



## Second official language evaluation

*The Public Service Commission (PSC) is responsible for all second official language evaluation in the public service.*

We help to ensure that Canadians continue to benefit from a highly competent, non-partisan and representative public service, able to provide services in both official languages.

Testing volumes have increased due, among other things, to national area of selection and collective staffing initiatives in departments. To determine whether or not employees meet the language requirements of their jobs, and to facilitate timely appointment processes, the PSC, through its Personnel Psychology Centre, has undertaken three major initiatives:

- We are currently modernizing second language evaluation in the public service by developing new second official language evaluation tests.
- We are conducting the trial implementation of a Tripartite Review Board process to assist candidates who have failed to reach their target level on their Oral Interaction (OI) Test despite multiple attempts.
- We are taking steps to address the high volume of service requests and recurring service delays in OI testing.

### **New Test of Written Expression**

Our newly developed Test of Written Expression in the Second Official Language will replace the current Writing Test by October 2007. The following are among the key characteristics of the new test:

- Instructions in both official languages, questions in the second official language only;
- On-line as well as paper-and-pencil versions;
- Use of non-technical language that reflects current usage at work;
- Fairness for designated groups; and
- Adapted versions for persons with disabilities.

The *Public Service  
Employment Act*

A public service  
based on **MERIT** and  
**NON-PARTISANSHIP**

## **New Oral Proficiency Test**

We are developing a new Oral Proficiency Test. When completed in 2008, the new test will reflect international best practices and incorporate novel design features.

The new test will:

- Provide a more transparent assessment process;
- Reflect current usage of the language at work;
- Provide explicit coverage of different language tasks; and
- Yield more relevant feedback for candidates.

## **New Reading Comprehension Test**

We have initiated development of a new Reading Comprehension Test. Development is expected to be completed in 2009.

## **Tripartite Review Board**

The Tripartite Review Board process was created to assist individuals who have failed the OI Test three or more times despite extensive training. The Board members represent the PSC, the Language Training Centre of the Canada School of Public Service, and the participants' departments. Persons who participate in this voluntary process receive specific recommendations based on a review of their language training and assessment history.

## **Addressing the High Volume of Service Requests for OI Tests**

To address the high volume of requests for OI tests, we have taken a number of steps. These include increasing the number of certified OI Assessors, establishing a triage system for responding to requests according to their priority, and enhancing communications with departments.

## **Moving forward**

The PSC continues to work with the Canada School of Public Service, the Canada Public Service Agency, the Office of the Commissioner of Official Languages and other stakeholders on official languages priorities.

For more information, please visit the PSC Web site at [www.psc-cfp.gc.ca](http://www.psc-cfp.gc.ca) or call 613-992-9562.