

OVERVIEW

This document is designed to provide you with the **service standards** defined for the various services offered by the **Human Resources Branch** within the Department of Foreign Affairs and International Trade (DFAIT).

It also outlines the Branch's over-riding **service commitment** principles.

The **service standards** themselves are provided along with a **service delivery structure** for each division that falls within the Branch.

The **Human Resources Branch** is comprised of:

- **HR Policy and Operations Bureau**
- **Personnel Management Bureau**
- **Canadian Foreign Service Institute**

For the purposes of this document, we are not outlining any service standards associated with the **Classification Reform** area, as it is not a long-term component of the Human Resources delivery platform at DFAIT.