

Identifying the language requirements of a position

All requests to create a position or change the language requirements of a position must be recommended by the Official Languages Program of Public Services and Procurement Canada (PSPC).

Note

This process is in accordance with the Instrument of Human Resources Delegation. Refer to the [Recommendation process for identifying the language requirements of a position](#) for more information.

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Request process

Requests to create a position or change the language requirements of a position must include the [Identifying the language requirements of a position \(PWGSC-TPSGC 516-E\) form](#) and be submitted to the Classification Administrative Centre at tpsgc.classification-classification.pwgsc@tpsgc-pwgsc.gc.ca.

The information provided on the form is used by the Official Languages Program for analysis and recommendation purposes about the language requirements of a position and the linguistic profile of a bilingual position.

How to complete the form: Identifying the language requirements of a position

Expand all

Collapse all

Section 1: Contextual information

Action

Select the type of request required

Additional information

Enter all relevant information to be considered in the analysis of your request, if applicable. For example, for the creation of a position, specify the number of positions to be created.

Position title

Enter the position title as it appears on the organization chart

Group and level

Identify the group and level that corresponds to the position, for example: AS-03

Position number

For a change to the language requirements of a position:

- enter the position number

For a request to create a position:

- leave the box empty

Job code

Enter the job description number associated with the position

Branch/region, sector/division

Enter the name of the branch or region as well as the name of the sector or the division. For example, Human Resources Branch, Official Languages Program

Location

Enter the geographic location of the office to which the position is attached

Linguistic obligations of the office for language of work

Consult the [list of bilingual regions for language-of-work purposes](#) and indicate if the position is located in an English region, French region or bilingual region

Current language requirement of the position

Select 1 of the following options for a change to the language requirements of a position:

- Bilingual
- English essential

- French essential
- Either/or

For a request to create a position:

- leave the box empty

Current linguistic profile of the bilingual position

For a change to the language requirements of a position:

- enter the current linguistic profile as shown in the organization chart
- or consult [WinOrg](#)

For a request to create a position:

- leave the box empty

Section 2: Communication requirements of the position

The communication requirements of positions or functions are established objectively. They correspond to the work performed by the employee or their work units and consider key elements such as the following:

- [services and communications with the public](#)
- [personal services](#)
- [central services](#)
- [supervision](#)
- [grievances](#)
- [other functions](#)

Note

For more information about the rules for identifying the language requirements of a position and individual roles and responsibilities, refer to the [Reference guide for identifying the language requirements of a position](#) page.

Services and communications with the public

The delivery of services to the public in an office where there is an obligation to communicate with and serve the public in both official languages.

Does the incumbent communicate with or provide information, products or services by oral or written means to:

- an individual or a 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

- another level of government

Choose 1 of the following options:

- 0. Not required
- 1. English **and** French
- 2. English only
- 3. French only

If services and communications with the public are being offered, indicate the [Burolis](#) number. For more information, see the [*Directive on Official Languages for Communications and Services*](#).

Personal services

The delivery of personal services to federal public servants.

Does the incumbent provide personal services to employees working in the National Capital Region or in another region designated as bilingual for language-of-work purposes? For example:

- compensation (pay and benefits) services
- career counselling
- occupational health and safety services
- Employee Assistance Program

Select 1 of the following options:

- 0. Not required
- 1. English **and** French
- 2. English only
- 3. French only

Central services

The delivery of central services to other employees of the department and other federal institutions.

Does the incumbent provide central services to employees working in the National Capital Region or in another region designated as bilingual for language-of-work purposes? For example:

- accounting, budget and financial management services
- informatic services
- evaluation and audit services
- legal services
- library, records and information/communication services
- materiel and asset management services

- purchasing and supply services
- security services
- human resource services
- technical services
- translation services
- property management services
- other

Choose 1 of the following options:

- 0. Not required
- 1. English **and** French
- 2. English only
- 3. French only

Supervision

Does the incumbent supervise employees who work in the National Capital Region or in another region designated as bilingual for language-of-work purposes?

Yes: The position **must** be bilingual.

No: Go to the next question.

Grievances

Is the position part of the grievance procedure?

Yes: The position **must** be bilingual.

No: Go to the next question.

Other functions

Does the incumbent provide other types of communication not included in the categories listed above (1 to 5)?

Select 1 of the following options:

- 0. Not required
- 1. English **and** French
- 2. English only
- 3. French only
- 4. Either/or (chosen by the incumbent)

Positions tied to a standardized job description

Within the same work unit, it is possible to have identical positions with different language requirements: bilingual, English essential or French essential. Identical bilingual positions should have the same linguistic profile.

Section 3: Linguistic capacity of the work unit

Managers are responsible for organizing their resources to ensure the linguistic capacity of their work unit to fulfill their linguistic obligations to the public and employees, where required by the *Official Languages Act*.

Work team composition

Are there any other positions with the same or very similar responsibilities in the work unit providing similar services to the same public or group of employees?

Yes: Refer to the statement about the work unit bilingual capacity below. Enter the rationale in the remarks section in this section of the form.

No: The position **must** be bilingual.

Work unit bilingual capacity

Would it be feasible to have a combination of unilingual and bilingual positions to meet the linguistic obligations to the public and to employees?

Yes: A combination of unilingual and bilingual positions is justified:

- if the work unit can **always** provide comparable services in both official languages
- if the incumbent of a unilingual position is in contact with a member of the public or with an employee communicating with them in the other official language
 - they must, **always**, be able to refer to a colleague who can provide the service effectively and promptly in the official language chosen by the client
 - the same situation applies to services offered to employees located in a region designated as bilingual for language-of-work purposes.

No: The position **must** be bilingual.

Section 4: Linguistic requirements of the position

Does the position have to be bilingual?

Yes: Select the language requirement "bilingual" and complete the linguistic profile of the bilingual position section. Enter the level of language proficiency for each official language qualification.

No: Identify the language requirements of the position. Select 1 of the following options:

- English Essential

- French Essential
- Either/or (chosen by the incumbent)

Effective date

For a request to create a position, enter the date the position will be created.

For a change to the language requirements of a position, enter the effective date of the change.

Once signed by the manager, the form must be sent to human resources (Classification) at tpsgc.classification-classification.pwpsc@tpsgc-pwpsc.gc.ca.

Note

The observations box is optional. Enter any relevant information to be considered in the analysis of your request.

Resources

Find useful tools and resources to help you identifying the language requirements of a position.

Form

- [Identifying the Language Requirements of a Position \(PWGSC-TPSGC 516-E\)](#)

Reference documents

- [Reference guide for identifying the language requirements of a position](#)
- [Recommendation process for identifying the language requirements of a position](#)
- [Burolis](#)

Policies and directives

- [*Directive on Official Languages for People Management*](#)
- [*Directive on Official Languages for Communications and Services*](#)
- [*Qualification Standards in Relation to Official Languages*](#)

Contact us

For more information, please contact tpsgc.questionslo-olqueries.pwpsc@tpsgc-pwpsc.gc.ca.

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