

# CANADIAN FOREIGN SERVICE INSTITUTE

## 2. Centre for Language Training

### CANADIAN FOREIGN SERVICE INSTITUTE

Overview

Centre for Language Training

Centre for International Affairs Learning & Management Development



Centre for Corporate Services Learning

Centre For Intercultural Learning

Management Services






#### CLIENT SERVICES

#### Delivery Standard

1. Respond to candidates' requests for information and placement tests	Within 2 days 
2. Send out course confirmation	At least 10 days prior to course 



#### COURSE DEVELOPMENT & TEACHING

#### Delivery Standard

1. Conduct needs analysis to help define course content	As required 
2. Conduct surveys to verify student needs around course calendars and scheduling	Periodically 
3. Update course plans, based on results of needs analysis	Regularly 
4. Teachers are native speakers, trained in the communicative approach	Requirements for all teachers 
5. Teaching is supported by up-to-date teaching materials	Textbooks, software, reference material & electronic resources 

#### TESTING

#### Delivery Standard

1. Conduct placement tests to determine proficiency level and form homogeneous groups	For all non-beginners 
2. Conduct testing during training	All full-time students tested periodically 
3. Conduct proficiency testing at the end of training	All full-time students 