

1.13. Consular Operational Officers Training

Acting upon a request from the Operations Centre (CNE) the Centre for Corporate Services Learning (CFSS) developed a training programme for Operational Officers in CNE who receive telephone inquiries from news outlets, other Departments and the Canadian public. Some of the subjects covered in the training were dealing with difficult client service situations on the telephone, speaking to Canadians in an intercultural context as well as an in-depth knowledge of key DFAIT divisions.

1.14. Administrative Assistant Development Programme (AADP)

In April 2005 the pre-posting portion of the AADP was successfully delivered for the first time after a pilot to 23 participants over a 5-day period. The introductory portion of the programme was delivered in 2 sessions of 18 days to 15 new recruits and achieved over 4.00 in evaluation scores.

1.15. Pilot for Returning Administrative Assistants

A new half-day workshop session was piloted for returning Administrative Assistants to bring them up to speed on any administrative or policy changes at HQ to assist them with their reintegration. The workshop was very successful and will probably be repeated.

1.16. Locally Engaged Staff (LES) In-Canada Training Programme

During this fiscal year, CFSS scheduled training sessions for four groups of Locally Engaged Staff as part of the LES In-Canada Programme. The courses were for Assistants to Heads of Programme, Receptionists, and Accountants. A total of 91 LES have been trained this year through this Programme. The courses have been very successful, receiving an average score of over 4 out of 5 in level one evaluations. Participants have described the training as being "encompassing," "enlightening," "knowledge-sharing," and "finding unity in diversity."

1.17. Pilot for a Co-Delivery with CIC and CIDA

In May 2005, CFSS piloted a co-delivery with CIC and CIDA of a 10-day training session based on the course normally delivered to LES Assistants to Heads of Programme. Twenty-five LES assistants from around the world who work for these partner departments participated in the training. CFSS took responsibility for the first week of the training and during the second week, CIC and CIDA each ran their own department specific sessions. The entire course was very well received.

