REPORT
ON
TRAINING PROGRAMMES
Organised By
The Human Resource Development Division

January 2016
<table>
<thead>
<tr>
<th>Code</th>
<th>Programme</th>
<th>Target group</th>
<th>No. of participants</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC1</td>
<td>Advanced Secretarial Course for Confidential Secretaries</td>
<td>Confidential Secretaries</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>AC2</td>
<td>Award Course for Word Processing Operator/ Senior Word Processing Operator for appointment as Management Support Officer</td>
<td>Word Processing Operators/ Senior word Processing Operators</td>
<td>77</td>
<td>4</td>
</tr>
<tr>
<td>AC3</td>
<td>Advanced Course in Effective Office Management and Supervision for Office Management Assistants</td>
<td>Office Management Assistants</td>
<td>56</td>
<td>5</td>
</tr>
<tr>
<td>IC1</td>
<td>Induction course for new recruits employed to give assistance at Management Support Officer Level</td>
<td>New recruits employed to give assistance at Management Support Level</td>
<td>43</td>
<td>6</td>
</tr>
<tr>
<td>IC2</td>
<td>4-Day Induction Programme for Newly Appointed Office Management Assistants</td>
<td>Newly Appointed Office Management Assistants</td>
<td>33</td>
<td>7</td>
</tr>
<tr>
<td>T1</td>
<td>Training Programme on Training Needs analysis (TNA)</td>
<td>HRM Cadre</td>
<td>30</td>
<td>8</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training (on-going)</td>
<td>Officers of the Administrative, Technical and Managerial Grades</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Award Course</td>
</tr>
<tr>
<td>IC</td>
<td>Induction Course</td>
</tr>
<tr>
<td>OT</td>
<td>Overseas Training</td>
</tr>
<tr>
<td>T</td>
<td>Training (In-House/ Customised/ Focused)</td>
</tr>
<tr>
<td>W</td>
<td>Workshop</td>
</tr>
<tr>
<td>LC</td>
<td>Launching Ceremony</td>
</tr>
<tr>
<td>P</td>
<td>Presentation</td>
</tr>
<tr>
<td>PS</td>
<td>Preparatory Session</td>
</tr>
<tr>
<td>BS</td>
<td>Briefing Session</td>
</tr>
<tr>
<td>SP</td>
<td>Sensitisation Programme</td>
</tr>
</tbody>
</table>
Course: Advanced Secretarial Course for Confidential Secretaries (AC1)

Aims and Objectives:

- To equip the Confidential Secretaries (CSs) with a broad knowledge of the public sector management, government machinery and administrative procedures in the Civil service.
- To equip them with the necessary skills and competencies so that they become more effective in the discharge of their duties and performance of their tasks.
- To enhance their communication, customer service and public relations techniques in the Civil service.
- To enhance their knowledge and skills in Information and Communication Technologies
- To equip them with the principles of good governance so that they may adopt a culture of good practices.

Course content:

- Overview of Public Sector Management
- Communication
- Customer Care and Public Management
- Roles and Responsibilities of CSs
- Information and Communication Technology for CSs

Duration: 2 semesters

Starting Date: 14 January 2016

Venue: Open University of Mauritius
    Curepipe

Category of officers: Confidential Secretary

Number of Officers trained: 12
Course: Award Course for Word processing Operators/ Senior Word Processing Operators for appointment as Management Support Officer (AC2)

Aims and Objectives:

- To prepare the Word Processing Operators (WPO)/ Senior Word Processing Operators (SWPO) in the Civil Service who wish to be eligible for the post of Management Support Officer (MSO), to take up the duties of MSO.
- To familiarise them with the management and organisations of the public sector and with the information and communication technology, stirring their analytical skills, refining their ability to communicate as well as deal with the public.
- To introduce them to finance and procurement in the Civil Service.
- To enhance their knowledge and skills in Information and Communication Technology.

Course content:

- Overview of Public Sector Management
- Communication
- Customer Care and Public Relations
- Information and Communication Technology
- Roles and Responsibilities of MSO
- Organisations and Management
- Principle of Finance
- Introduction of Basic Quantitative Method

Duration: 2 Semesters

Starting Date: 13 January 2016

Venue: Open University of Mauritius
        Curepipe

Category of officers: Word Processing Operators/ Senior Word Processing Operators

Number of Officers trained: 77
Course: Advanced Course in Effective Office Management and Supervision for Office Management Assistants (AC3)

Aims and Objectives:

- To impart knowledge of the existing institutional, legal, organisational and financial framework of the government within which Office Management Assistants (OMAs) are called upon to work.
- To enhance their knowledge and skills in the new management and financial concepts and ICT to promote efficiency.
- To equip them with the principles of good governance so as to adopt a culture of good practices, transparency and accountability in the public sector.

Course content:

- Government Machinery and Public Policy
- Public Sector Reforms
- Good Governance in the Civil Service
- Communication
- Human Resource Management
- Supervision and Teambuilding
- Finance, Procurement and Asset Management in the Civil Service
- Information and Communication Technology

Duration: 2 semesters

Starting Date: 12 January 2016

Venue: Open University of Mauritius
        Curepipe

Category of officers: Office Management Assistant

Number of Officers trained: 56
Course: Induction Course for New Recruits employed to give assistance at Management Support Officer Level (IC1)

Aims and Objectives:

- To equip the newly recruited Management Support Officer with the necessary knowledge and skills to enable them to perform their duties efficiently and effectively
- To render them multi-skilled and team oriented
- To facilitate their integration in the Civil Service

Course content:

- Government Machinery
- Roles and functions of MSO
- Conditions of Service
- Administrative reforms in the Civil Service
- An overview of Performance Management System
- Financial operations in Government
- Prevention of Corruption
- Human Resource Management (Basic Functions)
- Basic Procurement Duties
- Occupational Safety and Health
- Importance of Communication within an Organisation
- Gender Equality concept
- Customer care
- Registry procedures
- Team Building and Team Work
- Security and Safe Keeping of official information

Duration: 4 day session

Batch 1: 25-28 January 2016

Venue: Lecture room,
       6th floor,
       Fooks House,
       Bourbon St., Port-Louis

Category of officers: New recruits employed to give assistance at Management Support Level

Number of Officers trained: 43
Course: 4-Day Induction Programme for Newly Appointed Office Management Assistants (IC2)

Aims and objectives:
- To sensitize the newly appointed Office Management Assistants on their roles and functions;
- To equip them with the necessary skills and competencies; and
- To help them develop the right mindset and attitude to perform their job with a customer focused and performance oriented approach.

Course contents:
- Duties and Responsibilities of an Office Management Assistant
- Conditions of Service
- Effective Communication and Interpretation Skills (including French)
- Note Taking and Report Writing Skills. Secretary to Meeting
- Financial Operations in Government
- Basic Procurement Duties
- Calendar Management and Use of Microsoft Tools
- Change Management
- Prevention of Corruption
- Events Management
- Safekeeping of Official Documents
- Registry Procedures
- Customer Care in the Public Service
- Administrative Reforms in the Civil Service and Major Government Projects
- Occupational Safety and Health
- Team Work and Motivation

Duration: 4 days

Batch 4: 18-21 January 2016

Venue: Lecture Room,
  6th floor,
  Fooks House,
  Bourbon St, Port-Louis

Category of officers: Newly Appointed Office Management Assistants

Number of officers trained: 33
Course: Training Programme on Training Needs Analysis [TNA] (T1)

Aims and objectives:
- To equip the participants with the necessary skills and competencies for the identification of training needs in their respective Ministries/Departments.
- To help them formulate their training plan.

Course contents:
- TNA concept and the process behind its development.
- Research objectives and hypotheses
- Test questionnaire and data sampling
- Duties and task analysis
- The competency framework as a benchmark
- Curriculum development
- Group presentation of the research hypotheses, competency framework
- Development of test questionnaire
- Group presentation of test questionnaire
- Finalisation of the TNA Survey Questionnaire
- Capturing primary data using the TNA Questionnaire
- Group presentation of Gap Analysis
- Group presentation of the TNA Report

Duration: 6 days

Batch 1: 13 November 2015, 16 December 2015, 12-13 & 22 January 2016, 11 & 26 February 2016 (1 additional day)

Venue: Lecture Room,
6th floor,
Fooks House,
Bourbon St, Port-Louis

Category of officers: HRM Cadre

Number of officers trained: 30
## Course: Overseas Training – (OT1)

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation and Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Mr S. COOLEN Director, Occupational Safety and Health Division Ministry of Civil Service and Administrative Reforms</td>
<td>Professional Diploma in Total Quality Management (TQM) Training under the Malaysian Technical Corporation Program (MTCP) 09 January 2016 - 09 February 2016. Malaysia</td>
</tr>
<tr>
<td>2.</td>
<td>Mr THOMASOO Noel State Law Officer Office of the Director of Public Prosecutions</td>
<td>Master of Maritime Policy University of Wollongong 04 January 2016 – 21 December 2016 Australia</td>
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</tbody>
</table>

**Category of officers:**
- Officers of the Administrative, Technical and Managerial Cadre

**Number of officers trained:** 2