

---

## 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 .....	3
6. Communications between Offices .....	3
7. Work Instruments.....	4
8. Grievances.....	4
9. Language Use in Meetings .....	5
10. Training and Development.....	5
11. Language Requirements of Positions .....	5
12. Linguistic Profile.....	6
13. Access to Bilingual Positions .....	6
14. Exemptions from Meeting the Language Requirements of a Bilingual Position .....	7
15. Incumbents' Rights.....	7
16. Bilingualism Bonus Plan.....	8
17. Administrative Arrangements.....	8
18. Second Language Evaluation .....	9
Validity of Evaluation Results.....	9
Failure in the Evaluation.....	9
19. Access to Basic Language Training.....	10
20. Duration of Basic Language Training.....	11