REPORT

ON

TRAINING COURSES ORGANISED

By

THE HUMAN RESOURCE DEVELOPMENT DIVISION

For period: January-March 2015
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<tr>
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<th>Target group</th>
<th>No of Participants</th>
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<td>Induction Course for New Recruits employed to give assistance at Management Support Officer Level</td>
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<tr>
<td>IC 2</td>
<td>Induction Programme for Newly Appointed Human Resource Executives</td>
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<td>70</td>
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<tr>
<td>T 1</td>
<td>Training Programme on Customer Care and Communication skills for Office Care Personnel</td>
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<td>T.2</td>
<td>Training Programme for Confidential Secretaries</td>
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<tr>
<td>OT1</td>
<td>Overseas Training (On-going)</td>
<td>Officers of the Technical and Managerial Grades</td>
<td>8</td>
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<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>559</strong></td>
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</tbody>
</table>

**Note:**
IC: Induction Course  
OT: Overseas Training  
T: Training (In-house/Customized/Focused )  
W: Workshop  
P: Presentation  
PS: Preparatory session  
BS : Briefing Session  
LC: Launching Ceremony  
SP: Sensitization Programme
**Course:** Induction Course for New Recruits employed to give assistance at Management Support Officer Level (IC1)

**Aims and Objectives**

The objectives of the course are, inter alia, to:

- equip the newly recruited Management Support Officer with the necessary knowledge and skills to enable them to perform their duties efficiently and effectively
- render them multi-skilled and team oriented
- facilitate their integration in the Civil Service

**Course contents:**

- Government Machinery
- Roles and Functions Of MSO
- Conditions of Service
- Administrative Reforms in the Civil Service
- An Overview of Performance Management System
- Financial Operations in Government
- Prevention of Corruption
- Human Resource Management (Basic Functions)
- Basic Procurement Duties
- Occupational Safety and Health
- Importance of Communication within an Organisation
- Gender Equality-Concept
- Customer Care
- Registry Procedures
- Team Building and Team Work
- Security and Safe Keeping of official information

**Duration:** 4 day session

Batch 3: 15-19 January & 02 February 2015
Batch 4: 20-23 January 2015
Batch 5: 23-26 February 2015
Batch 6: 02-05 March 2015
Batch 7: 16-19 March 2015
Batch 8: 23-26 March 2015

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

**Category of officers:** Employed to give assistance at Management Support Level

**Number of officers trained:** 202
Course:  Induction Programme for Newly Appointed Human Resource Executives (IC 2)

Aims and Objectives

- Facilitate the integration of newly appointed Human Resource Executives in the Human Resource Management Cadre;
- Introduce the participants to the procedures and practices in the management of human resources in the public service; and
- Familiarize participants with the tools required (Legislations, Documents) to perform their duties effectively;
- Expose participants to the new trends and challenges relating to human resource management in the public service

Course contents:

- Role of HR in Building a Customer Oriented Public Sector
- Public Sector Reforms (HRMIS, EAS, ISO)
- Trends and Challenges in Human Resource Management
- HR Planning (BUDGET PROPOSALS, PBB & CEO)
- Employee Relations in the Public Service
- Scheme of Service
- Condition of Service
- Retirement and Pension Scheme
- Recruitment, Appointment and Promotion
- Performance Management System
- Effective Interpersonal and Communication Skills
- Emotional Intelligence
- The Disciplinary Machinery
- Safety and Health in The Public Service

Duration: 4 day session

Batch 2: 26-29 January 2015
Batch 3: 09,10,11,13 March 2015

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

Category of officers: Newly Appointed Human Resource Executives

Number of officers trained: 70
**Course:** Training Programme on Customer Care and Communication skills for Office Care Personnel (T 1)

**Aims and Objectives**

The objectives of the course are, inter alia, to enable participants to:

- identify common communication problems that may be holding them back
- enhance their ability to handle difficult situations
- develop the skills and practices that are essential elements of a customer service front liner

**Course contents:**

- Customer Care and Public Relations
- Effective Interpersonal & Communication Skills

**Duration:** one day

Batch 10: 30 January 2015
Batch 11: 20 February 2015
Batch 12: 20 March 2015
Batch 13: 27 March 2015

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

**Category of officers:** Office Care Personnel

**Number of officers trained:** 120
Course: Training Programme for Confidential Secretaries

AIMS AND OBJECTIVES

- To equip the Confidential Secretaries with the required skills and competencies in order to perform their duties more efficiently and effectively;
- To enhance their interpersonal and communication skills for the provision of excellent services both to the internal and external customers; and
- To help them develop the right mindset and positive attitude at work.

PROGRAMME CO-ORDINATORS

- Mr. S. RAMASAWMY
  Ag. Deputy Permanent Secretary, Ministry of Civil Service & A. R.
  Tel: 208 7619       Fax: 213 7187
  Email: swrasawmy@govmu.org

- Mr. S. CHOYCHOO
  Management Support Officer, Ministry of Civil Service & A. R.
  Tel: 208 7647       Fax: 213 7187
  Email: mchoychoo@govmu.org

Duration: Two day

Batch 7: 31 March 2015 & 01 April 2015

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

Category of officers: Office Care Personnel

Number of officers trained: 32
Briefing Session with Officers of the HRM Cadre-(BS1)

**Aims and objectives:**

The objective is:

- To discuss Human Resource Issues

**Duration:**  Half Day

Batch 1: 12 February 2015

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

**Category of officers:**  Officers of the Human Resource Cadre

**Number of officers trained:**  100
Briefing Session with Officers of the HRM Cadre-(BS2)

**Aims and objectives:**

The objective is:

- To implement Data cleansing application/Data Input

**Duration:** Half Day

Batch 1: 08 January 2015

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

**Category of officers:** Interns of Ministry of Civil Service and AR

**Number of officers trained:** 27
## Course: Overseas Training – (OT1)

<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><strong>N. POONYE (Mr)</strong>&lt;br&gt;Deputy Permanent Secretary&lt;br&gt;Ministry of Public Infrastructure and Land Transport</td>
<td>Public Service Innovation and Change.&lt;br&gt;From 12 to 16 January 2015&lt;br&gt;Singapore</td>
</tr>
<tr>
<td>2.</td>
<td><strong>CHING KEE CHEONG. M (Mrs)</strong>&lt;br&gt;Assistant Permanent Secretary&lt;br&gt;Ministry of Local Government and Outer Islands</td>
<td>Public Service Innovation and Change.&lt;br&gt;From 12 to 16 January 2015&lt;br&gt;Singapore</td>
</tr>
<tr>
<td>3.</td>
<td><strong>AUSGUR BHEEMA (Mr)</strong>&lt;br&gt;Public Health and Food Safety Inspector&lt;br&gt;Ministry of Health and Quality of Life</td>
<td>Master of Public Health&lt;br&gt;(University of Queensland)&lt;br&gt;From: 19 Jan 2015 to 31 December 2016&lt;br&gt;Australia Awards Scholarship</td>
</tr>
<tr>
<td>4.</td>
<td><strong>CHOONEEA YUCKMILA</strong>&lt;br&gt;Agricultural Support Officer&lt;br&gt;Ministry of Agro-Industry and Food Security</td>
<td>Master of Plant Protection&lt;br&gt;(University of Queensland)&lt;br&gt;From: 19 Jan 2015 to 07 December 2016&lt;br&gt;Australia Awards Scholarship</td>
</tr>
<tr>
<td>5.</td>
<td><strong>GAUNGOO YOUSOUF</strong>&lt;br&gt;Senior Public Health and Food Safety Inspector&lt;br&gt;Ministry of Health and Quality of Life</td>
<td>Master of Food Science&lt;br&gt;(University of Melbourne)&lt;br&gt;From: 19 Jan 2015 to 31 Dec 2016&lt;br&gt;Australia Awards Scholarship</td>
</tr>
<tr>
<td>6.</td>
<td><strong>SOOBEN NESHEN</strong>&lt;br&gt;Senior Development Control Officer&lt;br&gt;Ministry of Housing and Lands</td>
<td>Master of Urban Planning&lt;br&gt;(Curtin University)&lt;br&gt;27 Jan 2015-27 Feb 2016&lt;br&gt;Australia Awards Scholarship</td>
</tr>
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<td>7.</td>
<td><strong>SOOKARAH RISHIDEV</strong>&lt;br&gt;Manager (Civil Engineering)&lt;br&gt;Road Development Authority</td>
<td>Master of Engineering Science in Civil Engineering&lt;br&gt;(University of New South Wales)&lt;br&gt;Australia Awards Scholarship</td>
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<tr>
<td>8.</td>
<td><strong>VEERASAMY YOVEN</strong>&lt;br&gt;ANALYST&lt;br&gt;Ministry of Finance and Economic Development</td>
<td>Master of International Tax&lt;br&gt;(University of Melbourne)&lt;br&gt;19 Jan 2015-01 Mar 2016&lt;br&gt;Australia Awards Scholarship</td>
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**Category of officers:**
- Officers of the Administrative and Technical Cadre

**Number of officers trained:** 8