

**SERVICE STANDARD INITIATIVE/INITIATIVE DES NORMES DE SERVICE
WORKING GROUP/GROUPE DE TRAVAIL**



26/2/94

PMAC - PUBLIC ADMINISTRATION/LEADER MINISTRE/MONITEUR
 GEN PUBLIC OR PUB - GENERAL PUBLIC/LE GRAND PUBLIC
 COM AND CTYACTE COMM COM - COMMUNITE COMMERCIAL CANADIEN
 GOV AND - OTHER GOVERNMENT DEPARTMENTS/AUTRES MINISTÈRES
 QUVERNEMENTAUX
 CMT SUP-PERS DU ADM - DEPARTMENTAL EMPLOYEES/PERSONNEL DU MINISTÈRE

DIVISION/ DIRECTION	DESCRIPTION OF SERVICE/DESCRIPTION DES SERVICES	PRINCIPAL/PRINCIPALES PRINCIPES/PRINCIPALES	DELIVERY TARGETS/CATS LOGES DE LIVRAISON	COMPLAINT RECORDS/RECORDS DE RECLAMATIONS DE PLAINTES	SERVICE COSTS/ COUTS DES SERVICES	CLASSIFICATION				
						YR MINS	COM FCM LE CO PUS	COM BUL CTV CTS CARM CEN	O C BY A B C	DEPT. REP./ TRAIL DU MIN.
CFSI Canadian Foreign Service Institute	Prepare departmental multi-year training strategy.	Accuracy, Timeliness	Meet PMB due date					X	X	
	Recommend departmental priorities and distribute/manage training budgets.	Transparent, equitable, accuracy, timeliness	Meet PMB due date Distribute budgets before April 1. Finish year within one percent of budget.	Request PMB review.					X	
	Formulate and promulgate departmental training policies and procedures	Transparent, concise, minimum admin burden	Reviewed and updated prior to commencement of the fiscal year						X	
	Monitor and report on all training activities	Professional, responsiveness, cost effective	Provide annual report to PMB Provide monthly reports to Branches Evaluate at least one major program per year						X	