

Toolkit to determine the linguistic profiles

Factors to take into consideration when establishing a linguistic profile

1. Is it an EX position ?
If yes = CBC
If not = continue the analysis

2. Is it a supervisory EX minus 1 position?
If yes = CBC
If not = continue the analysis

3. Is it a supervisory position or an administrative assistant position?
If yes = BBB or CBC (go to point 4)
If not, continue the analysis

4. Are the communication involved in the tasks inherent to the position complex* or deal with sensitive matters ?
If yes = CBC
If not = BBB

* Please find on the next page a tool to help you assess the complexity of a task.

Assess the complexity of the communications involved in the tasks

Using the work description, make a list of all tasks requiring communication / interaction with someone.

Then, using the TBS Qualification Standards <http://www.tbs-sct.gc.ca/psm-fpfm/staffing-dotation/rqs-qcr/oqs-anq-eng.asp>, for each task determine if it requires rudimentary (B) or extensive (C) knowledge of the second language, and the intended audience/clients (frequency of the task is not to be considered at this point)

Tasks	Level of bilingualism required as per the TBS Qualification Standards	To whom these interactions are intended? managers/employees/clients/stakeholders/public/colleagues
Give presentations	C	Employees, stakeholders
Management of daily HR activities	B	Employees, managers
Make recommendations	C	managers
supervise	B	employees
...		

Required linguistic profile: ____ (write the profile with the highest level from your chart – CBC or BBB)

In some cases*, once the linguistic profile is set, managers may use other options, subject to more or less risks for the Agency, giving they are ready to take those risks and they can provide a strong rationale for their decision.

How can I organize my operations to ensure communications/services are provided in both official languages equitably?

Two possibilities may be considered, each one involving certain risks :

1- Assess the bilingual capacity of my unit

Position's group and level to be created or under review:

Are there other encumbered positions at the same group and level in my unit?

if yes, I can establish the position Unilingual (low risk for the Agency)

If not, 2nd possibility

2- Put processes in place, ie. based on the unit's operations and staff, assign tasks requiring bilingualism to employees of different groups and levels (high risk for the Agency)

When the subdelegated manager is confident that communications will be of equal quality in both official languages, the linguistic profile may be established.

*Note : The requirements of the *Directive on Linguistic Identification of Positions* must be met

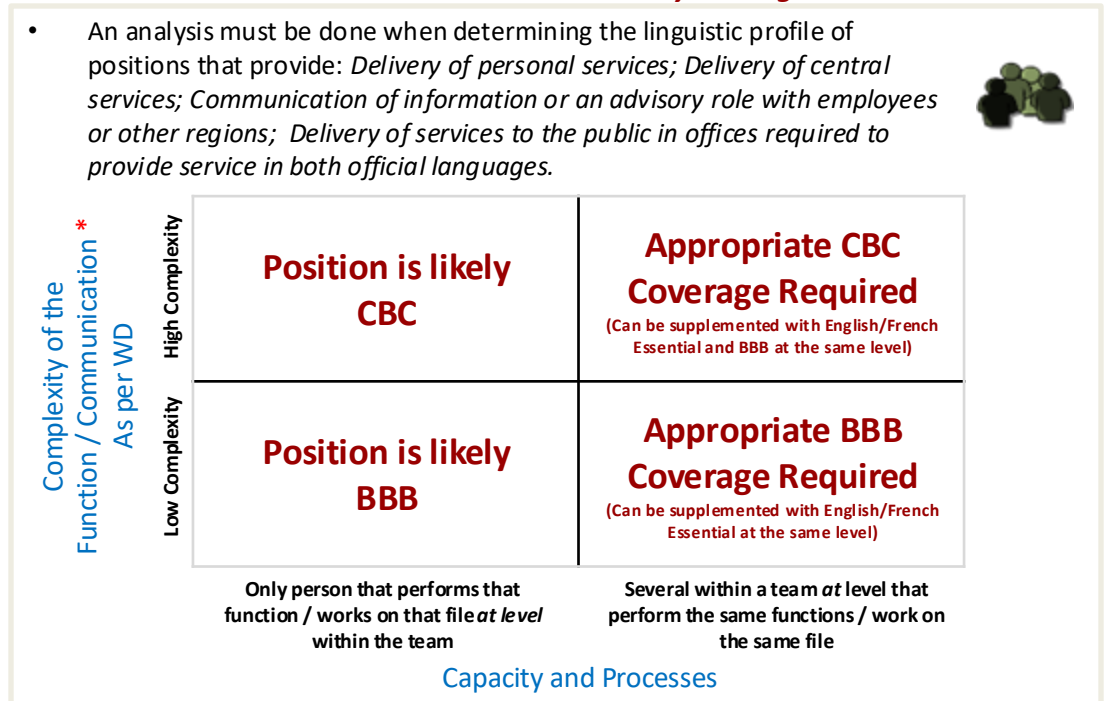
Guidance for Sub-delegated Persons: How to Set a Linguistic Profile in a Bilingual Region

- Managers must determine the linguistic profile **upon creation** of the position in addition to being **re-validated at every staffing action**.
- As per the CBSA *Directive on the Determination of Linguistic Profile of Positions*, managers must take into account **the entirety of the functions** that need to be performed by the position:

Minimum Standards Set by the OL Directive



Discretion that must be used by Managers:



Step 1 + Step 2 = Linguistic Profile of Position

* Definitions can be found in the CBSA Directive.