

increase by 37 per cent over the previous year, and mandatory training programs for new directors and directors general were introduced.

A Foreign Service Language School was opened in September 1989. It provides intensive training in Japanese,

Mandarin and Russian. Other languages will be added in future.

Through operational activities, policies and the preceding specific activities, the Personnel Branch continued to develop its role of providing advice and service to the Department.

D. INSPECTION AND INTERNAL AUDIT

Working towards improving the quality of management within the Department, the Office of the Inspector General assessed the quality of managers as part of the inspections of missions abroad and programs at headquarters. Findings were reported to senior management.

Twelve missions abroad were inspected and 25 administration and immigration programs were audited in the year under review. In the course of inspections and audits, several issues

were examined, including degree of compliance and effectiveness of policies and practices. On the basis of these inspections, recommendations for improvement were made.

At the request of senior management, the Office of the Inspector General and the Internal Audit Division were asked to undertake special investigations and audits. These covered a broad range of managerial, financial and personnel-related issues.

E. FINANCE, ADMINISTRATIVE SERVICES, BUDGET

The Finance and Headquarters Administrative Services Bureau is responsible for all aspects of financial administration. These include financial policy, systems and training; financial planning, analysis and reporting; accounting, commitment control and other financial services; provision of a

comprehensive advisory, control and reporting function for service contracts; headquarters accommodation services; and headquarters inventory data and materiel support. A primary function of the Bureau is to report on actual performance relative to budgets in the Department.