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CIVIL SERVICE COMMISSION



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CIVIL SERVICE TRAINING INSTITUTE

CSTI Training Directory

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20 26



سہولت سکھانے کے لیے
CIVIL SERVICE TRAINING INSTITUTE

TRAINING DIRECTORY

تعلیمی سرگرمیوں کی فہرست

2026

USING THE TRAINING DIRECTORY



JOB SPECIFIC PROGRAM



CS ESSENTIAL PROGRAMS



ECONOMIC ANALYSIS & FINANCIAL MANAGEMENT



GOOD GOVERNANCE



LANGUAGE & COMMUNICATION



HUMAN RESOURCES MANAGEMENT & DEVELOPMENT



INFORMATION TECHNOLOGY & INNOVATION



PERSONAL DEVELOPMENT

LEVELS

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.



LEVEL 5

EX7



LEVEL 4

EX3 - EX6



LEVEL 3

MS3 - EX2



LEVEL 2

GS1 - MS2



LEVEL 1

SS1 - SS4

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MESSAGE FROM THE PRESIDENT OF CIVIL SERVICE COMMISSION

In recognition of advancements in digitalization, the Civil Service Commission places a strong priority on equipping civil servants with the competencies required to adapt to such developments, in compliance with Commission's mandate to strengthen public service capacity.

The Civil Service Institute Training (CSTI) Directory 2026 reflects our strategic focus on strengthening digital competencies across the civil service, while continuing to enhance professionalism, efficiency, and innovation.

Digitalization has significantly redefined today's workforce and service delivery mechanisms. To keep pace with these advancements, training and development in digitalization is essential for building a competent workforce equipped to meet the emerging needs of the civil service. Reinforcing digital capabilities enhances efficiency, fosters innovation, and facilitates effective execution of digital efforts across government bodies.

The Civil Service Training Institute supports this modernization through targeted programmes and tailored training solutions designed to address the specific requirements of ministries and local councils.

I encourage all civil servants and institutions to actively engage in the training opportunities provided and to leverage them as a means of driving organizational excellence and digital advancement across the public service.



Uz. Mohamed Mujuthaz

President

Civil Service Commission

MESSAGE FROM THE DIRECTOR GENERAL OF CSTI

It is a great pleasure to present Civil Service Training Institute (CSTI) Training Directory 2026. This directory aspires training opportunities for civil servants across the Maldives. In 2026, the Institution will introduce a range of initiatives aimed at strengthening its commitment to job specific and role based capacity development. Building on the progress and achievements of previous years, these initiatives are designed to respond to the evolving needs of the public service and its workforce.

Guided by the theme of 2026, "Digitalization for Enhanced Efficiency," increased prominence will be placed on webinars, public lectures, short term training programs and focused digital learning initiatives to equip Civil Service Staff with the skill sets and digital tools needed to deliver more efficient, transparent, and citizen centred services. Furthermore, initiatives to foster meaningful dialogue and raise awareness, seminars on Retirement Planning and Mental Health and Well-Being will be conducted. Finally, implementing a more results-oriented approach to capacity development by placing greater emphasis on identifying organizational challenges and performance gaps through audit findings and performance assessments.

Through the implementation of these strategic initiatives, the institution aims to foster a more people centered, digitally enabled, and future focused public service, strengthening performance while ensuring that training opportunities remain accessible to all civil service staff across the Maldives.



Zarana Ibrahim

Director General

Civil Service Training Institute

MANDATE OF CSTI

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.

MISSION

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

VISION

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

CORE VALUES OF MALDIVES CIVIL SERVICE



INTEGRITY



COMPETENCE



DISCIPLINE



DEDICATION



TIMELINESS

CIVIL SERVICE TRAINING POLICY IMPLEMENTATION



Training Policy Implementation



The responsibility for implementing the policy lies with CSTI, all civil service organizations, and every civil service employee.

ROLE OF CIVIL SERVICE ORGANIZATIONS TO IMPLEMENT THE TRAINING POLICY

- Training opportunities for employees (Local & International)
- Provide job related trainings during the year
- Conducting GAP analysis and training plan for the year ahead
- Evaluate trainings with employees' performance
- Induction Program for new recruits

REGISTER YOUR HR HEAD AND FOCAL POINT AT CSTI

The registered HR Head and Focal Point will receive emails regarding scheduled trainings and other different training and development opportunities conducted by CSTI. Email us at **csti@csc.gov.mv** to register or to change HR Head and Focal Point information.

THEME OF THE YEAR

Digitalization for Enhanced Efficiency

Under the theme “Digitalization for Enhanced Efficiency”, training programs will be designed to support employees strengthen their digital skills, tools and techniques. The key objective is to empower employees to perform effectively in a rapidly changing fast-paced digital environment.

The trainings offered under this theme will:

**Introduce digital tools and productivity applications
which will help to simplify workflows and
reduce manual workload**

**Support the civil service in moving toward an efficient,
transparent, and citizen-centered service providers**

Furthermore, Stay Up-to-date on our social media for Public Lectures and Webinars schedule for the year on trending topics.



TRAINING CALENDAR 2026

JOB SPECIFIC TRAININGS

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Management Development Program for Executives		RAMADAN	12 16				16 20			
Management Development Program for SC's (City, Atoll & Island Councils)								6 10		
Management Development Program for Hospital Executives						To Be Conducted July to October as per schedule				
Management Development Program for School Administrators								14 17		
HR Essential Skills						5 9				
Essential Skills for Financial Administrator									18 22	
Service Excellence for Managers and Supervisors of Service Centers	1 5									
Essentials of Service Excellence (for frontliners)			19 23							
Essential Skills for Support Service					28 JUN 2 JUL					

CS ESSENTIAL TRAININGS

	JAN - FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Induction Mentor Training (ToT)	8 9 FEB	RAMADAN								
Induction Mentor Training (Refresher)						19 20				
Performance Appraisal & Management System (TOT)			29 Mar 2 Apr							
Performance Appraisal & Management System (General)	21 22 JAN					16				
Performance Appraisal & Management System for Supervisors	18 19 JAN					12				
CS Gavaaidhu Awareness	25 26 JAN		7		23		11		13	24
Usoolu Training			To be conducted upon new or change in policy implementation							
VIUGA Training			To be conducted upon request							
Awareness of Training Policy			To be conducted upon request							
Implementing Training Policy (HR Heads and Focal Points)	1 2 Feb			10 11						
Service Charter Alignment		29 Mar				Focused Trainings				

CS ESSENTIAL TRAININGS (ONLINE)

	JAN - FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Induction Phase 2	1 FEB 5 FEB	RAMADAN		3 7			2 6			15 19
Induction Mentor Training (Refresher)						22 23				
Performance Appraisal & Management System (General)	20 Jan					15				
Performance Appraisal & Management System for Supervisors	20 Jan					13				
CS Gavaaidhu Awareness	28 29 JAN		8		24		12		14	25
Usoolu Training (Refresher Training)	11 Feb		29			22			28	
Implementing Training Policy (HR Heads and Focal Points)	4 5 Feb			6 7						

SHORT TERM TRAININGS - PHYSICAL

ECONOMIC ANALYSIS AND FINANCIAL MANAGEMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Bid Evaluation & Procurement	▲ ◆		5 9							
Internal Audit (Male' Sector)	▲ ◆					5 9				
Internal Audit (Atoll Sector)	▲ ◆		26 30							
Maaliyyathu Gavaaidhu	● ▲ ◆ ■ ★			3 7						
Preparing Financial Statements	▲ ★ ◆						9 13			
Public Sector Financial Management	▲ ★ ◆				21 25					
Stock, Record & Data Management	■							20 24		

GOOD GOVERNANCE

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Civil Service Introductory Program for Schools						JUL - OCT				
Effective Compliance and Ethics	▲ ◆		29 Mar 2 Apr							
Gender Equality and Women Empowerment	● ▲ ◆ ■ ★	8 12								
Awareness Session on Gender Sensitization	● ▲ ◆ ■ ★		16			23				
Good Governance in Public Sector	▲ ★ ◆						30 Aug - 3 Sep			
Shaping an Ethical Workplace Culture	● ▲ ◆ ■ ★		29 30 Apr				19 20			

LANGUAGE AND COMMUNICATION

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Effective Communication Skills	■ ▲		29 Mar 2 Apr							
Advance Communication Skills	◆ ★				28 JUN 2 JUL					
Presentation Skills	▲ ◆ ★						2 6			
Project Proposal & Report Writing	■ ▲	1 5								
Public Speaking	▲ ◆ ★		29 Mar 2 Apr							
Research Proposal Writing	■ ▲ ◆						9 13			
Research Writing	■ ▲ ◆						16 20			
دوره‌های مهارت‌های ارتباطی	▲ ◆ ★				21 25					
دوره‌های مهارت‌های ارتباطی 1	● ▲ ◆ ■ ★		12 16							
دوره‌های مهارت‌های ارتباطی 2	● ▲ ◆ ■ ★		19 23							
دوره‌های مهارت‌های ارتباطی و نوشتاری	● ▲ ◆ ■ ★			10 14						

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Coaching Skills & Mentoring	▲ ◆ ★				28 JUN 2 JUL					
Digitalization of HRM in the Public Sector	▲ ◆ ★						2 6			
Effective Leadership for Supervisors	▲ ◆						30 AUG 3 SEP			
Employee Relations	▲							20 24		
Event Management	■ ◆ ▲			3 7						
Human Resource Management for Supervisors	▲ ◆		26 30							
Interview Panelist Training	▲ ◆ ★	8 12								
Administrative Skills	▲ ◆ ★								4 8	
Managing HR Processes, Culture and Change	▲ ◆		12 16							
Project Management	■ ▲		29 MAR 2 APR							
Public Relations	▲ ◆					19 23				
Strategic Leadership	▲ ◆ ★				21 25					
Team Building	■ ◆ ▲							6 10		

INFORMATION TECHNOLOGY & INNOVATION

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Advanced Computer Skills	<div> <div>■ ▲</div> <div>◆ ★</div> </div>	8 12					30 AUG 3 SEP			
AutoCAD for Beginners	<div> <div>■ ▲</div> <div>◆ ★</div> </div>		19 21							
Cyber Security for Everyone	<div> <div>● ▲◆</div> <div>■ ▲★</div> </div>				28 29					
Graphics Designing	<div> <div>■ ◆</div> <div>▲</div> </div>						2 6			
Microsoft Office 365 Excel	<div> <div>■ ◆</div> <div>▲ ★</div> </div>		26 30							
Microsoft Office 365 Package	<div> <div>■ ◆</div> <div>▲ ★</div> </div>					5 9				

PERSONAL DEVELOPMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Conflict Mediation and Negotiation	▲ ★ ◆ ★						9 13			
Developing a Growth Mindset for Success	■ ▲ ◆ ★		29 Mar 2 Apr							
Emotional Intelligence	▲ ◆						30 AUG 3 SEP			
Enhancing Employability with Health and Safety	■ ◆ ▲				28 JUN 2 JUL					
Increasing Performance with Positive Mindset	▲							20 24		
Interpersonal Skills	▲ ◆								18 22	
Motivation, Persuasion and Creativity	■ ▲					12 16				
Positive Thinking and Positive Attitude	■ ◆ ▲						16 20			
Problem Solving and Decision Making	▲									15 19
Stress Management	● ◆ ■ ▲ ★				21 25					
Work Life Balance	■ ◆ ▲		12 16							

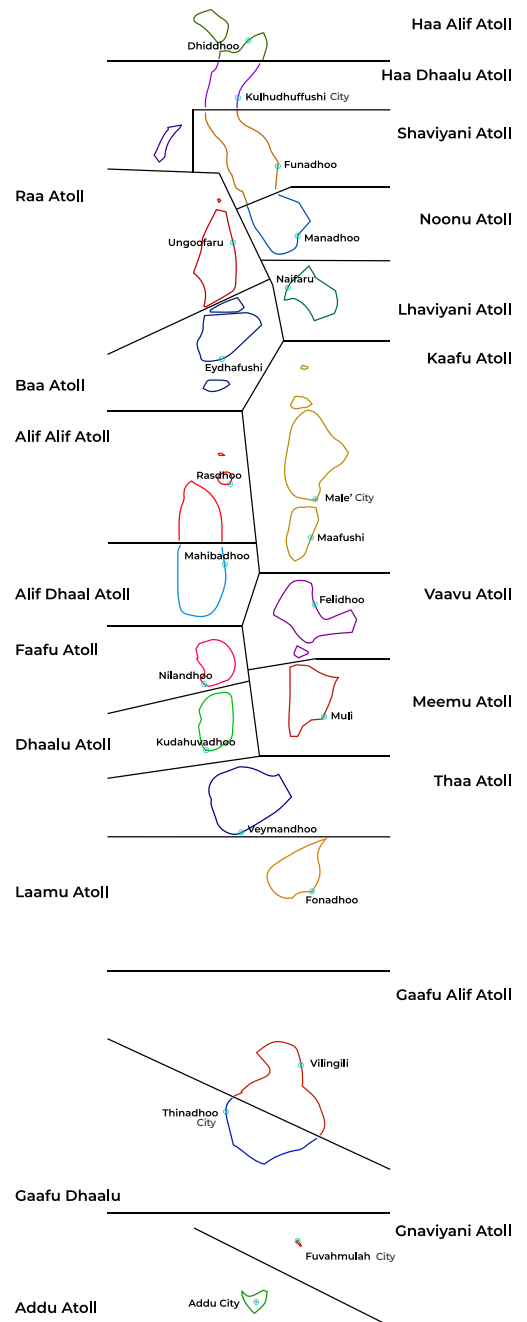
ATOLL TRAININGS

CAPACITY DEVELOPMENT PROGRAM

Every year, Capacity Building Programs are conducted for selected atolls. These programs help to develop the civil service officials working in the atolls to enhance their skill-sets needed to perform their day-to-day tasks.

REQUEST TRAININGS

In addition to our scheduled trainings, we also offer trainings upon request from civil service offices. These trainings can be arranged via emails or letters sent to CSTI and can be customized to meet the specific needs of the organizations. Our offered programs are listed on pages 30-32.



ONLINE TRAININGS FOR ATOLL AND ISLAND INSTITUTIONS ONLY

ECONOMIC ANALYSIS AND FINANCIAL MANAGEMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Internal Audit	▲ ◆	1 5								
Maaliyyathu Gavaaidhu	● ▲ ◆ ■ ★					19 23				
Stock, Record & Data Management	■							14 17		

GOOD GOVERNANCE

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Effective Compliance and Ethics	▲ ◆		5 9							
Gender Sensitization	● ▲ ◆ ■ ★				18					
Awareness Session on Disability Sensitization	● ▲ ◆ ■ ★					9				
Shaping an Ethical Workplace Culture	● ▲ ◆ ■ ★		29 30					16 17		

PERSONAL DEVELOPMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Stress Management	▲ ◆	5 9								
Positive Thinking and Positive Attitude	● ▲ ◆ ■ ★							6 10		
Problem Solving and Decision Making	■					19 23				

LANGUAGE AND COMMUNICATION

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Effective Communication Skills	■ ▲					5 9				
1 تَرْبِيَة مُرَقَّرَة	● ▲ ✦ ■ ▲ ★							20 24		
2 تَرْبِيَة مُرَقَّرَة	● ▲ ✦ ■ ▲ ★							27 - 1 OCT		

INFORMATION TECHNOLOGY & INNOVATION

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Cyber Security for Everyone	● ▲ ✦ ■ ▲ ★		29 MAR 2 APR							
Graphics Designing	■ ▲ ✦					12 16				
Microsoft Office 365 Package	■ ▲ ✦							6 10		

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT

	LEVEL	FEB	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Management Skills for Administrative Professionals	▲ ✦ ★		5 9							
Effective Leadership for Supervisors	▲ ✦					12 16				
Digitalization of HRM in the Public Sector	▲ ✦ ★							27 Sep - 1 OCT		

MONTHLY SPECIAL PROGRAMS

The Monthly Special Programs of 2026 has been designed to assist in transforming work cultures and to improve service delivery. Incorporating the theme “Digitalization for Enhanced Efficiency” participants will explore tools and techniques to support smarter and productive work.

AREAS COVERED

AI Basics for Efficiency

Service Excellence

Ethical Workplace Culture

JANUARY

MINISTRY OF HIGHER EDUCATION LABOUR AND SKILL DEVELOPMENT
MINISTRY OF TOURISM AND ENVIRONMENT

FEBRUARY

MINISTRY OF DEFENCE
MINISTRY OF CITIES, LOCAL GOVERNMENT AND PUBLIC WORKS

APRIL

MINISTRY OF FINANCE AND PLANNING
MINISTRY OF ISLAMIC AFFAIRS

MAY

MINISTRY OF TRANSPORT AND CIVIL AVIATION
MINISTRY OF YOUTH EMPOWERMENT, INFORMATION AND ARTS

JUNE

MINISTRY OF CONSTRUCTION HOUSING AND INFRASTRUCTURE
MINISTRY OF AGRICULTURE AND ANIMAL WELFARE

JULY

MINISTRY OF EDUCATION
MINISTRY OF DHIVEHI LANGUAGE CULTURE AND HERITAGE

AUGUST

MINISTRY OF HOMELAND SECURITY AND TECHNOLOGY
MINISTRY OF SPORTS FITNESS AND RECREATION

SEPTEMBER

MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
MINISTRY OF HEALTH

OCTOBER

MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE
MINISTRY OF FISHERIES AND OCEAN RESOURCES

WORKSHOPS

UPSKILLING ADMINISTRATIVE PROFESSIONALS

This is a workshop for administrative professionals to upskill and equip them with the required competency to perform their roles and job tasks. Including refresher sessions on policies and standard procedures, participants will gain exposure to best practices that will enable them to improve the service delivered and their work habits.

OBJECTIVES

- To upskill administrative professionals with the necessary knowledge and aptitude to apply in the job roles.
- To instill leadership skills needed to take an initiative role in disseminating tasks.
- To enhance team synergy in accomplishing tasks efficiently and effectively / competently.



TARGET AUDIENCE

Administrative Professionals



SCHEDULE

February



MALDIVES CIVIL SERVICE CONFERENCE 2026

THEME

**Future-Ready Responsive Governance:
Empower People, Embrace Agility, Enhance Services**

Thematic Tracks

The conference will be organized into eight thematic tracks to guide the preparation of abstracts, papers, and discussions:

Transforming Governance

Service Excellence

Digital Transformation

Safe Work Initiatives

Modernization and Reform

Diversity and Inclusion

Mentorship and Coaching

Leadership Challenges

15 Feb

Abstract Submission Deadline

30 April

Paper Submission

7-9 June

Conference Dates

For more information email us at mcsc@csc.gov.mv

SEMINARS

WORKPLACE MENTAL HEALTH AND WELL BEING

In collaboration with National Mental Health Department (NMHD) this seminar is focused to cultivate healthy workplaces by promoting awareness and understanding on mental well-being at professional environments. This seminar aims to equip participants with the knowledge to recognize mental health challenges, reduce stigma and foster resilience.



Tentative date: October 2026

RETIREMENT PLANNING

This seminar is designed to help eligible retirees to gain essential knowledge on retirement planning, and a smooth transition towards a purposeful retirement. Through expert-led sessions participants will receive guidance on financial planning and healthy ageing. Additionally, the seminar will provide awareness on applicable policies of various government institutions.



Tentative dates: February 2026

PROGRAMS FOR EXECUTIVES

ORIENTATION PROGRAM FOR PERMANENT SECRETARIES & SECRETARY GENERAL'S

This program has been designed for newly recruited Permanent Secretaries and SGs to provide essential knowledge required to execute their roles and responsibilities for effective administration. Specifically focusing on Civil service regulations, policies, and procedures required to carry out their respective roles efficiently.



RETREAT FOR PERMANENT SECRETARIES & SECRETARY GENERALS

This program aims to foster a dynamic environment for robust dialogue to address key opportunities and challenges faced by the organizations and civil service at large.

Tentative dates: 10th – 11th June 2026



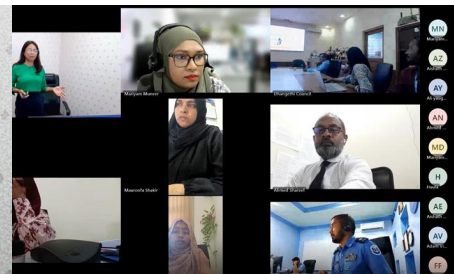
PUBLIC LECTURE SERIES

The Public Lecture Series is a CSTI initiative designed to enrich the knowledge and professional development of civil servants across the public service. Open to all civil servants, the series features lectures delivered by distinguished experts from diverse fields, offering valuable insights into topics relevant to the evolving public sector landscape. Conducted quarterly, each lecture is led by a different speaker, bringing varied perspectives and thought leadership to contemporary public sector issues.



WEBINAR SERIES

The CSTI Webinar Series was introduced in response to the pandemic to provide a flexible and accessible platform for continuous learning. Since its inception, the series has expanded to deliver a wide range of expert-led sessions that enhance skills, deepen professional knowledge, and keep participants informed of emerging trends and best practices. Hosted by experienced practitioners and delivered via Microsoft Teams, the webinars are designed to meet the learning needs of today's workforce, anytime, anywhere.



CORPORATE TRAININGS

CSTI offers variety of corporate trainings to all interested government organizations. The trainings can be conducted upon request via mail to CSTI and it can be customized according to the client's needs.

Discover Your True Leadership Potential

Before we can lead others with influence and confidence, we must first find the inner qualities and strengths to lead ourselves with conviction.

Organizational Behavior: How to Manage People

Designed for human resource professionals, this program will provide a deeper understanding of employees at individual and group levels, employee productivity, motivating along with creating and sustaining a healthy organizational culture.

Work-life Balance; Professional & Personal Well-being

Employees tend to feel more motivated and less stressed out at work, which thereby increases organizations' productivity.

Corporate Language Training

A well-tailored language training for the corporate sector, combined with both Dhivehi and English Language that will provide the participants an opportunity to refresh some of the most essential language components required in the work life of the corporate managers and their staff.

Pathway to Peak Performance

Making the most of your employees' competencies mean more than simply motivating them.

Success is a Choice

Often it is our choices that lead us to success or failure. Mastering the right tactics help you to decide a choice for your pathway to success.

For Customized Training Programs contact us at: Phone: 3307370 ; Email: csti@csc.gov.mv

سَوُوْهُ سَوُوْهُ رُوْمِي سَوُوْهُ

سَوُوْهُ سَوُوْهُ سَوُوْهُ اِذَا نَجَّيْتَهُ مِّنَ الْغَمِّ مَخْرُجًا دَعَاكَ مِّنَ الْمَنَازِلِ اِذَا سَأَلَكَ عِبَادُكَ عَنِّيْ اَوْ اِذَا نَزَلَ عَنِّيَ الْقُرْآنُ اَوْ اِذَا خَرَجْتُ لِمَا يَمُرُّ بِهِ الْعَمَلُ لِمَنِ الْاَمْرُ اِنَّكَ اَعْلَمُ الْغُيُوْثِ

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وَبَشِّرِ الصَّالِحِينَ الَّذِينَ إِذَا أُتُوا بِآيَةٍ مِنْ رَبِّهِمْ إِذَا يُتْلَىٰ عَلَيْهِمْ آيَاتُ الْقُرْآنِ اتَّخَذُوا الرَّحْمَنَ عِلَّةً ۖ وَكَانُوا سَمِيعِينَ ۚ

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exam@csc.gov.mv ޅަވަވުމުގެ ތެރެއިން ފޯމު ފުރިހަމަކުރުމަށް ދަންނަވަމެވެ.

JOB SPECIFIC PROGRAMS

MANAGEMENT DEVELOPMENT PROGRAM FOR EXECUTIVES

This program is a comprehensive training initiative designed to equip senior and mid-level managers with the strategic, leadership and decision-making skills, enhancing ability to lead high-performing teams, manage complex organizational dynamics, and institutes productivity.

MANAGEMENT DEVELOPMENT PROGRAM FOR SGs

This is a specialized training designed to equip individuals in the role of Secretary General with strategic planning, leadership and organizational management skills. This program focuses on the unique challenges faced by Secretary Generals in leading organizations, coordinating with diverse stakeholders, managing governance processes, and ensuring smooth operations for public service.

MANAGEMENT DEVELOPMENT PROGRAM FOR HOSPITAL EXECUTIVES

The training is modeled to enhance the leadership capabilities of hospital executives, enabling them to drive organizational growth, improve patient care, and navigate the complexities of healthcare management in the health sector of Maldives.

MANAGEMENT DEVELOPMENT PROGRAM FOR SCHOOL ADMINISTRATORS

A targeted program to build leadership, management, and administrative competencies among school administrators. It focuses on effective governance, operational efficiency, and people management. The program supports improved school performance and service delivery.

SERVICE EXCELLENCE PROGRAM FOR MANAGERS AND SUPERVISORS OF SERVICE CENTERS

Enhancing the leadership, management, and customer service skills of individuals in managerial and supervisory roles within service-oriented environments. This program focuses on equipping leaders with the tools and techniques to deliver exceptional service, motivate teams, and drive operational efficiency in service centers, ensuring customer journey satisfaction.

JOB SPECIFIC PROGRAMS

ESSENTIALS OF SERVICE EXCELLENCE FOR FRONTLINERS

This is a dynamic and interactive training program specifically designed for front-line staff who directly interact with customers in service environments. This program equips participants with the essential skills, attributes, and knowledge needed to deliver exceptional customer service, exceed client expectations, and contribute to building a positive, customer-centric culture within the organization.

ESSENTIAL SKILLS FOR FINANCIAL ADMINISTRATORS

This program focuses on strengthening key competencies such as budgeting, financial reporting, compliance, and financial analysis, enabling financial administrators to support organizational goals while ensuring accuracy, efficiency, and compliance in financial practices.

HR ESSENTIAL SKILLS

This program focuses on the core competencies required to manage key HR functions, including recruitment, employee relations, performance management, compliance, and talent development, while fostering a positive and productive organizational culture.

ESSENTIAL SKILLS FOR SUPPORT SERVICE

This training focuses on developing core competencies such as communication, problem-solving, time management and technical proficiency. Furthermore, Civil Service Regulations and Performance Management information are provided.

OFFERED PROGRAMS

Good Governance

1. Civil Service Gavaaidhu
2. Civil Service Introductory program for schools (awareness)
3. Effective Compliance and Ethics
4. Gender Equality and Women Empowerment
5. Gender Sensitization
6. Good Governance in Public Sector
7. Induction Mentor Training
8. Induction Phase 2
9. Performance Appraisal & Management System
10. Shaping an Ethical Workplace Culture
11. Training Policy Implementation
12. VIUGA Trainings

Language and Communication

1. Advanced Communication Skills
2. Effective Communication Skills
3. English Language for Workplace
4. Presentation Skills
5. Project Proposal and Report Writing
6. Public Speaking
7. Research Proposal Writing *NEW
8. Research Writing

9. *අධ්‍යයන දැක්ම*

10. *ආයතනික සන්නිවේදන*

11. *ආයතනික සන්නිවේදන 2*

12. *දේශීය සන්නිවේදන මාර්ග*

Economic Analysis & Financial Management

1. Bid Evaluation and Procurement
2. Financial Management
3. Internal Auditing
4. Maaliyathu Gavaaidhu
5. Preparing Financial Statements
6. Public Sector Financial Management
7. Stock, Record and Data Management

Human Resource Management and Development

1. Administrative Skills
2. Change Management
3. Coaching Skills & Mentoring
4. Digitalization of HRM in the Public Sector *NEW
5. Effective Leadership Skills for Supervisors
6. Employee Relations
7. Event Management
8. General Management and Leadership
9. Human Resource Management for Supervisors
10. Interview Panelist Training
11. Management Skills for Administrative Professionals
12. Managing HR Processes, Culture and Change
13. Perfect Receptionist
14. Project Management
15. Public Relations
16. Strategic Leadership
17. Team Building
18. Workplace Ethics

Information Technology & Innovation Department

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

Personal Development Department

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

Others

1. Induction Program
2. Civil Service Recruitment Exam
3. Self-Learning Training Pack
4. Corporate Training Programs

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GALLERY









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