

## Your Responses Count

Do you ever wonder what happens to the questionnaire you complete after each CFSI course??? Well, your initial reaction to the training event is compiled with those of your colleagues to give us an average for each question and each course. Along with your comments, these responses are analyzed and interpreted to improve subsequent offerings of the course or similar courses. Your responses may also be used as part of a more in-depth evaluation of the course or for audit purposes.

Evaluation is the tool by which we can measure the quality and impact of training, and assists us in improving the effectiveness of our services. Next time you fill out a questionnaire, remember that your input can and does influence the quality of training offered. It is your way of ensuring that you and other departmental employees have the very best learning experience possible.

## Improving IT Skills with The Information Assistant Certificate Program

A competency-based learning program is a feature of a new pilot project launched in December. It gives credits to participants for competencies already acquired and then, through a personalized curriculum, fills in the gaps. It has been so successful that two groups of 10 will be starting new programs in April.

Ten SCYs and CRs from each group of DFAIT bureaus participated in the first session, sponsored by CFSS. The pilot will continue until May, 2000.

This program is designed to enhance the computer and information management skills of rotational and non-rotational CRs and SCYs. It does not replace ongoing SIGNET training. The program consists of courses in client service and organizational skills, as well as developing competencies in four areas, formatting and document



Canadian missions offer 24-hour assistance. During non-office hours, a telephone call to a mission will be automatically transferred to a consular officer in the Emergency Services of the Consular Affairs Bureau, in Ottawa or you will be asked to leave a message. In either case, there will be a prompt response. In the photo are some members of the Watch Office (JPDE): Joe Daigle, Scott Corcoran, Brigitte Fournier, Nancy Collins, Serge Paquette, and Helen Harris. Don't forget to make arrangements for **your** pre-posting consular training.

preparation, information management (paper and electronic), computer and office equipment and security.

Once a week participants attend a coaching session for the group in the morning and then they work according to personal training plans in the afternoon. All assignments are work related.

The following courses must be completed as a prerequisite to the program:

- WordPerfect for Simple Documents (.5 day)
- WordPerfect for Complex Documents (.5 day)
- Corel Presentations ( 1 day)
- Quattro Pro Intro (1 day)
- Information Management (.5 day)
- Windows NT (.5 day)
- Outlook Mail (.5 day)

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