

Testing Skills

Language skill tests (speaking and reading) confirm the ability of DFAIT employees and foreign service candidates to work in a foreign language. They are available to employees of other departments as well for a fee. It should also be noted that the Testing Unit recently called for tenders and succeeded in reducing evaluation costs.

This unit has been on a continuous growth curve since it was founded in 1993. Its expansion was especially remarkable in 1997-98: 630 tests were performed, or almost 2.5 times the 1996-97 total (253 tests).

V. MANAGEMENT SERVICES

Management Services comprises the Office of the Director General of the Institute as well as the Institute's Management Services Division. The Director General's Office provides overall strategic direction to the Institute ensuring that its policies support the business lines of the Department and that the Schools operate within a coherent, integrated context.

The main function of the Management Services Division is to provide day to day support for the three pedagogical centres. In this regard it is an important unifying agent within the Institute as it works for administrative and management efficiency. An important aspect of this function is the trust that the learning Centres have made in the services afforded to them by Management Services. During the fiscal year 1997/98 considerable advances were made in this regard and it has allowed the Institute management some flexibility to divert resources from overhead to actual learning and training programs at a time when training dollars are becoming critically scarce and the training function is becoming increasingly important to the Department.

On the Information Technologies front, Management Services Division brokered an agreement of interested parties to fund the cost of setting up an IT training facility in the Lester B. Pearson building. This was seen as a critical addition to our training facilities on the Bisson Campus to allow for Department wide training on such applications as IMS, Signet Renewal, Peoplesoft and other new IT applications looming on the horizon. The nature of much of this new technological based training is that the programs are normally of less than half a day in duration. Only by having such a facility in the headquarters building can a high rate of participation by departmental employees be expected.

Financial statistics for the Institute's are contained in Annex III.