

## 2. Guidelines

The Department adopted new guidelines and administrative procedures in several areas (see Goals, 9.1 to 9.6, p. 29). These were distributed to the employee population in the form of circular documents.

- audit,
- work instruments,
- bilingualism bonus plan,
- bilingual capacity of posts.

In addition, a new language training policy was implemented, making possible significant saving in this area.

## 3. Audit system

As planned, an audit system was set up; it includes a policy defining the responsibilities of the various authorities in the organizational structure and a short and medium-term plan establishing priorities, deadlines and resources required (see Goals 12.1 to 12.3, p. 34). The Official Languages Division will have to acquire the appropriate human resources to fulfill its responsibilities in the area of evaluation.

## 4. Language and training consultation

With the implementation of the new guidelines, it has been possible to make better use of the resources allocated to the departmental language training program, both at Headquarters and abroad. Training has definitely been development-oriented. New activities will support the efforts made to make this program more cost-effective (see revised plan, Goal 6.2, p. 44).

With regard to language consultation, the Department is continuing to provide assistance to employees in the writing of texts in French. Assistance will be extended to employees in the writing of texts in English.