



# **French-language Services Plan**

**2025–2026**

*Department of Labour,  
Skills and Immigration*

© Crown copyright, Province of Nova Scotia, 2025  
French-language Services Plan  
Department of Labour, Skills and Immigration  
April 2025

ISBN: 978-1-77448-743-3

# **French-language services plan 2025–26**

## *Labour, Skills and Immigration*

*Ce document est également disponible en français sous le titre : « Plan de services en français 2025-2026 »*

### **Message from the Deputy Minister, Ryan Grant**

I am pleased to introduce the **2025-26 French-language Services Plan** for the Department of Labour, Skills and Immigration.

Our mission remains clear: to be a trusted partner in helping all Nova Scotians thrive—in every aspect of their lives – education, employment, career aspiration, migration, safety in the workplace etc. We are committed to fostering a workforce that reflects the diversity of our communities, supporting innovation, and contributing to economic prosperity for all.

As a department, we continue to prioritize the delivery of **high-quality French-language services** to our clients, community partners and Nova Scotians at large. We recognize the importance of preserving and celebrating Nova Scotia's rich **Acadian and Francophone culture and heritage**, ensuring that French-speaking residents can access the services they need.

I take great pride in reflecting on our achievements over the past year in expanding **French-language services** and in sharing our objectives for the year ahead. Through ongoing collaboration and commitment, we will continue to enhance accessibility, inclusion, and support for Acadian and Francophone communities across our province.

### **What we're doing to contribute to the growth of the Acadian and francophone community**

We recognize the importance of French-language services, and we endeavour to fulfil our responsibilities under the *French-language Services Act* and regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programmes, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this aim, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions, which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress, and we invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

#### **French-language services coordinator:**

Ayo Aladejebi (Ayo.Aladejebi@novascotia.ca, 902 943 9157)

## Safety Branch

### Services we offer in French

The Safety Branch has several resources in French

#### Publications

- Joint Occupational Health and Safety Committee / Health and Safety Representative – A practical guide
- Accessing violence in the workplace guide and assessment form
- Fact sheet for public school to offer presentations to students
- Fact sheet indicating the changes for the Workplace First Aid guide
- Information about updated WHMIS regulation

#### Safety Notifications

The Safety Branch also published a few Safety notifications. All Safety notifications are accompanied with a bilingual email message.

#### Occupational Health and Safety Division:

##### Safety Bulletins:

- Ammonia and Rink Safety Bulletin
- CSA Approved step stools

##### Safety Alert:

- Work Platform Prohibition
- Preparing for Severe Weather

##### Safety Notice

- Code Version Adoption in Workplace Health & Safety Regulations: 2018 edition of CSA Z797 Code of Practice for Access Scaffold to remain in force.
- Temp Workplace Traffic Control Manual
- Updated Workplace Hazardous Materials information (WHMIS) Rules

#### Technical Safety Division

##### Safety Bulletins:

- FS-Vaporization Rates
- ES-Adoption-2024CEC-Pt1-26th Edition
- ES-Uncertified Electrical Products
- ES-CEC-Rule 10-210-Pt1
- Boiler and Fuel Safety

##### Safety Notices:

- FS-Hydrogen Blend

##### Safety Alerts:

- Gas Fireplace Safety

**Safety Directives:**

- FS-Container Label
- E&L - Elevator Emergency Rescue Guide

**Communication with Nova Scotia employers**

The Safety Branch delivers bilingual messages when reaching out to Nova Scotian employers about health and safety related subjects.

**Safety Branch Contact list**

- We sent a bilingual message inviting employers to join our Safety Branch contact list.
- A bilingual subscription form is available for signing up to the Safety Branch contact list.
- We created new French templates using our marketing tool, Envoke, to enhance and expand our contact list.

**Nova SAFE**

The Nova SAFE web application provides users with an official French translation of all existing topics, with new topics being continuously added throughout the year. A message was sent to Acadian and Francophone communities to inform them about the new content on Nova SAFE. The Nova SAFE wallet card is also available in French.

**YouTube Videos**

We recently produced three (3) new videos and added closed captions in French. The topics are:

- Considering Accessibility Safety in Nova Scotia's Workplaces
- Requirements to Accident Reporting - Working Safe in Nova Scotia
- New to Safety in Nova Scotia Workplaces

**Accessing Free Health and Safety Training in French**

The *New and Vulnerable Worker Safety* training program developed in collaboration with the Nova Scotia Federation of Labour is entirely available in French. This course is intended to provide workers with the knowledge and tools to enter new jobs safely. It provides an overview of occupational health and safety roles, responsibilities, and systems. It also looks at some common workplace hazards and introduces some basic risk mitigation strategies.

**Others**

Upon request, an Inspection Report prepared by an OHS Officer was translated into French for the recipient.

**Engagements and presentations:****Engagements**

We delivered a webinar presentation on the Engineering Requirements for Hoists. The webinar was presented in English only, but the invitation was also sent in French. The safety bulletin was made available in French. The evaluation survey was available in French as well. The follow-up Questions and Answers document will also be provided in French.

**Recent presentations and other events delivered in French**

- Delivered workplace safety presentations to CSAP students in the O2 program.
- Presented at a career day event organized by Nova Scotia Works in the Central region.
- Provided safety presentations for international students and residence staff at Université Sainte-Anne.
- Delivered a presentation on the Joint Occupational Health and Safety Committee (JOHSC) to JOHSC members at Université Sainte-Anne.

- Delivered safety presentations for recent Canadian residents and potential immigrants in partnership with the Conseil de développement économique de la Nouvelle-Écosse (CDENE) and Immigration Francophone Nouvelle-Écosse. Quarterly presentations are in place for the coming year.
- Participated in the Halifax French Service Fair organized by the Conseil Communautaire du Grand Havre.
- Delivered a presentation to a Nova Scotia Works representative from Cape Breton and South Shore office in early December.
- Provided health and safety resources and materials to tourism businesses in the Clare region during an information session on provincial government services organized by the Municipality of Clare.

Over 20 engagement activities were held with the Acadian and Francophone community, reaching over 360 individuals. Participants included high school students, international university students, newcomers, employers, employees, Acadians, Francophones living in the Halifax Regional Municipality, and representatives from employment service agencies.

The Accident and Occupation Safety (A&O) team will continue delivering presentations to CSAP schools across the province. When visiting new regions, they will also coordinate meetings with Acadian and francophone business organizations and enterprises.

The A&O team will actively pursue new opportunities to promote health and safety across all sectors of the Acadian and francophone communities.

## **How we communicate with the public in French**

The Safety Branch issues bilingual messages when communicating with Nova Scotian employers about health and safety topics.

The Safety Branch also received inquiries in French through the 1-800 information line. These inquiries were forwarded to a bilingual staff member, who contacted the client to discuss their question and collaborated with the Information Specialists to find the appropriate answer. The bilingual staff member prepared the response in French, which the Information Specialists then sent to the client.

### Interpretation Services

The Safety Branch has partnered with Access Language Services (ALS) to provide language interpretation services, supporting staff in the field and assisting clients who may have difficulty speaking or understanding English. This service includes French interpretation when needed.

The services offered through this partnership include:

- In-person, virtual, or phone interpretation
- On-demand phone interpretation
- Translation services

## **What we did to maintain or improve our French-language services in 2024–25**

The Safety Branch continued to translate their promotional materials in French. They also included a French component to engagements or public consultations.

## **How we plan to maintain or improve our French-language services in 2025–26**

### **Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks**

#### **Planned measure:**

- Continue to build partnerships with ISANS, Acadian Affairs, and French communities to understand their safety needs and ensure consistent delivery of safety information in French.
- Ensure important safety information is translated and made widely available to the Francophone community through our website, presentations, campaigns, and safety notifications.

### **Objective 2: Develop and deliver quality French-language services and programmes to the public**

#### **Planned measure:**

- The Safety Branch will continue to translate their promotional material in French including as guides, brochures, safety notifications, web content and others.
- The Safety Branch will continue to communicate with a bilingual message to all employers across Nova Scotia on health and safety related subjects. They will also offer French presentations upon request.
- The Information Specialists will continue to consult a bilingual staff for assistance when they receive inquiries in French either by email or by phone. The inquiries will be responded to in French.

### **Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community**

#### **Planned measure**

- The Safety Branch will continue to include a French component in engagements and public consultations. The French component will depend on the nature of the consultation. If the consultation involves all Nova Scotians, there will be at least one session offered in French.
- Other consultations might only have a French component such as a web page including the engagement document and the online survey. Invitations will also be sent in both English and French.

# Immigration and Population Growth

## Services we offer in French

Immigration and Population Growth (IPG) is committed to offering French-language services (FLS) and to ensuring information and services are provided in French.

- Promotion, information and resources about immigration, living and settlement in Nova Scotia to prospective French-speaking newcomers is available in French through our website. (<https://liveinnovascotia.com/fr>)
- Applications to the Nova Scotia Nominee Program (NSNP) and the Atlantic Immigration Program (AIP) are available in French through the Nova Scotia's Online Service (*Service en ligne de la Nouvelle-Écosse*)
- IPG provides funding to three Acadian and Francophone organization to deliver settlement services in French in Nova Scotia under its Settlement funding programs.
- The [2022-2025 Francophone Population Growth Action Plan](#), published in November 2022, outlines how government plans to increase the number of French-speaking newcomers who come to Nova Scotia and how to retain them by working collaboratively with Acadian and Francophone partners.
- Francophone specific recruitment events are hosted in international jurisdictions to attract francophone newcomers.

## How we communicate with the public in French

IPG provided consistent communication obligations under the *FLS Act and Regulations* as well as compliance with the French Language Guidelines where services in French are evident, accessible, readily available, and demonstrated in the form of a bilingual greeting, signage, or other means.

- The following staff members at IPG can offer services in French:
  - Retention & Attraction unit has seven bilingual staff: One Senior Engagement Specialist, four Navigators, two Marketing advisors.
  - Programs unit has five bilingual staff: four Immigration Program Officers and one Director of Programs
  - Investigation & Compliance unit has two bilingual staff: two investigators.
  - Policy unit has one bilingual staff: Director
- The [immigration@novascotia.ca](mailto:immigration@novascotia.ca) email account receives and responds to correspondence in French.
- Engagement, outreach, presentations, webinars, and information sessions are delivered in French where feasible and appropriate for the audience (Employers, applicants, partners, etc.)
- Publications such as promotional brochures, banners and advertisements are translated to French or are bilingual where possible and appropriate for the audience.
- The “Bonjour!” sign is prominently displayed in the reception area and bilingual staff have the “Bonjour!” pin to indicate their ability to offer FLS when attending engagement events.

## What we did to maintain or improve our French-language services in 2024–25

IPG provided services in French as all promotional material, applications and assessments are available to French-speaking individuals. IPG also provided official French correspondence via Communications Nova Scotia's translation services.



Staff had the opportunity to access and pursue French-language training to increase their proficiency to be able to offer services in French. In 2024-25, two staff registered for the French Language training offered through the Office of Acadian Affairs and Francophonie in partnership with Université Sainte-Anne.

As outlined in the [2022-2025 Francophone Population Growth Action Plan](#), IPG continued to work in partnership with OAAF and the Acadian and Francophone partners in the implementation of the Action Plan. A senior advisory group as well as a working group support initiatives related to increasing the Francophone population in Nova Scotia.

In 2024-25 IPG attended one international recruitment event in Francophones countries (Belgium and Tunisia) to connect with highly skilled bilingual talents and help employers fill their labour needs in Healthcare, Construction and Education.

## **How we plan to maintain or improve our French-language services in 2025–26**

IPG will continue to provide services, programs and respond to correspondence in French.

### **Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks:**

**Goal:** Operationalize and measure the Francophone Population Growth Action Plan, in collaboration with Acadian and Francophone partners.

**Planned Measure:**

- Key performance indicators are being developed for the Action Plan to inform partners and staff.

### **Objective 2: Develop and deliver quality French-language services and programmes to the public:**

**Goal:** Maintain and/or increase staff capacity to offer services in French.

**Planned Measure:**

- Review francophone staffing complement and look for opportunities to increase French language service offerings through the hiring process.
- Continue to ensure marketing and communication materials are translated when and where appropriate.
- Provide opportunities for staff to enroll in French-language training.

### **Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community:**

**Goal:** Increase Francophone immigration and inter-provincial migration through Provincial economic immigration programs.

**Planned Measure:**

- Engage with Francophone employers and economic development agencies across Nova Scotia to ensure IPG is addressing their labour needs through attraction and recruitment activity.
- Work with the Office of Acadian Affairs and Francophonie (OAAF) to identify attraction events that can continue to increase the number of French speaking newcomers.
- Support Francophone settlement providers to encourage and support French speaking.
- Work on the renewal of the Francophone Population Growth Action Plan.

## Labour Services

### Services we offer in French

- The services of Conciliation and Mediation Services (CMS) are not offered in French, however, we have responded to requests for French services by working with our colleagues in New Brunswick who have facilitated these requests.
- The Branch maintains and posts online a comprehensive guide to the Labour Standards Code in French: [\*Guide du code des normes de travail de la Nouvelle-Écosse\*](#), and a brochure in relation to domestic violence leave: *Congé pour cause de violence familiale*.
- The Branch currently has two Workers' Advisers who can speak with workers in French as required. However, these Advisers are not at a level of fluency to have comfort conducting hearings in French. If a worker needs to have a hearing conducted in French, Workers Advisers Program (WAP) would arrange and pay for a translator to be present at the hearing. As well, the Branch's Labour Standards Division has an Outreach and Compliance Officer who is fluent in French.
- If requested, the Nova Scotia Labour Board (NSLB) would arrange for a Board hearing (or other proceeding) to be conducted in French either by a Chair, Vice-Chair or panel fluent in French, and/or with the assistance of French Translation Services.

### How we communicate with the public in French

- For CMS services, the Branch has responded to requests for communication in French by requesting the services of New Brunswick dual language staff to act on our behalf.
- Labour Standards has one officer who is fluent in French. This officer responds to email inquiries submitted in French and provides support when individuals ask to speak with an officer in French.
- As noted above, WAP would translate documents informally where required and, if necessary, arrange and pay for an official translation of important documents (e.g., a medical-legal report in French required for an appeal).
- The Board has various staff, Chair, Vice-Chairs and members with various levels of French proficiency who can communicate with the public and parties appearing before the Board, if required. Online and other Board material is available in English only (unless requested).

### What we did to maintain or improve our French-language services in 2024–25

- The Branch is working on a resource for employers relating to domestic violence leave which will be translated into French.
- The Branch created an information card on Labour Standards that has been translated into French and is to be handed out to French speaking workers during outreach and inspection activities.
- The Branch supported the work of the Arbitration Advisory Committee, which resulted in the recruitment of two arbitrators who are able to conduct hearings in French - both of whom were appointed by the Minister to the Minister's List of Arbitrators.
- The Branch regularly updates the Guide du code des normes de travail de la Nouvelle-Écosse.
- The Branch continues to encourage and support staff requesting French-language training.

## **How we plan to maintain or improve our French-language services in 2025–26**

**Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks**

**Planned Measure:**

- Offer and encourage current staff to participate in French Language training.

**Objective 2: Develop and deliver quality French-language services and programmes to the public**

**Planned Measure:**

- Encourage and support current staff to participate in French-language training.
- Seek out potential new staff with French speaking ability.
- Continue to utilize French speaking staff from New Brunswick as required.
- Continue to update the Guide du code des normes de travail de la Nouvelle-Écosse, as well as publish other documents in French.

## Corporate Policy and Services

### **How we communicate with the public in French**

- Utilize the distribution list to identify French speaking staff.
- Respond to French correspondence in French, collaborating as needed with Acadian Affairs & Francophonie for guidance.

### **What we did to maintain or improve our French-language services in 2024–25**

- Supported staff to participate in French-language training through Université Sainte Anne.

### **How we plan to maintain or improve our French-language services in 2025–26**

- Identify and support an additional two staff members to participate in French-language training.

## Engagement Equity and Belonging

### What we did to maintain or improve our French-language services in 2024–25

- Supported the department to coordinate and collect pertinent information for the 2025-2026 French Language Services Plan.
- Sought out employees within the department to assist with French or direct colleagues to the Nova Scotia Acadian Affairs and Francophone for assistance.
- Provided opportunity for employees, in particular who are Acadians or members of the francophone communities, across the department to express interest in becoming the French Language Coordinator for the department.
- Supported team member to participate in French-language training through Université Sainte Anne.
- Disseminated information from Acadian Affairs and Francophonie across the department.
- Promoted activities recognizing inaugural Acadian History Month.

### How we plan to maintain or improve our French-language services in 2025–26

**Objective: Develop and deliver quality French-language services and programs to the department**

**Goal:** Increase internal communications in French.

**Planned Measure:**

- The Branch will feature a French segment in *Learn Share Inspire* – LSI's Official Staff Newsletter.
- With the support of Acadian Affairs, produce a French version of its annual report.
- Amplify government sponsored and community led events during Acadian History Month. Share resources and organize learning opportunities promoting Acadian and Francophone culture and heritage during the month.

Where Engagement Equity and Belonging work is internally focused; the other two objectives are not applicable for this reporting period.

## Skills and Learning

### Services we offer in French

- The following program guidelines and downloadable forms are available in French:
  - a. Graduate to Opportunity (GTO),
  - b. Cooperative Education Initiative (CEI),
  - c. Student Summer Skills Initiative (SKILL)
  - d. Summer Sector Skilled Trades Youth Programs
  - e. Funding guidelines for the Nova Scotia School of Adult Learning (NSSAL),
  - f. Funding guidelines for Recognition of Prior Learning (RPL),
  - g. Funding guidelines for International Qualification Recognition (IQR),
  - h. Canadian Free Trade Agreement (CFTA) Legitimate Objective Exceptions.
  - i. All Employment Nova Scotia (ENS) programs including:
    - i. Employment Assistance Services
    - ii. Skills Development
    - iii. Job Creation Partnership
    - iv. START Program
    - v. Works for You
    - vi. Self-Employment Benefit
- The following information sessions were held in French in 2024-25:
  - a. Summer Sector Skilled Trades Family Information (with support from CSAP)
  - b. High School youth and workforce partnership presentations
  - c. Surveys for Adult Education learners.
  - d. Various employment assistance programs across the province led by Nova Scotia Works centres
- LaMPSS translation of forms and content continued in 2024-2025 and is ongoing as programs emerge.
- Adult Education Division (AED) continued to work with French language service providers to ensure that Nova Scotians had access to the following services in French:
  - a. RPL and IQR initiatives.
  - b. Family literacy programs.
  - c. Adult learning programs; and
  - d. Diplôme de fin d'études secondaires pour adultes, the French language high school credential for adults.
- Adult Education Division (AED) learner facing curriculum documents and resources are available in French.
- As part of the Nova Scotia School for Adult Learning (NSSAL), AED provides funding to Université Sainte-Anne (US-A) and L'Équipe d'alphabetisation Nouvelle-Écosse to deliver tuition-free adult learning programs and services to help learners strengthen essential skills, prepare for and complete the Canadian Adult Education Credential (CAEC high school equivalency), upgrade secondary credits to further educational and/or employment goals, and/or earn credits toward obtaining a High School Graduation Diploma for Adults.
- AED helps the Halifax Youth Foundation administer the Family Learning Initiative Endowment Fund (FLIEF) and each year, we receive and fund applications from French organizations.

- Employment Nova Scotia ensures that its funded NS Works employment services providers are providing services in both languages.
- All communication to the public from ENS is translated into French. This includes marketing materials, program related materials on the Employment Nova Scotia Website, materials related to Nova Scotia Works, the novascotiawork.ca website, pull up banners for job fairs, etc.
- All services are required to be delivered at the same quality in French and English through the Federal Job Bank delivered through Workplace Initiatives.
- In-demand skills training in French is available via the SkillsonlineNS platform. Learning available includes:
  - a. Compétences en service à la clientèle
  - b. Compétences pour réussir en communication
  - c. Essentiels du service client
  - d. Gestion de projet
  - e. Gestion des talents

## **How we communicate with the public in French**

Written requests are completed with the assistance of translation services at Communications Nova Scotia (CNS).

- Employment Nova Scotia (ENS) delivers its entire suite of programming in both English and French. This is also a requirement of the Canada-NS Labour Market Transfer Agreement.
- ENS bilingual staff are positioned across the province in various government offices as well as within the Nova Scotia Works System.
- All public facing publications of ENS, including contracts and letters to francophone speaking clients who request service in French, are all available in both languages.
- Adult Learning Curriculum documents, funding guidelines, templates, forms, application resources, and learner surveys are provided in French (translated by CNS).
- When AED receives French correspondence or sends French correspondence to funded organizations, DeepL is used to translate simple messages, but trained translator is used for larger more complex documents and messages. DeepL was suggested by service providers for use for messages.
- YWP team is able to have basic conversation in French but relies on other Skills and Learning Branch staff to assist with more fulsome conversations and and/or written responses.
- A bilingual Employer Services Representative is available to respond to phone or email inquiries on Workplace Initiatives and match them to the appropriate programming/services

## **What we did to maintain or improve our French-language services in 2024–25**

- In 2024-2025, AED continued to provide high quality French language services to Nova Scotians. AED continues to engage and collaborate with French language service providers to ensure that we are meeting the needs of our service providers and learners.
- Employment Nova Scotia has also continued to strengthen the leadership role and partnership with the Conseil de développement économique de la Nouvelle-Écosse (CDÉNÉ), to provide leadership in French service delivery to the Nova Scotia Works System.
- Employment Nova Scotia completed an analysis to determine how the offer of French service was occurring in NS Works. We also developed training to ensure that all centers are able to offer services

for bilingual clients. NS Works centres that do not employ French-Speaking staff must have a Memorandum of Understanding (MOU) with French designated centres and have mechanisms in place to connect the client to a practitioner (virtually).

- The Nova Scotia Career Development Association (NSCDA) has committed to having all training and resources translated for our French Speaking Career practitioners within the NS Works System.
- Three bilingual staff in Workplace Initiatives were available to assist in navigating services and appropriate program supports, and to correspond in French.
- Employment and Social Development Canada tests and regularly provides feedback on the quality of bilingual services of the Job Bank via a 'secret shopper' exercise.
- All program application forms and supporting documentation for youth initiatives are available in French
- Collaborated with Université St. Anne to ensure French-language Co-operative Education positions were available.
- Supported a number of Francophone organizations through the Student Summer Skills Incentive.

## **How we plan to maintain or improve our French-language services in 2025–26**

### **Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks:**

**Goal:** Improve our French language communication processes and develop program offerings with collaboration.

#### **Planned Measure:**

- We have integrated the Curriculum Change Process that was established in 2024/2025 to provide a framework for the collaboration between U-SA and AED on changes to the FGA III and IV curriculum. FLG is the French version of Adult Learning Program - Formation Générale des Adultes (FGA).
- This work included a joint working group and this allows us to collaborate more effectively with a key French language service provider and helps us improve services for French-speaking learners.
- A template will be developed for Workplace Initiatives staff to handle requests and inquiries in French to efficiently direct them to Francophone staff members and/or obtain translation services.
- A Divisional e-mail address will be provided on the 'Grow Your Business' website for anyone requesting service in French.
- Improve and seek to incorporate French language translation for program guidelines and associated documents, tools, and resources to support Employers.
- The GTO-Innovate Innovation Plan, application forms and supporting documentation to be translated in 2025-26

### **Objective 2: Develop and deliver quality French-language services and programs to the public:**

**Goal:** Continue to improve the implementation of access to programs in French.

#### **Planned Measure:**

- Translate LaMPSS forms and content to the extent possible, as new material emerges
- SLB staff participate in French Language Training offered through the Office of Acadian Affairs. Current staff are encouraged and supported to participate in French language training through Université Sainte Anne.
- The Youth and Workplace Partnership staff designated to deliver high school presentations are bilingual and able to provide presentations to youth in French.



- Adult Education will continue to partner with and fund organizations that provide programming in French and continuously improve our programs to ensure they are responsive to the needs of French-speaking Nova Scotians.
- ENS will enable online and/or pre-recorded workshops through NS Works Online that will either be available in French and/or will use technology to enable language options. This service solution will provide increased accessibility for job seekers in Nova Scotia who could then access pre-employment and employment readiness workshops in their preferred language from anywhere, anytime.
- ENS will work in partnership with the federal government, Employment and Social Development Canada (ESDC), to enhance the reach and access of French Employment Assistance Services (EAS) in NS through their funding program and service delivery partners in Nova Scotia. ESDC approval of funding for projects in Nova Scotia that are supported through the employment service delivery system by way of integrations and partnerships that increase the amount and access of French EAS.
- Workplace Initiatives will support employer training which combines HR functions with Inclusion, Diversity, Equity and Accessibility (IDEA) strategies that could facilitate language diversity. Facilitate customized training for industry leaders and employers in the 'Certificate of Inclusive Leadership', where they learn about cultural competence concepts and practical tools to apply in the workplace.
- Continue to support and develop the availability of training in French of in-demand skills via the SkillsonlineNS platform.

**Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community:**

- **Goal:** Continue to maintain good relationships with program clients in Acadian and francophone communities and encourage the employment of French-speaking youth throughout the province. Increase efforts to make multiple points of French language communication available in our engagement with employers and industry partners.
- YWP works closely with EECD French Program Services to connect youth-serving organizations to French translation grants available through French Program services.
- AED works with Université Sainte-Anne (US-A) and Société Réseau Santé Nouvelle-Écosse (SRSN-E), on Recognition of Prior Learning (RPL) and International Qualification Recognition (IQR) projects, which are currently underway.
- Discussions are taking place with ENS about way in which the CDENE may be able to enhance the reach and access of French Employment Assistance Services (EAS) in NS in partnership with the federal government, Employment and Social Development Canada.
- Provide French language communications with employers and industry, where appropriate.
- Respond to enquiries and requests in French if identified as the preferred language.

# Nova Scotia Apprenticeship Agency

## Services we offer in French

- **Policies**
  - In agreement with New Brunswick, Nova Scotia can send apprentices to New Brunswick who want their technical training delivered in French;
  - All written correspondence in French that is received by the designated public institution is replied to in French;
- **Programmes**
  - The new Apprenticeship Management System (AMS) that launches the spring of 2025 is functional in both official languages.
- **Services**
  - Apprentices can choose to write their Red Seal Exams in French.
  - Our NSAA webpage is translatable
  - Recently purchased Exam Reader technology translates text to speech in French and 43 other languages which responds to accessibility and linguistic and cultural considerations
- **Documents**
  - Level Exams and Red Seal Exams are translated into French so apprentices can write their exams in French.

## How we communicate with the public in French

The Agency occasionally receives inquiries and requests in French from apprentices and/or employers. When new staff join the Agency, it endeavours to know their competency in other languages, such as French, and request their permission to support the Agency in the event of an in-person, phone calls, or email responses in French.

## What we did to maintain or improve our French-language services in 2024–25

Completed the Apprenticeship Management System that is available in both official languages.

## How we plan to maintain or improve our French-language services in 2025–26

### **Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks**

**Goal:** To increase comfort in speaking French internally for those who are beginners or intermediate level

**Planned measure:**

- Create a “Vivre le Vendredi” group and invite interested co-workers across LSI divisions to devote 30 minutes twice a month to casual online conversation in French.

### **Objective 2: Develop and deliver quality French-language services and programmes to the public**

**Goal:** To increase language and communication capacity

**Planned measure:**

- Launch the Apprenticeship Management System in Spring 2025.

### **Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community**

**Goal:** Promote technical training opportunities in French

**Planned measure:**

- Include messaging to apprentices on the availability of technical training in French.