LANGUAGE POLICY (SG-14) GUIDELINES

Last updated – May 2023

Introduction

The purpose of these Guidelines is to set out further details related to the *Language Policy* (SG-14) and offer language resources to facilitate writing in French.

General communications

The University encourages the Office of the President, the offices of the vice-presidents, and the offices of the deans to call on Translation Services to translate written communications of an administrative nature addressed to all employees of a unit or to all University employees. Units are also encouraged to call on Translation Services, if needed, to translate such written communications. In this way, when communications are disseminated in both English and French, the quality of the French language used is assured.

Translation Services

Translation Services provides an important communications support function. It offers services in French to English translation, language editing of French texts, and terminology assistance, thereby helping to enhance the University's brand image and influence. It also makes available to the University community a list of linguistic resources and an online terminology bank. These tools are listed below. The University encourages the community to use Translation Services and its resources to assure the quality of its French texts.

Communications between employees

Each employee is free to choose French or English as a language of communication with other employees.

Communications about security

All communications from the University pertaining to security shall be provided in English and French. As far as possible, such communications shall be issued simultaneously in both languages.

Written communications from the University to employees about working conditions

Section 1 of the Policy applies to communications sent by University to its employees when such communications pertain, among other things, to working conditions or the University's job postings, policies, pension plan and group insurance plan.

Training offered to University employees

The professional development training courses offered by the University to its employees may be given in either French or English, according to the trainer's preference. However, if written documents are handed out to employees as part of such training, a French version of these documents shall be provided in addition to any version in another language.

Command of the French language required of students domiciled in Quebec at the end of their studies

Each department shall determine, by September 1st, 2023, the level of command of the French language required of students domiciled in Québec at the end of their studies, including the level of command of the appropriate French terminology according to the programs of studies. The departments shall make every effort to give students domiciled in Québec the opportunity to develop the required level of command of the French language at the end of their studies, according to their programs of studies and to become members of a professional order, if applicable[1]. For example, the following measures may be implemented:

i. internships in French-speaking work environments may be offered to give students wishing to do so the opportunity to familiarize themselves with the appropriate French terminology according to their program of studies;

ii. access to training that uses the appropriate French terminology according to the program of studies may be offered;

[1] Should students domiciled in Québec want to become members of a professional order, section 35 of the Charter stipulates that professional orders shall only issue permits to persons whose knowledge of French is appropriate to the practice of the profession. Validation of specific requirements must be sought directly from the relevant professional orders.

iii. the French terminology of the subjects taught in each department may be provided to students;

iv. the French terminology of the subjects taught in each department may be posted on the University Web site; and

v. measures may be taken to provide students with documents allowing them to learn the appropriate French terminology, according to the programs.

Promotion of a cultural or educational item

Public signs and posters and commercial advertising pertaining to a cultural or educational product or activity (collectively designated as "educational or cultural item") may be in English only if the contents of such an educational or cultural item are in English or if the item takes place in English. Nevertheless, for greater clarity, when the educational or cultural item is advertised in a French language news media, such advertising is required to be in French.

Services offered in French

The services offered in French at the University include those described below.

Learning of and in French and TCF certification for Quebec
Courses in French as a second language are offered from beginner to advanced levels at the University's Department of French studies (DFS). These courses are available to the entire University community and offered every term (fall, winter, and summer), often with several time slots for beginner, elementary or intermediate levels. Additionally, the DFS offers free French learning support services in the form of conversation groups (fall, winter, and summer) and tutoring (fall and winter) to give persons learning French at the University the opportunity to practice their new skills and improve.

In addition to French as a second language courses, the DFS offers various programs in French language, French linguistics, French literatures, teaching and linguistics of French as a second language, as well as French translation.

More information on courses and programs can be found on the DFS web page.

Also, the DFS hosts an approved centre for the *Test de connaissance du français (TCF) pour le Québec* (Québec French language ability test). Several sessions of the test are organised each year at the University. The *TCF pour le Québec* is designed to meet the requirements of Québec authorities, which mandate the systematic passing of standardised French language ability tests and examinations as part of the procedures to obtain the *Certificat de sélection du Québec* (CSQ). More information is available online.

Réussir en français

The DFS is the home of the *Réussir en français* initiative, a focal point for information about French language promotion programs and activities. *Réussir en français* brings together all the resources needed to learn, live and work in French. These resources are accessible to all University students, faculty and employees. Further information is available on the *Réussir en français* Web page.

Other services offered in French

Food services, the Employee Assistance Program, the services of the bookstore located in the LB Building, and catering services are offered in French, as well as the services offered by the University that are accessible to the public, including those of sports centres open to the public and of art galleries.

Language resources

The University's Translation Services department answers employees' requests for English to French translation, language editing of French texts, and terminology assistance. In addition, it recommends the language resources below, which are also listed on the Translation Services Carrefour page.

Translation Services' Terminology Bank

The University's Translation Services department keeps a Terminology Bank containing:

- official English and French University designations (buildings, facilities and research centres; faculties, teaching departments and administrative units; groups and committees; position titles; etc.); and
- a vast number of technical terms related to higher education as well as the University's fields of study and areas of activity.

Other Canadian terminology banks

- The Government of Canada's terminology bank: Termium Plus
- The terminology bank of the *Office québécois de la langue française* (OQLF): *Grand dictionnaire terminologique*, accessible on the *Vitrine linguistique* Web page.

French style rules

Over the years, Translation Services has adopted various French styles rules based on official recommendations and reliable documentary sources. A list of the University's main French style rules is presented on the Translation Services Carrefour page.

Machine translation software programs

To assure the quality of the French language used, all communications originating from University Communications Services or the Office of the President or intended for the entire University community or an important part thereof (for example, and without limitation, communications pertaining to security or working conditions, or communications of an administrative nature) shall be translated by Translation Services.

In other cases, Translation Services may be consulted. Additionally, machine translation software programs authorised by the University may be used in accordance with the terms and conditions set by the University and communicated from time to time, provided that the user is satisfied by the quality of the French text produced.

Other references on French language and style rules

- The OQLF's *Vitrine linguistique*
- The Government of Canada's *Outils d'aide à la rédaction*
- *Le français au bureau*, by Noëlle Guilloton and Hélène Cajolet-Laganière, published in 2014 by the OQLF
- *Multidictionnaire de la langue française*, by Marie Éva de Villers, published in 2012 by Québec Amérique
- *Usito*, a dictionary produced by the Université de Sherbrooke
- *Le style – Conseils pour écrire de façon claire et vivante*, by André Noël, published in 2009 by Éditions La Presse

For further information

Any question or request for further information concerning the Language Policy or these Guidelines may be sent to politiquelinguistique@concordia.ca.