



Public Service Human Resources  
Management Agency of Canada

Agence de gestion des ressources humaines  
de la fonction publique du Canada



# ANNUAL REVIEW ON OFFICIAL LANGUAGES 2005-2006

## Quantitative Review

Prepared by:

THE NATIONAL BATTLEFIELDS  
COMMISSION



Canada



# Quantitative Review Report

### 1.1 Costs of language training (refer to section 2.4 of the Guide for the Preparation of the Annual Review on Official Languages)

## Targeted Objectives

- The institution has the necessary mechanisms to capture data on the costs of language training.

### 1.1.1 Activities carried out in 2005-2006

The National Battlefields Commission (NBC) is not subject to the *Directive on Language Training and Learning Retention*, as indicated in Appendix 2 of the *Guide for the Preparation of the Annual Review on Official Languages 2005-2006*.

No language training was given during the 2005-2006 fiscal year.

The NBC has an annual budget of \$5,000 for training in general, including language training.

### 1.1.2 Activities planned for 2006-2007

No requests for language training have been received yet. Although the NBC is not subject to the Directive, if the NBC receives a request and the training is relevant and necessary for the employee, the NBC could authorize English training.

1.1.3 Statistical data on the costs of language training  
(only for those institutions subject to the *Directive on Language Training and Learning Retention*)

- |  |                  |
|--|------------------|
| <p>a) <u>Cost of French language training</u> provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments).</p> | <p>\$ N/A</p>    |
| <p>• Number of employees targeted by these costs</p>   | <p>Employees</p> |

- b) Cost of English language training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding for non-imperative staffing (including appointments and deployments). \$ N/A  
 • Number of employees targeted by these costs \_\_\_\_\_ Employees
- c) Other costs of French language training for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself. \$ N/A  
 • Number of employees targeted by these costs \_\_\_\_\_ Employees
- d) Other costs of English language training for personal development, career development, a raise in language profile or the re-identification of positions, including training provided by the private sector, universities or the School on a cost-recovery basis as part of a memorandum of understanding or by the institution itself. \$ N/A  
 • Number of employees targeted by these costs \_\_\_\_\_ Employees

## 1.2 Good Practices related to Official Languages

### Targeted Objectives

- The institution provides official languages good practices.

#### 1.2.1 Governance of the Official Languages Program

- *Leadership (refer to item 1.1.3 of the Guide)*

The NBC has not established any new practices that show leadership. The NBC ensures that managers and employees comply with the spirit and intent of the *Official Languages Act (OLA)*.

- *Information Management (refer to item 1.2.4 of the Guide)*

The Official Languages Directorate did not make any particular comments in response to our 2004-2005 report.

Managers are informed about the OLA and directives that apply to the NBC. Management encourage staff to comply with the Act, follow the directives and interact bilingually with clientele, as required. All documents and signs for our clientele are bilingual.

#### 1.2.2 Implementation of the Official Languages Program

- *Communications with and Services to the Public in both Official Languages (refer to item 2.1.6 of the Guide)*

The NBC has not established any new practices with respect to communications with and services to the public in both official languages. All communications with and services to NBC clientele take place in one or the other official language. No complaints have been reported. Communications with and services to the public are conducted in accordance with the Official Languages Program.

According to a survey conducted during the period covered by this report, over 96 % of respondents stated that they were satisfied or very satisfied with the service provided in one or the other of the two official languages.

- *Language of Work (refer to item 2.2.6 of the Guide)*

The NBC has not introduced any new practices to improve the use of both official languages in the work place. The NBC's offices are located solely in Quebec City. Its staff members almost exclusively have French as a mother tongue and consequently, the language of work is French.

- *Human Resources Management (refer to item 2.3.6 of the Guide)*

The NBC has not introduced any new human resources management practices.

For each new job posted, the NBC publishes the competition in regional newspapers in both official languages, if appropriate, indicating the requirements and skills. At interviews, it establishes objective linguistic criteria and verifies the candidate's level of knowledge and ability in both official languages. Candidates have equal opportunities for employment and advancement within the NBC, although these opportunities are conditional on full compliance with the merit principle.

### ***1.3 Audit of Active Offer and Service to the Public in Both Official Languages in British Columbia (Publication on the Web Site Scheduled for February 2006)***

#### ***1.3.1 Activities Carried Out Following this Audit (refer to item 3.4 of the Guide)***

N/A.



André Juneau,  
The Chairman