

---

# Table of contents

---

	<i>Page</i>
1. Introduction .....	1
2. Service to the Public .....	2
3. Personal Services .....	2
4. Central Services.....	3
5. Supervision .....	4
6. Communications between Offices .....	4
7. Work Instruments.....	5
8. Grievances.....	5
9. Language Use in Meetings .....	5
10. Training and Development.....	6
11. Language Needs .....	6
12. Bilingualism Bonus Plan.....	6
13. Second Language Exam .....	7
Validity of Examination Results .....	7
Exemption from having to take the SLE.....	8
14. Access to Basic Language Training.....	8
15. Duration of Basic Language Training.....	9
16. Failure in Training .....	9
17. Access to Developmental Training Courses .....	10
18. Equitable Participation .....	10
19. Conclusion .....	11
Glossary.....	11