

- . That action be taken to recognize the performance of officers involved on consular work by ensuring that these officers can legitimately expect career advancement on the basis of consular work through established departmental promotion exercises.

Concerns also exist about the effectiveness of the current consular training. Officers in the field feel that more on-the-job training should be provided. Further the Evaluation concluded that EAITC should encourage the development of a "service ethic" promoting excellence in the delivery of consular services. In respect to the current training it is recommended:

That the formal training of consular officers be expanded to 2 weeks supported by a minimum 3 week on-the-job training session.

The views on the effectiveness of the Consular Operations Management Information System (COMIS) were mixed. Overall it was concluded that the accuracy of information needs to be substantially improved. Some officers complained that it was too time consuming. At present EAITC does not have in place an ongoing procedure for monitoring the quality of services or assistance provided to Canadians abroad. Such a system would complement the existing COMIS and complete the information required to effectively control the Program. Therefore it is recommended

- . That COMIS be upgraded, particularly in regard to the definition of a "case" and provide the training on the use of the system to improve its effectiveness.
- . That a service auditing procedure be established whereby the quality of the service provided by the various missions would be periodically monitored.

#### PREPARING FOR THE FUTURE

The demand for Consular services is strongly influenced by the historical role which EAITC has played in looking after the interests of Canadians abroad. Opportunities exist for limiting this demand by improving the public knowledge of potential travel problems and making greater use of services now available through the private sector. Therefore it is recommended:

- . That a process of consultations be instituted with the provincial governments, the travel and related industries to encourage greater use of private sector services.