

a complete lack of coordination and cooperation with the Personnel Training Division of the Department was evident. There was insufficient notice or lead time given when a course was required which made it difficult to design a program suitable to the needs of the participants. The overall planning was also ill-conceived as there were interruptions for medicals and other briefings.

This situation exists despite the fact that the report, 'Consular Services in the Seventies', refers to the need for training on page 21, paragraph 71 c) iv) and again on page 34, paragraph 114.

In addition, the urgent need to establish a consular training section, as made evident by the current expansion in consular activities and services abroad, was used as one of the criteria in the rationale to reorganize the Bureau in 1972.

c) Regulations and Research Section - Assistant

The primary function of this position is to collect, convert to a different format and publish statistical data submitted from all foreign posts on a bi-monthly basis. It would appear there is a lack of ample volume to both satisfy and justify a full time incumbent in this position. However, one of the dangers in preparing data of this nature is the sudden requests for information to satisfy burgeoning curiosities; the question then becomes is the information essential for some particular purpose or "nice" to have. If this does occur and the reasons for the requests not identified, the job will quickly grow into a full time position, a luxury the Division may not be able to afford. To control release and potential misuse of this data, all requests for information should be made through the Section Head.

Consideration could be given to expanding this activity by assigning to it the responsibility for up-dating the publication "Information to Canadians Travelling Abroad".

d) Contingency Planning and General Services Section - Clerk

Without possessing intimate knowledge of all of the ramifications involved in the Registration of Canadians Living Abroad we came away from the interview with the feeling that the current incumbent could handle more work.

Staffing efficiency is not to be confined only to the negative aspect of under-utilization but should also include provision for planning future needs.