

**Official Language Training** - The official language training program was subjected to a learning audit during the year. The conclusion of the audit was that the program was successful in bringing 90% of students to target proficiency (CCC) in 1300 hours compared to other programs in the NCR which bring 80% of their students to target proficiency in 1800 hours. There were 52 more students in the *Professional Proficiency* program over the last two fiscal years which significantly increased the number of student days. There was an increase of close to 100 additional participants in distance learning courses with supervisors indicating a considerable improvement in on-the-job effectiveness.

**Political and Trade Programs** - Four new courses were developed and piloted in the International Business Development sector: *Foreign Direct Investment Promotion*, *Science, Technology and Innovation*, *Canadian Economy* and the on-line *Export Development in the Canadian Cultural Sector*. A *Strategic Reporting Abroad* course was introduced and three policy seminars were held on *The Role of Diplomats in Conflict Situations*, *Thinking Europe* and *Future of Diplomacy*. There were four deliveries of the *Economic Diplomacy* course.

CFSI's curriculum is derived in part from business line requirements, business plans, Departmental systems as well as **Departmental priorities**. Many existing courses and recent Program additions support the Department's established priorities. The "*Canada-US Relations*" and "*Advocacy and Influence Strategies*" courses relate to the **Canada-US affairs** priority. *Multilateral Diplomacy*, *Negotiation Skills* and *Preparation to UNGA* are some courses which support the priority **Multilateral, G8 countries and other key bilateral relationships**. In addition, a seminar entitled "Thinking Europe - Working Together" was delivered to 26 participants and focussed on how Canada can work effectively in the new European context.

The courses *Human Rights I and II* and *International Law* support the priority **Promotion of human rights, good governance, and the rule of law** while *Negotiation Skills*, *Trade Policy and Market Access* and *Economic Diplomacy* courses all serve to provide the skills required for **WTO and FTAA negotiation and capacity building**, amongst others.

A number of courses support **Government-wide coordination, international business development: Trade, Science and Technology and investment promotion; and Branding Canada initiatives abroad** including *International Trade Finance*, *TCS - Serving our Clients*, the newly developed on-line course *TCS Basic Training on Client Service*, *U.N. Procurement*, *International Financial Institutions*, *Trading Houses*, *Working Trade Shows from Both Sides of the Aisle*, *Competitive Intelligence*, and *In-Canada Program for LES Commercial Officers and Public Affairs Officers*. Two courses were added to the curriculum and piloted - *Direct Foreign Investment Promotion* and *Science, Technology and Innovation*.

The *International Security and Cooperation* and *Strategic Reporting Abroad* courses support in part the **International threat reduction / war against terrorism** priority while the seminars on *The Role of Diplomats in Conflict Situations* and *The Future of Diplomacy* are supportive of the priority **International Policy Framework and dialogue on foreign policy priorities**.

In support of the **Modern Management and Working smarter** priorities, a number of initiatives were undertaken. A Resource Management curriculum was developed featuring a master competencies list that encompasses the position-specific skills and knowledge required for financial and human resources management. A draft of the Resource Management Master

