REPORT
ON
TRAINING COURSES ORGANISED
By
THE HUMAN RESOURCE DEVELOPMENT DIVISION
For period: January – May 2013
<table>
<thead>
<tr>
<th>Code</th>
<th>Course</th>
<th>Target group</th>
<th>No of Participants</th>
<th>Page No</th>
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<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>
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<tr>
<td>IC2</td>
<td>Induction Course for Newly Appointed General Services Executives</td>
<td>Newly appointed General Services Executives</td>
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<td>Senior government officials</td>
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<td>T1</td>
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<td>Word Processing Operators</td>
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<td>Drivers</td>
<td>20</td>
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<tr>
<td>OT1</td>
<td>Overseas Training <em>(On-going)</em></td>
<td>Officers of the Technical and Managerial Grades</td>
<td>21</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
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<td><strong>803</strong></td>
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**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

<table>
<thead>
<tr>
<th>Batch</th>
<th>Dates</th>
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<tbody>
<tr>
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<tr>
<td>Batch 3</td>
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<td>Batch 4</td>
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<td>8 &amp; 15 February 2013</td>
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<tr>
<td>Batch 6</td>
<td>18 &amp; 25 February 2013</td>
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<td>Batch 7</td>
<td>20 &amp; 27 February 2013</td>
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<tr>
<td>Batch 8</td>
<td>22 February &amp; 01 March 2013</td>
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<td>Batch 9</td>
<td>06 &amp; 13 March 2013</td>
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<td>Batch 10</td>
<td>07 &amp; 14 March 2013</td>
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<td>Batch 11</td>
<td>08 &amp; 15 March 2013</td>
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<td>Batch 12</td>
<td>18 &amp; 25 March 2013</td>
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<tr>
<td>Batch 13</td>
<td>20 &amp; 27 March 2013</td>
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<tr>
<td>Batch 14</td>
<td>22 &amp; 29 March 2013</td>
</tr>
<tr>
<td>Batch 15</td>
<td>04 &amp; 08 April 2013</td>
</tr>
</tbody>
</table>

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

**Category of officers:** Word Processing Operators

**Number of officers trained:** 190
**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:** 60
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

Venue: VIPSU Headquarters, Farquhar Street, Vacoas.

Category of officers: Drivers

Number of officers trained: 20
## Course: Overseas Training – (OT1)

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
</thead>
</table>
| 1. | **JANKEE Madhoosingh**  
General Service Executive  
Ministry of Civil Service & Administrative Reforms | Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014 |
| 2. | **PAYENDEE Mayen Dorsa,**  
Second Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Master of Diplomacy/Master of Public Policy (International Policy) at The Australian National University from 9 Jan 2013 to 31 July 2015. |
| 3. | **RUMJAN Salim,**  
Town and Country Planning Officer  
Ministry of Housing and Lands (Planning Division) | Master of Urban and Regional Planning at Curtin University from 28 Jan 2013 to 31 July 2014. |
| 4. | **BHIKAJEE Devenrao,**  
Town and Country Planning Officer  
Ministry of Housing and Lands (Planning Division) | Master of Urban Planning at The University of Melbourne from 23 Feb 2013 to 31 July 2015 |
| 5. | **GOPAUL Chandrani (Miss),**  
Analyst  
Ministry of Finance and Economic Development | Master of Public Policy at Crawford School of Public Policy from 24 Feb 2014 to 31 Dec 2014. |
| 6. | **AUBEELUCK Hurryvansh,**  
Assistant Secretary  
Ministry of Education and Human Resources (School Management Department) | Master of Public Policy and Management at Monash University from 7 Jan 2013 to 31 July 2014. |
| 7. | **BANGAROO Vijay Pyranah,**  
Planning Officer  
Municipal Council of Beau Bassin/Rose Hill | Master of Urban and Regional Planning at University of Sydney from Jan 2013 to Aug 2014. |
| 8. | **MUNBODHE Vikash,**  
Technical Officer  
Ministry of Fisheries (Albion Fisheries Research Centre) | Master of Science at James Cook University from 21 Jan 2013 to 7 July 2014. |
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<thead>
<tr>
<th></th>
<th>Name</th>
<th>Position and Details</th>
<th>Qualification and Details</th>
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<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>
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<tr>
<td>10</td>
<td>MOORADKHAN Bibi Jasbeen (Mrs), Technical Assistant Ministry of Agro Industry and Food Security (Food Technology Laboratory)</td>
<td>Master of Biotechnology (Food Science and Technology) at RMIT University from 7 Jan 2013 to 31 Dec 2014.</td>
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<td>11</td>
<td>JANGI Keerandeo, Technical Assistant Farmers Service Corporation – Beau Champs</td>
<td>Master of Agricultural Studies at the University of Queensland from 14 Jan 2013 to 31 July 2014.</td>
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<td>12</td>
<td>COOBLALL Varuna (Mrs), Laboratory Technologist Ministry of Agro Industry and Food Security (Division of Veterinary Services)</td>
<td>Master of Biotechnology (Clinical Microbiology) at RMIT University from 7 Jan 2013 to 31 Dec 2014.</td>
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<td>13</td>
<td>KALLYDIN Hemlata, Assistant Research Scientist Agricultural Research Scientist</td>
<td>She will join Queensland University of Technology, Brisbane in the 2nd Semester which will start on 24 June 2013 for a Master of Biotechnology.</td>
<td></td>
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<tr>
<td>14</td>
<td>SAMLALL Keerunduth Principal Assistant Secretary Ministry of Civil Service and Administrative Reforms</td>
<td>Training Course on “Productivity Management for Government Officials” Singapore 25 February 2013 to 07 March 2013</td>
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<td>15</td>
<td>BAHADOOR Savitree Assistant Secretary Ministry of Public Infrastructure, National Development Unit, Land Transport &amp; Shipping (Public Infrastructure Div)</td>
<td>Training Programme on “General Management Skills” at International Management Institute of India, New Delhi, India from 25 March 2013 to 30 April 2013</td>
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<td>16</td>
<td>BEERACHEE Bhaguthsing (Mr) Deputy Director Ministry of Local Government and Outer Islands</td>
<td>Public Private Partnerships Course at University of Queensland, Brisbane, Australia from 22-27 April 2013, 29 April-24 May 2013 and at University of Pretoria, South Africa from 01-05 July 2013.</td>
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<td>Organization and Event Details</td>
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<tr>
<td>17</td>
<td>GONPOT Tara Kumari (Mrs)</td>
<td>Temporary Human Resource Officer</td>
<td>Organizational and Employee Development Course at University of Queensland, Brisbane, Australia from 22-27 April 2013, 29 April-24 May 2013 and at University of Pretoria, South Africa from 24-28 June 2013.</td>
</tr>
<tr>
<td>18</td>
<td>REEGA Indranee (Mrs)</td>
<td>Assistant Manager, Human Resources</td>
<td>Organizational and Employee Development Course at University of Queensland, Brisbane, Australia from 22-27 April 2013, 29 April-24 May 2013 and at University of Pretoria, South Africa from 24-28 June 2013.</td>
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<tr>
<td>19</td>
<td>ANGATEEAH Laxmi Devi (Mrs)</td>
<td>Educator</td>
<td>Technical and Vocational Education and Training Teacher Skills Upgrade Course at Mauritius Institute of Training &amp; Development, Mauritius from 06-17 May 2013, Chisholm Institute, Melbourne, Australia from 20-31 May 2013 and Monash University, Johannesburg, South Africa from 08-19 July 2013.</td>
</tr>
<tr>
<td>20</td>
<td>PERRINE Michael (Mr)</td>
<td>Training Officer</td>
<td>Technical and Vocational Education and Training Teacher Skills Upgrade Course at Mauritius Institute of Training &amp; Development, Mauritius from 06-17 May 2013, Chisholm Institute, Melbourne, Australia from 20-31 May 2013 and Monash University, Johannesburg, South Africa from 08-19 July 2013.</td>
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<tr>
<td>21</td>
<td>BEDACEE-DINDOYAL Hansa Devi(Mrs)</td>
<td>Assistant Permanent Secretary</td>
<td>Seminar on ‘Innovation in Government Structure and Public Administration’ Shanghai, China from 16 to 30 May 2013</td>
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