

New CFSI Virtual Intranet site: In June 2001, a new training-oriented website, designed in line with today's standards, was launched. The website functionality permits employees to search a course database and access various learning tools. The 2002 employee survey results indicate an increase of 7% in the use of CFSI intranet site over the previous year and 21% over 2000.

Distance Learning: The Institute delivers distance learning through various formats, including: computer conferencing, audio conferencing with paper-based support, Virtual Campus, Citrix, video, CD-ROM and e-mail. CFSI delivered 66 distinct courses through distance learning. There were 2,346 participants in 345 course sessions which represented a total of 2,846 student days in distance learning. This represents 8% of all student days delivered in FY 2001-2002. The Information Management & Technology and Integrated Management System programmes are available around the clock, six days a week and provide students with instant feedback from an instructor in Ottawa who has a duplicate view of the student's computer screen.

LES In-Canada Programme: Although courses were postponed due to September 11 events, the In-Canada Programme continued to be applauded by participants. 197 LES took part in 10 course sessions this year. An evaluation of this programme is underway and results will be published in the Summer 2002.

Foreign Language Training Programme: CFSI developed a detailed business case for a foreign language allowance which was presented to the Foreign Language Board and approved by the Executive Committee. In addition to offering maintenance training in foreign languages, CFSI offered beginner classes in Arabic, German, Italian, Japanese, Mandarin, Portuguese, Russian and Spanish. Electronic tools were developed to test employee's attitude to learning languages.

Official Languages Training: There was a sharp increase in the amount of ab initio official language training which continues to employ accelerated learning techniques with outstanding results. Interest in distance learning is increasing with 475 employees registering for courses in FY 2001-2002. An evaluation on the impact of distance learning on the work of LES employees is underway and a final report will be published in the Summer 2002.

Production of the Area Studies CD-ROM: "Area Studies: Canada" is an interactive CD-ROM intended primarily for staff at missions. It covers a range of Canadian themes and issues important to understanding Canada and its people. It incorporates over 70 articles culled from Government of Canada web sites, more than 70 minutes of video profiles of Canadians, interactive quizzes, an electronic learning journal and much more. Currently being tested at two Canadian missions, it is planned for distribution later in 2002.

Mission Training Plans: Work continued on the development of Mission Training Plans. Approximately 20% of missions have completed a training plan. These will be used to ascertain mission needs and to efficiently schedule courses.

Area Studies Programmes on the Middle-East: For the past 3 years, in collaboration with

the Middle East Bureau, CFSI has been providing training to the Egyptian Foreign Service recruits coming to Canada. This year, willing to reciprocate, the Institute for Diplomatic Studies in Cairo offered a 2-week Area Studies Programme to a group of officers from DFAIT, CIDA and Agriculture and Agri-Food Canada who will be posted in the region or work on Middle-Eastern issues in Ottawa.

Occupational Health and Safety Training: A number of courses were developed in the health and safety field. One course, developed in response to new legislation, deals with the roles and responsibilities of managers/supervisors concerning the Canada Labour Code. 173 participants took part in four occupational health and safety courses this FY.

Information Management and Technology (IMT): CFSI continues assisting the Corporate Services Branch with major IT projects. A number of courses and workshops were introduced in response to increased demand and changes to the infrastructure including Introduction to HTML, Information Management (Spring Cleaning) Workshop, How to Get the Most Out of Internet Explorer and Palm Pilot. In order to deal with the demand for IMT training at missions, a remote training programme was initiated. A Micro-mission project involved sending teams of trainers and remote deliveries to missions over the 12 month period.

Toastmasters Club: A new 'Toastmasters' club was created to give its members the opportunity to sharpen their presentation and public speaking skills in a relaxed environment. In accordance with specific objectives, participants present a prepared speech and receive immediate feedback. Members also get to work on mastering impromptu speeches. The programme focuses on speech organization, persuasion, development of voice techniques and body language.

Political and Trade Programmes: The newly introduced Orientation to Cabinet and Parliamentary Affairs courses continued to be extremely popular. A revised Sustainable Development course was available on the Virtual Campus to familiarize personnel with this topic and included an overview of the Department's current sustainable development strategy. A virtual course entitled Environmental Assessment was launched. It is a tool to help decision-makers integrate environmental considerations early into the development of projects and policies.

Lectures/Video conferences: The Department welcomed prominent speakers including Dr. Sima Samar of Afghanistan and "global guru" Thomas Homer-Dixon. Lecture topics included human rights of women in Afghanistan, and complex terrorism. CFSI also introduced a video conference series which included Madeleine Albright on global leadership, Peter Senge on systemic leadership and change and Oxford Analytica on Islam.

Integrated Management System (IMS) Training Programme: The IMS programme was revised following consultations with focus groups. Approximately 300 employees were trained in regular offerings and another 100 through the LES In-Canada program and fraud awareness training. The main vehicle for delivering IMS training to missions is through "remote learning."