



# CANADIAN FOREIGN SERVICE INSTITUTE

## 1. Overview

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Centre for  
Language  
Training

Centre for  
International  
Affairs Learning &  
Management  
Development

Centre for  
Corporate  
Services Learning

Centre For  
Intercultural  
Learning

Management  
Services

The **Canadian Foreign Service Institute** ensures the provision of relevant, effective and timely learning activities and organizational development services. It strives to meet the job and career-related needs of headquarters employees, as well as those of Canada-based and locally-engaged staff at missions abroad.

### QUALITATIVE STANDARDS

The Institute applies the widely-accepted standards of the **Systems Approach to Training** in order to provide high quality service in each of the following established training disciplines:

- **Needs Analysis**

- a proactive approach is taken to anticipate and determine the training needs of the Department;
- a consultative process is maintained with clients, mutual agreement is established on timelines and expected results;
- data is obtained through a wide variety of methodologies, such as personal interviews, focus groups, survey instruments, audit reports and other documentation;
- data is thoroughly analyzed in order to establish realistic and measurable learning objectives; and
- learning objectives are reviewed and endorsed by senior management and business-line stakeholders.

- **Design and Development**

- training design is governed by the requirement to provide the most efficient and effective means of attaining the learning objectives;
- best practices and innovative techniques of adult learning are incorporated;
- activities are included to engage learners and provide them with opportunities to demonstrate and practice the required competency;
- customized training is designed to meet unique requirements of specific organizational units;
- course materials are designed to serve as reference resources and job aids; and
- course content is regularly reviewed by subject-matter experts to ensure accuracy and appropriateness.