

IDENTIFYING THE LANGUAGE REQUIREMENTS OF A POSITION¹

(Sections 1 to 4 of this form must be completed by the manager when a position is created or when the language requirements are modified. Upon completion, the form must be placed in the position file by the classification team.)

SECTION 1: CONTEXTUAL INFORMATION

Action <input type="checkbox"/> Creation of position <input type="checkbox"/> Change to language requirements of a position ²	Additional Information (if applicable) <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>
Position Title <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>	Group and Level <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>
Position Number (not required for the creation of a position) <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>	Job Code <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>
Branch/Region <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>	Sector/Division <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>
Location <div style="background-color: #e6f2ff; height: 20px; width: 100%;"></div>	Linguistic Obligations of the Office for Language of Work List of Bilingual Regions of Canada for Language-of-Work Purposes <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Bilingual
Current Language Requirement of the Position (not required for the creation of a position) <input type="checkbox"/> 1- Bilingual <input type="checkbox"/> 2- English essential <input type="checkbox"/> 3- French essential <input type="checkbox"/> 4- Either/Or (chosen by the incumbent)	Current Linguistic Profile of the Bilingual Position (not required for the creation of a position) English: R [] W [] OP [] French: R [] W [] OP []

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 take into account key elements such as the following:

- 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;
- the supervision of employees in designated bilingual regions; and
- the delivery of personal or central services to employees of the Department and other federal institutions.

AT LEAST ONE OF THE COMMUNICATION REQUIREMENTS MUST BE SELECTED.

1. Services and communications with the public	Does the incumbent communicate with or provide information, products or services by oral or written means to: <ul style="list-style-type: none"> <input type="checkbox"/> an individual or group of individuals outside the federal public service? 	<input type="checkbox"/> 0- Not required <input type="checkbox"/> 1- English and French* <input type="checkbox"/> 2- English only* <input type="checkbox"/> 3- French only* *If services and communications with the
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¹ Please refer to the [Directive on Official Languages for People Management](#) of the Treasury Board Secretariat.

² The [Directive on Official Languages for People Management](#) requires that the incumbent be informed within **ten** (10) working days of the decision to change the language requirements of the position. Therefore, a written memo must be sent to the employee.

	<ul style="list-style-type: none"> <input type="checkbox"/> a professional association or organization outside the federal public service? <input type="checkbox"/> a private company, other than a Crown corporation, outside the federal public service? or <input type="checkbox"/> another level of government? 	<p>public are being offered, indicate Burolis number:</p> <div style="background-color: #e0e0e0; height: 20px; width: 100%;"></div> <p>Refer to the list Burolis - Results- Canada.ca (tbs-sct.gc.ca).</p>
2. Personal services	<p>Does the incumbent provide personal services to employees working in the NCR or in another designated bilingual region?</p> <p>For example:</p> <ul style="list-style-type: none"> • Compensation (pay and benefits) • Career counselling • Occupational health and safety services • Employee Assistance Program 	<ul style="list-style-type: none"> <input type="checkbox"/> 0- Not required <input type="checkbox"/> 1- English and French <input type="checkbox"/> 2- English only <input type="checkbox"/> 3- French only
3. Central services	<p>Does the incumbent provide central services to employees working in the NCR or in another designated bilingual region?</p> <p>For example:</p> <ul style="list-style-type: none"> • Accounting, budget and financial management services; Evaluation and audit services; • Informatic services; Technical services; • Security services; • Legal services; • Library, records and information; • Material and asset management; Purchasing and supply services; Property management services 	<ul style="list-style-type: none"> <input type="checkbox"/> 0- Not required <input type="checkbox"/> 1- English and French <input type="checkbox"/> 2- English only <input type="checkbox"/> 3- French only
4. Supervision	<p>Does the incumbent supervise employees who work in the NCR or in another designated bilingual region?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes- <u>The position must be bilingual</u> <input type="checkbox"/> No
5. Grievances	<p>Is the position part of the grievance procedure?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes- <u>The position must be bilingual</u> <input type="checkbox"/> No
6. Other functions	<p>Other communication required by the position not included in the categories listed above (1 to 5).</p>	<ul style="list-style-type: none"> <input type="checkbox"/> 0- Not required <input type="checkbox"/> 1- English and French <input type="checkbox"/> 2- English only <input type="checkbox"/> 3- French only <input type="checkbox"/> 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 and 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 in order 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	<p>Are there any other positions with the same or very similar responsibilities in the work unit providing similar services to the same public or the same group of employees?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes- <ul style="list-style-type: none"> a) Refer to the work unit bilingual capacity statement b) Insert a justification in the remarks section below. <input type="checkbox"/> No- <u>The position must be bilingual</u>
Remarks	
Work unit bilingual capacity	<p>Would it be feasible to have a combination of unilingual and bilingual positions to meet the linguistic obligations to the public and to employees?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes: A combination of unilingual and bilingual positions is justified: <ul style="list-style-type: none"> • If the work unit is able to provide comparable services in both official languages at all times. • If the incumbent of a unilingual position is in contact with a member of the public communicating in the other official language, the employee must, at all times, 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. The same situation applies to services offered to employees located in designated bilingual regions. <input type="checkbox"/> No

SECTION 4: LINGUISTIC REQUIREMENTS OF THE POSITION

When a position must be identified as bilingual, the manager is responsible for **objectively** determining the required second official language proficiency level by taking into account the duties and responsibilities of the position. The proficiency level must be defined for each following abilities: written comprehension (R), written expression (W) and oral proficiency (OP). There are three linguistic proficiency levels: A, B, and C, with A being the minimum and C being the maximum level.

Some bilingual positions requiring the use of technical or specialized official language skills require the code P. There are five categories of technical or specialized language skills: dictatyping and dictation, professional writing, editing, translation and interpretation, and teaching and testing. Code P supersedes any general second official language qualification and is used instead of levels A, B, or C for that particular ability.

<p>Language Requirement of the Position</p> <ul style="list-style-type: none"> <input type="checkbox"/> Bilingual <input type="checkbox"/> English essential <input type="checkbox"/> French essential <input type="checkbox"/> Either/Or (chosen by the incumbent) 	<p>Linguistic Profile of the Bilingual Position</p> <p>English: R [] W [] OP []</p> <p>French: R [] W [] OP []</p>
<p>Effective date (yyyy-mm-dd)</p>	<p>Observations</p>
<p>Name of manager</p>	
<p>Signature</p>	<p>Date (yyyy-mm-dd)</p>

SECTION 5: RECOMMENDATION OF THE OFFICIAL LANGUAGES PROGRAM

For the exclusive use of the Official Languages Program

<p>Communication Requirements of the position</p> <p>0- Not required</p> <p>1- English and French</p> <p>2- English only</p> <p>3- French only</p> <p>4- English or French</p>	<p>Services and communications with the public: []</p> <p>Personal services: []</p> <p>Central services: []</p> <p>Supervision: []</p> <p>Grievances: []</p> <p>Other: []</p>
<p>Recommended Language Requirement of the Position</p> <p><input type="checkbox"/> Bilingual</p> <p><input type="checkbox"/> English essential</p> <p><input type="checkbox"/> French essential</p> <p><input type="checkbox"/> Either/Or</p>	<p>Recommended Linguistic Profile of the Bilingual Position</p> <p>English: R [] W [] OP []</p> <p>French: R [] W [] OP []</p>
<p>Justification</p> <p><input type="checkbox"/> Unique position</p> <p><input type="checkbox"/> Identical positions—bilingual capacity</p> <p><input type="checkbox"/> Complexity of tasks</p> <p><input type="checkbox"/> Other</p>	<p>Observations</p>
<p>Signature of the Senior Official Languages Advisor</p>	<p>Date (yyyy-mm-dd)</p>

SECTION 6: SUB-DELEGATED PERSON'S APPROVAL³

Recommendation of the Official Languages Program (See Section 5)

<p><input type="checkbox"/> Yes</p>	
<p><input type="checkbox"/> No</p>	<p>Linguistic Identification approved</p> <p><input type="checkbox"/> Bilingual with a linguistic profile of:</p> <p>English: R [] W [] OP []</p> <p>French: R [] W [] OP []</p> <p><input type="checkbox"/> English essential</p> <p><input type="checkbox"/> French essential</p> <p><input type="checkbox"/> Either/Or (chosen by the incumbent)</p> <p>Justification</p> <p><input type="checkbox"/> Identical positions guaranteeing the bilingual capacity in the work unit</p> <p><input type="checkbox"/> Level of complexity of the tasks associated to the position</p> <p><input type="checkbox"/> Other:</p>
<p>Name of the sub-delegated person</p>	
<p>Signature</p>	<p>Date (yyyy-mm-dd)</p>

For more information, please contact TPSGC.QuestionsLO-OLQueries.PWGSC@tpsgc-pwgsc.gc.ca

³ The sub-delegated authority is prescribed by [PSPC Instrument of Human Resources Delegation](#).
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PWGSC-TPSGC 516-E (2024-03)

INFORMATION ON OFFICIAL LANGUAGES PROFICIENCY

Communication requirements must be identified **objectively** and must reflect the duties and functions to be performed with respect to communication and services to the public as well as language of work.

The second language level must be defined with the proficiency level required in each ability. The abilities are:

- reading compréhension (R)
- written expression (W)
- oral proficiency (OP)

There are three proficiency levels for each linguistic ability in a second language: A, B, and C, with A being the minimum and C being the maximum level. At PSPC, the minimum level for a linguistic profile is B. Profile A is used in exceptional cases only. Refer to the Treasury Board Secretariat's [Qualification Standards in Relation to Official Languages](#).

READING COMPREHENSION

Level A

Level A is the minimum level of second language ability in written comprehension for positions that require the comprehension of texts on topics of limited scope. A person reading at this level can fully understand very simple texts; grasp the main idea of texts about familiar topics; and read and understand elementary points of information such as dates, numbers or names from relatively more complex texts to perform routine job-related tasks. A person at this level would not be expected to read and understand detailed information. A person at this level can read:

- internal communications
- letters
- email messages
- routine forms (e.g. requisitions, invoices)
- very simple texts

in order to:

- file
- distribute
- pick out specific units of information (e.g. dates, numbers, names)
- process routine requests (e.g. requisitions, work orders, invoices)
- fully understand very simple texts
- understand the general idea regarding familiar, work-related topics
- carry out routine, simple actions (e.g. understand photocopying instructions, order office supplies, read a meeting agenda)

Level B

Level B is the minimum level of second language ability in written comprehension for positions that require comprehension of most descriptive or factual material on work-related topics. A person reading at this level can grasp the main idea of most work-related texts, identify specific details and distinguish main from subsidiary ideas. A person at this level will have difficulty reading texts using complex grammar and less common vocabulary. A person at this level can carry out the activities of level A and can also read work-related:

- reference materials
- reports
- articles
- notices

in order to:

- extract information or specific details required for the job
- understand the general idea of the content
- verify that the content is factually correct when the text was prepared by others

Level C

Level C is the level of second language ability in written comprehension for positions that require comprehension of texts dealing with a wide variety of work-related topics. A person reading at

this level can understand most complex details, inferences and fine points of meaning; and have a good comprehension of specialized or less familiar material. A person at this level may miss some seldom-used expressions and have some difficulty with very complex grammatical structures. A person at this level can carry out the activities at levels A and B and can also read work-related:

- policy papers
- research papers
- technical reports
- books
- complex contracts or specifications
- legislation or regulations

in order to:

- ensure completeness and accuracy
- extract details for action or interpretation
- review for meaning and tone when the material was prepared by others
- obtain an in-depth understanding of the content
- assess implications
- provide comments
- make recommendations

WRITTEN EXPRESSION

Level A

Level A is the minimum level of second language ability in written expression for positions that require writing simple units or information in the second language. A person writing at this level can write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person. A person at this level is expected to make errors of grammar, vocabulary and spelling. These errors are acceptable as long as the message is understandable. A person at this level can write:

- isolated words
- simple phrases
- simple messages
- lists (e.g. items, names, activities)
- titles or subject headings
- brief notes

in order to:

- fill out a form or report related to one's duties
- note simple point-form messages
- complete an index or table of contents
- request and provide simple information
- use templates in familiar situations

Level B

Level B is the minimum level of second language ability in written expression for positions that require writing short descriptive or factual texts in the second language. A person writing at this level can deal with explicit information on work-related topics since he or she has sufficient mastery of grammar and vocabulary. A person at this level will communicate the basic information, but the text will require some corrections in grammar and vocabulary, as well as revision for style. A person at this level can carry out the activities of level A and can also write work-related:

- short, routine messages
- short texts
- short descriptions
- brief comments
- simple, factual correspondence or directives

in order to:

- adapt templates by adding a few words or slightly modifying the content

- request or provide information, explanations or instructions
- formulate observations
- present conclusions
- summarize a text or meeting in point or note form

Level C

Level C is the level of second language ability in written expression for positions that require writing explanations or descriptions in a variety of informal and formal work-related situations. A person writing at this level can write texts where ideas are developed and presented in a coherent manner. The person at this level will use vocabulary, grammar and spelling that are generally appropriate and require a few corrections. A person at this level can also modify or correct texts to improve meaning, tone, clarity and conciseness. A person at this level can carry out the activities of levels A and B and can also write work-related:

- correspondence
- briefing notes
- memoranda
- reports
- recommendations
- research papers
- comprehensive summaries
- detailed presentations

in order to:

- provide or request detailed facts and reasons
- provide information or comment on contentious issues

ORAL PROFICIENCY

Level A

Level A is the minimum level of second language ability in oral proficiency for positions that require simple and repetitive use of the second language in routine work situations. A person at this level can ask and answer simple questions, give simple instructions and give uncomplicated directions relating to routine work situations. Persons at this level make many errors and have deficiencies in grammar, pronunciation, vocabulary and fluency, which may interfere with the clarity of the message. Since they have problems in understanding speech spoken at a normal rate, repetitions by others may be required for them to understand what is being said. A person at this level can carry out the following activities:

- ask and answer simple questions about names, addresses, dates, times or numbers
- make requests to colleagues or other employees and respond to such requests about simple and uncomplicated matters
- provide short, repetitive answers or information
- give and follow simple directions and instructions
- exchange common courtesies (e.g. thank you, you're welcome, have a nice day)

Level B

Level B is the minimum level of second language oral proficiency for positions that require departure from routine use of the second language. A person speaking at this level can sustain a conversation on concrete topics, report on actions taken, give straightforward instructions to employees and provide factual descriptions and explanations. A person at this level may have deficiencies in grammar, pronunciation, vocabulary and fluency that do not seriously interfere with communication. A person at this level should not be expected to cope with situations involving hypothetical ideas. A person at this level should not be expected to cope with situations that are sensitive or that require the understanding or expression of subtle or abstract ideas. A person at this level can carry out the activities of level A and can also:

- give and follow straightforward instructions or explanations about how work is to be done, what information is needed and what steps or alternatives are to be followed
- give factual accounts of actions taken or events that have occurred
- handle requests for routine information from other employees or members of the public either by telephone or in face-to-face conversations (e.g. about such things as services, publications or staffing actions)

- take part in departmental or interdepartmental meetings regarding factual, concrete and non-routine topics, and/or informal meetings or work sessions
- deliver presentations on concrete topics, and answer factual follow-up questions
- answer the telephone, understand simple requests, redirect calls as appropriate, and/or explain to others how to complete a form

Level C

Level C is the level of second language oral proficiency for positions that require handling sensitive situations where the understanding and expression of subtle, abstract or complicated ideas is required where unfamiliar work-related topics must be dealt with. A person speaking at this level can support an opinion and discuss hypothetical and conditional ideas. A person speaking at this level will not have the ease and fluency of a native speaker and may have deficiencies in pronunciation, grammar and vocabulary. These deficiencies rarely interfere with communication. A person at this level can carry out the activities at level A and B and can also:

- give and understand explanations and descriptions involving complicated details, hypothetical questions, or complex and abstract ideas
- give and understand detailed accounts of events, actions taken or procedures to be followed
- discuss or explain policies, procedures, regulations, programs and services relating to an area of work
- deal with situations requiring persuasion/negotiation and complex arguments, and/or the seamless exchange of ideas in both official languages
- deliver presentations on complex topics, and answer follow-up questions and/or conduct training sessions
- counsel and give advice to employees or clients on sensitive or complex issues
- participate as a member of a selection board, interview board or assessment team as an integral part of the job functions

Imperative and non-imperative staffing

The [Directive on Official Languages for People Management](#) of Treasury Board Secretariat establishes, among others, the conditions about the identification of linguistic profile of a position and the bilingual position staffing. According to the Directive, bilingual positions are staffed **imperatively**. Exceptionally, non-imperative staffing may be considered.

The [Public Service Official Languages Exclusion Approval Order](#) establishes the conditions for non-imperative staffing of positions designated as bilingual.