

and required study of the form and manner in which the information is collected. Topics considered include:

- guarantor policy
- application of citizenship rules
- custody issues.

The Policy section carries on active liaison with other travel document issuing authorities. It ensures that minimum, internationally accepted standards and conventions are applied to the travel document.

The Policy section must also be sensitive to changes in provincial legislation. Some of these ongoing situations include Civil Code reform in Quebec which is affecting the issuance of birth certificates there, and the possibility that provinces may start charging the Passport Office for birth certificate confirmations.

Any new policy formulated must also provide criteria for changing the policy at a later date.

In addition to all these activities, Management Services implemented the Passport Office's national 1-800 service (a toll-free telephone number for passport clients across the country). New equipment was installed in Hull, Montreal, and Toronto, and employees were instructed on its use. More than 800,000 requests from the public were processed in 1993-94.

Human Resources Services

This was a very challenging year for Human Resources Services, resulting in extensive changes to the way the Directorate operates. Early in the year, a vacancy in the directorship required two team members to share the responsibilities of that position while still carrying out their own duties.

Employees coped with a regular workload of

classification, staffing, and staff relations and also took care of the pay actions required by staff relocations.

In 1993, a massive exercise was undertaken to implement the government's new Universal Classification System (UCS-GE). All managers and supervisors received courses in work description writing and in the rating of work descriptions. All work descriptions were rewritten in the new format and, with the commitment and dedication of the work force, we are ready to implement the system.

Human Resources Services also undertook a thorough analysis of the training needs of our examiners. With the assistance of Training and Development Canada, we prepared a new two-week course which was offered four times during the fall and winter of 1993. We are now in the process of validating the design of the course via questionnaires sent to both the examiners who attended the course and to their managers/supervisors. In 1994-95 we will be making final adjustments and updates to the course with the input of Human Resources Services' clients across Canada.



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