

# TRAINING DIRECTORY

مركز تدريب  
الخدمة المدنية



مركز تدريب  
الخدمة المدنية  
Civil Service Training Institute

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# USER GUIDE



**FINANCIAL MANAGEMENT  
DEPARTMENT**



**GOOD GOVERNANCE  
DEPARTMENT**



**PERSONAL DEVELOPMENT  
DEPARTMENT**



**INFORMATION TECHNOLOGY  
& INNOVATION DEPARTMENT**



**HUMAN RESOURCE MANAGEMENT  
& DEVELOPMENT DEPARTMENT**



**LANGUAGE & COMMUNICATION  
DEPARTMENT**

## LEVELS - JOB CATERGORY

Civil Service Training Institute (CSTI) offers a comprehensive suite of programs for people working at different job categories of Maldives Civil Service. To aid your search for appropriate programs we have classified the programs, into five levels and further tagged them to relevant designations or job levels.



EX7



EX3 - EX6



MS3 - EX2



GS1 - MS2



SS1 - SS4



ALL  
LEVELS

EX- EXECUTIVE LEVEL

MS- MANAGERIAL LEVEL

GS- GENERAL SERVICE

SS- SUPPORT SERVICE

## MESSAGE FROM :

### VICE PRESIDENT - CIVIL SERVICE COMMISSION



**SHAHEED MOHAMED**

It is my pleasure to express a few words of gratitude and appreciation to the hard working team of the Civil Service Training Institute for the publication of the new Training Directory 2020. It is interesting to highlight the major improvements CSTI has achieved in 2019, and their expansion by including more courses, both short term and on-the-job trainings catered for civil servants.

I am satisfied that the CSTI team, together with the Ministries, Departments, Agencies and the Councils have collaborated well to accomplish their target trainings with the understanding that there is still more work to be done in the future for the mutual development. There is enormous value in organizing proper training and development sessions for the employees. Training is essential for the employees to acquire new skills and sharpen existing ones to perform better. It increases the morale of the employees, and less chance of making mistakes. Organizations should do everything in their scope to ensure that each and every employee receives the required training. The Training Directory will be a helpful guide that provides a whole year glimpse of what the Institute offers and how CSTI is prepared to accommodate requests from the organizations.

I wish to see more employees trained in 2020 and with their collective effort the organizations to become more productive and successful.

### DIRECTOR - CIVIL SERVICE TRAINING INSTITUTE



**FATHIMATH HABEEBA**

It is with incredible pride that I present the Training Directory 2020 of Civil Service Training Institute. As we are preparing for the upcoming academic year, CSTI aims to keep on adding value to the human capital of Maldives civil service. With a successful experience regarding Job Specific Programs for the past two years, these programs will be continued with increased accentuation on job competencies required for the distinct job categories of the Maldives civil service.

Alongside this, CSTI's Monthly Special Programs have been improvised with a greater emphasis on concepts such as ethics, values and service excellence as these have been highlighted in the government's Strategic Action Plan. Moreover, training programs will be conducted with a more comprehensive focus on civil service policies and regulations to facilitate effective implementation of those policies. In addition, training programs in atolls will be designed to build staff into multi-tasking personnel with the capacity to carry out various facets of their jobs. This change is brought about keeping in mind the upcoming changes to administration of Local Council and the reform that all councils will go through.

It is our collective aspiration as Team CSTI that the programs comprised in this directory aids in transforming Civil Service to a dynamic and competent sector.



# CIVIL SERVICE TRAINING INSTITUTE

Civil Service Training Institute (CSTI) is dedicated to help shape the public service by establishing a mechanism to train and develop the government employees and establish a career based system for the Civil Service.

## VISION

To be a training and development institute of international standards, leading to the development of a modern world class civil service in the Maldives.

## MISSION

To deliver high quality programs based on identified human resource needs, resulting in a cadre of civil service officers committed to delivering high quality service in the Maldives.

## CS CORE VALUES



INTERGRITY



DISCIPLINE



COMPETENCE



DEDICATION



TIMELINESS

# CSTI STRATEGIC PLAN 2016-2020

- 1 PROVIDE TRAINING POLICY AND TRAINING PLAN FOR THE MALDIVES CIVIL SERVICE.
- 2 CONDUCT ON-THE-JOB TRAINING AND MENTORING / COACHING PROGRAM FOR EXISTING STAFF AND NEW RECRUITS IN MINISTRIES, DEPARTMENTS & AGENCIES.
- 3 DEVELOP AND INSTITUTIONALIZE THE FUNCTION OF LEADERSHIP, MANAGEMENT AND PROFESSIONAL ADVANCEMENT PROGRAM WITHIN CSTI.
- 4 ENCOURAGE CONTINUOUS KNOWLEDGE SEEKING AND KNOWLEDGE GENERATION.
- 5 ESTABLISH AND INTRODUCE DIGITAL AND DISTANCE LEARNING SOLUTIONS FOR OUTREACH TRAINING PROGRAMS THROUGH E-LEARNING PROGRAMS FOR THE MALDIVES CIVIL SERVICE.
- 6 STRENGTHENING WORK ETHICS, DEDICATION AND INTEGRITY THROUGH ALL TRAINING PROGRAMS.
- 7 PROMOTE & INCULCATE A CIVIL SERVICE CULTURE THAT IS COURTEOUS AND RESPECTFUL.
- 8 BUILD CAPACITY OF A RESEARCH TEAM THROUGH INTERNATIONAL ASSISTANCE.
- 9 IDENTIFY INSTITUTION OF COMMON INTEREST AND ESTABLISH PARTNERSHIP.

# TRAINING CALENDAR 2020

## MAJOR PROGRAMS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Diploma in Public Administration & Management (Batch 13) ▲ ■ ▼	26 JAN - 31 MAY										
Diploma in Public Administration & Management (Batch 14) ▲ ■ ▼	26 JAN - 05 NOV										
Pre-Diploma Program ▲ ■ ▼	26 JAN - 16 APR										

MQA accredited certificate and diploma level courses conducted to develop specific competencies required for distinct job categories of Maldives Civil Service.

## JOB SPECIFIC PROGRAMS

	FEB	MAR	APR	JUN	JUL	AUG	SEP	OCT
HR Essential Skills Training Program ● ▲		1-5		7-11			6-10	
Management Development Program ▲ ■		15-19	5-9	14-18	12-16	9-11		
Support Service Program ■		15-19		14-18				11-15
Essentials of Service Excellence ●	9-13			7-11			6-10	
Essential Skills for Financial Administrators ▲ ■ ▼					5-9		20-24	

Short-term programs conducted to develop specific skill sets required for civil service officials working in particular fields such as HR and Customer Service.

# SHORT TERM PROGRAMS

KEYS: ALL  
 LEVEL 1 2 3 4 5 ALL

			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	
FINANCIAL MANAGEMENT	Bid Evaluation & Procurement	▲			16-19									
	Financial Management	▲					31-4							
	Internal Audit	▲								30-3				
	Maaliyyathu Gavaaidhu	📅		16-19										
	Stock, Record & Data Management	■							5-9					
GOOD GOVERNANCE CS ESSENTIAL TRAININGS	Civil Service Gavaaidhu Awareness	📅		13		12			16					
	Induction Program (Phase 2)	📅			11-12			17-18		26-27		28-29		
	Induction Mentor Training	■ ▼		2				21						
	Interview Panelist Training	■ ▼		6	29-2									
	Performance Appraisal	📅	12-16				31-1					25-26		
	Recruitment Training / Usool			9		12		7		9		11		
	Training Policy Implementation (HR)	▲ ■ ▼		2		23							12	
	VIUGA Training				8-10		31-2			30-1				
	LANGUAGE & COMMUNICATION	Effective Communication Skills	● ▲								16-20			
		English Language for Workplace	● ▲						7-11					
Office Dhivehi 1		📅		9-13							6-10			
Office Dhivehi 2		📅		23-27								4-8		
Research & Proposal Writing		▲ ■ ▼			3-7									
Advanced Communication Skills		▲ ■ ▼							12-16					
Media & Public Speaking		▲ ■ ▼						28-2						
HUMAN RESOURCE MANAGEMENT & DEVELOPMENT	Administrative Skills	●		16-20							20-24			
	Change Management	▲ ■							19-23					
	Effective Leadership for Supervisors	▲ ■								16-20				
	Employee Relations	● ▲ ■						14-18						
	Project Management	● ▲			15-19									

# SHORT TERM PROGRAMS

KEYS:   
 LEVEL 1 2 3 4 5 ALL

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
IT & INNOVATION	Advanced Computer Skills						21-25					
	Computer Proficiency						28-2				11-15	
	Cyber Security for Everyone			22-26								
	Graphics Designing		12-16							13-17		
	Microsoft Office Excel			15-19								
PERSONAL DEVELOPMENT	Conflict Resolution & Mediation								9-13			
	Developing a Growth Mindset for Success						28-2					
	Increasing Performance with a Positive Mindset			22-26								
	Interpersonal Skills									13-17		
	Problem Solving & Decision Making				12-16							

**THIS TRAINING DIRECTORY OFFERS SCHEDULED PROGRAMS AT CSTI FOR THE YEAR 2020. HOWEVER, ALL ORGANIZATIONS ARE WELCOME TO REQUEST FOR CUSTOMIZED TRAINING PROGRAMS FROM THE LIST PROVIDED. ( REFER 'PROGRAMS OFFERED' PAGE 13)**



## MONTHLY SPECIAL PROGRAM

### SHAPING AN ETHICAL WORK PLACE CULTURE

In alignment with the Strategic Action Plan of the government, this program has been designed to emphasis on transforming work cultures and to instill ethics and values in the daily work of all civil servants. As such the Following timeline provides the schedule of how the program will be conducted this year.

# 2020

#### FEBRUARY

Ministry of Communication, Science and Technology  
Attorney General's Office

#### APRIL

Ministry of Education  
Ministry of Higher Education

#### JULY

Ministry of Health  
Ministry of Housing and Urban Development

#### SEPTEMBER

Ministry of Economic Development  
Ministry of Environment

#### MARCH

Ministry of Transport and Civil Aviation  
Ministry of Finance  
Ministry of Gender, Family & Social Services

#### JUNE

Ministry of Home Affairs  
Ministry of Islamic Affairs  
Ministry of National Planning and Infrastructure

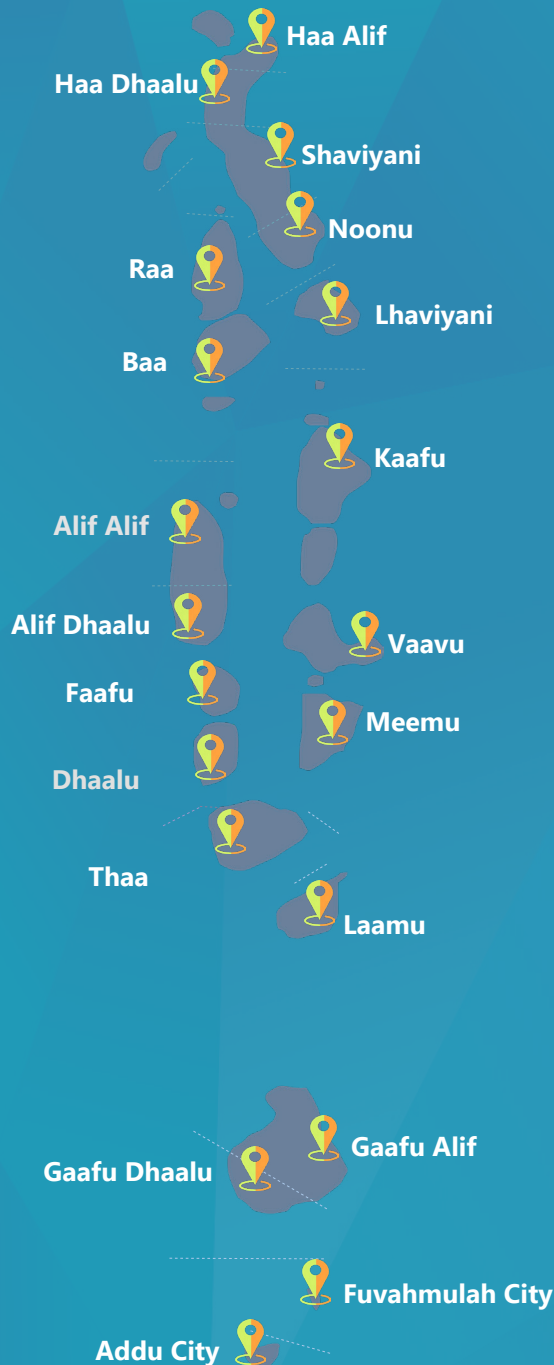
#### AUGUST

Ministry of Fisheries, Marine Resources & Agriculture  
Ministry of Tourism

#### OCTOBER

Ministry of Defence  
Ministry of Foreign Affairs  
Ministry of Youth, Sports and Community Empowerment

# ATOLL TRAININGS



## E-Learning / Virtual Learning (CS Essential Skills)

CSSTI is moving towards reaching out to the civil servants scattered throughout the Maldives via e-learning, and virtual learning. With the introduction of these 2 models of learning, trainings will be more conveniently delivered to the majority of the civil servants working in different parts of Maldives.



## Capacity Development Program (Hybrid Skills Set Training)

Hybrid Skill Set Training will be conducted throughout the Atolls as Capacity Development Program this year. This program ensures all employees working in Atoll Councils to be equipped with the skill sets required to perform multiple tasks such as greet visitors, answer phones, update social media, websites, design presentation materials, as well as manipulating spreadsheets and database programs.

# 1

## INDUCTION

This is a mandatory 5 day program aimed to welcome new recruits of civil service organizations. The focus of this program is to prepare the employees for their newly assigned jobs and tasks whilst imparting essential knowledge and skills required to perform their jobs.

## HYBRID SKILL SET TRAINING

The Hybrid model is effective for organizations with few staff such as island councils. Hybrid skill set is a program designed with technical and non-technical skills combined. Therefore an administrative staff with hybrid skills will be able to perform multiple tasks such as greet visitors, answer phones, update social media, websites, design presentation materials, as well as manipulating spreadsheets and database programs.

# 2

# 3

## SELF LEARNING TRAINING PACK

These training packs have been designed as a self-learning training program equipped with a guided trainer manual and can be conducted at the convenience of the organization.

These programs have been developed to serve as an alternative means to complete the mandatory 6-hour training per employee according to the CS Training Policy. The programs can be accessed once a request is submitted to CSTI by the respective organization.

## E LEARNING

E-learning refers to learning by utilizing electronic technologies. The main objective of developing e-learning programs at CSTI is to provide modern learning methodologies which can be utilized by offices to conduct the programs at a convenient time and location for the employees. A major emphasis has been placed on conducting these programs for civil servants located across the atolls since e-learning serves as a cost-effective and time-saving method to conduct trainings.

# 4

# 5

## PUBLIC LECTURE SERIES 2020

This year CSTI will focus on the following areas:

1. MENTAL WELL-BEING OF EMPLOYEE
2. VALUE DRIVEN THINKING TOWARDS ORGANIZATIONAL TRANSFORMATION
3. PUBLIC LECTURE ON THE OCCASION OF MAADHAREE BAHUGE DHUVAS

## EXAMS CONDUCTED BY CSTI

### CS ENTRANCE EXAM

This is an exam drafted to assess a specific curriculum designed as per the essential skills required for employees working in Maldives civil service.

The curriculum of the exam will focus on fundamental skills such literacy skills, managerial skills, communication and aptitude. The exam is conducted in collaboration with the Department of Public Examinations and the details (date/ exam centers) will be announced by them.

### CS EXECUTIVE RECRUITMENT EXAM

This exam is conducted upon request from civil service offices and is part of the recruitment process of executive level employees of Maldives civil service.

The exam is compiled to assess competencies such as managerial ability, understanding and knowledge of CS Regulation along with literacy skills. These exams also include the recruitment exam for Permanent Secretaries and Responsible Heads of Atoll Councils.

# 6

# 7

## CORPORATE TRAININGS

Our Corporate Training programs are suited to corporate organizations as well as civil service wishing to develop the skills of their staff. These programs will be conducted upon request and the content shall be customized as per the specific requirement of the target audience. For additional details please visit our website [www.csti.gov.mv](http://www.csti.gov.mv)

### PROGRAMS OFFERED:

1. DISCOVER YOUR TRUE LEADERSHIP POTENTIAL
2. ORGANIZATIONAL BEHAVIOUR: HOW TO MANAGE PEOPLE.
3. WORK-LIFE BALANCE: PROFESSIONAL & PERSONAL WELL-BEING
4. CORPORATE LANGUAGE TRAINING
5. PATHWAY TO PEAK PERFORMANCE
6. SUCCESS IS A CHOICE

## CSTI YOUTUBE CHANNEL

Our YouTube channel is dedicated to cater civil service employees in atolls with short term trainings, which are conducted online. With the use of a live broadcasting software, our trainers will go live with the participants in the Councils. Special short trainings such as Performance Appraisal and Recruitment Policy are available for viewing on our channel.

# 8



#dcsc2020

# MALDIVES CIVIL SERVICE CONFERENCE 2020

## 15 & 16 APRIL

### “INDIVIDUAL ACCOUNTABILITY AND TRANSFORMATION”

#### SUB THEMES

- Preparing Individuals to take on ownership of roles and responsibilities
- Effective implementation of Civil Service Policies; bottom-up approach
- Personal Development through Self-Actualization
- Embedding a Culture of Ethics and Values

#### Organised by:



✉ dcsc2020@csti.gov.mv  
☎ 3307370

# PROGRAMS OFFERED

# 1



## MAJOR PROGRAMS

1. Diploma in Public Administration & Management
2. Pre-Diploma Program
3. Maldives Civil Service Senior Executives Program

# 2



## GOOD GOVERNANCE DEPARTMENT

1. Civil Service Gavaaidhu
2. Induction Mentor Training
3. Induction Program (Phase 2)
4. Training Policy Implementation
5. Effective Compliance and Ethics
6. Good Governance in Public Sector
7. Role of Civil Service
8. Civil Service Introductory program for schools (awareness)
9. VIUGA Trainings
10. Performance Appraisal
11. Interview Panelist Training

# 3



## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DEPARTMENT

1. Administrative Skills
2. Change Management
3. Effective Leadership Skills for Supervisors
4. Employee Relation
5. Event Management
6. Human Resource Management for Supervisors
7. Project Management
8. Strategic Management
9. Work Place Investigation
10. Perfect Receptionist
11. Public Relations
12. General Management and Leadership
13. Work Place Ethics
14. Team Building

# 4



## IT AND INNOVATION DEPARTMENT

1. Advanced Computer Skills
2. Computer Proficiency
3. Cyber Security for Everyone
4. Graphics Designing
5. Innovation and Creativity
6. Microsoft Office Excel
7. Microsoft Office Package
8. Installing, Configuring and Optimizing Operating System
9. Introduction to Windows7
10. Networking Basics

# 5



## LANGUAGE AND COMMUNICATION DEPARTMENT

1. Effective Communication Skills
2. English Language for Workplace
3. Office Dhivehi 1
4. Office Dhivehi 2
5. Presentation Skills
6. Project Proposal and Report Writing
7. Introduction to Research and Proposal Writing
8. Advanced Communication Skills
9. Media and Public Speaking

# 6



## FINANCIAL MANAGEMENT DEPARTMENT

1. Bid Evaluation and Procurement
2. Entrepreneurship
3. Financial Management
4. Internal Auditing
5. Preparing Financial Statements
6. Public Sector Financial Management, Control and Measuring Results
7. Stock, Record and Data Management
8. Maaliyyathu Gavaidhu

# 7



## PERSONAL DEVELOPMENT DEPARTMENT

1. Developing a Growth Mindset for Success
2. Increasing Performance with a Positive Mindset
3. Interpersonal Skills
4. Motivation, Persuasion and Creativity
5. Positive Thinking and Positive Attitude
6. Problem Solving and Decision Making
7. Simplify Your Time
8. Stress Management
9. Emotional Intelligence
10. Synergy and Professional Development
11. Anger Management
12. Life Skills
13. Meeting Skills
14. Conflict Mediation, Negotiation & Resolution

# 8



## OTHERS

1. Civil Service Entrance Exam
2. Civil Service Recruitment Exam
3. Maldives Civil Service Conference
4. Hybrid Skill set Training Program
5. Self Learning Training Pack
6. Corporate Training Programs

CONTACT US FOR CUTOMIZED TRAINING PROGRAMS



# GALLERY



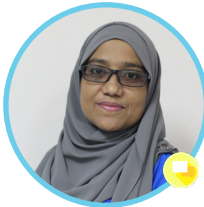


# OUR TEAM



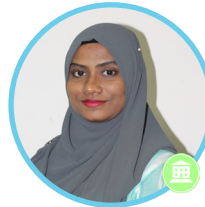
**FATHIMATH HABEEBA**  
DIRECTOR,  
Civil Service Training Institute

✉ habeeba@csc.gov.mv



**Niam Waheed Abdul Wahid**  
Senior Training Coordinator

✉ niam@csc.gov.mv



**Ahlam Mohamed Shafiu**  
Professional Development Executive

✉ ahlam.shafiu@csc.gov.m



**Zarana Ibrahim**  
Senior Training Coordinator

✉ zarana@csc.gov.mv



**Jadulla Jameel**  
Senior Administrative Executive

✉ jadulla@csc.gov.mv



**Aishath Shareef**  
Training Coordinator

✉ aishath.shareef@csc.gov.mv



**Shahida Khalid**  
Administrative Executive

✉ shahida@csc.gov.mv



**Aminath Shiura Abdul Rahman**  
Training Coordinator

✉ aminath.shiura@csc.gov.



**Mariyam Najeeba**  
Support Staff



**Aminath Shafeega**  
Support Staff

EXTERNAL TRAINERS OF CSTI  
APART FROM OUR FULL TIME QUALIFIED STAFF, WE  
HAVE A POOL OF EXTERNAL TRAINERS WHO  
ASSISTS US IN TAKING THE SESSIONS.



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CIVIL SERVICE COMMISSION

## CIVIL SERVICE TRAINING INSTITUTE

CIVIL SERVICE COMMISSION | MAJEEDHEE MAGU | MALE' | MALDIVES

+9603307370



<http://csti.gov.mv>



[csti@csc.gov.mv](mailto:csti@csc.gov.mv)



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