-TOTAL (C)						**1032**

D	**Courses based on TNA**					
SN	Training Programmes	Workmen's Group	Support Staff	Frontline/Supervisory/Technical Grades	Middle Management	Sub-total
1	Effective Performance Appraisal – 2 Batches	1	2	3	26	32
2	Essentials of Psychology and Counselling Techniques – 1 Batch	1	13	8	7	29
3	Financial Operations in Public Sector - Application of Rules & Regulations – 1 Batch	-	18	9	4	31
4	Advanced Microsoft Excel – 1 Batch	-	14	2	9	25
5	Advanced Course in Procurement & Supply Management – 1 Batch	-	-	-	20	20
6	First Aid – 1 Batch	8	10	4	2	24
7	Office Management and Operation Skills Online Course – 1 Batch	-	85	-	-	**85**
SUB-TOTAL (D)						**246**

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	Budget Preparation and Execution		1		1	2
3	Coastal Zone Management and Protection			1		1
4	Code of Ethics for Public Officers			1		1

5	Indicators for an Inclusive Green Economy: Advanced Course		1			1
6	Interpersonal Communication Skills				1	1
7	Introduction to IOT				1	1
8	Leadership in a Changing Society				6	6
9	Managerial Skills				1	1
10	Stress Management			1		1
	SUB-TOTAL (E)					**16**
	TOTAL(A+B+C+D+E)					**1453**

3.   **Action Plan Deployment – JUNE 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.
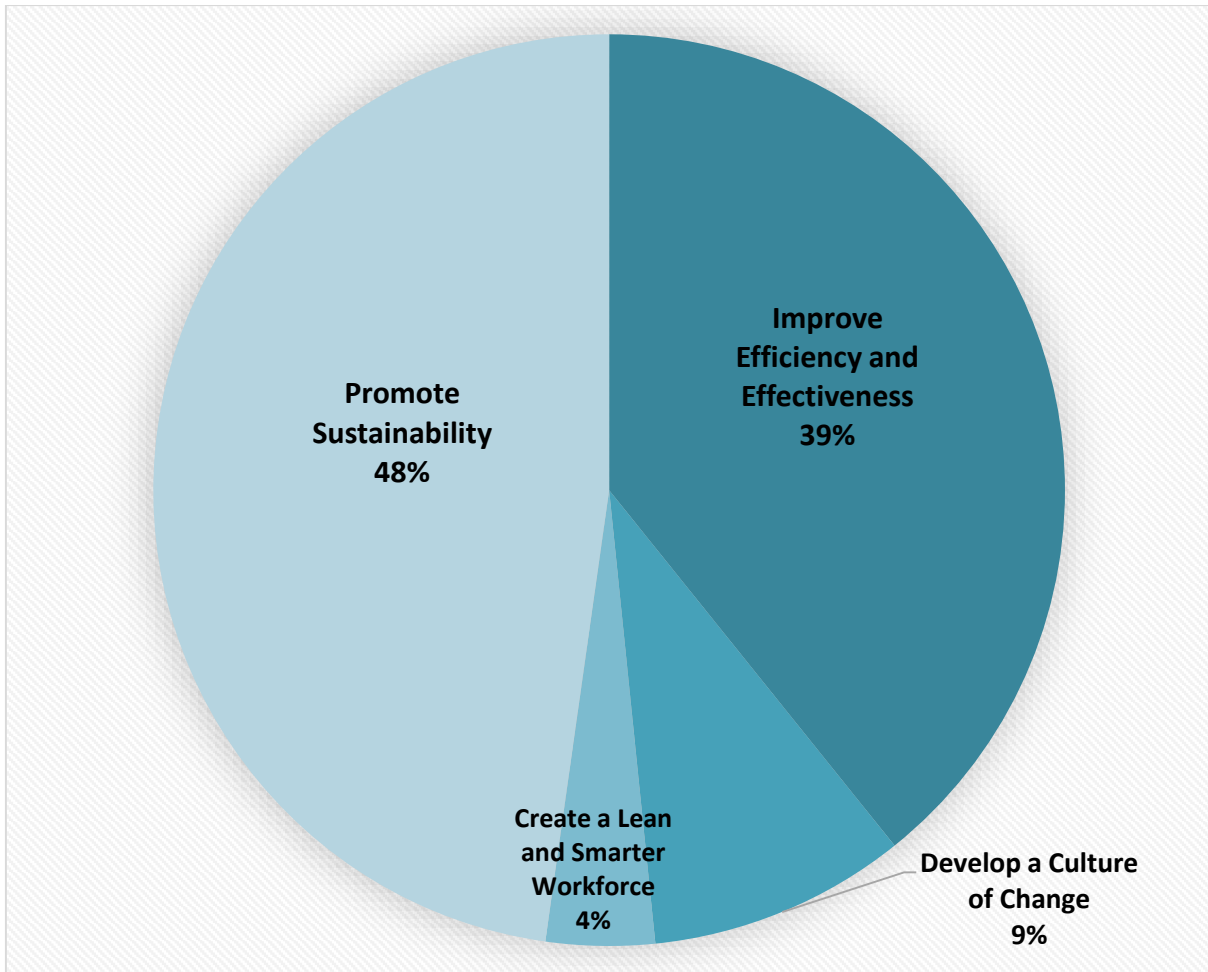
4.   For this Financial Year 2023/2024, that is, from 01 to 30 JUNE 2024, the CSCM has trained 1453 public officers.

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

08 JULY 2024

Gender Distribution Per Category – JUNE 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) – 1 Batch	9	4
Operations and Processes Management Training Programme for Support Staff (Level 2) – 2 Batches	12	30
Training Programme on Leadership & Management (Level 3) – 2 Batches	29	22
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	28	25
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**
Code of Ethics and Good Governance (Min of Gender) – 1 Batch	8	21
First Aid (Ministry of Agro Industry & Food Security) – 2 Batches	8	17
First Aid (Ministry Blue Economy) – 2 Batches	13	15
Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) – 4 Batches	46	91
Generative Artificial Intelligence for the Public Sector (CISD) – 2 Batches	11	30
Generative Artificial Intelligence for the Public Sector (National Archives Department) – 1 Batch	6	9
Advanced Excel & Word (National Audit Office) – 4 Batches	44	83
Stress Management and Mental Health (Ministry of Financial Services & Good Governance) – 1 Batch	4	11
Induction Course for Consumer Affairs Officers (Ministry of Commerce and Consumer Protection) – 1 Batch	10	7
Project Management (Ministry of Tourism) – 2 Batches	8	21
Bid Preparation and Evaluation (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) – 1 Batch	8	16
Induction for Newly Recruited Second Secretaries (Ministry of Foreign Affairs, Regional Integration and International Trade) – 1 Batch	7	5
Managing Stress and Emotional Intelligence in the workplace during Elections (Office of the Electoral Commissioner) – 1 Batch	3	22

Business Ethics for Staffs (SICOM Ltd) – 11 Batches	117	153
International Public Sector Accounting Standards (IPSAS) (CEB) – 1 Batch	17	16
Team Building (Ministry of Commerce and Consumer Protection) – 1 Batch	52	45
Workshop on Conflict resolution & Ethics at workplace (Attorney General's Office)	49	59
D: Courses based on TNA	**Male**	**Female**
Effective Performance Appraisal – 2 Batches	13	19
Essentials of Psychology and Counselling Techniques – 1 Batch	8	21
Financial Operations in Public Sector - Application of Rules & Regulations – 1 Batch	8	23
Advanced Microsoft Excel – 1 Batch	7	18
Advanced Course in Procurement & Supply Management – 1 Batch	20	0
First Aid – 1 Batch	10	14
Office Management and Operation Skills Online Course – 1 Batch	15	70
E: E-learning Courses on iTrain/Online courses	**Male**	**Female**
iTrain (10 Online Courses)	9	7
Total	**579**	**874**

Trainer/s Per Training Course – JUNE 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) – 1 Batch	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, Dr. B. Appasamy & Mr I. Goolamally
Training Programme on Leadership & Management (Level 3) – 2 Batches	Dr A. Sreekeessoon, Mr I. Goolamally, Mr T. Ganoo, Dr B. Appasamy, Mr V. Dorasami & Mr S. Beerbul
Training Programme on Strategic Management & Leadership (Level 4) – 2 Batches	Dr V. Ancharaz, Dr B. Abacousnac & Dr B. Appasamy
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
Code of Ethics and Good Governance (Min of Gender) – 1 Batch	Mr M. Hennequin
First Aid (Ministry of Agro Industry & Food Security) – 2 Batches	Trainers from St John
First Aid (Ministry Blue Economy) – 2 Batches	Trainers from St John
Gender Mainstreaming (Ministry of Public Service, Administrative and Institutional Reforms) – 4 Batches	Mrs Y. Sunnassee & Mrs V. Rene
Generative Artificial Intelligence for the Public Sector (CISD) – 2 Batches	Mr V. Dorasami
Generative Artificial Intelligence for the Public Sector (National Archives Department) – 1 Batch	Mr V. Dorasami
Advanced Excel & Word (National Audit Office) – 4 Batches	Mr R. Reedoye
Stress Management and Mental Health (Ministry of Financial Services & Good Governance) – 1 Batch	Dr. A. Boyramboli
Induction Course for Consumer Affairs Officers (Ministry of Commerce and Consumer Protection) – 1 Batch	Mr U. Juwaheer, Mr I. Seetaramadoo, Mr J. Rumjaun, Dr V. Ladkoo, Representatives from FCC, Mr W. Allybocus
Project Management (Ministry of Tourism) – 2 Batches	Mr T. Ganoo
Bid Preparation and Evaluation (Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) – 1 Batch	Mr L. Harnamsing, Mr C. Kwong Waye, Mr A. Mudhoo, Mr B. Dabeesing
Induction for Newly Recruited Second Secretaries (Ministry of Foreign Affairs, Regional Integration and International Trade) – 1 Batch	Mr K. Bunjun, Mr P. Ramlugun, Dr. D. Doobree, Mr I. Seetaramadoo, Mr W. Allybocus, Mr V. Dorasami
Managing Stress and Emotional Intelligence in the workplace during Elections (Office of the Electoral Commissioner) – 1 Batch	Dr. A. Boyramboli
Business Ethics for Staffs (SICOM Ltd) – 11 Batches	Dr D. Doobree
International Public Sector Accounting Standards (IPSAS) (CEB) – 1 Batch	Mrs M. Bookauram Seebundhun
Team Building (Ministry of Commerce and Consumer Protection) – 1 Batch	Dodo Quest
Workshop on Conflict resolution & Ethics at workplace (Attorney General's Office)	Dr D. Doobree
D: Courses based on TNA	**Trainer/s**
Effective Performance Appraisal – 2 Batches	Ms B. Kaleechurn
Essentials of Psychology and Counselling Techniques – 1 Batch	Dr A. Boyramboli

Financial Operations in Public Sector - Application of Rules & Regulations – 1 Batch	Mrs S. Ramnauth
Advanced Microsoft Excel – 1 Batch	Mr R. Reedoye
Advanced Course in Procurement & Supply Management – 1 Batch	Mr L. Harnamsing, Mr S. Ahgun, Mr P. Amoordon, Mr W.F. Kwong Waye, Mr A. Mudhoo, Mr D. Ramdass, Mr C. Kripa, Dr A. Boyramboli, Dr B. Abacousnac & Dr B. Appasamy
First Aid – 1 Batch	Trainers from St John
Office Management and Operation Skills Online Course – 1 Batch	Mrs S. Ramnauth, Mr S. Ramgolam, Mr J. Hauroo, Mr L. Harnamsing, Mr J. Doobaly
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) – 1 Batch	13	• 77% of participants agreed that the training was effective. • 85% of participants stated that the training was related to their duties. • 72% 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	• 83% of participants agreed that the training was effective. • 91% of participants stated that the training was related to their duties. • 77% of participants said they could use the training in their jobs and found it valuable.
	Training Programme on Leadership & Management (Level 3) – 2 Batches	51	• 82% of participants agreed that the training was effective. • 90% of participants stated that the training was related to their duties. • 76% 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	53	• 85% of participants agreed that the training was effective. • 92% 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.
	Advanced Excel & Word – 4 Batches	127	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 5.5, after the training it was 8.0; • 86% of participants agreed that the training was effective. • 91% 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.

	Project Management – 2 Batches	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 8.1; • 87 of participants agreed that the training was effective. • 93% of participants stated that the training was related to their duties. • 80% of participants said they could use the training in their jobs and found it valuable.
	Bid Preparation and Evaluation – 1 Batch	24	• 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 7.5; • 84% of participants agreed that the training was effective. • 92% of participants stated that the training was related to their duties. • 81% of participants said they could use the training in their jobs and found it valuable.
	International Public Sector Accounting Standards (IPSAS) – 1 Batch	33	• 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 8.0; • 85% of participants agreed that the training was effective. • 90% of participants stated that the training was related to their duties. • 76% of participants said they could use the training in their jobs and found it valuable.
	Effective Performance Appraisal – 2 Batches	32	• 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 7.5; • 81% 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.

	Financial Operations in Public Sector - Application of Rules & Regulations – 1 Batch	31	• Before the training, the level of understanding of the topics on a scale of 1 to 10 (10 being "Understand very well") was 4.1, after the training it was 8.2; • 88% of participants agreed that the training was effective. • 93% of participants stated that the training was related to their duties. • 81% of participants said they could use the training in their jobs and found it valuable.
	Advanced Microsoft Excel – 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 3.5, after the training it was 8.5; • 88% of participants agreed that the training was effective. • 96% of participants stated that the training was related to their duties. • 80% of participants said they could use the training in their jobs and found it valuable.
	Advanced Course in Procurement & Supply Management – 1 Batch	20	• 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.
	Office Management and Operation Skills Online Course	85	N/A
	Basic Microsoft Excel	1	N/A
	Budget Preparation and Execution	2	N/A
	Introduction to IOT	1	N/A
2. Develop a culture of change	Induction Course for Consumer Affairs Officers – 1 Batch	17	• 82% of participants agreed that the training was effective. • 88% of participants stated that the training was related to their duties. • 81% of participants said they could use the training in their jobs and found it valuable.

	Induction for Newly Recruited Second Secretaries – 1 Batch	12	• 83% 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.
	Team Building – 1 Batch	97	N/A
	Leadership in a Changing Society	6	N/A
	Managerial Skills	1	N/A
3. Create a Lean and Smarter Workforce	Generative Artificial Intelligence for the Public Sector – 3 Batches	56	• 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 8.0; • 91% of participants agreed that the training was effective. • 94% 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.
4. Enhance Customer Experience	Interpersonal Communication Skills	1	N/A
5. Foster Accessibility			
6. Promote Sustainability	Code of Ethics and Good Governance – 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 4.4, after the training it was 8.7; • 83% of participants agreed that the training was effective. • 92% 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.

	Gender Mainstreaming – 4 Batches	137	• 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 8.5; • 83% of participants agreed that the training was effective. • 88% 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.
	First Aid – 5 Batches	77	• 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; • 80% of participants agreed that the training was effective. • 86% 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.
	Stress Management and Mental Health – 1 Batch	15	• 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 7.2; • 82% of participants agreed that the training was effective. • 93% 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.
	Managing Stress and Emotional Intelligence in the workplace during Elections – 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 4.1, after the training it was 8.9; • 79% of participants agreed that the training was effective. • 88% 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.
	Business Ethics – 11 Batches	270	• 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 9.1;

			• 85% of participants agreed that the training was effective. • 93% 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.
	Workshop on Conflict resolution & Ethics at workplace – 1 Batch	108	N/A
	Coastal Zone Management and Protection	1	N/A
	Code of Ethics for Public Officers	1	
	Indicators for an Inclusive Green Economy: Advanced Course	1	
	Stress Management	1	N/A
7. Enhance Collaboration			
Total		**1453**	

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

SN	Ministry/Department/ Parastatals, State Owned Enterprises & Local Authorities	Jun-24
1	Office of the President	0
2	Office of the Vice-President	0
3	National Assembly	5
4	Office of the Electoral Commissioner	25
5	The Judiciary	118
6	Public Service Commission and Disciplined Forces Service Commission	7
7	Public Bodies Appeal Tribunal	0
8	Office of Ombudsman	2
9	National Audit Office	128
10	Employment Relations Tribunal	5

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	89
15	Ministry of Housing and Land Use Planning	12
16	Ministry of Tourism	37
17	Ministry of Financial Services & Good Governance	18
18	Ministry of Education, Tertiary Education, Science and Technology	8
19	Ministry of Local Government	13
20	Ministry of Land Transport and Light Rail	11
21	Ministry of Foreign Affairs, Regional Integration and International Trade	15
23	Ministry of Finance, Economic Planning and Development	23
24	Ministry of Energy and Public Utilities	12
25	Ministry of Social Integration	30
27	Ministry of Industrial Development, SMEs and Cooperatives	13
28	Ministry of Environment and Climate Change	11
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	28
33	Ministry of Youth Empowerment, Sports and Recreation	11
34	Ministry of National Infrastructure	26
35	Ministry of Information Technology, Communication and Innovation	55
36	Ministry of Labour, Human Resource Development and Training	10
37	Ministry of Commerce and Consumer Protection	144
38	Ministry of Health and Wellness	57
39	Ministry of Blue Economy, Marine Resources and Shipping	34

40	Gender Equality and Family Welfare	29
41	Ministry of Arts and Cultural Heritage	16
42	Ministry of Public Service, Administrative and Institutional Reforms	139
43	Rodrigues Regional Assembly	4
44	Others - Parastatals, State Owned Enterprises & Local Authorities	311
	Total	1453