REPORT

ON

TRAINING COURSES ORGANISED

By

THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January - February 2011
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**Total** | **1048**
Note:

ODL: Open Distance Learning
TC: Training Course
IP: Induction Programme
AC: Award Courses
OT: Overseas Training
TP: Training Programme
T: Training
**Course: Training Course for Officers – (TC1)**

**Aims and objectives:**

(i) To render Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008; and

(ii) To equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently.

**Course contents:**

- Role and Responsibilities devolving on the post of ‘Officer’
- Secretarial Duties
- Financial Management
- Public Relations and Customer Care
- Procurement and Supply
- Human Resource Management (Basic Functions)
- Registry Procedures
- Effective Interpersonal and Communication Skills

**Duration:** 2 day sessions

- Batch 42: 17 & 18 January 2011
- Batch 43: 07 & 08 February 2011
- Batch 44: 14 & 15 February 2011
- Batch 45: 17 & 18 February 2011
- Batch 46: 21 & 22 February 2011

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

**Category of officers:** Public officers (who have opted to join the grade of Officer)

**Number of officers trained:** 164
**Course:** Award Courses for Higher Executive Officers - (AC1)

**Aims and objectives:**

- To acquaint the Officers of the General Services with the latest concepts and trends in the Public Sector Management
- To equip them with the required skills and competencies in order to help them keep pace with the changes and challenges ahead of the Public Service

**Course Modules:**

*1st Semester*
- Computer Fundamentals
- Business Communication
- Public Sector Management
- Administrative Reforms

*2nd Semester*
- Introduction to Mauritian Institutions
- Introduction to Public Policy
- Team Building and Leadership
- ICT in Organization

**Duration:** 16 August 2010 – May 2011

**Venue:** University of Technology, Mauritius, La Tour Koenig.

**Category of officers:** Higher Executive Officers

**Number of officers trained:** 16
**Course:** Award Courses for Senior Officers/Executive Officers - (AC2)

**Aims and objectives:**

- To acquaint the Officers of the General Services with the latest concepts and trends in the Public Sector Management
- To equip them with the required skills and competencies in order to help them keep pace with the changes and challenges ahead of the Public Service

**Course Modules:**

- Public Sector Management and Administrative Reforms
- Human Resource Management
- Financial Management
- Organisational Communication
- ICT in organization

**Duration:** 31 January – 13 May 2011

**Venue:** University of Technology, Mauritius, La Tour Koenig.

**Category of officers:** Senior Officers/Executive Officers (2 batches)

**Number of officers trained:** 87
**Course:** Training in Customer Care and Quality Management – Open Distance Learning (ODL2)

**Aims and objectives:**

- To enable Public Officers to focus on the need to streamline and improve procedures and processes with a view to providing more efficient, effective quality and timely services to the public;
- To enable the Public Services to respond to the needs of the citizens as customer; and
- To inculcate the concept of Customer care in Public Officers.

**Course contents:**

- Customer Service Excellence
- Importance of Customer Service Excellence
- Understanding Customer Service in Mauritius
- Delivering Customer Service Excellence
- Effective Customer Relationship
- Monitoring and Maintaining Service Excellence

**Duration:** 60 hrs training session

**Batch 57 to 66:**

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**Venue:** Lecture Theatre
- Mauritius College of the Air
- Reduit

**Category of officers:** Officers of the Administrative and Technical Cadres at middle management level and above

**Number of officers trained:** 597
Course: Induction Programme for Newly recruited Human Resource Officers – (IP1)

Aims and objectives:
(i) Facilitate the integration of newly appointed Human Resource officers in the Human Resource Management Cadre;
(ii) Expose participants to the new trends and challenges relating to human resource management in the public service;
(iii) Introduce the participants to the procedures and practices in the management of human resources in the public service; and
(iv) Familiarise participants with the tools required (Legislations, Documents) to perform their duties effectively.

Course contents:
- Role of the HR function in building a customer service oriented public sector
- Communication and Interpersonal Skills
- Employee Relations in the Public Service
- Public Sector Reforms and their implications for HR Officers (HRMIS, EAS, ISO, etc...)
- Scheme of Service
- Retirement and Pensions Reforms
- Conditions of service
- Performance Management System
- Safety and Health in the Public Service

Duration: 4-day sessions
    Batch 01: 24 – 27 January 2011

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

Category of officers: Newly appointed Human Resource Officers

Number of officers trained: 38
**Course:** Training Programme on Word Processing for Officers- (TP1)

**Aims and objectives:**

- Familiarizing the participants with Word 2007 to enable them to accomplish different tasks in Word like inter alia, creating new documents, entering and editing text, copying, cutting and pasting, formatting and saving;
- Enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of Word 2007 namely spell check, bulleted lists, header and footer, tables and mail merge, track changes and printing documents.

**Course contents:**

- Introduction to peripherals
- Intro to Word 2007
- Working with document
- Working within the document
- Track changes
- Formatting text and documents
- Headers and Footers
- Using shortcut keys
- Proofing tools
- Tables
- Mail Merge
- Page layout

**Duration:** 2 Half day session

- Batch 13: 7 & 10 February 2011
- Batch 14: 8 & 11 February 2011
- Batch 15: 15 & 22 February 2011
- Batch 16: 16 & 23 February 2011
- Batch 17: 24 February & 07 March 2011
- Batch 18: 25 February & 08 March 2011

**Venue:** Computer Laboratory,
3rd Floor, Atom House,
Port Louis.

**Category of officers:** Public officers (who have opted to join the grade of Officer)

**Number of officers trained:** 66
**Course:** Training on Microsoft Outlook and Interpersonal Communication Skills for Confidential Secretaries (T1)

**LEARNING OBJECTIVES**
- familiarising the participants with Microsoft Outlook to enable them to accomplish different tasks to communicate more efficiently using this application;
- managing mailbox for size and storage, organising mail, using calendar effectively, managing contacts, fighting junk e-mail;
- improving the interpersonal communication skills of participants to project a better corporate image; and
- making participants more customer centric.

**COURSE CONTENTS:**
- Microsoft Outlook
- Interpersonal Communication Skills
- Customer Care

**Duration:** 2 Half day session

Batch 1: 07 & 11 Feb 2011  
Batch 2: 08 & 11 Feb 2011  
Batch 3: 09 & 11 Feb 2011  
Batch 4: 21 & 25 Feb 2011  
Batch 5: 22 & 25 Feb 2011  
Batch 6: 23 & 25 Feb 2011

**Venue:**

| Computer Lab, 3rd Floor, Atom House, Royal Street, Port Louis. | Lecture Room, 6th Floor, Fooks House, Bourbon St, Port Louis. |

**Category of officers:** Confidential Secretaries

**Number of officers trained:** 71
<table>
<thead>
<tr>
<th>No.</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
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| 1.  | Mr. Rajkumar NURSING  
Assistant Secretary  
Prime Minister’s Office                   | Training Course “Executive Post Graduate Diploma in Management” under the ITEC/SCAAP Programme,  
International Management Institute, New-Delhi India, from 29 March 2010 to 30 June 2011 |
| 2.  | Mr Mohammad Yaaseen HANSROD  
Second Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Cycle International Court 2010 – 2011” at L’Ecole Nationale d’Administration in France, from 02 November 2010 to end of July 2011 |
| 3.  | MOTEEA Leesta (Ms), Cooperation Analyst  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of International Business” under the Australian Development Scholarships 2011 at the University of Melbourne, from 17 Jan to 31 July 2012 |
| 4.  | NIOLE Noel Evans Norbert, Customs Officer  
Mauritius Revenue Authority               | Training Course “Master of International Business” under the Australian Development Scholarships 2011 at the University of Melbourne, from 03 Jan 2011 to 31 July 2012 |
| 5.  | PURMANUND Pravass, Second Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of International Relations” under the Australian Development Scholarships 2011 at Monash University, from 04 Jan to 31 July 2012 |
| 6.  | SOOKUN Rajkumar, First Secretary  
Ministry of Foreign Affairs, Regional Integration and International Trade | Training Course “Master of Diplomacy” under the Australian Development Scholarships 2011 at Australian National University, from 12 Jan to 30 June 2012 |
| 7.  | SUBRATTY Mohammud Al-Ilshaad, Head in Planning Department  
Municipal Council of Curepipe           | Training Course “Master in Town & Country Planning / City Planning Transport Planning” under the Australian Development Scholarships 2011 at the Curtin University of Technology, from 02 Jan 2011 to 01 Feb 2012 |
| 8.  | SUBRUN Vishalsingh, Survey Officer  
Pay Research Bureau                       | Training Course “Master in Public Policy and Management” under the Australian Development Scholarships 2011 at Monash University, from 03 Jan 2011 to July 2012 |
9. TARSOO Khalid, Mechanical Engineer Waste Water Management Authority

| Training Course “Master of Facilities Management” under the Australian Development Scholarships 2011 at the University of Sydney, from 17 Jan 2011 to 25 July 2012 |

**Category of officers:**

- Officers of the Administrative and Technical Cadre

**Number of officers trained:** 9