

DETERMINING LANGUAGE REQUIREMENTS OF FUNCTIONS AND POSITIONS

Analysis Grid

Section A: Assessing the Linguistic Obligations of the Position

The language requirements of a position are those which are objectively required to perform the functions of the position and to fulfill the linguistic obligations to the public and to other employees.¹

ELEMENTS TO CONSIDER	YES	NO
<p>Services to the Public</p> <p>Q.1 Does the incumbent communicate with, or provide information, products, or services by oral, written or electronic means to:</p> <ul style="list-style-type: none"> • an individual or group of individuals outside the federal Public Service; • a professional association or organization outside the federal Public Service; • a private company, other than a Crown Corporation, outside the federal Public Service; OR • another level of government? 	<p>Go to Q.2</p> <p>Where is the position located?</p>	<p>Go to Q.3</p>
<p>Q.2 Is the position located in a Bilingual regions of Canada for Language-of-Work Purposes as the National Capital Region (NCR); or in a designated bilingual operational unit see Annex B of the Commissioner's Directive - 087 Official Languages or <i>Directory of Offices and Service Points Burolis</i> on the TBS Official Languages Site.</p>	<p>Go to Q.8 & Q.9</p> <p>Assess the linguistic capacity of the work unit</p>	<p>Go to Q.3</p>
<p>Central Services</p> <p>Q.3 Does the incumbent provide central services that are essential for employees working in Bilingual regions of Canada for Language-of-Work Purposes (see Annex B of the Commissioner's Directive - 087 Official Languages to carry out their responsibilities? Examples of central services are as follows:</p> <ul style="list-style-type: none"> • Accounting, budget and financial management services • Advice and direction on the implementation of national programs • Administrative services • Informatics services • Evaluation and audit services • Legal services • Information/communications services • Materiel management services • Purchasing and supply services • Property management services • Security services • Human resources services • Technical services 	<p>Go to Q.8 & Q.9</p> <p>Assess the linguistic capacity of the work unit</p>	<p>Go to Q.4</p>

¹ Recruitment difficulties and the level of language proficiency of a candidate are not determining factors in the reasoning for establishing or changing the language profile of a position.

<ul style="list-style-type: none"> • Translation services 		
<p>Personal Services Q.4 Does the incumbent provide personal services that concern an individual’s health or well-being, or their personal or professional development to employees working in bilingual locations for language of work purposes (see Annex B of the Commissioner's Directive - 087 Official Languages)? Examples of personal services are:</p> <ul style="list-style-type: none"> • compensation (pay and benefits) services; • career counselling; • occupational health and safety services; and • Employee Assistance Program. 	<p>Go to Q.8 & Q.9</p> <p>Assess the linguistic capacity of the work unit</p>	<p>Go to Q.5</p>
<p>Supervision Q.5 Does the incumbent supervise employees working in in bilingual locations for language of work purposes (see Annex B of the Commissioner's Directive - 087 Official Languages) who must work in both official languages or who have different languages of work (i.e. unilingual English and French positions, or either/or positions)?</p>	<p>Go to Q.8 & Q.9</p> <p>Assess the linguistic capacity of the work unit</p>	<p>Go to Q.6</p>
<p>Grievances Q.6 Is the incumbent involved in the grievance procedure for employees?</p>	<p>Go to Q.8 & Q.9</p> <p>Assess the linguistic capacity of the work unit</p>	<p>Go to Q.7</p>
<p>Professional Language Proficiency* Q.7 Does the position require technical or specialized language skills, in one or both official languages, normally acquired through specialized training? Examples of duties or functions requiring specific language skills are:</p> <ul style="list-style-type: none"> • writing articles, brochures, speeches, press releases, and other documents on technical or specialized topics; • revising and rewriting scientific and technical documents in terms of their literary presentation; • providing an editing service for, or ensuring the linguistic quality of, technical or specialized texts, documents, and publications; and • providing translation and interpretation services. 	<p>The position requires specialized language qualifications (code P).</p>	<p>See **</p>
<p>** If NO to all Q. 2, 3, 4, 5, 6 & 7 then the language requirement of the position may be:</p> <ul style="list-style-type: none"> • English-essential if the functions must be carried out essentially in English; • French-essential if the functions must be carried out essentially in French; • English or French (Either/Or) if the functions may be carried out in either English or French. 		

Section B: Assessing the Linguistic Capacity of the Work Unit

Managers are responsible for organizing their resources and for developing and maintaining a linguistic capacity within their work unit to fulfill their linguistic obligations to the public and to other employees.

ELEMENTS TO CONSIDER	YES	NO
<p>Q.8 Are there any other positions in the work unit providing similar services to the same public or group of employees?</p>	<p>Go to Q.9</p>	<p>Go to Q.10, Q.11 & Q.12 The language requirement of the position must be bilingual. Assess the position's second language proficiency requirement</p>
<p>Q.9 Is it operationally feasible to have a combination of unilingual and bilingual positions to meet the linguistic obligations for services to the public and to employees?</p> <p>* The language requirement of the position may be:</p> <ul style="list-style-type: none"> • English-essential • French-essential • Bilingual • English or French (Either/Or) if the functions may be carried out in either English or French <p>If the incumbent of a unilingual position is in contact with a member of the public or with an employee communicating in the other official languages, they must be able to refer the client to a colleague who can provide the service effectively and promptly in the official language chosen by the client.</p>	<p>* See the language requirement options</p>	<p>Go to Q.10, Q.11 & Q.12 The language requirement of the position must be bilingual. Assess the position's second language proficiency requirement.</p>

Section C: Assessing a Position’s Second Language Proficiency Requirements

The language proficiency levels must reflect the functions of the position and the principle of equal status of the two official languages.

ELEMENTS TO CONSIDER	Level B	Level C	Level P
Written Comprehension:			
Q.10 Do the functions of the position require:			
a. comprehension of most descriptive or factual material on work-related subjects and understanding the main idea of most work-related texts, locate specific details and distinguish main from subsidiary ideas?	Yes	N/A	N/A
b. comprehension of texts dealing with a wide variety of work-related topics and understanding most complex details, inferences, and fine points of meaning?	N/A	Yes	N/A
c. reading articles, brochures, speeches, press releases, and other documents on technical or specialized topics; revising scientific and technical documents in terms of their literary presentation; providing an editing service for, or ensuring the linguistic quality of, technical or specialized texts, documents, and publications; or providing translation services?	N/A	N/A	Yes
Written Expression:			
Q.11 Do the functions of the position require:			
a. writing short descriptive or factual texts dealing with explicit information on work-related topics; having sufficient mastery of grammar and vocabulary?	Yes	N/A	N/A
b. writing explanations or descriptions in a variety of informal and formal work-related situations; writing texts where ideas are developed and presented in a coherent manner?	N/A	Yes	N/A
c. writing articles, brochures, speeches, press releases, and other documents on technical or specialized topics; revising and rewriting scientific and technical documents in terms of their literary presentation; providing an editing service for, or ensuring the linguistic quality of, technical or specialized texts, documents, and publications; or providing translation services?	N/A	N/A	Yes
Oral Proficiency:			
Q.12 Do the functions of the position require:			
a. Sustaining a conversation on concrete topics, reporting on actions taken, giving straightforward instructions to employees, and providing factual descriptions and explanations?	Yes	N/A	N/A
b. Handling sensitive situations where the understanding and expression of subtle, abstract, or complicated ideas is required or where unfamiliar work-related topics must be dealt with? Is the incumbent required to support opinions or understand and express hypothetical and conditional ideas?	N/A	Yes	N/A
c. Simultaneously interpreting from one language to another?	N/A	N/A	Yes

For more information on linguistic profiles, please consult the [Directive on Official Languages for People Management](#) and the [Qualification Standards in Relation to Official Languages](#). You may also use the Web tool [Determining the Linguistic Profile of a Position](#) or [Tool for the linguistic identification of positions](#)

Section D: Staffing Bilingual Positions

Imperative staffing is the norm. Positions are to be staffed with a candidate who meets the language requirements of the position at the time of appointment or deployment.

ELEMENTS TO CONSIDER	YES	NO
<p>Technical or Specialized Level of Language Proficiency (Code P) Q.13 Do the duties and responsibilities of the position require a technical or specialized level of language proficiency (Code P) in at least one language skill?</p>	Imperative staffing must be used.	Go to Q.14
<p>Specified period (term) appointments Q.14 Is the candidate appointed or deployed for a specified period of time?</p>	Imperative staffing must be used.	Go to Q.15
<p>Indispensable Bilingual Positions Q.15 Is the position an indispensable bilingual position for providing service to the public or to employees in both official languages? Examples of such indispensable bilingual positions are:</p> <ul style="list-style-type: none"> • when the bilingual position is one of the very few in an office that provides services to the public or employees • when the bilingual position is the only one that provides certain services; • when the bilingual position is one of several providing similar services but there are not enough incumbents who meet language requirements to always ensure services in both official languages • when the functions of the position require the capacity to communicate promptly and accurately in both languages in situations where the communication has a direct bearing on the health, safety, or security of the public or the occupants of the office. 	Imperative staffing must be used.	Go to Q.16
<p>Significant Operational Impact Q.16 Do the duties and responsibilities of the position have an immediate and significant impact on CSC's activities or projects? Examples of such significant operational impact are:</p> <ul style="list-style-type: none"> • a bilingual position in a designated bilingual region for language of work that entails supervisory responsibilities for a significant number of employees from both official language groups (Yes to Q.5); • a bilingual position having significant representational functions, such as an organizational representative to both official language communities or to federal employees of both official language groups; or • a bilingual position at headquarters in which the incumbent coordinates the implementation of programs in various regions of Canada. 	Imperative staffing must be used.	Go to Q.16

**If no to all questions Q. 13, 14, 15 and 16, the position can be staffed on a non-imperative basis, under exceptional circumstances.