Republic of Mauritius
Ministry Of Civil Service & Administrative Reforms

REPORT
ON
TRAINING PROGRAMMES
Organised By
The Human Resource Development Division

January – May 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>4</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>5</td>
</tr>
<tr>
<td>AC3</td>
<td>Advanced Course in Effective Office Management and Supervision for Office Management Assistants [OMA]</td>
<td>Office Management Assistants</td>
<td>56</td>
<td>6</td>
</tr>
<tr>
<td>IC1</td>
<td>Induction course for new recruits employed to give assistance at Management Support Officer [MSO] Level</td>
<td>New recruits employed to give assistance at Management Support Level</td>
<td>43</td>
<td>7</td>
</tr>
<tr>
<td>IC2</td>
<td>4-Day Induction Programme for Newly Appointed Office Management Assistants [OMA]</td>
<td>Newly Appointed Office Management Assistants</td>
<td>169</td>
<td>8</td>
</tr>
<tr>
<td>IC3</td>
<td>Induction Course for Officers having opted to the grade of Management Support Officer [MSO]</td>
<td>Clerical Officer/ Higher Clerical Officer, Special Clerical Officer, Word Processing Officer/ Senior Word Processing Officer</td>
<td>25</td>
<td>9</td>
</tr>
<tr>
<td>IC5</td>
<td>2-Day Induction Course for Confidential Secretaries [CS]</td>
<td>Confidential Secretaries</td>
<td>37</td>
<td>11</td>
</tr>
<tr>
<td>T1</td>
<td>Training Programme on Training Needs analysis (TNA)</td>
<td>Officers of the HRM Cadre</td>
<td>30</td>
<td>12</td>
</tr>
<tr>
<td>T2</td>
<td>E-Learning System (ELS) Training in Linux</td>
<td>Officers of the Technical Cadre</td>
<td>20</td>
<td>13</td>
</tr>
<tr>
<td>T3</td>
<td>Training Programme on Victim Empowerment and Abuser Rehabilitation (VEARP)</td>
<td>Officers of the Administrative and Human Resource Cadres</td>
<td>21</td>
<td>14</td>
</tr>
<tr>
<td>LC1</td>
<td>Launching of Training Programme on Training Skills for Trainers – HRMIS</td>
<td>Officers of the Administrative, Technical and Managerial Cadres</td>
<td>80</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Activities</td>
<td>Participants</td>
<td>AC</td>
<td>IC</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>LC2</td>
<td>Launching of Training Programme on Increasing Productivity through Stress Management</td>
<td>Officers of the Administrative, Technical and Managerial Cadres</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>LC3</td>
<td>Launching Ceremony of the E-Learning System [ELS]</td>
<td>Officers of the Administrative, Technical and Managerial Cadres</td>
<td>130</td>
<td></td>
</tr>
<tr>
<td>LC4</td>
<td>Launching Ceremony of Training Programme on Writing Skills for Parliamentary Questions and Cabinet Documents</td>
<td>Officers of the Administrative, Technical and Managerial Cadres</td>
<td>70</td>
<td>18</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training (on-going)</td>
<td>Officers of the Administrative, Technical and Managerial Cadre</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
- **AC**: Award Course
- **IC**: Induction Course
- **OT**: Overseas Training
- **T**: Training (In-House/Customised/Focused)
- **W**: Workshop
- **LC**: Launching Ceremony
- **P**: Presentation
- **PS**: Preparatory Session
- **BS**: Briefing Session
- **SP**: Sensitisation Programme
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 Secretaries

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 [OMA] (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 Assistants

Number of Officers trained: 56
Course: Induction Course for New Recruits employed to give assistance at Management Support Officer [MSO] 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 [OMA] (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 focussed 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
Batch 5: 02-05 February 2016
Batch 6: 15-18 February 2016
Batch 7: 14-17 March 2016
Batch 8: 25-28 April 2016

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

Category of officers: Newly Appointed Office Management Assistants

Number of officers trained: 169
Course: Induction Course for Officers having opted to the grade of Management Support Officer [MSO] (IC3)

Aims and objectives:
- To render the officers to be multi-skilled and team oriented; and
- To equip them with the necessary knowledge and skills to enable them to perform their duties efficiently.

Course contents:
- Public Relations and Customer Care
- Team Building and Team Work
- Procurement and Supply
- Role and Responsibility devolving on the post of ‘Management Support Officer’
- Financial Operations in Government
- Registry Procedures
- Human Resource Management (Basic Functions)
- Effective Interpersonal and Communication Skills

Duration: 2 days

Batch 1: 22-23 January 2016

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

Category of officers: Clerical Officers/ Higher Clerical Officers, Special Clerical Officers, Word Processing Officers/ Senior Word Processing Officers

Number of officers trained: 25
Course: Induction Programme for Word Processing Operators [WPO] (IC4)

Aims and objectives:
- To sensitize the newly recruited Word Processing Operators 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 focussed and performance oriented approach.

Course contents:
- Roles and Functions of a Word Processing Operator
- Conditions of Service
- An Overview of Performance Management System in the Civil Service
- Word Processing / Data Processing
- Registry Procedures
- Safekeeping of Official Documents
- Prevention of Corruption (ICAC)
- Occupational Safety and Health
- Government Machinery and Administrative Reforms in the Civil Service
- Secretarial Duties
- Customer Care and Effective Communication Skills Within an Organisation
- Team Building and Interpersonal Skills

Duration: 3 days

Batch 1: 28-30 March 2016
Batch 2: 09-11 May 2016

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

Category of officers: Word Processing Operators

Number of officers trained: 54
Course: 2-Day Induction Course for Confidential Secretaries [CS] (IC5)

Aims and objectives:
• To sensitize the Confidential Secretaries on their roles and functions;
• To enable them to work effectively and efficiently; and
• To help them develop the right mindset and positive attitude in their day to day duties.

Course contents:
• Duties and Responsibilities of a Confidential Secretary (CS)
• Public Relations and Customer Care
• Effective Interpersonal and Communication Skills
• Dealing with appointments
• Managing your Job / Boss
• Integrity and Security Orientation
• Occupational Safety and Health Programme
• Developing Confidence and Motivation

Duration: 2 days

Batch 1: 23-24 May 2016

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

Category of officers: Confidential Secretaries

Number of officers trained: 37
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: Officers of the HRM Cadre

Number of officers trained: 30
Course: E-Learning System (ELS) Training in Linux (T2)

Aim and objective:
To provide training on management of the ELS under Linux environment.

Course contents:
- Linux interfaces and software installation
  - Installation of Linux environment
  - Installation of servers
- LMS: managing LMS under Linux environment
  - Setting up LMS in Linux environment: installation
  - Setting up LMS in Linux environment: securization
- LMS/ LINUX: technical management
  - Activities and practical exercises on LMS (GUI and Core Interfaces)
- LMS Administration
  - LMS management

Duration: 6 days

Batch 1: 14-21 March 2016

Venue: Computer Lab,
3rd Floor, SICOM Building 2,
Corner Chevreau and Reverend Jean Lebrun Street,
Port-Louis

Category of officers: Officers of the Technical Cadre

Number of officers trained: 20
Course: Training Programme on Victim Empowerment and Abuser Rehabilitation (VEARP) in collaboration with the Ministry of Gender Equality, Child Development and Family Welfare (T3)

Aim and objective:
- To establish workplace initiatives to address Gender Based Violence.
- To enhance participants’ capacity to address Gender Based Violence through improving their skills of detection, listening, counselling and referring.

Course contents:
- The VEARP framework
- Gender Based Violence and the workplace
- Warning signs of Gender Based Violence
- Legislations – Protection from Domestic Violence Act
- Management of Gender Based Violence cases

Duration: 1 day

Batch 1: 30 May 2016

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

Category of officers: Officers of the Administrative and Human Resource Cadres

Number of officers trained: 21
Launching Ceremony: Launching of Training Programme on Training Skills for Trainers – HRMIS (LC1)

Aims and objectives:
- To develop proficient trainers helping them to acquire the necessary knowledge, skills and attitude to successfully deliver training to end users;
- To underdo theoretical and practical assessment and ascertain that trainers are sufficiently equipped for delivery of courses;
- To facilitate the process of providing support to tend users thereby enhancing confidence in a new work environment.

Date: 22 February 2016

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

Category of officers: Officers of the Administrative, Technical and Managerial Cadres

Number of officers: 80
Launching Ceremony: Launching of Training Programme on Increasing Productivity through Stress Management (LC2)

Aims and objectives:

- To appreciate the impact of stress.
- To appreciate that we have the responsibility to live healthy, productive and fulfilling lives.
- To introduce participants to measures that can shift our perspectives and so our ability to change.
- To empower participants in unlocking their joyous potential.

Date: 03 March 2016

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

Category of officers: Officers of the Administrative, Technical and Managerial Cadres

Number of officers: 75
Launching Ceremony: Launching Ceremony of the E-Learning System [ELS] (LC3)

Aims and objectives:

- To facilitate learning and training through the use of Information and Communications Technologies (ICT).
- To provide public officers with a vast array of short and practical online courses and complement traditional face-to-face courses.
- Public officers can learn at their own pace and convenience to enhance their knowledge and skills.

Date: 17 March 2016

Venue: Lunch Room
National Assembly,
Port Louis

Category of officers: Officers of the Administrative, Technical and Managerial Cadres

Number of officers: 130
Launching Ceremony: Launching Ceremony of Training Programme on Writing Skills for Parliamentary Questions and Cabinet Documents (LC4)

Aims and objectives:

- To enhance participants’ writing communication skills;
- To enable them to have a general understanding of parliamentary procedures, to acquire the essential skills and techniques for the preparation of replies to PQs; and
- To enable them to prepare and draft Cabinet Memoranda, Information Papers and Notes for Mention.

Date: 29 April 2016

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

Category of officers: Officers of the Administrative, Technical and Managerial Cadres

Number of officers: 70
## Course: Overseas Training – (OT1)

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation and Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
</table>
| 1. | Mr S. COOLEN
Director, Occupational Safety and Health Division
Ministry of Civil Service and Administrative Reforms | Professional Diploma in Total Quality Management (TQM)
Training under the Malaysian Technical Corporation Program (MTCP)
09 January 2016 - 09 February 2016. Malaysia |
| 2. | Mr THOMASOO Noel
State Law Officer
Office of the Director of Public Prosecutions | Master of Maritime Policy
University of Wollongong
04 January 2016 – 21 December 2016
Australia |
| 3. | Mrs ALLAS Mary
Higher Executive Officer
Rodrigues Regional Assembly | Master of Public Administration (Policy)
Flinders University
29 February 2016 – 31 December 2017
Australia |
| 4. | Mr BUTON Santosh
Assistant Permanent Secretary
Ministry of Civil Service and Administrative Reforms | Master of Public Policy and Management
Monash University
29 February 2016 – 31 December 2017
Australia |
| 5. | Mr JHUGROO Premhans
Senior Chief Executive
Ministry of Civil Service and Administrative Reforms | Leading and Managing Change in the Public Sector
Singapore Cooperation Programme (SCPTA/SIDSTEC)
Civil Service College, Singapore
25 April 2016 – 29 April 2016
Singapore |

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

**Number of officers trained:** 5