



### CANADIAN FOREIGN SERVICE INSTITUTE

#### Overview

Centre for  
Language  
Training

Centre for  
International  
Affairs Learning &  
Management  
Development

Centre for  
Corporate  
Services Learning

Centre For  
Intercultural  
Learning

Management  
Services

#### • **Delivery**

- one or more pilot deliveries are carried out to assess the effectiveness of training materials and ensure learning objectives are met;
- a delivery schedule is established and published in advance in order to ensure timely notice of training offerings;
- a variety of techniques are employed to regularly advise staff of new and existing training opportunities;
- employees are advised of registration procedures and provided with confirmation of enrollment within 48 hours of receipt of application;
- employees are reminded of course enrollment a few days prior to delivery;
- participants are provided with a course outline and advised of learning objectives;
- all necessary equipment and supplies are provided to support the learning process;
- individual development is supported through the provision of funded programs;
- applications are responded to within 48 hours of receipt; and
- data is collected and maintained on all course registration and participation.

#### • **Evaluation and Validation**

- all deliveries are evaluated to determine that learning objectives have been achieved;
- follow-up assessments are carried out to establish the retention of learning and longer term benefits of training;
- course content and effectiveness is regularly validated to identify revision requirements for future deliveries;
- an annual evaluation of departmental training activities is carried out in partnership with the Departmental Inspector General; and
- all evaluation data is analyzed to ensure the continued effectiveness of training interventions and satisfaction of participants.