



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

Ref: E/70/1/1/198

Circular Letter No. 50 of 2014

Date: 13 August 2014

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers, Ministries/Departments

Award Course for appointment as Management Support Officer for officers in the grades of Senior Word Processing Operator and Word Processing Operator

Please refer to this Ministry's Circular letter dated 27 September 2013 wherein Senior Word Processing Operators and Word Processing Operators were requested to inform this Ministry whether they would be interested to follow the Award Course.

2. The Ministry of Civil Service and Administrative Reforms is mounting, in collaboration with the Open University of Mauritius, an Award Course for Senior Word Processing Operators and Word Processing Operators in post as at 31 December 2012 and who opt to join the grade of Management Support Officer upon successful completion of the Course.
3. The Course will be run by the Open University of Mauritius on a blended mode namely, a mix of both face- to- face sessions and Open and Distance Learning (ODL). It will comprise eight modules and will be of about ten months' duration spread over two semesters starting September 2014. *(The benefits of ODL and the proposed modules are highlighted at Annex I)*
4. Senior Word Processing Operators and Word Processing Operators posted to your Ministry and Departments falling under your Ministry who have shown their interest to follow the Award Course are requested to exercise their option to follow the Award Course as per the enclosed pro-forma. The Option forms duly filled in should reach the General Services Section of this Ministry, Level 6, New Government Centre, Port Louis, not later than **22 August 2014**.
5. Officers who are nominated to follow the Award Course will be governed by the provisions made at paragraph 9.46 (iii) of the PRB 2013 Report. Moreover, those who upon successful completion of the Course do not accept to join the grade of Management Support Officer will have to refund the cost of the Course, in toto.

6. It would be appreciated if the contents of this Circular letter could be brought to the attention of the officers concerned.

7. I thank you for your cooperation and support in this endeavour.



S. Seebaluck
Senior Chief Executive

OPTION FORM

Option to be exercised by officers in the grades of Senior Word Processing Operator and Word Processing Operator not possessing the prescribed qualifications in the Scheme of Service of Management Support Officer and who have opted for the revised emoluments and terms and conditions set out in Pay Research Bureau Report 2013 (PRB Report 2013).

Before exercising the option, the attention of officers concerned is brought to the recommendations made in the PRB Report 2013 and the Errors, Omissions and Anomalies Committee Report regarding the post of Management Support Officer and the Word Processing Operator Cadre as follows:

- (a) At paragraph 39.52 (iii) of the PRB Report 2013, the Bureau has recommended that Word Processing Operators and Senior Word Processing Operators who have successfully completed the Award Course be allowed to join the grade of General Services Officer formerly Officer (now restyled Management Support Officer) and be granted one increment on joining the grade.
- (b) The Errors, Omissions and Anomalies Committee has in its Report recommended that the grade of Word Processing Operator should be restored. It has also recommended that appointment to the grade of Senior Word Processing Operator should continue to be made on the basis of the qualifications requirements prescribed in the existing Scheme of Service.

OPTION

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(BLOCK LETTERS)

holding the post of

in the Ministry of Civil Service and Administrative Reforms and posted to the Ministry/Department.....

have taken cognizance of the contents of the Ministry of Civil Service and Administrative Reforms Circular Letterof 2014.

2.* (a) I hereby inform you that I opt to join the grade of Management Support Officer on having successfully completed the Award Course mounted by the Ministry of Civil Service and Administrative Reforms for Word Processing Operators and Senior Word Processing Operators.

(b) I hereby inform you that I opt not to follow the Award Course mounted by the Ministry of Civil Service and Administrative Reforms for Word Processing Operators and Senior Word Processing Operators and to remain in the Word Processing Operator Cadre.

3. If upon successful completion of the Course, I do not join the grade of Management Support Officer, I undertake to refund the cost of the Course, in total, within three months.

4. The option is irrevocable.

Date.....

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Signature

*Delete 2(a) or 2(b) as appropriate

: Award Course for appointment as Management Support Officer (MSO).

Course Methodology:

- A mix of Face-to-Face sessions and Open and Distance Learning (**ODL**)

Some Benefits of ODL:

- Flexible (Learn at your own pace and place)
- Learner-friendly (use of audios, videos or tutorials)
- A better work and life balance (less physical and work disruptions)
- An online platform to access your course materials 24/7
- Learner support (through phone, e-mails, online forums)
- Self-assessment tools(Quiz yourself)
- After successful completion of course, obtain a Certificate of Completion.

Proposed Modules:

- COMMUNICATION
- ICT
- CUSTOMER CARE AND PUBLIC RELATION
- OVERVIEW OF PUBLIC SECTOR MANAGEMENT
- ROLES AND RESPONSIBILITIES OF MSO *Management Support Officer*
- ORGANIZATIONS AND MANAGEMENT
- FINANCE AND PROCUREMENT IN THE CIVIL SERVICE
- INTRODUCTION TO BASIC QUANTITATIVE METHODS

Duration: 9 months (Spread over 2 Semesters)

Join the Team

Become a Lifelong learner!

*For any further information, do not hesitate to contact
the HRDD or the OUM*