

APPENDIX A

Specific Recommendations, 1981 Program Evaluation

- (a) The Department should seek to establish a basic policy for the Consular Program carrying Ministerial judgement and support.
- (b) The Bureau of Consular Services should upgrade its training procedures by expanding and enriching the pre-posting training in Canada, by providing orientation material for newly appointed locally-engaged staff abroad, and by seeking ways to increase the transfer of knowledge from experienced to neophyte staff.
- (c) The Bureau of Consular Services should upgrade its reporting system for Consular work to the point where the Bureau knows the major activities at each Post; approximately how much time is spent in each, and how the work is apportioned.
- (d) The Bureau of Consular Services should institute and maintain the practice of keeping up-to-date 'Post binders' giving an overview of the Consular Program as practiced at each Post.
- (e) Consular Awareness should form a recognized part of the Consular Program at Posts, and materials should be prepared and regularly revised to serve this end.
- (f) The availability of the booklet "Bon Voyage, But ..." should be advertised on a trial basis through travel agents and in selected newspapers. If a significant demand for the booklet results, consideration should be given to repeating this regularly.
- (g) A more detailed cost/benefit study should be undertaken to assess the merits of centralizing passport services in the United States and separating this operation from the Consular Program. This study should include as one alternative the use of two locations, one in the East and one in the West (New York and Los Angeles).