

ANNUAL REVIEW ON OFFICIAL LANGUAGES 2004-05

Insert name of your institution

TEMPLATE – separate employers

Note to the reader: Please use the *Guide for the preparation of the Annual Review on Official Language 2004-05* in order to complete this template.

1 LEADERSHIP

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2 OFFICIAL LANGUAGES PROGRAM

2.1 Service to the public

2.1.1	Status
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2.1.2	Improvements planned
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2.1.3	Good practices
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2.2 Language of work

2.2.1	Status
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2.2.2	Improvements planned
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2.2.3	Good practices
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3 MONITORING ACTIVITIES

3.1 Public satisfaction

3.1.1	Results obtained
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3.1.2	Measures taken or planned to improve the situation
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3.2 Employee satisfaction

3.2.1	Results obtained
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3.2.2	Measures taken or planned to improve the situation
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3.3 Internal audits

3.3	Results obtained (proposed or anticipated action plan to be attached)
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3.4 Follow-ups to the 2003-04 Annual Review

3.4	Measures taken
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3.5 Telephone audit (published in March 2004)

3.5	Activities undertaken in response to the telephone audit of the availability of service to the public in both official languages
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4 LINGUISTIC DATA

4.1 Service to the public and Language of work

4.1.1	Proposed or planned measures to improve your linguistic capacity
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4.2 Equitable participation

4.2.1	Measures taken or planned to ensure equitable participation
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5 IMPLEMENTATION OF POLICIES AND DIRECTIVES

5.1 Policy on Language of Work

Describe the results of your assessment of the implementation of the policy. If no assessment has been conducted, answer the questions in section 5.1.2 – "Indicators".

5.1.1 Assessment

a) Assessment results

b) Corrective measures taken in cases of non-compliance with the policy

5.1.2 Indicators

c) Indicate the number of complaints received related to language of work

- Complaints received
- Complaints determined to be founded

d) Indicate the measures taken to remedy the situation

5.2 Policy on Official Languages for Human Resources Management

Describe the results of your assessment of the implementation of the policy. If no assessment has been conducted, answer the questions in section 5.2.2 – "Indicators".

5.2.1 Assessment

a) Assessment results

b) Corrective measures taken in cases of non-compliance with the policy

5.2.2 Indicators

a) Describe the procedure established to ensure the effectiveness of administrative measures taken following a non-imperative staffing action.

Indicate:

b) The number of employees who have taken language training upon appointment or deployment _____

c) The number of employees who have taken language training for career development purposes _____

If these data are not available, please explain why and indicate the measures planned to integrate these indicators into your departmental information system.