REPORT on TRAINING COURSES ORGANISED by THE HUMAN RESOURCE DEVELOPMENT DIVISION for period: January to March 2012
<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-March 2012)</em></td>
<td>Newly recruited Temporary Officers</td>
<td>102</td>
<td>4</td>
</tr>
<tr>
<td>IC2</td>
<td>Induction Course for Newly Recruited Office Management Executives</td>
<td>Newly recruited Office Management Executives</td>
<td>27</td>
<td>5</td>
</tr>
<tr>
<td>IP1</td>
<td>Induction Programme for Assistant Secretaries</td>
<td>Newly recruited Assistant Secretaries</td>
<td>32</td>
<td>6</td>
</tr>
<tr>
<td>T1</td>
<td>Training on Effective Communication Skills <em>(February – December 2012)</em></td>
<td>Administrative / Human Resource / Analyst Cadres and General Services from the level of Senior Officers and above</td>
<td>55</td>
<td>7</td>
</tr>
<tr>
<td>TP1</td>
<td>Training Programme on Total Quality Management <em>(February – August 2012)</em></td>
<td>Officers of the Procurement and Supply Cadre up to Manager Grade</td>
<td>116</td>
<td>8</td>
</tr>
<tr>
<td>T2</td>
<td>Advanced Training on Excel</td>
<td>Confidential Secretaries</td>
<td>85</td>
<td>9</td>
</tr>
<tr>
<td>TP2</td>
<td>Training Programme for Office Care Personnel</td>
<td>Office Care Personnel</td>
<td>53</td>
<td>10</td>
</tr>
<tr>
<td>T3</td>
<td>Training in Tea/Coffee Making &amp; Service</td>
<td>Office Care Personnel</td>
<td>22</td>
<td>11</td>
</tr>
<tr>
<td>AC1</td>
<td>Award Courses for Confidential Secretaries <em>(February – May 2012)</em></td>
<td>Confidential Secretaries</td>
<td>52</td>
<td>12</td>
</tr>
<tr>
<td>OT1</td>
<td>Overseas Training <em>(On-going)</em></td>
<td>Officers of the Technical and Managerial Grades</td>
<td>15</td>
<td>13-14</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>559</strong></td>
<td></td>
</tr>
</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 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 7: 16-20 January 2012
- Batch 8: 30-31 January – 02, 03 & 06 February 2012
- Batch 9: 05-09 March 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:** 102
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 (IP1)

**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: 2½- 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
Batch 5: 14-16 March 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: 55
**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  
Batch 7: 19 & 20 March 2012  
Batch 8: 26 & 27 March 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:** 116
**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-day session

- Batch 1: 21 & 27 February 2012
- Batch 2: 22 & 29 February 2012
- Batch 3: 24 February & 02 March 2012
- Batch 4: 05 & 13 March 2012
- Batch 5: 07 & 14 March 2012
- Batch 6: 09 & 16 March 2012
- Batch 7: 26 March & 02 April 2012

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

**Category of officers:** Confidential Secretaries

**Number of officers trained:** 85
**Course:** Training Programme for Office Care Personnel– (TP2)

**Aims and objectives:**

- To help participants develop the right mindset, positive attitude regarding gender issues and ethical behavior;
- To equip them with the required skills and knowledge in basic First Aid;
- To sensitize them on the legal and ethical obligations of public officers in the fight against corruption;
- To make them understand the essential elements of fires, ignition sources, fire sources and the basic procedures in the event of fire; and
- To inform and sensitize participants on the harmful effects of licit and illicit drugs and its adverse consequences and problems such as injury at work, abuse of drugs at the workplace, absenteeism and other socio-economic problems.

**Course contents:**

- Gender Equality concept
- Prevention of Corruption and Ethical behavior
- Fire prevention and protection measures
- Basic First Aid
- Information session on Substance Abuse

**Duration:** 2-day session

Batch 6: 01 & 02 March 2012
Batch 7: 21 & 22 March 2012

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

**Category of officers:** Office Care Personnel

**Number of officers trained:** 53
Course: Training in Tea/Coffee Making and Service – (T3)

Aims and objectives:

- To train Office Care Attendants on VIP and group tea/coffee service.
- To equip the participants with the basic skills in the preparation of tea / coffee.
- To improve the skills of participants in setting the table
- To provide them with the techniques of serving of tea / coffee and accompaniments.

Course contents:

- Tea/coffee making
- Service
- Practicals
- Clean up & rearrangement of accessories

Duration: 1-day session

Batch 1: 29 March 2012

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

Category of officers: Office Care Personnel

Number of officers trained: 22
Course: Award Courses for Confidential Secretaries - (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:

- Secretarial Duties
- Organizational Behaviour
- E-Government
- Organizational Communication

Duration: February – May 2012

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

Category of officers: Confidential Secretaries (2 batches)

Number of officers trained: 52
<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>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 Prithiviraj 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>10.</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></td>
<td>Name</td>
<td>Position</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>11.</td>
<td>Mr Prithviraj BOONEDDADY</td>
<td>Meteorologist,</td>
</tr>
<tr>
<td>12.</td>
<td>Mrs Rose MARIE JEANNE</td>
<td>Technical Officer,</td>
</tr>
<tr>
<td>13.</td>
<td>Mr Soodesh RAMPHUL</td>
<td>Senior Officer Cadet,</td>
</tr>
<tr>
<td>15.</td>
<td>Miss Nundini PERTAUB</td>
<td>Acting First Secretary,</td>
</tr>
</tbody>
</table>

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

**Number of officers trained:** 15