REPORT

ON

TRAINING COURSES ORGANISED

By

THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January to February 2012
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<td>15</td>
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<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>264</strong></td>
<td></td>
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</tbody>
</table>

**Note:**

IC: Induction Course  
IOT: Overseas Training  
T: Training  
TP: Training Programme  
IP: Induction Programme
**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 Organisation
- 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 7: 16-20 January 2012
Batch 8: 30-31 January – 02, 03 & 06 February 2012

**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: 72
**Course:**  Induction Course for Newly Recruited Office Management Executives (IC2)

**Aims and objectives:**

- Sensitize the Office Management Executives on their role and responsibilities in their new post
- Equip participants with the required knowledge and skills to enable them to perform their tasks in an effective and efficient manner
- Help them develop the right mindset and attitude to operate in the challenging work environment
- Provide the participants with the necessary skills to solve workplace problems efficiently.

**Course contents:**

- Events Management
- Procurement in the Public Sector
- Basic Human Resource Management
- Code of Ethics and Good Governance
- Assets Management
- Gender Equality-Concept
- Housekeeping and Hygiene
- Transport Management
- Occupational Safety and Health Management System in the Civil Service
- Problem Solving and Decision Making
- Prevention of Corruption

**Duration:**  5 day session

Batch 1:  24-27 January 2012

**Venue:**  Lecture Room,

- 6th Floor,
- Fooks House,
- Bourbon St, Port Louis

**Category of officers:**  Newly recruited Office Management Executives

**Number of officers trained:**  27
**Course:** Induction Programme for Assistant Secretaries (IC3)

**Aims and objectives:**

- provide the newly appointed Assistant Secretaries with an overview of the contextual framework in which they will operate;
- equip them with the appropriate skills and core competencies required to face new challenges and to perform their tasks to the best of their abilities; and
- improve their communication skills (both written and oral) for better work performance.

**Course contents:**

- Machinery of Government
- Security of Documents – Official Secrets Act
- Procurement in the Public Sector
- Public Sector Reforms in Mauritius
- Business Writing
- Effective Presentation Skills
- Good Governance and Prevention of Corruption
- Cabinet Papers & Reply to PQ’s
- Maurice Ile Durable
- Total Quality Management in the Public Sector
- Public Sector Financial Management
- Functioning of a Registry
- Challenges and Responsibilities of the Administrative Cadre
- Legislative Drafting
- Performance Management in the Civil Service

**Duration:** 5 day session

Date: 27 February – 02 March 2012

**Venue:** Maritim Hotel,
Balaclava

**Category of officers:** Newly recruited Assistant Secretaries

**Number of officers trained:** 32
Course: 2 ½- Day Training on Effective Communication Skills– (T1)

Aims and objectives:

- 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
- Importance of effective writing
- Report writing
- Board Minutes & Notes – Recording Minutes
- La communication écrite (en Français)

Duration: 2 ½ day session

Batch 4: 27-29 February 2012

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

Category of officers: Administrative / Human Resource / Analyst Cadres and General Services from the level of Senior Officers and above

Number of officers trained: 29
Course:  Training Programme on Total Quality Management (TP1)

**Aims and objectives:**

- familiarize the participants with the concept of TQM in order to better appreciate TQM implementation proposals in the public sector;
- sensitize participants on the principles inherent to a TQM approach to improve organizational performance and quality service delivery;
- disseminate information on existing initiatives being undertaken in the Civil Service to achieve TQM; and
- make participants aware of the legal parameters relating to TQM and Public Procurement.

**Course contents:**

- Understanding TQM
- ISO 9000 Quality Management Systems (QMS)
- Legal Framework
- Performance Management System
- E-Government and E-Governance
- Customer Focus
- Administrative Reforms

**Duration:** 2 days session

- Batch 5: 13 & 14 February 2012
- Batch 6: 23 & 24 February 2012

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

**Category of officers:** Procurement and Supply Cadre up to Manager Grade

**Number of officers trained:** 54
Course: Advanced Training on Excel for Confidential Secretaries– (T2)

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 days session

Batch 1: 21 & 27 February 2012
Batch 2: 22 & 29 February 2012
Batch 3: 24 February & 02 March 2012

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

Category of officers: Confidential Secretaries

Number of officers trained: 35
## Course: Overseas Training

<table>
<thead>
<tr>
<th>SN</th>
<th>Name, Designation &amp; Ministry</th>
<th>Description of Course</th>
</tr>
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<tr>
<td>1.</td>
<td>Mr Dharam KOONJUL Planning Officer, Black River District Council</td>
<td>Master of Arts in Sustainable Urban Regional Planning at Murdoch University from 16 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>2.</td>
<td>Mr Prithviraj BOONEEADY Meteorologist, Meteorological Services</td>
<td>Master of Climate Change at the Australian National University from 11 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>3.</td>
<td>Mrs Rose MARIE JEANNE Technical Officer, Ministry of Agro Industry and Food Security (Animal Production Div)</td>
<td>Master in Agricultural Science at the University of Western Australia from 03 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>4.</td>
<td>Mr Soodesh RAMPHUL Senior Officer Cadet, Mauritius Prisons Service</td>
<td>Master of Security Management at Edith Cowan University from 23 January 2012 to 15 July 2013</td>
</tr>
<tr>
<td>5.</td>
<td>Mrs Nasim AUCHOYBUR Acting Manager, Human Resources, Ministry of Education and Human Resources</td>
<td>Master’s in Human Resource Management at Monash University from 03 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td>6.</td>
<td>Miss Nundini PERTAUB Acting First Secretary, Ministry of Foreign Affairs, Regional Integration and International Trade</td>
<td>Master’s in International Relations at Monash University from 03 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td>7.</td>
<td>Ms Anusha Ruby RAMASAMY Customs Officer, Mauritius Revenue Authority</td>
<td>Master of Public Administrations in Border Management at the University of Canberra from January 2012 to 30 June 2013</td>
</tr>
<tr>
<td>8.</td>
<td>Mr Dharam KOONJUL Planning Officer, Black River District Council</td>
<td>Master of Arts in Sustainable Urban Regional Planning at Murdoch University from 16 January 2012 to 31 December 2013</td>
</tr>
<tr>
<td>9.</td>
<td>Mr Roshan Lotla PAREPIAH Extension Officer, Agricultural Research and Extension Unit</td>
<td>Master degree in Agri- Business at the University of Melbourne from 16 January 2012 to 31 July 2013</td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Position</td>
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<tr>
<td>10.</td>
<td>Ms Anusha Ruby RAMASAMY</td>
<td>Customs Officer, Mauritius Revenue Authority</td>
</tr>
<tr>
<td>11.</td>
<td>Mr Prithiviraj BOONEEADY</td>
<td>Meteorologist, Meteorological Services</td>
</tr>
<tr>
<td>12.</td>
<td>Mrs Rose MARIE JEANNE</td>
<td>Technical Officer, Ministry of Agro Industry and Food Security (Animal Production Div)</td>
</tr>
<tr>
<td>13.</td>
<td>Mr Soodesh RAMPHUL</td>
<td>Senior Officer Cadet, Mauritius Prisons Service</td>
</tr>
<tr>
<td>15.</td>
<td>Miss Nundini PERTAUB</td>
<td>Acting First Secretary, Ministry of Foreign Affairs, Regional Integration and International Trade</td>
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</tbody>
</table>

**Category of officers:**
- Officers of the Administrative and Technical Cadre

**Number of officers trained:** 15