REPORT

ON

TRAINING COURSES ORGANISED

By

THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January 2011
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**Total** 774

**Note:**

ODL: Open Distance Learning  
TC: Training Course  
IP: Induction Programme  
AC: Award Courses  
OT: Overseas 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

**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:** 34
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:

Batch 60: 16 Sept 2010 – 29 Mar 2011


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,
Fook’s House,
Bourbon St, Port Louis

**Category of Officers:** Newly appointed Human Resource Officers

**Number of officers trained:** 38
### Course: Overseas Training

|   | Mr. Rajkumar NURSING  
|   | Assistant Secretary  
|   | Prime Minister’s Office  
|---|---|
| 1. | 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  
|   | Mr Mohammad Yaaseen HANSROD  
|   | Second Secretary  
|   | Ministry of Foreign Affairs, Regional Integration and International Trade  

### Category of Officers:

- Officers of the Administrative Cadre

### Number of officers trained: 2