



Personnel Administration

Like the Finance and Administration Directorate, Personnel Administration offers support to all areas of the Passport Office, advising on classification and staff relations, compensation, employment and human resources planning.

Some of the new initiatives introduced by the Passport Office make a strong case for decentralization of certain functions. The first of these is Personnel Administration. The Directorate carried out extensive consultations in preparation for the assignment of personnel officers to three regional offices. This is an important step in extending authority and accountability to regional management.

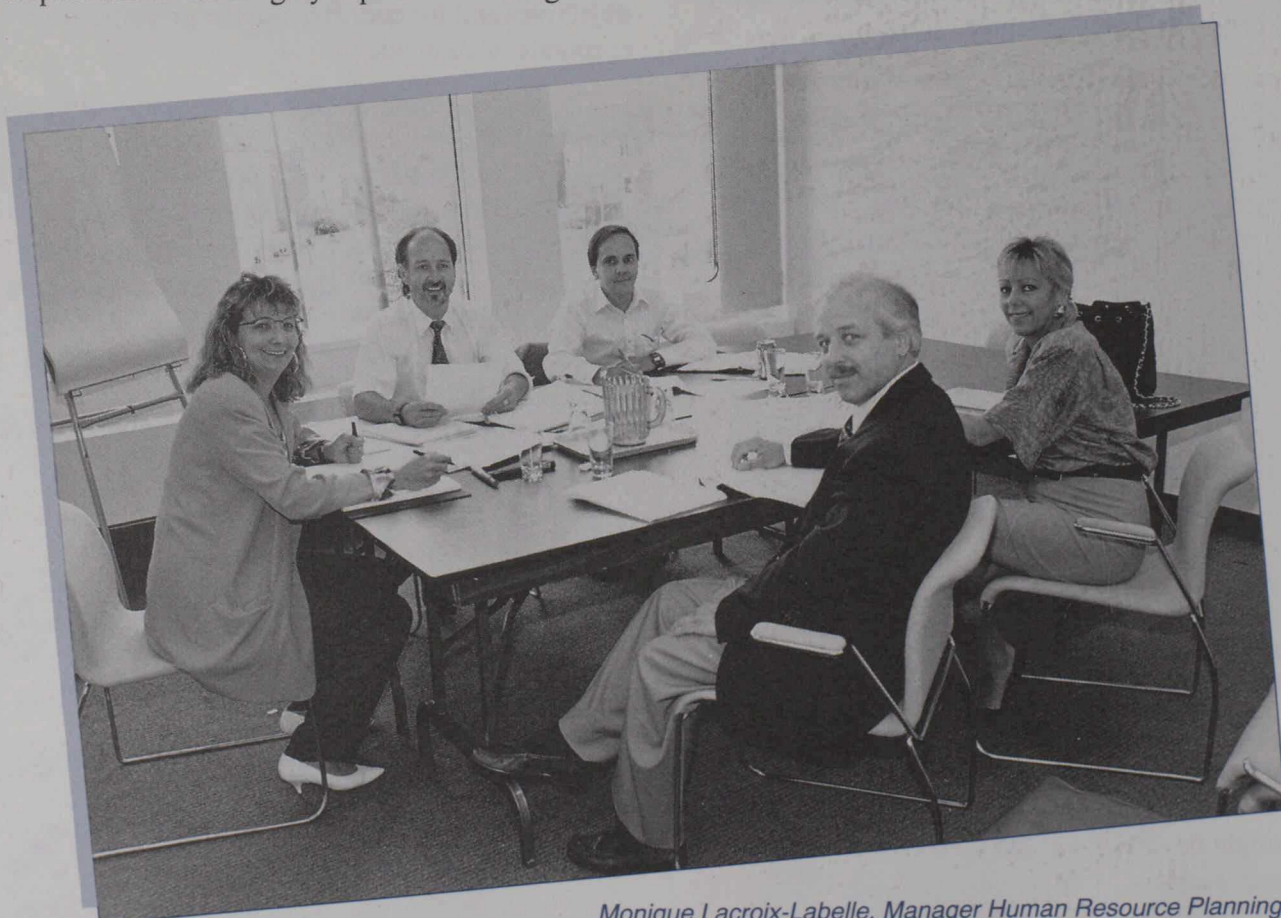
Training is considered such a priority that the Passport Office has roughly tripled the training

budget in the last three years from \$75,000 to \$250,000.

The Directorate has created a data base to track each employee and the training he or she has received. All directors have been encouraged to ensure that employees are adequately instructed.

Personnel Administration and the Examiner Training Coordination Committee developed a training package for passport examiners that is both sophisticated and complete. The package covers passport issuing, identification of documents and technical procedures. There is also an important component on handling emergencies. Examiner training courses are now available in all Operations.

During the year, the Directorate also completed the drafting of the Employees' Handbook.



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