REPORT
ON
TRAINING COURSES
ORGANISED
By
THE HUMAN RESOURCE
DEVELOPMENT DIVISION
For period: January – August 2013
<table>
<thead>
<tr>
<th>Code</th>
<th>Course</th>
<th>Target group</th>
<th>No of Participants</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC1</td>
<td>Induction Course for New Recruits Employed to give assistance at Officer level <em>(January 2013)</em></td>
<td>Newly recruited Temporary Officers (Now as General Services Officer)</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>IC2</td>
<td>Induction Course for Newly Appointed General Services Executives</td>
<td>Newly appointed General Services Executives</td>
<td>133</td>
<td>5</td>
</tr>
<tr>
<td>IC3</td>
<td>Orientation Programme for Senior Office Care Attendants</td>
<td>Newly appointed Senior Office Care Attendants</td>
<td>36</td>
<td>6</td>
</tr>
<tr>
<td>W1</td>
<td>Lecture on Reconciling Efficiency and Fraud Avoidance in Public Service</td>
<td>Senior government officials</td>
<td>150</td>
<td>7</td>
</tr>
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<td>W2</td>
<td>Lecture on Knowledge Sharing and Capacity Building Programme for the Successful Implementation of the MID PSAP</td>
<td>Senior government officials</td>
<td>45</td>
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<tr>
<td>P1</td>
<td>Presentation Australia Awards</td>
<td>Assistant Manager Human Resources, Technical Grades, Assistant Permanent Secretaries, Senior Human Resource Executives, Human Resource Executives</td>
<td>65</td>
<td>9</td>
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<tr>
<td>T1</td>
<td>2 Half Day Advanced Training on Excel for WPOs <em>(January – April 2013) (June-July 2013)</em></td>
<td>Word Processing Operators</td>
<td>298</td>
<td>10</td>
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<tr>
<td>T2</td>
<td>2-day Training Programme on Interpersonal Communication Skills and Managing Conflict for General Services Executives</td>
<td>General Services Executives</td>
<td>129</td>
<td>11</td>
</tr>
<tr>
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</tr>
<tr>
<td>T 3</td>
<td>Training Programme on Negotiation Skills</td>
<td>Officers of Technical/ Non-Technical Cadres</td>
<td>48</td>
<td>12</td>
</tr>
<tr>
<td>T 4</td>
<td>Training Programme for Office Management Executives and Higher Executive Officers</td>
<td>Office Management Executives and Higher Executive Officers</td>
<td>27</td>
<td>13</td>
</tr>
<tr>
<td>T 5</td>
<td>Training in Customer Care and Service Delivery for Prisons Officers</td>
<td>Prisons Officers</td>
<td>20</td>
<td>14</td>
</tr>
<tr>
<td>T 6</td>
<td>2-day Customized Training Programme for Drivers in collaboration with Very Important Persons Security Unit (VIPSU)</td>
<td>Drivers</td>
<td>40</td>
<td>15</td>
</tr>
<tr>
<td>T 7</td>
<td>2-day Training Programme for Registry Staff</td>
<td>Officers in charge of Registry/ Registry staff</td>
<td>170</td>
<td>16</td>
</tr>
<tr>
<td>T 8</td>
<td>2½-day Training Programme on Effective Communication Skills (Write It Right)</td>
<td>Officers of Technical/ Non-Technical Cadres</td>
<td>27</td>
<td>17</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training (On-going)</td>
<td>Officers of the Technical and Managerial Grades</td>
<td>29</td>
<td>18</td>
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<td><strong>Total</strong></td>
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<td><strong>1246</strong></td>
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</table>
**Course:** Induction Course for New Recruits Employed to give assistance at Officer Level (IC1)

**Aims and objectives:**

- render the newly recruited Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008
- equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently
- facilitate their integration in the Civil Service

**Course contents:**

- Roles and responsibilities devolving on the post of Officer
- Importance of Communication within an Organization
- Basic Store Duties
- Human Resource Management (Basic Functions)
- Security and Safe Keeping of official information
- Code of Ethics and Good Governance
- Machinery of Government
- Administrative Reforms in the Civil Service
- Financial Operations in Government
- Registry Procedures
- Code of Ethics and Good Governance
- Prevention of Corruption
- Gender Equality – Concept
- Customer Care
- Occupational Safety and Health
- Team Building and Team Work
- Secretarial Duties

**Duration:** 5 day session

Batch 13: 15-18 & 21 January 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Newly recruited Officer to give assistance at Officer Level

**Number of officers trained:** 29
**Course:**  Induction Course for Newly Appointed General Services Executives (IC2)

**Aims and objectives:**

- to sensitize the newly appointed General Services Executive on their role and functions;
- to help them develop the right mindset and proper attitude to perform their job with a customer centered and performance oriented approach; and
- to equip them with the necessary skills to supervise their subordinates and lead a small team.

**Course contents:**

- Duties and Responsibilities devolving the post of General Services Executive
- Effective Communication and Interpersonal Skills
- Note Taking and Report Writing Skills
- Team Work and Motivation
- Corruption, Prevention and Integrity Enhancement in the Public Service
- Maurice Ile Durable
- Conflict Management
- Gender Equality Concept
- Customer Care in the Public Service
- Events Management
- Cultural Awareness and Diversity
- Safety and Health in Practice
- Safekeeping of Official Documents

**Duration:** 3 day session

Batch 1: 22-24 January 2013  
Batch 2: 29-31 January 2013  
Batch 3: 12, 14 & 18 February 2013  
Batch 4: 26-28 February 2013

**Venue:**  Lecture Room,  
6th Floor,  
Fooks House,  
Bourbon St, Port Louis

**Category of officers:** Newly Appointed General Services Executives

**Number of officers trained:** 133
Course: 2- day Orientation Programme for Senior Office Care Personnel (IC)

Aims and objectives:
- To help the participants understand their role and responsibilities in their new post.
- To help them develop the right mindset, positive attitude to enable them to adopt a performance oriented approach.
- To sensitize them on effective interpersonal and communication skills

Course contents:
- The Role and Responsibilities of Office Care Attendant/ Senior Office Care Attendant
- Ethics in the Public Service
- Customer Care and Public Relations
- Occupational Safety and Health Procedures
- Interpersonal and Communication Skills
- Gender – Based Violence
- Personal Grooming
- Cultural Awareness

Duration: 2 day session
Batch 6: 14 & 15 March 2013

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

Category of officers: Senior Office Care Attendants

Number of officers trained: 36
Workshop: Reconciling Efficiency and Fraud Avoidance in the Public Service– (W1)

Aims and objectives:
- to sensitize senior government officials on the need to avoid fraud and increase efficiency

Course contents:
- Reconciling Efficiency and Fraud Avoidance

Duration: 1 ½ hour session
  Date: 30 January 2013

Venue: La Petite Cannelle,
  Domaine Les Pailles,
  Les Pailles

Category of officers: Supervising Officers, Principal Assistant Secretaries, officers at Director Level, Managers Procurement and Supply and Managers Financial Operations

Number of officers trained: 150
Workshop: Knowledge Sharing and Capacity Building Programme for the Successful Implementation of the MID PSAP (W2)

Aims and objectives:

❖ to sensitize senior government officials to be at the centre of Sustainable Management of our country and that the concepts and norms underpinning MID be fully integrated into their policies

Course contents:

❖ To make Mauritius a model Sustainable Development

Duration: 2 ½ hour session

Date: 28 August 2013

Venue: La Grande Cannelle,
Domaine Les Pailles,
Les Pailles

Category of officers: Senior Chief Executives, Permanent Secretaries, Supervising Officers,

Number of officers trained: 45
**Presentation:**  Australia Awards

**Aims and objectives:**

- To further enhance awareness on Australia Awards across the Public Sector

**Course contents:**

- Presentation on Australia Awards

**Duration:** 1 ½ hour session

Date: 22 August 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Assistant Manager Human Resources, Technical Grades, Assistant Permanent Secretaries, Senior Human Resource Executives, Human Resource Executives

**Number of officers trained:** 65
Course: 2 Half Day Advanced Training on Excel for WPOs– (T1)

Aims and objectives:

- exposing the participants to advanced applications of Excel to enable them to accomplish complex tasks in Excel in formatting of cell/worksheet/workbook, filtering and sorting data, creating charts and graphs, working with functions/formulas, data analysis tools, working with macro-recording and inserting drawing objects; and
- enhancing their knowledge and providing them with hands-on technical practice

Course contents:

- Excel

Duration: 2 half-day session

Batch 1 : 21 & 28 January 2013  
Batch 2 : 23 & 30 January 2013  
Batch 3 : 04 & 11 February 2013  
Batch 4 : 06 & 13 February 2013  
Batch 5 : 08 & 15 February 2013  
Batch 6 : 18 & 25 February 2013  
Batch 7 : 20 & 27 February 2013  
Batch 8 : 22 Feb & 01 March 2013  
Batch 9 : 06 & 13 March 2013  
Batch 10 : 07 & 14 March 2013  
Batch 11 : 08 & 15 March 2013  
Batch 12 : 18 & 25 March 2013  
Batch 13: 20 & 27 March 2013  
Batch 14 : 22 & 29 March 2013  
Batch 15: 04 & 08 April 2013  
Batch 16: 17 & 24 June 2013  
Batch 17: 19 & 26 June 2013  
Batch 18: 21 & 28 June 2013

Batch 19: 01 & 08 July 2013  
Batch 20: 03 & 10 July 2013  
Batch 21: 05 & 12 July 2013  
Batch 22: 15 & 22 July 2013  
Batch 23: 17 & 24 July 2013  
Batch 24: 19 & 26 July 2013

Venue: Computer Lab,  
3rd Floor, Atom House,  
Royal Street,  
Port Louis

Category of officers: Word Processing Operators

Number of officers trained: 298
Course: 2-day Training Programme on Interpersonal Communication Skills and Managing Conflict for General Services Executives – (T2)

Aims and objectives:

❖ participants will be equipped with the required knowledge and necessary analytical, technical and interpersonal skills to enable them to perform their jobs more efficiently;

❖ they will be expected to develop a positive mindset to work better in a team and operate in the challenging work environment; and

❖ their problem solving and decision making skills will be enhanced

Course contents:

- Note Taking and Report Writing Skills
- Safety & Health in Practice
- Team Work and Motivation
- Events Management
- Cultural Awareness and Diversity
- Change Management
- Gender Equality - Concept
- Conflict Management

Duration: 2 day session

Batch 6: 21 & 22 February 2013
Batch 7: 04 & 05 March 2013
Batch 8: 18 & 19 April 2013
Batch 9: 25 & 26 April 2013

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

Category of officers: General Services Executives

Number of officers trained: 129
**Course:** 2-day Training Programme on Negotiation Skills - (T3)

**Aims and objectives:**
- to upgrade the participants’ awareness of the basics of negotiations through highly interactive methodology
- to understand better the principles and techniques of negotiations
- to examine the negotiations process, the gaps in the preparation and the use of tools to enhance preparation
- to differentiate between different negotiation strategies and explore the benefits of principled negotiations
- to be more alert to the problems, barriers and pitfalls encountered during negotiations

**Course contents:**
- Introduction to the Themes of Negotiation
- Preparation Phase of Negotiation
- Processes of Negotiation
- Principles of Negotiation
- Negotiation on stimulated Exercise

**Duration:** 2-day session

Batch 4: 25 -26 March 2013
Batch 5: 15 – 16 April 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** Officers of the Technical / Non-Technical Cadre

**Number of officers trained:** 48
**Course:** 3-day Training Programme for Office Management Executives and Higher Executive Officers – (T4)

**Aims and objectives:**

- To equip newly OMEs and HEOs with the supervisory skills and core competencies required for successful execution of their tasks; and
- To help them develop the right mindset to be able to adapt to different working conditions.

**Course contents:**

- The Human Side of Change
- Integrity Enhancement in the Public Service
- Occupational Safety and Health Management
- Interpersonal and Communication Skills
- Financial Management, Budget Monitoring and Programme Based Budgeting
- Assets Management
- Government Major Projects
- Office Management and Supervision
- Procurement in the Public Sector
- Writing Skills
- Events Management
- Team Building and Motivation

**Duration:** 3 -day session

Batch 1: 29 April – 02 May 2013

**Venue:** Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

**Category of officers:** OMEs & HEOs

**Number of officers trained:** 27
Course: 2- Half Day Training in Customer Care and Service Delivery for Prisons Officers – (T5)

Aims and objectives:
The objectives of the course are, inter alia, to:

- equip Prisons Officers with the necessary skills and competencies in order to be more customer oriented
- promote effective communication and interpersonal relationships towards both their internal and external customers and other stakeholders.

Course contents:

- Effective Communication
- Customer Care
- Practical Session / Role Play
- Group Discussion

Duration: 2 Half Day session

Batch 1: 16 – 17 May 2013

Venue: Prisons Training School, Beau Bassin.

Category of officers: Prisons Officers

Number of officers trained: 20
Course: A 2-day Customized Training Programme for Drivers in collaboration with Very Important Persons Security Unit (VIPSU) of the Mauritius Police Force (T6)

Aims and objectives:
- to enhance the personal effectiveness of Drivers in the discharge of their duties;
- to groom them in reception duties, good stewardship and passenger care; and
- to get them acquainted with practical security and preventive driving techniques.

Course contents:
- Safe Driving
- Protocol / Etiquette
- Know your Vehicle / Daily Routine Check
- Basic Driving Techniques
- Practical Session at Grand Bassin
- Debriefing Session and Evaluation

Duration: 2 Day session

Batch 1: 29 – 30 May 2013
Batch 2: 10 – 11 June 2013

Venue: VIPSU Headquarters,
Farquhar Street,
Vacoas.

Category of officers: Drivers

Number of officers trained: 40
**Course:** 2- Day Training Programme for Registry Staff – (T7)

**Aims and objectives:**

The objectives of the course are, inter alia, to:

- to provide the Registry Staff with the required principles, procedures and practical hints for the successful execution of their tasks; and
- to help them develop an efficient and effective approach to Registry management.

**Course contents:**

- Registry Management and Supervision
- Registry Procedures and Practical Hints
- Security Consciousness
- Integrity Enhancement in the Public Service
- An Overview of the Computerised Registry System
- Role and Functions of Registry within the Management Information System
- Interactive Discussion Panel

**Duration:** 2- Day session

Batch 1: 06 – 07 June 2013  
Batch 2: 24 – 25 June 2013  
Batch 3: 01 – 02 July 2013  
Batch 4: 26 – 27 August 2013  
Batch 5: 29 – 30 August 2013

**Venue:** Lecture Room,  
6th Floor,  
Fooks House,  
Bourbon St, Port Louis.

**Category of officers:** Officers in charge of Registry / Registry Staff

**Number of officers trained:** 170
Course: 2½- Day Training Programme on Effective Communication Skills (Write It Right) – (T8)

Aims and objectives:
The objectives of the course are, inter alia, to:

- Communicate effectively using simple, concise and direct language;
- Enhance active listening skills to anticipate and avoid common misunderstandings;
- Foster cross-cultural understanding in the workplace;
- Eliminate the roadblocks that undermine the ability to communicate effectively; and
- Use French language effectively in communication.

Course contents:

- Written Communication in the Public Service
- Technical Writing Skills
- Importance of Effective Communication
- Report Writing (Write It Right)
- Board Minutes and Notes – Recording Minutes
- La Communication écrite

Duration: 2½ - Day session

Batch 1: 17 – 19 June 2013

Venue: Lecture Room,
6th Floor,
Fook's House,
Bourbon St, Port Louis.

Category of officers: Officers of technical / non-technical staff

Number of officers trained: 27

Course: Overseas Training – (OT1)
<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>JANKEE Madhoosingh, General Service Executive Ministry of Civil Service &amp; Administrative Reforms</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014</td>
</tr>
<tr>
<td>2.</td>
<td>PAYENDEE Mayen Dorsa, Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Master of Diplomacy/Master of Public Policy (International Policy) at The Australian National University from 9 Jan 2013 to 31 July 2015.</td>
</tr>
<tr>
<td>3.</td>
<td>RUMJAN Salim, Town and Country Planning Officer Ministry of Housing and Lands (Planning Division)</td>
<td>Master of Urban and Regional Planning at Curtin University from 28 Jan 2013 to 31 July 2014.</td>
</tr>
<tr>
<td>4.</td>
<td>BHIKAJEE Devenrao, Town and Country Planning Officer Ministry of Housing and Lands (Planning Division)</td>
<td>Master of Urban Planning at The University of Melbourne from 23 Feb 2013 to 31 July 2015</td>
</tr>
<tr>
<td>5.</td>
<td>GOPAUL Chandrani (Miss), Analyst Ministry of Finance and Economic Development</td>
<td>Master of Public Policy at Crawford School of Public Policy from 24 Feb 2014 to 31 Dec 2014.</td>
</tr>
<tr>
<td>6.</td>
<td>AUBEELUCK Hurryvansh, Assistant Secretary Ministry of Education and Human Resources (School Management Department)</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014.</td>
</tr>
<tr>
<td>7.</td>
<td>BANGAROO Vijay Pyranah, Planning Officer Municipal Council of Beau Bassin/Rose Hill</td>
<td>Master of Urban and Regional Planning at University of Sydney from Jan 2013 to Aug 2014.</td>
</tr>
<tr>
<td>8.</td>
<td>MUNBODHE Vikash, Technical Officer Ministry of Fisheries (Albion Fisheries Research Centre)</td>
<td>Master of Science at James Cook University from 21 Jan 2013 to 7 July 2014.</td>
</tr>
<tr>
<td>9.</td>
<td>JAUNBOCUS Janick Marie-Anne (Mrs), Principal Assistant Secretary Ministry of Education, Science and Research</td>
<td>Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014.</td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Affiliation</td>
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<td>10</td>
<td>MOORADKHAN Bibi Jasbeen (Mrs)</td>
<td>Technical Assistant Ministry of Agro Industry and Food Security</td>
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<td></td>
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<td>Food Technology Laboratory</td>
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<td>11</td>
<td>JANGI Keerandeo</td>
<td>Technical Assistant Farmers Service Corporation – Beau Champs</td>
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<td>12</td>
<td>COOBLALL Varuna (Mrs)</td>
<td>Laboratory Technologist Ministry of Agro Industry and Food Security Division of Veterinary Services</td>
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<tr>
<td>13</td>
<td>KALLYDIN Hemlata,</td>
<td>Assistant Research Scientist Agricultural Research Scientist</td>
</tr>
<tr>
<td>14</td>
<td>SAMLALL Keerunduth</td>
<td>Principal Assistant Secretary Ministry of Civil Service and Administrative Reforms</td>
</tr>
<tr>
<td>15</td>
<td>BAHADOOR Savitree</td>
<td>Assistant Secretary Ministry of Public Infrastructure, National Development Unit, Land Transport &amp; Shipping</td>
</tr>
<tr>
<td>16</td>
<td>BEERACHEE Bhaguthsing (Mr)</td>
<td>Deputy Director Ministry of Local Government and Outer Islands</td>
</tr>
<tr>
<td>17</td>
<td>GONPOT Tara Kumari (Mrs)</td>
<td>Temporary Human Resource Officer Ministry of Youth and Sports</td>
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<tr>
<td>No.</td>
<td>Name</td>
<td>Designation</td>
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<tr>
<td>18</td>
<td>REEGA Indranee (Mrs)</td>
<td>Assistant Manager, Human Resources</td>
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<tr>
<td>19</td>
<td>ANGATEEAAH Laxmi Devi (Mrs)</td>
<td>Educator</td>
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<tr>
<td>20</td>
<td>PERRINE Michael (Mr)</td>
<td>Training Officer</td>
</tr>
<tr>
<td>21</td>
<td>BEDACEE-DINDOYAL Hansa Devi (Mrs)</td>
<td>Assistant Permanent Secretary Prime Minister’s Office (Rodrigues Division)</td>
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<tr>
<td>22</td>
<td>PARAOUTY Nusrullah (Mr)</td>
<td>Assistant Manager</td>
</tr>
<tr>
<td>23</td>
<td>BUCKTOWAR Rajwantee (Mrs)</td>
<td>Assistant Permanent Secretary</td>
</tr>
<tr>
<td>24</td>
<td>RAMJUTTON Sarla Devi (Mrs)</td>
<td>Assistant Permanent Secretary</td>
</tr>
<tr>
<td>25</td>
<td>CALLYCHURN Gyaneswaree (Mrs)</td>
<td>Assistant Permanent Secretary</td>
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</tbody>
</table>
|   | **MOOLOO Shailendre (Mr)**  
Engineer  
Irrigation Authority | Water Harvesting and Small Scale Irrigation Course at University of New England (UNE), Armidale, Australia from **16 August-22 September 2013** and Improved Management of Agricultural Water in Eastern and Southern Africa (IMAWESA), Pretoria from **February 2014** |
|---|---|
|   | **EMRITH Rakesh (Mr)**  
Assistant Permanent Secretary  
Ministry of Labour, Industrial Relations and Employment | Specialized Programme on E- Government Application and Development, India |
|   | **RAMSURN Maneesha Sandiana (Mrs)**  
Assistant Permanent Secretary  
Ministry of Energy and Public Utilities | Specialized Programme on E- Government Application and Development, India |
|   | **RUPEAR Lakshmi Devi (Mrs)**  
Assistant Permanent Secretary  
Ministry of Education and Human Resources | Certificate Course In Corporate Governance, India |

**Category of officers:**

- Officers of the Administrative and Technical Cadre

**Number of officers trained:** 29