

**HUMAN  
RESOURCE  
PLANNING**

**CAREER PROGRAMS**

- Career Assignment Program
- Management Training Programs, Nominations
- Special Assignment Pay Plan
- Special Development Programs

**AWARDS**

- Award of Excellence
- Long Service Award
- Merit Award
- Outstanding Achievement Award
- Senior Officer Retirement Certificate
- Suggestions Award
- Passport Office Award Programs

**TRAINING AND  
DEVELOPMENT**

- General Training Policy
- Professional and Linguistic Training Planning Process
- Educational Leave
- Refund of Course Fees
- Purchase of Goods and Training Services
- Policy and Monitoring

**OFFICIAL LANGUAGES**

- Management of the Official Languages Program
- Complaint Investigation and Resolution
- Language Requirements of Positions
- Imperative and Non-imperative Delegation
- Bilingualism Bonus
- Administrative Arrangements
- Translation
- Signage for Services in Both Official Languages
- Policy and Monitoring



**EMPLOYMENT EQUITY**

- Administration of Employment Equity Program
- Reporting to Central Agency
- Policy and Monitoring