
CONSULAR SERVICES PROGRAM

BASIC CONSULAR TRAINING

5 days

CO0202

This course will help participants become familiar with consular functions in the field of assistance to Canadians in distress abroad and on the International and Canadian legal framework of consular duties.

Population: This course is designed for DFAIT and other government departments' employees being posted abroad who may be required to assist during periods of heavy workload or in crisis situations

Mode of Delivery: Classroom

CONSULAR AFFAIRS – CAMANT (CASE MANAGEMENT), BF/MESSAGE AND GENERALIZED SEARCH SOFTWARE PROGRAM

2 hours

CO1107

This course deals with how to use the CAMANT (Case Management) software for recording, storing and disseminating information concerning the management of consular cases. Also covered is how to use the BF/Message program, which allows the sending and receiving of messages from headquarters or other missions, concerning CAMANT cases. The participant will also learn the Generalized Search program to search the CAMANT, ROCA, Passport Management (PMP) and Passport Control List (PCL) databases.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support

Population: Consular staff

Mode of Delivery: Distance Learning - Instructor directed

CONSULAR AFFAIRS – COMIP (CONSULAR MANAGEMENT INFORMATION PROGRAM)

1.5 hours

CO1407

This course deals with how to use the COMIP software program to collect, store, retrieve and analyse information relating to consular operations. The participant will learn how to monitor workload levels and to accurately target resources when and where they are required.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support

Population: Consular staff

Mode of Delivery: Distance Learning - Instructor directed

CONSULAR AFFAIRS – PASSPORT MANAGEMENT PROGRAM

2 hours

CO1307

This course deals with how to use the Passport Management Program (PMP) software to record requests for passport services, manage the issuance of passports, print identification and observation labels, track passport supplies and produce monthly reports concerning passport services.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support

Population: Consular staff

Mode of Delivery: Distance Learning - Instructor directed