



2. Human Resources Policy Division

HR POLICY & OPERATIONS BUREAU

Overview

Human
Resources
Policy
Division

Staffing &
Classification
Division

Locally
Engaged Staff
Division

Staff Relations
Division

The **Human Resources Policy Division** has a small number of outside clients, as it serves as departmental co-ordinator for Part VII of the Official Languages Act, which deals with support to linguistic minority groups in Canada. However, it frequently interacts with central agencies (namely, the Public Service Commission and Treasury Board Secretariat), the Human Rights Commission and Commissioner for Official Languages on a variety of issues and files.

The Division serves departmental employees directly in matters related to employment equity, official languages, staffing and classification. Also, clients from within the human resources sector are served in terms of policy advice on official languages, classification, staffing and HR information systems.

The Division also provides the Human Resources Branch with strategic advice on internal communications.

In the following pages, we outline the service standards to which the Division has committed, under each service area.

The service areas include:

- **Official Languages;**
- **Employment Equity;**
- **Classification;**
- **Communication;**
- **Staffing;**
- **Information Systems; and**
- **Statistical Information.**