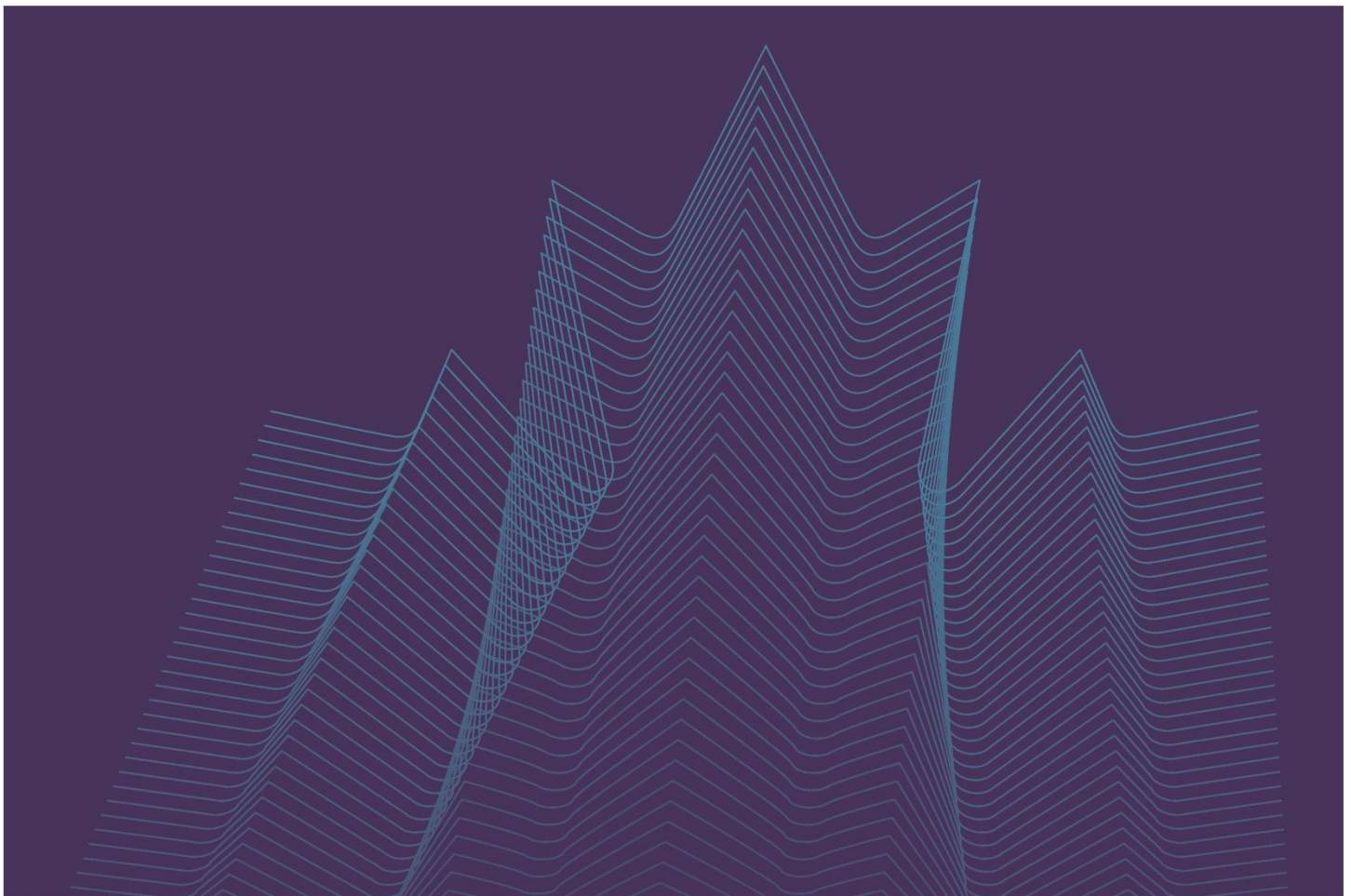




# Official Languages Standard for Canada School of Public Service Employees in the Delivery of Services to Learners and Client Organizations



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## 1. Effective date

- 1.1. This Standard took effect on April 2, 2019. It will be reviewed every 2 years or as required.

## 2. Application

- 2.1. This Standard applies to all employees of the Canada School of Public Service (the School).

## 3. Background

- 3.1. The [\*Official Languages Act\*](#) (Part V, section 37) stipulates that:

Every federal institution that has authority to direct, or provide services to, other federal institutions, has the duty to ensure that it exercises its powers and carries out its duties in relation to those other institutions in a manner that accommodates the use of either official language by officers and employees of those institutions.

- 3.2. As a federal organization that defends the values of bilingualism, the School commits to honouring its legal obligations under the *Official Languages Act* and also to honouring the spirit of the Act by applying the requirements of this Standard, which sometimes extends beyond the School's legal obligations.

## 4. Definitions

- 4.1. The definitions to be used in interpreting this Standard are listed in Appendix A.

## 5. Expected results

- 5.1. Support a bilingual workplace and learning in both official languages across the public service.
- 5.2. The language rights of learners and employees in client organizations are respected when they receive services from the School or use its learning products.
- 5.3. School employees apply this Standard and respect the language rights of learners and employees in client organizations.

## 6. Requirements

- 6.1. Employees of the School shall ensure that they comply with the *Official Languages Act* and, specifically, that they apply the provisions of section 37 with diligence when delivering services and developing learning products.
- 6.2. Employees of the School shall comply with the Treasury Board (TB) [Policy on Official Languages](#) and the [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#) when delivering services and developing learning products.

6.3. In addition to complying with the Act and existing official languages policies, School employees shall observe the following requirements:

*Final testing (pilots)*

6.3.1. The final testing (piloting) of new learning products shall be conducted in parallel in both official languages.

*Translation and editing of published learning content*

6.3.2. All learning products and services developed by the School and accessible to learners and client organizations shall be edited first in their original language by the School's [Linguistic Services](#) to ensure quality control.

6.3.3. All learning products and services designed by the School and made available to learners and client organizations shall then be translated by professionals and shall be reviewed by the School's Linguistic Services for quality assurance and compliance with the TB Directive on the Management of Communications.

6.3.4. For experimental purposes, products and services developed by the School may be translated using translation software. Once translated, drafts shall be reviewed by the School's Linguistic Services team for quality assurance and compliance with the TB Directive on the Management of Communications.

*Events and plenary sessions*

6.3.5. Events or plenary sessions (in person or by webcast) offered as part of a learning program or an event held in the National Capital Region (NCR) shall be conducted by bilingual speakers or with simultaneous interpretation. Selected executive learning activities may be exempt, at the discretion of Learning Programs Branch (LPB) and Innovation and Policy Services Branch (IPSB) Vice-Presidents, such as the following:

- Deputy Minister (DM) Seminars
- DM Orientation
- Assistant Deputy Minister (ADM) Orientation
- EX-04/05 Executive Leadership Development Programs
- New Director General (DG) Transition Programs (including the EXecuTALKs series)

6.3.6. Unilingual events, including unilingual participatory events (i.e. activities that aim to engage with communities and are primarily focused on interactivity among participants and spontaneous conversation) may be offered, provided that an activity of equivalent quality, duration and content is offered in the other official language.

This does not preclude the usage of and experimentation with new learning formats (e.g. unconference, live events/videos on social media, etc.), technologies and platforms whose interface may be unilingual. In such cases, continuous efforts will be made to provide content/events simultaneously in both official languages. If not possible, an activity of equivalent quality, duration and content will be offered in the other official language.

### *Planning of offerings*

- 6.3.7. The provision of learning products must include one learning activity annually in the minority official language for each of region served by the School. The type of learning activity, duration and content is at the discretion of CSPS regional learning centres.
- 6.3.8. When a learning activity is cancelled, the office (regional or NCR) where the cancellation occurred shall arrange for an equivalent alternative delivery in the same official language as the cancelled activity. This new offering shall be posted in the calendar within 30 days of the initial cancellation and shall be available in sufficient numbers to offer equitable access to learning activities in the learners' language of choice.

### *Client service*

- 6.3.9. Services to client organizations and learners shall be offered according to the [active offer principles](#) defined by the Office of the Commissioner of Official Languages.

### *Planning and results*

- 6.3.10. Learning and program evaluations shall include questions on official languages (quality and access).
- 6.3.11. The integrated planning process shall address issues related to official languages in discussions held with representatives of the School's divisions.

### *Governance*

- 6.3.12. The mandate of the School's various executive and advisory committees shall clearly include their official languages responsibilities.
- 6.3.13. The School's various executive and advisory committees shall regularly include in their agenda (e.g. quarterly) an item dedicated to official languages.

## **7. Responsibilities for ensuring compliance**

- 7.1. Employees of the School are responsible for complying with this Standard, particularly with respect to language quality in existing products and the translation and review of new learning products.
- 7.2. The School Content Integration Committee (SCIC) is responsible for ensuring the mandatory review and quality control of official languages in all learning products created and purchased before content is tested and published.
- 7.3. The Quality Assurance and Data Analytics Division is responsible for conducting compliance assurance exercises with respect to language quality in existing products and the translation and editing of new learning products, in collaboration with the School's Linguistic Services.
- 7.4. Management is responsible for actively informing employees of any updates related to this Standard.

## 8. References

### *Legislation*

- [Official Languages Act](#)

### *Treasury Board policy instruments*

- [Policy on Official Languages](#)
- [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#)

### *School intranet*

- [Guide to Official Languages Best Practices for Instructional Designers](#)

## 9. Enquiries

Please address any enquiries to the Policy and Strategic Relationships Division:  
[csps.policy-politiques.efpc@canada.ca](mailto:csps.policy-politiques.efpc@canada.ca).

## Appendix A: Definitions

### **Access (accès)**

A learner's ability to take part in the learning activities on the calendar without any barriers (e.g. limited number of offerings, inaccessible location, cancellations, availability in language of choice, etc.). This definition does not apply to learning activities held by invitation (such as the Executive Leadership Development Programs).

### **Active offer (offre active)**

An active offer of service is an open invitation to the public to use one of Canada's two official languages—English or French—when communicating with or receiving a service from the federal government.

### **Client organizations (organisations clientes)**

Organizations listed in schedules I, IV and V of the Financial Administration Act, as well as organizations not listed that have chosen the School as learning service providers (opt-in).

### **Equivalent quality (qualité équivalente)**

Learners' learning experience is of similar quality but not necessarily identical in both official languages.

### **Learning (apprentissage)**

Process of acquiring new, or modifying existing, knowledge, skills or behavior.

### **Learning activity/product (activité/produit d'apprentissage)**

An activity, event or product designed to encourage or create an environment favourable to learning. This can include (or be a mix of) traditional based instruction such as instructor-led and online courses, some events, plenary sessions, videos, job aids, etc., or participatory activities, which aim to engage with communities and are more focused on interactivity and spontaneous conversation (e.g. unconferences, live events on social media, blogs, podcasts, etc.)

### **Offering (offre)**

All learning activities and products posted on the School's calendar for which learners may register.

### **Parallel testing (mise à l'essai en parallèle)**

Conducting prototype testing jointly in both official languages, so that results can be used to improve the language quality and clarity of learning products prior to their release.