REPORT

ON

TRAINING COURSES

ORGANISED

By

THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January – July 2013
# INDEX

<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>
<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>8</td>
</tr>
<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>9</td>
</tr>
<tr>
<td>T3</td>
<td>Training Programme on Negotiation Skills</td>
<td>Officers of Technical/ Non-Technical Cadres</td>
<td>48</td>
<td>10</td>
</tr>
<tr>
<td>T4</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>11</td>
</tr>
<tr>
<td>T5</td>
<td>Training in Customer Care and Service Delivery for Prisons Officers</td>
<td>Prisons Officers</td>
<td>20</td>
<td>12</td>
</tr>
<tr>
<td>Code</td>
<td>Course</td>
<td>Target group</td>
<td>No of Participants</td>
<td>Page No</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>--------------------</td>
<td>---------</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>13</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>105</td>
<td>14</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>15</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training (On-going)</td>
<td>Officers of the Technical and Managerial Grades</td>
<td>25</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
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<td><strong>1067</strong></td>
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</table>

**Note:**
IC: Induction Course
OT: Overseas Training
T: Training
W: Workshop
**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
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 3: 01 – 02 July 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:** 105
**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,
Fooks House,
Bourbon St, Port Louis.

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

**Number of officers trained:** 27
<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><strong>JANKEE Madhoosingh</strong>&lt;br&gt;General Service Executive&lt;br&gt;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><strong>PAYENDEE Mayen Dorsa,</strong>&lt;br&gt;Second Secretary&lt;br&gt;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><strong>RUMJAN Salim,</strong>&lt;br&gt;Town and Country Planning Officer&lt;br&gt;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><strong>BHIKAJEE Devenrao,</strong>&lt;br&gt;Town and Country Planning Officer&lt;br&gt;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>
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<tr>
<td>5.</td>
<td><strong>GOPAUL Chandrani (Miss),</strong>&lt;br&gt;Analyst&lt;br&gt;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><strong>AUBEELUCK Hurryvansh,</strong>&lt;br&gt;Assistant Secretary&lt;br&gt;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>
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<tr>
<td>7.</td>
<td><strong>BANGAROO Vijay Pyranah ,</strong>&lt;br&gt;Planning Officer&lt;br&gt;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>
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<td>8.</td>
<td><strong>MUNBODHE Vikash,</strong>&lt;br&gt;Technical Officer&lt;br&gt;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>
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<tr>
<td>9.</td>
<td><strong>JAUNBOCUS Janick Marie-Anne (Mrs),</strong>&lt;br&gt;Principal Assistant Secretary&lt;br&gt;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>
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<tr>
<td>No.</td>
<td>Name</td>
<td>Position</td>
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<tr>
<td>10</td>
<td>MOORADKHAN Bibi Jasbeen (Mrs)</td>
<td>Technical Assistant</td>
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<tr>
<td>11</td>
<td>JANGI Keerandeo</td>
<td>Technical Assistant</td>
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<td>12</td>
<td>COOBLALL Varuna (Mrs)</td>
<td>Laboratory Technologist</td>
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<td>13</td>
<td>KALLYDIN Hemlata</td>
<td>Assistant Research Scientist</td>
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<td>14</td>
<td>SAMLALL Keerunduth</td>
<td>Principal Assistant Secretary</td>
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<td>15</td>
<td>BAHADOOR Savitree</td>
<td>Assistant Secretary</td>
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<td>16</td>
<td>BEERACHEE Bhaguthsing (Mr)</td>
<td>Deputy Director</td>
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<td>17</td>
<td>GONPOT Tara Kumari (Mrs)</td>
<td>Temporary Human Resource Officer</td>
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<tr>
<td>No.</td>
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<td>Position</td>
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<td>18.</td>
<td>REEGA Indranee</td>
<td>Assistant Manager, Human Resources</td>
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<tr>
<td>19.</td>
<td>ANGATEEAH Laxmi Devi</td>
<td>Educator</td>
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<tr>
<td>20.</td>
<td>PERRINE Michael</td>
<td>Training Officer</td>
</tr>
<tr>
<td>21.</td>
<td>BEDACEE-DINROYAL Hansa Devi</td>
<td>Assistant Permanent Secretary</td>
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<td>22.</td>
<td>PARAOUTY Nusrullah</td>
<td>Assistant Manager</td>
</tr>
<tr>
<td>23.</td>
<td>BUCKTOWAR Rajwantee</td>
<td>Assistant Permanent Secretary</td>
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<tr>
<td>24.</td>
<td>RAMJUTTON Sarla Devi</td>
<td>Assistant Permanent Secretary</td>
</tr>
<tr>
<td>25.</td>
<td>CALLYCHURN Gyaneswaree</td>
<td>Assistant Permanent Secretary</td>
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</table>
Category of officers:
  - Officers of the Administrative and Technical Cadre

Number of officers trained: 25