



CHARLES  
TELFAIR  
INSTITUTE

# CHRONICLES

DECEMBER 2016



Towards a better tomorrow



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## EDITORIAL

The main theme of the last issue of *Chronicles* for 2016 is 'Contributing towards a better tomorrow.' A theme rich with untold possibilities, visions of a great future and dreams of a better tomorrow. And above all, a theme which epitomizes CTI and its pioneering role in the arena of private tertiary education in Mauritius.

In the pages that follow, we advocate the need for academic institutions to enhance even more the quality and relevance of their offerings. We believe that this can be achieved if institutions make applied research and the work readiness of their graduates, their key priorities. We predict that the work-integrated learning approach, one that will ensure that our graduates are as ready as possible when they transition from the cocoon of their academic world to the harsh realities of the workplace, will become a key strategy for both curriculum designers and lecturers alike.

In this issue too, our Executive Director bids us a fond farewell. Seventeen years after his hesitant steps into the academic world, this true pioneer is retiring to devote himself to his very first passion: "Writing and more writing," as he puts it.

### EDITORIAL TEAM

Eric Charoux (Editor)  
 Jeremy Charoux  
 Abdallah Goolamallee  
 Fiona Grant  
 Claire Moran  
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 Shwetum Beekaree (*page Layout*)

# Contributing to Nation-building

**"M**aking tomorrow better" often takes a village, if not a whole nation. It was once postulated that a nation is not defined by its borders or the boundaries of its land. "Rather, a nation is defined by adverse people who have been unified by a cause and a value system and who are committed to a vision for the type of society they wish to live in and give to the future generations to come." These wise words from Tara Fela-Durotoye, the famous Nigerian makeup artist and lawyer regarded by Forbes as one of the twenty Young Power Women in Africa, resonate with the CTI community. As our country enters the 21st century, during which, more than ever, Nation-building will become a key construct - one which our Government, public and private sectors will have to do their utmost to support and propagate.



## What it means

Formally, nation-building is the process through which a country constructs or consolidates a national identity using the power vested into the state. Its primary aim is the unification of its citizens so that the state remains a politically stable and viable entity in the long term.

## Who is responsible?

Is nation-building the preserve and responsibility of the elite – the powerful and wealthy, or those people brimming with patriotism and dedication to a cause? Or is it something that is within the reach of every citizen? We believe it's the latter - for this important construct to occupy its rightful place in this country, in any country, it must become the concern of every citizen, irrespective of gender, racial origins or position in society. Everyone must and can become capable of nation-building.

## How is nation-building achieved at CTI?

The Charles Telfair Institute contributes to nation-building when:

- **We educate, year after year, more and more students.**  
Our mission as a university is to teach knowledge and impart skills. Both are, of course, vital to building a nation.
- **We perform our jobs in the best possible manner.**  
And by 'best' is meant to never be satisfied with mediocrity or the minimum. Let us therefore search for excellence and wear a smile as we do so, so that we may end up brightening someone else's day. For lecturers and staff at CTI, 'best' implies preparing our lessons diligently, delivering them professionally, and displaying a genuine concern for the welfare and holistic development of our students. For researchers at CTI, 'best' means engaging in knowledge creation that will lead to the betterment of society. And for students at CTI, it requires them to cultivate values such as honesty, responsibility, hard-work, and compassion – values that will enable them to lead the nation one day.
- **We say no to negativity.**  
Let's say a deliberate NO to spreading negativity to others around us, at work or at home. Instead, let us truly live one of CTI's most cherished values: the ability to dream and think in an audacious and creative manner; to take calculated risks and persevere in spite of obstacles and setbacks.
- **We engage into initiatives that reflect our commitment to nation-building.**  
From early childcare education to work-integrated learning and research, the columns of *Chronicles* are replete with examples of how CTI continues to make a difference in Mauritius.

There are indeed many opportunities that come to us daily for nation-building. We need to recognise them and act upon them. Each one of us has to take some responsibility to make our nation great – no matter how small and insignificant it may be perceived.

## How CTI contributes to nation-building

As this country's leading private academic institution, CTI has contributed significantly to nation-building. During the past 17 years, it succeeded in

- Delivering 677 modules as per the international norms and standards of its Australian academic partners
- Producing not fewer than 8539 graduates
- Assisting 22 of its own staff embark on postgraduate programmes
- Contributing to research by sponsoring academics on local and international conferences for paper presentations, encouraging academics to publish in peer-reviewed journals, applying for and obtaining grants to work towards resolving societal issues
- Erecting the most modern campus on the island



# Quality Education for All: Leading the way through research

**H**ow can we provide quality education to all Mauritian children, regardless of their social background, learning capabilities, physical appearance, gender, and ethnicity? How can we improve teaching and learning in our schools so that we end up justifiably proud of what we have achieved? These are some of the challenging questions a team of researchers at CTI recently set out to answer as they searched for ways and means of producing a better tomorrow.



Within an ever-changing society and learning community in Mauritius, there is a need for teachers to further improve their skills, knowledge, and attitudes in order to work effectively within their diverse classroom. It is thus crucial to examine the current state of inclusive education in Mauritius from the teachers' perspective. For this reason, primary and secondary school teachers were invited, in July 2016, to a one-day Education workshop held at CTI.

Over 350 teachers accepted our invitation and shared their opinions as they discussed ways of improving teaching and learning in our schools. We use the opportunity to introduce them to the TESSA toolkit for inclusive education: an online teacher-training tool that can be used freely for professional development. TESSA provided those present with an opportunity to self-reflect, collaborate with colleagues, and experience the usefulness of online resources.

*Chronicles* understands that the next step of the research is to evaluate the effectiveness of this toolkit and formulate best practices in teachers' training in inclusive education for Mauritius. This research project is funded by the Mauritius Research Council and is expected to be concluded in June 2017.

When questioned about the ultimate goal of the research project, Dr Fiona Grant replied: *"We wish to truly understand the challenges faced by our teachers in providing quality education. Next, to determine how we can support them in their endeavour. We believe that this research will generate important information that can lead to better teacher training and best practices in schools. We will of course make sure to share and diffuse our findings in the hope that they will have a real impact on our educational system."*



**Quality for All research team: Odylle Charoux, Dr Fiona Grant, and Isabelle Domijan.**



Odylle Charoux



Dr Fiona Grant



Isabelle Domijan

# "The desire to help people learn, grow and develop. Interview of Professor Eric Charoux

**O**ur Executive Director, Eric Charoux, retires at the end of this year, having spent 17 years setting up and transforming the Charles Telfair Institute into the country's leading private academic institution. Chronicles met with him – not an easy task, as the interview below attests.



Prof Eric Charoux

**Q1:** Let's start at the beginning. What prompted you to go into the field of Education?

When I left College du St Esprit in 1969, I remember clearly standing in front of the iron wrought portal and arms stretched out, I swore loudly that I would never, ever again set foot into an educational institution. I hated school!

**Q2:** You are not answering my question! Why did you go into teaching if you hated school?

I guess it's a calling – the desire to help people learn, grow and develop. All true teachers have it in them, one way or the other. It's the only way we can prepare for a better tomorrow.

**Q3:** In 1998, you came back to Mauritius and associated yourselves with DCDM to launch the DCDM Business School. Why come back?

By that time I was married with three kids and the situation in South Africa, as you know, was deteriorating. Odylle and I did what so many have done and are still doing: look for greener pastures. Mauritius at the time, was going through an economic boom. It was therefore a logical option.

**Q4:** Why DCDM?

I came and spent a week here during which I met two old friends who strongly advised me to associate ourselves with DCDM: Gilbert Ahnee,

then Rédacteur-en-Chef of Le Mauricien and Jacques de Marassé Enouf, then Personnel Director of the Food and Allied Group. I was reluctant initially as I thought DCDM was only a bunch of accountants. Eventually I did phone the Managing Partner at the time, Jean Marc Harel, and to cut a long story short, we arrived here a year later. I was employed at DCDM as Partner and Odylle as Training Centre Manager.

**Q5:** Highlights of your career?

There are many. The phenomenal growth of the Institute. Its unequalled reputation as a home-grown institution. The splendid campus in Moka. To have become the first academic institution to have been given degree-awarding powers. The growth of our Corporate arm. Managing a staff of 110. Having produced 8539 Mauritian graduates. Having spent 17 years recruiting, identifying, grooming and developing many, many academics. The ability to secure a sound and growing partnership with our Australian partners.

**Q6:** You've done all this by yourself?

Of course not! Teamwork, teamwork, and more teamwork – that's what it's all about! The Queen played a vital and vital role in all this. Without the Queen, none of this would have existed! She knows it, I know it, you know it, we all know it, the whole world knows it!

**Q7:** The Queen - Odylle Charoux?

Yes - obviously!

**Q8:** And?

And the team! Without the team, a strong Management team, a team capable of envisioning the future and delivering the goods, capable of ensuring quality, outstanding customer service and innovating, all this would have never happened. Similarly, without a team of academics and support staff, a strong team

dedicated and motivated, none of this would have happened.

**Q9:** Seventeen years is a long time. What has changed over the years?

I'll tell you what: the level of sophistication required to survive in this rapidly changing world of ours. It's a fact: when you compare the way we managed 17 years ago, the way we taught, we researched, with that of today, the differences are staggering. Everything today is more sophisticated, more complex and more globalized. And we are today, most fortunate in having as our main shareholder, the Eclosia Group which not only believes in what we are doing but are willing to give us their full support.

**Q10:** Lessons learnt?

Many here as well. The importance of knowing yourself as an individual and as an organisation. The importance of having a clear vision and make this vision become reality. The power of collective intelligence, never to think that you are a one-man show. The willingness to go where few are prepared to go. The importance of obsessing about your customer. The importance of a well-designed and orchestrated succession plan. Many indeed!

**Q11:** "Succession plan" – who's the next boss?

Our son, Jeremy. He's already in charge.

**Q12:** Like you: boisterous, unconventional, difficult?

Not at all. More like his mother: polished and proper.

**Q13:** Your legacy?

The importance of knowing oneself. A strong team. A modern campus. And above all, the foundations for a future Mauritius, a better Mauritius.

**Q14:** Your own future?

Write, write and write. Then die.



# When Students collaborate with Industry

**W**ork-Integrated Learning (WIL) is a relatively new buzzword in academic circles. The idea is simple: Ensure that your students will undergo experiences that will prepare them better for their future jobs. This approach is currently being adopted around the globe. CTI's own emphasis is to provide our students with the opportunity to work on real-industry projects, helping them to develop the necessary skills to enter and survive within the Mauritian and global workforce. This article will outline six such projects in partnership with three separate organisations.

## *SBM and Proximity BBDO Indian Ocean*

CTI's third-year Bachelor of Commerce students, enrolled in the unit 'Information Systems and Technology Projects' are engaged in five different projects for SBM and Proximity BBDO Indian Ocean. These projects are part of the students' main assessment for the unit and require them to design and build software programmes in consultation with these organisations. They include a Loan Calculator Programme, Forex Exchange Programme, a Merchant Discount Programme, an internal Photo Competition project and the Social Dealer project.

CTI Academic, Geshwaree Huzooree, commented that "these projects require students to apply the skills they've learnt over their three years of study at CTI. To complete the projects successfully, they must analyse systems and design software, use their coding knowledge, think critically, work well in teams, meet deadlines, consult with industry professionals and apply their project management skills. These are of course skills that any employer will require and value from any job applicant."

## *Allegra Creations Ltd*

In January 2016, Allegra Creations Ltd, part of the Poncini Group, worked with four CTI Accounting and Finance students over a six-week period. The students, Ghanishta Gungaram, Kelly Li, Yasiirah Bakridan and Ibreeze Seerally, undertook an internal audit of the organisation which they presented back to the management of the company. The report included the students' findings on retail analysis (internal & external processes), inventory management, profitability, SWOT analysis, risk analysis, and proposed recommendations.

The students found their experience enriching as it "contained many things new to us, namely what the real world of work is like, its challenges and the need to adapt to different work environments."



Career Festival 2016

# Academic and Industry-related Workshop run by Sonia Ferns

**D**uring her brief visit to Mauritius in September, Course Review Manager Sonia Ferns, the staff member responsible for overseeing the quality of courses offered by Curtin University world-wide, ran an academic and industry-related workshop for all CTI academics.



Sonia Ferns

The workshop focused on identifying and understanding the role that academics and industry can play in providing our students with authentic learning experiences that will prepare them for a better tomorrow.

According to Ms Ferns, a three-way partnership involving the students, industry and university is fundamental in order to produce graduates that can deliver as soon as they leave universities. As such, she put much emphasis on the relevant framework and skills needed to ensure that work-integrated learning remains a focus within our teaching and learning practices.

Sharing her impressions of CTI, Sonia Ferns said the Institute's reputation is now well-established and represents a strong foundation for an even greater WIL partnership with industry.



## CTI contributes to community development

**D**uring the past decade or so, the Mauritian Government has taken some important measures towards alleviating poverty and ensuring a better future. These measures are well known and range from making it mandatory for firms to contribute two percent of their profit after tax towards CSR initiatives, to the launch of a Marshall Plan Against Poverty, one currently being finalised by a team of UNDP Experts.

In this context, CTI has been at the forefront of building capacity to help alleviate poverty in Mauritius. Since 2011, CTI has trained students on the Certificate and Diploma of Community Services Work. This course is aimed at enabling social workers to make a real difference in the community they work or live in.

Those CTI alumni who work for community services organisations and NGOs have managed to professionalise the way they fight poverty and empower their communities thus helping in building a better Mauritius. According to Mariam Gopaul, "It isn't an easy task but we have the power to make a difference and contribute to a better Mauritius - so let's do it!"





# 50th year celebration and re-brand

**2016** marks the celebration of the 50<sup>th</sup> Year of the Food and Allied Group – a time to celebrate the past and inspire the future. Most importantly, Food and Allied became Eclasia. In honour of the milestone reached, the Group invited shareholders and partners to celebrate as they put on display an undeniably amazing exposition. The expo, which was made from recycled cardboard paper, recognised and paid tribute to each major company of Eclasia. As visitors made their way through the Expo, they were also exposed to Eclasia's history, which was beautifully illustrated with the use of creative designs to really give visitors an "experience" rather than just a visit.

*Passion, People, Ethics, Integrity, Entrepreneurship, these are the values that were reinforced by both Michel and Cédric de Spéville during their respective addresses.*

50-Year  
Celebration  
at La Carrière,  
Moka





# anding of the Food and Allied Group

A  
glimpse  
of the Eclasia  
Expo at  
La Carrière,  
Moka



# Building Capacity for Research

**C**TI's academic partner, Curtin University, has been very much involved into providing training to CTI academics with the view of upgrading our current and future research capabilities. In September 2016, Prof Alan Nankervis visited us to provide advice, support and feedback to our academics enrolled on PhD Programmes.



Prof Alan Nankervis

Alan Nankervis has an impressive pedigree: he is a professor of Human Resource Management in the School of Management, Curtin Business School, and was previously the Research Director of the School. He has also worked at the University of Western Sydney and RMIT University and has been on the editorial committees of various academic journals. His current research interests include comparative Asian models of HRM, challenges of the ageing workforce, skill shortages and skill development in the Asia Pacific, and talent management issues. He is also the Chair of the Australian Human Resources Institute's accreditation committee.

During his two-day visit at CTI, Professor Nankervis conducted various workshops on the topic of 'academic writing for journals'. The first session, intended for CTI academics only, was focused on Reviewers' expectations with regards to the contents of an academic article. Workshop delegates learned the art of reviewing an article for submission. "The exercise gave the academics an opportunity to look at an article from the reviewer's perspective and will certainly prove to be beneficial to those who are planning to publish in the near future," commented Prof Nankervis.

A similar exercise was run for students enrolled in the Master of International Business programme.

The final session consisted of presentations by CTI academics enrolled in PhD programmes, followed by feedback from Prof Nankervis and the audience. During the presentations, the staff spoke about their progress as well as the challenges

and difficulties they are encountering during the process of writing a PhD dissertation. Afterwards, one of the lecturers commented: "Prof Nankervis provided very good feedback on our progress and most importantly gave valuable advice based on his extensive experience as researcher."

## Ensam NuKapav

**C**TI's Project #NuKapav in collaboration with the Global Rainbow Foundation NGO is an example of "service-learning", an offshoot of Work Integrated Learning which combines altruism and social justice with the development of employability skills in an authentic work environment.

Run by CTI Design, Mass Communication and Law students under the guidance of their two lecturers, David De Lapeyre and Loga Balla Soupramanien, #NuKapav is a campaign aimed at raising awareness about the difficulties faced by People with Disabilities (PWDs) in Mauritius, their rights, and their potential if given equal opportunities.

Along with the #NuKapav identity, CTI students designed a number of campaign artefacts which included billboards, videos, and brochures. They also organised advocacy sessions with children and a social media campaign for which they had ample opportunity to apply concepts and techniques learnt in class. "We learnt to work in a cross-functional team, to communicate with a real client and to manage our time efficiently to meet deadlines," indicated one of the students on the #NuKapav team as he mulled over the soft skills demonstrated.

For many of the CTI students involved, the project also triggered a lasting desire for a disability-friendly Mauritian society. A number of the campaign participants have since pledged allegiance to the cause and strongly believe that as a group, they can win the fight for an inclusive society. After all, "ensam nu kapav"!





# Mr Cassam Uteem: “The youth of Mauritius must promote ethics.”

**A**s part of its initiative to promote ethical citizenship, CTI welcomed Mr. Cassam Uteem on Tuesday 1 November to talk about “The importance of ethics in work, life and citizenship.”



Mr. Cassam Uteem

During his speech, Mr. Uteem began by highlighting the different dimensions of ethical behaviour from a citizenship, academic and business perspective. “As global business develops, larger corporations tend to outsource production to poorer nations to cut costs and become more competitive. In many such cases, business ethics are ignored or simply violated,” stressed Mr. Uteem before emphasising the importance of a global ethical mindset in a world where integrity is all too often underrated or simply violated.

The longest serving President of Mauritius (June 1992 to February 2002) went on to request those present to ponder over the principle of consequentialism and to reflect on a number of dubious codes of ethics formalised in the local context.

When asked about the ethical dilemmas which he had to face as President of Mauritius, Mr. Uteem spoke about his mental struggles with the death penalty and his distress when faced with numerous barriers in his quest for social peace.

It was clear from his conclusion that Mr. Uteem strongly believes in the power of the youth to bring about an ethical change in the country and he urged his audience to do so.

## ACA Creative Club Workshop

**T**he Association of Communication Agencies (ACA) Creative Club was present at CTI on Tuesday 11 October for a workshop with Design and Mass Communication students. The aim of their visit was to provide students with a glimpse of the Creative industry and its array of careers.

Thirteen representatives of the ACA Creative Club from big names in the industry such as Redhouse MacCann, Ogilvy, FCB and Capgraph talked about their work responsibilities and enabled students to discover career paths which they had never contemplated before. From the Copywriter to the Graphic Designer and the Web User Interface/User Experience expert, students understood that creativity can be morphed into various forms.

Backed by masterpieces from creative gurus, students were shown how simple ideas are often the most successful. At the same time, they were encouraged to unleash their creativity by transcending norms and constantly daring to push limits.

Students left the session highly energised with the knowledge that passion and excellence are at the root of every successful creation.



Nadine Filipe

# Corporate Training: “A Record Year.”

**C**TI's Corporate Training and Leadership Development arm has experienced a very good 2016 year with its flagship programme, the Leadership Challenge Programme and various management development programmes customized for our clients.

## The Leadership Challenge Programme (LCP)

During 2016, CTI's flagship programme, the Leadership Challenge Programme, enrolled 18 candidates on its year-long curriculum. This programme is open to all corporate and prepares participants aspiring to be promoted to supervisory or managerial levels by providing them with a broad foundation in the management and leadership areas.

Strong emphasis is placed on active learning, sharing of best practices and implementation of practical experience. “The programme contents are designed in such a way that the candidates are challenged with a mix of hard and soft skills within an Action Learning process,” explained Eric Charoux, Programme Director.



LCP 2016

## Customised Management Development Programmes (MDPs)

CTI customised MDPs are designed to meet the specific needs of a company. A tailored solution is developed from a wide range of business and leadership modules based on the client's requirements. Spending time understanding the business challenges and culture of the company, working

with various managers for the selection of the relevant modules, developing the appropriate learning materials, roping in guest speakers and designing case studies, are some of the main features of our customized approach. Three of these year-long MDPs have been run during 2016 and are detailed below:

### Alteo's Rising to New Heights Together

Alteo began their management development program in January 2016 with 41 candidates from both the Agricultural and Industrial sectors of the Group.

The main focus of Alteo's MDP was on Change, Teamwork and Communication. The feedback was highly positive: the delegates felt that they were able to improve their cross-functional ability as they attended the various leadership modules.

Commenting on the programme, Sophie Strauss, Human Resources Executive at Alteo, stated: “Investing into our people and supporting their on-going growth continues to be a key priority for the Group”.



Alteo Rising to New Heights Together



### **Rogers' Unleashing Potential**

Rogers' management development program was launched in August 2016 with 41 candidates enrolled for the one-year programme which comprises of nine modules. The main focus was to build capability now for the future.

Explaining his decision to use CTI, Manish Bundhun, Chief Human Resources Executive, stated: "Our intention is to provide business knowledge related to the business environment. We used CTI because of the quality of its resources, trainers and their ability to customize the programme to suit our business context and needs."



Rogers 2016

### **RT Knits' Engaging the Mind and Heart**

RT Knits' customised management development program started in March 2016 with six modules. Mr Kendall Tang, Executive Director, stated that "the purpose of this leadership programme is the accompaniment of our collaborators during their personal and professional growth to become the leaders of tomorrow. This is the stepping stone for a holistic development in line with our continuous learning philosophy, which we promote at all levels."

Mr Kavi Oogarah, Group Head of People Strategy and OD, added that "It took nearly a year before we finalised the 'Engaging the Mind and Heart' Management Development

Programme with CTI. The course has a balanced mix of both hard and soft skills, and is aimed at empowering our future leaders for the challenges ahead. Together with mentoring and coaching, this initiative is one amongst the several strategies for the development of our 1800 collaborators".

Commenting on the overall success of CTI's Corporate Training and Leadership Development arm, Kanya Santokhee said: "It's clear to us that the corporate learning environment in Mauritius is emulating its overseas counterparts and has thus experienced a great deal of development over recent years."



RT Knits 2016

# CTI'S Child Development Centre

**A**s any first-time visitor setting foot on the CTI campus would confirm, the welcome can be raucous and noisy with the laughs, and shouts, and screams of toddlers enjoying themselves. Quite unusual for a tertiary institution!



This boisterousness emanates from CTI's Childcare Development Centre (CDC): a place where 62 children receive the happiest and highest quality education - and where 43 CTI students learn the best practices to become world-class Early Years educators.

"The CDC contributes to education, the economy, and thus to society," emphasizes Annette Olsen, Programme Manager. "Our students' training is demanding. Few of our visitors are aware that at the end of their programme, under the supervision of a qualified Educator, our students will in fact be expected to take over the classroom management for four weeks. This helps them become better prepared for the challenges of this demanding, yet rewarding career."

According to Nadine Fanchette and Tina Moonesawmy, Centre Managers, the CDC also contributes to the education and holistic development of young children, shaping their minds for the future, and turning them into responsible and caring citizens. "We believe that our CDC has a definite beneficial impact on our kids' language, cognitive development, and school achievement. We focus on important moral values, and help form happy, tolerant, responsible citizens (young and old!) committed to the betterment of society. This is of course in addition to providing employment to our educators, trainees, and support staff."





# Ignite Competition - A Fourth Time!



For the fourth consecutive time, our BA Creative Advertising and Graphic Design students have won the highly prestigious Ignite - a design portfolio competition organised by Maurice Publicité.

Out of the 25 participants from tertiary institutions across the island who competed, our three CTI winners were commended for their creativity and sense of innovation. Not only did the Ignite trophy come back to CTI but our winners have all been offered an internship at Maurice Publicité to broaden their learning experience in one of the oldest and most well-established agencies in Mauritius.

Participation in Ignite and the industry-networking opportunity which it represents is just one example of CTI's drive for Work Integrated Learning where students are given as much industry exposure as possible for them to leave university career-ready.

## New Faces and Babies

### New Faces



Katerina Zemanova  
Lecturer



Asha Kussoondoyal  
Accounts Officer



Anais Nayna  
CDC Educator



Sanju Naraidoo  
Lecturer



Steeve Perrine  
Accounts Officer



Tishta Bachoo  
Lecturer



Shwetum Beekaree  
Designer

### New Babies



Yashil, son of Vimla  
Ramdoo, born on 17 July  
2016



Aarav, son of Rajiv  
Nathoo, born on 11  
September 2016



Avni, daughter of  
Havisha Buroty, born on  
28 July 2016



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