



December 2023

# NEWSLETTER



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## CSTC CELEBRATES ITS FIRST CLIENT SERVICE WEEK

The inaugural CSTC Client Service Week Celebration took place from Monday, October 2nd, to Friday, October 6th, 2023. The event showcased a range of dynamic and interactive activities designed to express gratitude to our clients and strengthen our dedication to providing high-quality service. Throughout the week, numerous departments actively engaged, significantly contributing to the overall success of the celebration. The week's festivities featured diverse activities, including a forum discussion, health screening, love feast and games, as well as an Inter-Unit Men's Cooking Competition.





## CSTC EMBARKS ON A FOUR-DAY RETREAT AT CAPE COAST



The Civil Service Training Centre, in collaboration with Japanese International Co-operation (JICA), initiated a four-day retreat held at the Pempamsie Hotel from October 18th to 21st, 2023. The primary objective of this retreat was to design the AD2B year three courses for integration into the newly acquired Learning Management System (LMS) supported by JICA.





## NEWLY APPOINTED HEAD OF CIVIL SERVICE VISITS THE CENTRE



The recently appointed Head of Service, Dr. Evans Aggrey Darko, and the new Chief Director, Mrs. Eunice Osae, undertook a courtesy visit to CSTC on October 16th, 2023. The purpose of the visit was to familiarize themselves with the responsibilities and operations of the Civil Service Training Centre (CSTC), assess its achievements, and strategize for its future direction.

During the meeting, Mrs. Dora Dei-Tumi, Principal of CSTC, outlined the institution's mandate and functions, emphasizing its role in training lower and middle-level Civil Servants for the Office of the Head of Civil Service. Dr. Evans Aggrey Darko praised CSTC for its dedicated efforts in advancing the institution and encouraged participants, highlighting that perseverance can lead to the realization of the Center's vision. He also discussed upcoming reforms to improve the working environment and outlined plans to enhance the capabilities of the Office of the Head of Civil Service (OHCS) through staff capacity building.





## CIVIL SERVICE TRAINING CENTRE AND JAPAN INTERNATIONAL COOPERATION AGENCY VISITS SIERRA LEONE



The Civil Service Training Centre (CSTC) and JICA are jointly implementing a two-year project, set to conclude in February 2024, focusing on introducing a Learning Management System (LMS) and developing e-learning courses. Considering future collaboration, six officials from CSTC and JICA recently undertook a four-day trip to Sierra Leone from October 29 to November 1, 2023. The visit aimed to strengthen mutual understanding between Sierra Leone and Ghana, laying the groundwork for seamless project implementation. It also sought to facilitate dialogue on Civil Service Training reforms, sharing diverse approaches and experiences. Through JICA's ongoing support, CSTC aims to enhance its capacity to provide high-quality training, positioning itself to assist civil service institutions in the sub-region. The visit included courtesy calls, dialogues, and focus group discussions with Sierra Leonean counterparts to explore collaboration and build trust for future endeavours.



# COMPETENCY-BASED TRAINING IN CUSTOMER CARE FOR CSTC JANITORS ON 13TH NOVEMBER, 2023

As part of its core mandate to enhance the competency of public officers, the Civil Service Training Centre (CSTC) conducted a one-day Competency-Based Training in Customer Care for CSTC janitors on November 13, 2023. Aligned with the Training Policy and established appraisal system requirements, the training aimed to achieve the following objectives:

1. Enhance the effectiveness and efficiency of CSTC janitors by developing their skills and knowledge.
2. Improve the understanding of their roles as civil servants and enhance their attitude and performance in the workplace.

This initiative reflects CSTC's commitment to comprehensive development, ensuring that all staff contribute effectively to the overall goals of the institution.





Gender equality and women empowerment in the workplace are inherent and integral to the mandates of Civil Service institutions globally and in Ghana. CSTC acknowledges its mandate to deliver gender-sensitive edge-cutting training programmes to improve the functional effectiveness and efficiency of the Public and Civil Service staff, and other interested groups and individuals it trains.

### **Strategies for Promoting Gender Equality**

The Institute's strength is augmented with a Gender Coordinator to spearhead gender mainstreaming (GM) processes in the institution by OHCS.

For the year 2023, the Centre has adopted strategies to promote gender equality and social inclusion principles in all its activities. It has introduced GM Courses into the curriculum of its training programme. In addition, at least six (6) GM modules are being developed into CSTC's programmes, with advice on gender perspectives in programmes of the Centre being provided where appropriate.

It has also introduced innovation into the Learning Management System (LMS) Online materials development by developing a customised gender course as part of the programme. Plans are underway to build the capacities of staff and trainers in-house in GM to equip them with skills to integrate gender into all planned activities.

Further, in supporting a dynamic mentorship programme that seeks to mentor young female staff for improved organisational performance and productivity, an orientation workshop has been organised for 25 female staff to understand the tenets of the programme as well as their roles. Mentors and Mentees have been paired with clearly defined guidelines for effective implementation of the programme.

Importantly, the Centre has created a conducive atmosphere for the active participation of all members in decisions/meetings including junior staff.

In promoting inclusiveness for the socially disadvantaged and minority groups, the Centre has constructed within its infrastructural development 'access ramps' and disability-friendly pathways for the physically challenged staff, clients and the general public.

In conclusion, CSTC's equality and socially inclusive programmes have a ripple effect on staff and clients in equitably addressing the needs and concerns of men, women and socially disadvantaged clients in





## **MRS. DORA DEI-TUMI**

### **PRINCIPAL OF CSTC**

Dora is a human capital development and administration professional with over two decades' experience in the public sector. She is the Principal of the Civil Service Training Centre (CSTC) where she is responsible for the overall management of the development of the human resource of the Civil Service.

She rose from a training officer at the Government Secretarial School to become the Principal of the Civil Service Training Centre.

Dora holds an Executive Masters in Business Administration from GIMPA; an MA in Adult Education (University of Ghana) and a Bachelor's degree in Linguistics and Swahili. She has participated in several executive level training programmes such as Human Resource Management in Public Service Organizations (Civil Service College, Singapore), Leading Organizational Change and Transition (Civil Service College Accra), Women in Management at GIMPA to mention a few.







# CIVIL SERVICE TRAINING CENTRE

“A Centre of Excellence and a citadel of knowledge for Civil and Public Service training with empowered clients”



- ▶ The Establishment Secretariat of Ghana, which is now the Office of the Head of the Civil Service (OHCS), set up the Civil Service Training Centre in 1953 to provide training for lower and middle-level personnel in the Civil Service.

Access our registration portal online at

▶ [www.registration.cstcgh.com](http://www.registration.cstcgh.com)



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