

# French-language Services Plan

2018-2019

Department of Labour and  
Advanced Education



## **Message from the Deputy Minister**



I am pleased to present the 2018-2019 French-language Services Plan for the Department of Labour and Advanced Education (LAE). LAE's mandate is to provide a fair, equitable, safe, productive and inclusive environment in which to learn, work and live.

We recognize the importance of providing services in French to Nova Scotians and we are committed to preserving and promoting the province's Acadian and francophone culture and heritage.

Providing opportunities for Nova Scotians to advance in their communities or workplaces through adult learning, literacy and essential skills and skills development programs is a key focus of the department. We offer many adult learning programs in French and we will continue to ensure employment programs for job seekers, employers and organizations are available in both official languages.

This year's plan focuses on continuing to meet obligations under the *French-language Services Act* and supporting the provincial strategic plan for French-language services for 2018–2023. In the coming year, we will continue to support the work of Acadian Affairs, explore opportunities to provide more services in French, encourage employees in their efforts to increase their French language capacity through training and continue to build on our work with the Acadian and francophone community.

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Duff Montgomerie, Deputy Minister  
Labour and Advanced Education

## **Responses to French Requests**

## **Labour and Advanced Education French-language Services Plan 2018-2019**

LAE is committed to meeting its obligations, as stipulated by the *French-language Services (FLS) Act* and Regulations, in responding to verbal and written requests in French.

Verbal requests to communicate in French are, wherever possible, handled by bilingual staff. The department has bilingual staff throughout the province who provide services in French. Written correspondence that is received in French is responded to in French. Documents, guidelines and website materials can be translated into French upon request.

### **French-language Services Inventory**

A detailed inventory of programs, services, and publications from LAE, which are available in French, are listed in “Appendix A” at the end of the plan.

For more information about the inventory of French-language publications, including this plan, please contact the French-language Services Coordinator:

### **French-language Services Coordinator**

Natalie Angelucci, Labour and Advanced Education  
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**Labour and Advanced Education  
French-language Services Plan 2018-2019**

**I. Progress in Reaching Goals and Objectives for 2017–2018**

**Goals and Objectives 2017–2018**

During 2017-2018, there was an emphasis on improving awareness of FLS resources available to LAE staff and developing the departmental FLS Policy. Below is a summary of the planned measures for 2017-2018 and the progress in reaching these goals.

Planned Measures for 2017–2018	Progress in Reaching Goals and Objectives for 2017–2018
The preparation and publication of the LAE 2017-2018 French-language services (FLS) plan.	The 2017-2018 FLS plan is published in a bilingual format and posted on the LAE website.
A presentation from the LAE French Language Services Committee to the Executive Leadership Team (ELT) to bring more awareness to French Language Services and improve communication.	The LAE French Language Services Committee delivered a presentation to ELT in December 2018.
To bring more awareness of French Language services to LAE staff	<ul style="list-style-type: none"> <li>• The LAE French-language Services Coordinator will continue to chair the LAE French-language Services Committee and is an active member of the Provincial French-language Services Coordinating Committee.</li> <li>• The LAE committee meetings were held monthly and the membership includes representatives of the branches and agency in the department.</li> <li>• French-language Services updates were published in the Fall 2017 and Winter 2018 editions of LAE Connect, the department newsletter. These updates will continue to be published quarterly.</li> <li>• LAE staff were notified of Spring, Fall, Winter and Summer French-language classes. The response has been positive, with several LAE staff registering for the French-language training classes,</li> <li>• The “Acadia at a Glance”, one-day workshop, was promoted to LAE staff to learn more about the Acadian and francophone community and culture and the <i>French-language Services Act</i> and Regulations.</li> </ul>
The LAE FLS Committee will support the planning and development of departmental guidelines for implementation of the <i>French-language Services Act</i> and Regulations.	The French-language services policy has been drafted and will be finalized in 2018.
A French-language survey will be conducted	The French-language survey was conducted in

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annually to update the resource list of French-speaking staff.	January 2018 and the updated resource list of French speaking staff was published in the Spring edition of the 2018 LAE Connect newsletter.
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### II. Goals, Objectives, and Planned Measures for 2018–2019

#### Department's Goals and Objectives 2018–2019

LAE will fulfill the department's obligations set out under the *French-language Services Act* and Regulations and work to enhance the department's capacity to deliver French-language services.

#### Department's Planned Measures for 2018–2019

This Plan has been developed to align with the three strategic objectives identified within the Nova Scotia Strategic Plan for French-language services 2018-2023:

1. Support to internal administrative structures: strengthening the policy, legislative and administrative frameworks;
2. Support the development, planning, and delivery of French-language services to the public; and
3. Communications and consultations with the francophone community.

#### LAE's Planned Measures for 2018–2019 include:

- The preparation and publication of the LAE 2018-2019 French-language Services Plan.
- The LAE French-language services policy will be finalized and implemented. This policy includes requirements and guidelines on communications and consultations with the francophone community.
- The FLS Committee will continue to be a part of the LAE new staff orientation sessions.
- The French speaking staff resource list will be distributed to all staff and updated annually through a survey or questionnaire. The FLS Committee will develop roles and responsibilities of staff identified on the resource list.
- French-language services will continue to be promoted in the LAE Connect, the departmental newsletter.
- The Adult Education Division will develop translation guidelines for the division to identify and prioritize documents and materials for translation for Acadian and francophone service providers. The Adult Education Division will continue the revision of the Adult High School Diploma grade 11 and 12 math curriculum.

#### Priorities of the Acadian and Francophone Community

LAE is committed to addressing the priorities of the Acadian and francophone community and making programs and services more accessible. In 2017- 2018, LAE consulted with multiple stakeholders across the province to evaluate the French language adult learning programs offered to Acadian and francophone adults in Nova Scotia. As a result of the consultation, the Adult Education Division worked with Université Sainte-Anne to update courses for the Adult High School Diploma and created a working group composed of Acadian and francophone stakeholders to discuss the continuum of education for

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the Acadian and francophone community. The revision of the Math 11 and 12 curricula started in the Spring of 2018. A curriculum working group was created with the participation of the Acadian School Board (CSAP), the Université Sainte Anne and LAE. Part of the Math curriculum was revised in 2018 and the revision will continue in 2019.

### **Contribution to the Preservation and Growth of the Acadian and Francophone Community**

LAE continues to identify opportunities and implement changes to better support the delivery of programs and services to the Acadian and francophone community and is committed to preserving and promoting the province's Acadian and francophone culture and heritage. Highlights of key activities undertaken by LAE to better support the delivery of programs and services to the Acadian and francophone community are included in "Appendix A".

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### Appendix A French-language Services Inventory as of March 31, 2018

The following is a summary of department translations, publications, services, programs, and supports developed for the Acadian and francophone community:

#### Corporate Policy Services Branch:

- The Research Accountability and Intergovernmental Affairs Division maintains a suite of six guides of Labour Market Information (LMI) in both French and English, (listed below), that are available on the Careers Nova Scotia website in French and English:
  - Careers Nova Scotia: Guide to a Successful Job Search
  - Careers Nova Scotia: Guide to Planning for Post-Secondary Study
  - Careers Nova Scotia; High Opportunity Career Options in Nova Scotia, 2014-2015
  - Careers Nova Scotia: Guide to Managing and Growing Your Career
  - Careers Nova Scotia: Guide to Career Planning with Your Teenager
  - Careers Nova Scotia: Guide to Understanding Labour Market Information
- 128 guides were provided to students who attended the Bilingual Career Fair held in February 2018.
- A Reach-out Initiative via an annual survey was conducted to identify the department's French capacity as well as programs and services. The survey resulted in the production of a resource list of first responders to handle requests for French services.
- Development of policy guidelines with the objectives of promoting and advancing French in the department.
- The LAE FLS Committee is now part of regularly scheduled orientations sessions for new LAE staff. A one-pager detailing the role of the LAE French Language Services Committee is provided to staff at the LAE New Employee Orientation Day sessions.
- Both corporately and departmentally, advertisements for Boards, Agencies, and Commissions are published in French in Le Courier, as well as other Nova Scotia newspapers.

#### Higher Education Branch:

- Labour Market Programs Support System (LaMPSS) is a common system and set of business processes developed to focus on the administration of labor market programs and services. LaMPSS for Private Career Colleges (PCC) platform includes French language service options. This allow Private Career College staff to work with the LaMPSS platform and do PCC regulatory processes in a French language environment.
- The Post-Secondary Disability Services Division has an ongoing partnership with Université Sainte-Anne for the delivery of French-language post-secondary disability services.

#### Labour Services Branch:

- The Labour Standards Division (LS) has an Officer who has taken training in French to assist with inquires and investigations from the public

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- The LS Division has hired a bilingual Research, Education and Compliance Officer to work with employers to raise awareness and ensure they follow the minimum labor standards.
- The Conciliation and Labour Tribunals Division has an arrangement with New Brunswick for conciliation in French where workplace parties make a request for conciliation services in French
- Some Chairs and Deputy Chairs of LAE Labour Services Boards can conduct hearings in French.
- In 2017, the Workers' Advisers Program, a legal clinic that is funded by the provincial government offering services to injured workers, hired the second of two Workers' Advisers/lawyers who can communicate with their clients in an acceptable level of French.
- The Guide to the Nova Scotia Labour Standards Code has been translated into French.

### **Nova Scotia Apprenticeship Agency:**

- Apprenticeship technical training in French can now be arranged with New Brunswick.
- Atlantic Apprenticeship Harmonization bilingual logbooks are now available for the Bricklayer, Carpenter, Cook, Construction Electrician, Industrial Electrician, Instrumentation and Control Technician, Metal Fabrication (Fitter), Plumber, Steamfitter/Pipefitter and Welder trades.
- All Red Seal certification exams are bilingual.

### **Safety Branch:**

- The Occupational Health and Safety Division provides inspection reports and orders in French upon request.
- Some publications have been translated into French including sections 72-76 of the Occupational Health and Safety General Regulations and Terms of Reference for the Joint Occupational Health and Safety Committee.

### **Skills and Learning Branch:**

- The Labour Market Programs Support System (LaMPSS) supports the delivery of programs and services in both languages where applicable. Applications, Report Forms, and Funding Guidelines for LaMPSS users for the Nova Scotia School of Adult Learning (NSSAL) are available in French.
- Translation of communications, funding guidelines and other documents in French. For example, the Service Registration Questionnaire and Instruction Guide, LaMPSS Monitoring Form for Adult Education projects, IGNITE Newsletter from Curriculum Consultant (named Declic in French), and Learning Plan Project message and Fact Sheet for pilot site representatives.

### **Adult Education Division**

- The Acadian and francophone community are served by a designated bilingual Adult Education Coordinator.
- The creation of a Regional Planning Team (RPT) for the Acadian and francophone community stakeholders in November 2017. The first RPT meeting took place in November 2017. During the first RPT, Acadian and Francophone stakeholders participated in a federal consultation to discuss the needs for literacy programs in French in Nova Scotia. A final report was produced and shared with the participants and presented to federal counterparts. The second RPT meeting took place in April 2018.



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- E3 New Curriculum Framework: Education, Essential skills, Empowerment<sup>1</sup>: l'Équipe Alphabétisation Nouvelle-Écosse and Université Sainte Anne participated in the E3 pilot project. E3 curriculum is translated entirely in French and all documents produced for the E3 pilot project were available in French. Training on how to use the new E3 curriculum was offered in French to instructors and tutors from US-A and Equipe Alpha.
- The instructors and learners were able to develop a Learning Plan for their learner in French. Training on how to develop a learning plan is also offered in French to Université Sainte-Anne tutors.
- Training for the assessment tool CAMERA<sup>2</sup> was offered in French to the Université Sainte- Anne tutor and the Adult Education Coordinator for Acadian Community.
- The nomination package for the Family Literacy Initiative Endowment Fund (FLIEF) funding is published in French and sent out to all the service providers in the province and posted on the website in French. The Acadian and francophone stakeholders submitted their annual FLIEF reports in French at the end of their projects.
- Funding Program Guidelines for the Recognition of Prior Learning (RPL) and Labour Mobility Program and the International Qualification Recognition (IQR) Program and the RPL and IQR Itemized Budget Breakdown Workbook are available in French and posted on the website.
- The Nova Scotia School for Adult Learning established an advisory committee with two francophone representatives from adult learning organizations in the Acadian/francophone community. All communications sent to the committee are first translated to French and then a bilingual message is sent to members.
- The General Educational Development (GED) Program - the website, registration forms and GED certificates are available in French.
- Université Sainte-Anne offers preparation courses for GED in French.
- The Adult Education Division offered a French workshop about GED at the Literacy Nova Scotia workshop.
- Adults can obtain their Nova Scotia High School Graduation Diploma for Adults in French (Diplôme de fin d'études secondaires pour adultes de la Nouvelle-Écosse) as well as participate in other programs which aim to improve literacy skills and prepare adults for employment in French.
- French-language curricula is being developed to support programs for Acadian and francophone community.

### Employment Nova Scotia Division

Nova Scotia Works Client - program or service promotional materials:

- Employer Engagement Specialist rack card;
- Employer Engagement Specialist (with ECE focus) rack card;
- Bilingual Nova Scotia Works logo;
- Employer and job seeker pull-up banners;

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<sup>1</sup> The Education, Essential Skills, and Empowerment (E3) system currently comprises a framework and curriculum. The Framework has been developed by the Adult Education Division to support adult learners whose goal is to upgrade their literacy and essential skills in order to enter or re-enter the workforce. Based on the Ontario Adult Literacy Curriculum Framework (OALCF), E3 incorporates a competency-based approach and makes visible the skills, knowledge, and behaviors that adult learners need to fulfil their responsibilities at work, in the community, and within learning situations. The curriculum builds on the framework with the detail required to guide educators' programming choices. During the 2017-18 school year, the E3 curriculum was piloted with a few Community Learning Organizations to learn more about how it can be best utilized.

<sup>2</sup> The Communications and Math Employment Readiness Assessment (CAMERA) is an assessment tool that was created by Preparatory Training Programs of Toronto (PTP). A standardized diagnostic tool that draws on authentic workplace documents, CAMERA comprises tasks that assess four skill domains: reading text, document use, numeracy and writing.

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- Job seeker rack card;
- Employment Nova Scotia program rack cards: START, Skills Development, Self-Employment and Job Creation Partnership

Nova Scotia Works Staff - case management desk aides:

- Barrier Types
  - Barriers to Employment
  - Case Management
  - Case Managers Statement
  - Client Assessment
  - Employability Dimensions
  - Marketable Skills and Career Change
  - Return to Work Action Plan
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- The newly transformed Nova Scotia Works Employment Service system is an inclusive service delivery system, designed to ensure that all Nova Scotians have equitable access to services that are tailored to their unique and diverse needs. As such, LAE continues to explore opportunities to build capacity within the system to better serve underrepresented groups across Nova Scotia, including Acadian and Francophone clients. The NS Works Employment Services Centres offer an integrated bundle of employment services to help Nova Scotians understand, prepare for, and meet the needs of the provincial labor market. The centres also provide services to aid businesses in recruiting, managing and developing the talent they require to be more productive in a global economy.
  - Student Employment Programs: Information about the Graduate to Opportunity, the Student Summer Skills Incentive, and the Cooperative Education Incentive (Co-op) are published in French.
  - Active Offer<sup>3</sup> in a bilingual marketplace: LearnSphere Canada Inc, was engaged by Employment NS in March 2017 to deliver the ACCENT program to all Nova Scotia Works Employment Services Centres, with the objective of enhancing and improving their customer service capabilities in the bilingual marketplace.
  - Designated bilingual Nova Scotia Work Centres (with bilingual signage and bilingual staff) have been established in geographic areas of high demand for labor market services in French, including Argyle, Yarmouth, Clare, Antigonish, Halifax, Cheticamp and Port Hawkesbury.
  - One of the Nova Scotia Employment Service Centres Agreement holders is the Conseil de développement économique de la Nouvelle-Écosse (CDÉNE), in addition to managing centres in Argyle and Clare, hold Memorandums of Understanding with other agreement holders to offer and support French language services across the province. Furthermore, their operations manager is leading a working group, within the Nova Scotia Works system on French-language services.
  - A survey to evaluate the Skills Development Program was sent by the Business Expertise unit to over 4000 Skills Development clients who were offered the choice to conduct the survey in English or French.
  - The website and client facing documents/resources for Nova Scotia Works continue to be made available in both English and French.

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<sup>3</sup>The active offer of French-language services by the Government of Nova Scotia means that its public institutions proactively inform citizens when a service is available in French. Its purpose is to ensure that citizens feel comfortable expressing themselves in French when seeking a service and that the service provided in French is comparable to what is offered in English. The service in French is evident, accessible, readily available, and demonstrated in the form of a bilingual greeting, signage, or other means.