

French-language Services Plan

French-language services plan 2026–2027

Labour, Skills and Immigration

Ce document est également disponible en français sous le titre : « [title to be added by translators] »

Message from the Deputy Minister, Ryan Grant

I'm pleased to share the 2026–27 French-language Services Plan for the Department of Labour, Skills and Immigration (LSI).

As a trusted partner that helps Nova Scotians thrive—in learning, work, career goals, immigration, and workplace safety we're building a workforce that reflects our communities, supports innovation, and strengthens our economy.

Through our commitment to delivering responsive French-language services, whether by ensuring that the new **Apprenticeship Management System (AMS) is available in French** or expanding our **French-language safety resources** or releasing a new **French-language labour market information guide**, we ensure access to French speaking Nova Scotians.

I'm proud of the progress we've made this past year, and of the work ahead. Together, we'll keep improving access, inclusion, and support for Acadian and Francophone communities across Nova Scotia.

What we're doing to contribute to the growth of the Acadian and francophone community

We recognize the importance of French-language services and are committed to fulfilling our responsibilities under the *French-language Services Act* and its regulations. This plan supports our commitment to delivering quality government services in French and ensuring that our programs, policies, and services reflect the priorities expressed by the Acadian and francophone community. We value the partnership with designated public institutions across government, including the Office of Acadian Affairs and Francophonie, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

Nova Scotians are encouraged to request government services in French and invite Acadians and Francophones to participate on agencies, boards, and commissions advertised by the Executive Council Office. As we continue to enhance our French-language services, we welcome feedback and invite comments or questions through our French-language services coordinator. If you have formal complaints regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Meriem Saidane (Meriem.Saidane@novascotia.ca, (902) 476-4725)

Safety Branch

Services we offer in French

The Safety Branch has published a range of new resources and publications in French.

Publications

- Ticks and Tick-borne Diseases Safety Guidelines
- Technical Safety brochure.
- Preventing Harassment in the workplace
 - Harassment in the workplace - Guide for employers
 - Preventing Harassment in the workplace - Toolbox talk
 - Poster
 - Workplace Harassment Complaint form

Toolbox Checklist

- Clean & Readily Available Washrooms

Forms

- Reprisal complaint fillable form

Nova SAFE

- The Nova SAFE web application includes all content in French, with new topics added this year: Harassment, Pits and Quarries, Radiation, Radon, Silica, Working Near Water. Updated topics: Personal Protective Equipment and Violence
- A message was sent to Acadians and Francophones to inform them about the new topics on Nova SAFE.

Web site

- Preventing Harassment in the workplace
- Technical Safety web page
- Nova Scotia Workers' Compensation Appeals System Engagement website and an online survey.

Press release

- Issued a press release announcing the new Preventing Harassment in the Workplace regulation, effective September 1, 2025.

Advertising campaign

- Launched an additional NovaSAFE advertising campaign, including French radio ads and YouTube videos targeting the Acadian and Francophone community.
- Translated ads for the Harassment in the Workplace campaign.

Newsletter

- Published a new edition of The Signal – Spotlight on Safety (Summer 2025), focused on Sun Safety.
-

Training (SkillsOnline)

- Workplace Hazardous Materials Information System (WHMIS)
- Preventing Harassment in the Workplace

Video

- Fuel Safety Lifecycle of Propane video features French closed captions.

Video contest in schools

- The Safety Branch participated for the 2nd year in the Safety Youth Video Contest in partnership with the Canadian Centre for Occupational Health and Safety (CCOHS) in the spring of 2026. The CSAP French schools will be invited to participate by producing a video in French. The goal in participation in the contest is to engage young workers in Nova Scotia in proactive safety conversations and to help eliminate youth workplace injuries.

Safety Notifications

- The Safety Branch also published Safety Notifications, which are distributed along with a bilingual email message to provide the information in both English and French.

Occupational Health and Safety Division

Safety Alert:

- Heat Stress
- Risks of Smoke Exposure During Wildfires

Safety Bulletin

- Clean and Readily Available Washrooms for Outdoor and Temporary Worksites

Guidelines

- Ticks and Tick-borne Diseases

Technical Safety Division

Safety Bulletins:

- Purchasing New Amusement Devices for Public Use

Safety Notices:

- Fuel Safety – Online Permit Application

- Safety Code for Personnel Hoists – Elevators and Lifts - CSA Z185:23 Adoption

Safety Directives:

- Fuel Safety - Container Sizing
- Fuel Safety Directive – Venting
- Nova Scotia Elevator Maintenance Control Program (MCP) Maintenance Records and Witnessing of Tests

Guidelines

- Carbon Monoxide Awareness

Other communications from Technical Safety

- Uncertified Electrical Products
- Technical Safety: Webpage Launch
- Escalator Safety Week November 11 - 15, 2025

Communication with Nova Scotia employers

The Safety Branch communicates health and safety information to Nova Scotian employers in both English and French.

Safety Branch Contact list

- Sent a bilingual message inviting Nova Scotia employers to join the Safety Branch contact list.
- Made a bilingual subscription form available for Nova Scotia employers to sign up to the Safety Branch contact list.
- Created new French templates using the marketing tool Envoke to enhance and expand the contact list.

Engagements and presentations

Engagements

- Launched a Call for Comment on the proposed Harassment in the Workplace Regulations through an online survey and an invitation to an online webinar.
- Launched a Call for Comment on the Review of the Nova Scotia Workers' Compensation Appeals System through the website and an online survey.

Presentations and events

- Delivered workplace safety presentations to CSAP students in the O2 program.
- Delivered safety presentations for recent Canadian residents and potential immigrants in partnership with the Conseil de développement économique de la Nouvelle-Écosse (CDÉNÉ).
- Bilingual staff attended the Canadian Immigration Fair in May 2025.

Meetings and inquiries

- Met with Université Sainte-Anne to discuss the status of their OHS program and JOHSC and provided French-language resources. Prepared a detailed response regarding the responsibilities of JOHSC members.

- Responded to a request from a construction company in Quebec seeking detailed information about workers coming to Nova Scotia to work on a contract.
- Responded to a request from the Fédération acadienne de la Nouvelle-Écosse regarding the new Harassment in the Workplace policy.
- Responded to inquiries from the CDÉNÉ regarding JOHSC, in collaboration with Information Specialists.
- Met with Communautés francophones accueillantes – Welcoming Francophone Communities in Chéticamp, an initiative aimed at welcoming newcomers to regional communities.
- The Accident and Occupation Safety (A&O) team will continue to coordinate meetings with Acadian and francophone business organizations when visiting new regions and pursue new opportunities to promote health and safety across the Acadian and francophone communities.

How we communicate with the public in French

The Safety Branch communicates health and safety information to Nova Scotian employers in both English and French. Inquiries received in French through the 1-800 information line are reviewed by Information Specialists, who work with Interpretation Services to prepare a response.

Interpretation Services

The Safety Branch has partnered with Access Language Services (ALS) to provide language interpretation support for staff in the field and for clients who may have difficulty speaking or understanding English. French interpretation is available as part of this service when needed.

The services offered through this partnership include:

- In-person, virtual, or phone interpretation
- On-demand phone interpretation
- Translation services

What we did to maintain or improve our French-language services in 2025–2026

The Safety Branch continued translating promotional materials into French and included a French component in engagements and public consultations.

How we plan to maintain or improve our French-language services in 2026–2027

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks

Planned measure:

- A representative from the Safety Branch will continue to work closely with the French language Services Coordinator for LSI.

Objective 2: Develop and deliver quality French-language services and programmes to the public

Planned measure:

- The Safety Branch will continue translating promotional materials into French, including guides, brochures, safety notifications, web content, and other resources.
- The Safety Branch will continue communicating bilingual messages to all employers across Nova Scotia on health and safety subjects and will offer French presentations upon request.
- Information Specialists will continue working with Interpretation Services to assist with inquiries received in French by email or phone, and responses will be provided in French.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

Planned measure:

- The Safety Branch will continue to include a French component in engagements and public consultations, based on the nature of each consultation. For consultations involving all Nova Scotians, at least one session will be offered in French. Other consultations may include a French component such as a web page with the engagement document and online survey. Invitations for all consultations are sent in both English and French

Immigration and Population Growth Branch

Services we offer in French

Immigration and Population Growth (IPG) is committed to offering French-language services (FLS) and to ensuring information and services are provided in French.

- Promotion, information and resources about immigration, living and settlement in Nova Scotia to prospective French-speaking newcomers is available in French through our website. (<https://liveinnovascotia.com/fr>)
- Applications to the Nova Scotia Nominee Program (NSNP) and the Atlantic Immigration Program (AIP) are available in French through the Nova Scotia's Online Service (Service en ligne de la Nouvelle-Écosse).
- IPG funds three Acadian and Francophone organizations to deliver settlement services in French.
- Supporting Francophone immigration
 - Following the conclusion of the 2022–2025 Francophone Population Growth Action Plan, IPG is working with the Office of Acadian Affairs and Francophonie (OAAF) and Acadian and Francophone partners to develop a renewed approach to support the attraction and retention of French-speaking newcomers.
 - Francophone specific recruitment events are hosted in international jurisdictions to attract francophone newcomers.

How we communicate with the public in French

IPG provided consistent communication obligations under the FLS Act and Regulations, as well as compliance with the French Language Guidelines, where services in French are evident, accessible, readily available, and demonstrated through a bilingual greeting, signage, or other means.

- The following IPG staff can provide services in French:
 - Retention and Attraction Division: Four bilingual staff, including two Navigators, one Marketing Advisor, and one Manager.
 - Programs Division: Four bilingual staff, all serving as Immigration Program Officers.
 - Investigation and Compliance Division: One bilingual staff member, serving as an Investigator.
 - Policy Division: Two bilingual staff, including one Corporate Strategist and one Correspondence Clerk.
 - Senior Leadership Team: One bilingual staff member, the Executive Director.
- The immigration@novascotia.ca email account receives and responds to correspondence in French.
- Engagement, outreach, presentations, webinars, and information sessions are delivered in French where there is demand.
- Publications such as promotional brochures, banners and advertisements are translated to French or are bilingual where possible and appropriate for the audience.
- The "Bonjour!" sign is prominently displayed in the reception area and bilingual staff have the "Bonjour!" pin to indicate their ability to offer FLS when attending engagement events.

What we did to maintain or improve our French-language services in 2025–2026

- IPG provided services in French making all promotional material, applications and assessments available to French-speaking individuals. The Branch also provided official French correspondence via translation services.
- Staff had the opportunity to access and pursue French-language training to increase their proficiency to be able to offer services in French. In 2025-26, four staff registered for the French Language training offered through the Office of Acadian Affairs and Francophonie in partnership with Université Sainte-Anne.
- As outlined in the 2022-2025 Francophone Population Growth Action Plan, IPG continued to work in partnership with OAAF and Acadian and Francophone partners in the implementation of the Action Plan. A senior advisory group as well as a working group support initiatives related to increasing the Francophone population in Nova Scotia.
- In 2025-26, IPG supported Nova Scotia's attendance at one international recruitment event in Francophone countries (France and Tunisia) to connect highly skilled bilingual talents with employers who are not able to fill positions locally.

How we plan to maintain or improve our French-language services in 2026–2027

IPG will continue to provide information and services in French.

Objective 1: Develop and deliver quality French-language services and programs to the public

Goal: *Maintain and enhance staff capacity to offer services in French.*

Planned Measure:

- Continue to value French-language proficiency in the evaluation and hiring of staff to support service delivery.
- Ensure marketing and communication materials are available in French, when and where appropriate.
- Provide opportunities for staff to participate in French-language training and skills development.

Objective 2: Maintain ongoing dialogue and consultation with the Acadian and francophone community:

Goal: *Support increased Francophone immigration and interprovincial migration through provincial economic immigration programs.*

Planned Measure:

- Engage with Francophone employers and economic development organizations across Nova Scotia to ensure IPG attraction and recruitment activities respond to labour market needs.
- Work with OAAF to identify and participate in attraction and recruitment initiatives that increase the number of French-speaking newcomers.
- Support Francophone settlement service providers in promoting, delivering, and strengthening French-language services for newcomers.

Labour Services Branch

Services we offer in French

- The services of Conciliation and Mediation Services (CMS) are not offered in French, however, we have responded to requests for French services by working with our colleagues in New Brunswick who have facilitated these requests.
- The Branch maintains and posts online a comprehensive guide to the Labour Standards Code in French: [*Guide du code des normes de travail de la Nouvelle-Écosse*](#), and a brochure in relation to domestic violence leave: Congé pour cause de violence familiale.
- The Branch currently has two Workers' Advisers who can speak with workers in French as required. However, these Advisers are not at a level of fluency to have comfort conducting hearings in French. If a worker needs to have a hearing conducted in French, WAP would arrange and pay for a translator to be present at the hearing. As well, the Branch's Labour Standards Division has an Outreach and Compliance Officer who is fluent in French.
- If requested, the NSLB would arrange for a Board hearing (or other proceeding) to be conducted in French either by a Chair, Vice-Chair or panel fluent in French, and/or with the assistance of French Translation Services.

How we communicate with the public in French

- For CMS services, the Branch has responded to requests for communication in French by requesting the services of NB dual language staff to act on our behalf.
- Labour Standards has one officer who is fluent in French. This officer responds to email inquiries submitted in French and provides support when individuals ask to speak with an officer in French.
- As noted above, WAP would translate documents informally where required and, if necessary, arrange and pay for an official translation of important documents (e.g., a medical-legal report in French required for an appeal).
- The Board has various staff, Chair, Vice-Chairs and members with various levels of French proficiency who can communicate with the public and parties appearing before the Board, if required. Online and other Board material is available in English only (unless requested).

What we did to maintain or improve our French-language services in 2025–2026

- The Branch completed a resource for employers relating to domestic violence leave which has been translated into French (Congé pour cause de violence familiale brochure) and is available on the Nova Scotia Status of Women website, Gender Based Violence Tile.
- The Branch created an information card on Labour Standards that has been translated into French and is to be handed out to French speaking workers during outreach and inspection activities.
- The Branch supported the work of the Arbitration Advisory Committee, which resulted in the recruitment of two arbitrators who are able to conduct hearings in French - both of whom were appointed by the Minister to the Minister's List of Arbitrators.
- The Branch regularly updates the Guide du code des normes de travail de la Nouvelle-Écosse.

- The Branch continues to encourage and support staff requesting French-language training.

How we plan to maintain or improve our French-language services in 2026-2027

Objective 1: Staff capacity for French Language

Goal: *To strengthen internal operational structures including policy, legislative and administrative frameworks*

Planned Measure:

- Offer and encourage current staff to participate in French Language training opportunities.

Objective 2: Program and Service delivery

Goal: *To develop and deliver quality French-Language services and programmes for the public*

Planned Measure:

- Support staff's participation in French-language training.
- Seek out potential new staff with French speaking ability.
- Continue to utilize French speaking staff from New Brunswick as required.
- Continue to update the Guide du code des normes de travail de la Nouvelle-Écosse, as well as publish other documents in French.

Corporate Policy and Services Branch

Services we Offer in French

The guide [*Trouver chaussure à son pied : profils des professions en Nouvelle-Écosse*](#) was released in February 2026.

How you communicate with the public in French

- We do not often communicate with the public in French. One noted series of events in Nov/Dec 2025 were presentations to school counsellors on career/LMI services. To present to the CSAP counsellors we arranged to have the English presentation translated through EECD and a staff person from EECD delivered our portion of the presentation in French.

What we did to maintain or improve our French-language services in 2025–2026

- Publishing [*Trouver chaussure à son pied : profils des professions en Nouvelle-Écosse*](#)

How we plan to maintain or improve our French-language services in 2026-2027

- Publish the new *Find the Right Fit: Using Labour Market Information to Explore Education and Training Pathways* guide in French
- Publish the updated Job Search guide in French

Challenges

- The cost of translation is an issue. We were able to translate the new guide and have plans to translate the ones in development because EECD has agreed to do the translation. Normally we need to send to an outside vendor.

Engagement Equity and Belonging Branch

What we did to maintain or improve our French-language services in 2025–2026

- Provided corporate support to the French Language Service Coordinator to disseminate information across the Department.
- Coordinated the recruitment and onboarding of a new French Language Services Coordinator for the department
- Led departmental recognition and commemoration of Acadian Heritage Month

How we plan to maintain or improve our French-language services in 2026–2027

Objective: Develop and deliver quality French-language services and programs to the department

Goal: *To amplify internal communications and engagement in French.*

Planned Measure:

- The Branch will continue to dedicate space for Acadian and Francophonie contents within “Learn, Share, Inspire” – Labour, Skills and Immigration’s departmental newsletter.
- Branch’s annual report will be translated into French through support from Acadian Affairs and Francophonie.
- Amplify government sponsored and community led events all year round and during Acadian History Month.
- Share resources and organize learning and engagement opportunities promoting Acadian and Francophone culture and heritage during the month.

****Where Engagement Equity and Belonging, work is internally focused; the other two objectives are not applicable for this reporting period.*

Skills and Learning Branch

Services we offer in French

- The following program guidelines and downloadable forms are available in French:
 - Graduate to Opportunity (GTO),
 - Cooperative Education Initiative (CEI),
 - Student Summer Skills Initiative (SKILL)
 - Summer Sector Skilled Trades Youth Programs
 - Funding guidelines for the Nova Scotia School of Adult Learning (NSSAL),
 - Funding guidelines for Recognition of Prior Learning (RPL),
 - Funding guidelines for International Qualification Recognition (IQR),
 - Canadian Free Trade Agreement (CFTA) Legitimate Objective Exceptions.
 - All Employment Nova Scotia (ENS) programs including:
 - Employment Assistance Services
 - Skills Development
 - Job Creation Partnership
 - START Program
 - Works for You
 - Self-Employment Benefit
- LaMPSS translation of forms and content continued in 2025-2026 and is ongoing as programs emerge.

Adult Education Division (AED)

- Adult Education Division (AED) ensures that Nova Scotians have access to the following services in French:
 - RPL and IQR initiatives
 - Family literacy programs
 - Adult learning programs
 - Diplôme de fin d'études secondaires pour adultes, the French language high school credential for adults.
 - Learner facing curriculum documents and resources

As part of the Nova Scotia School for Adult Learning (NSSAL), AED provides funding to Université St. Anne (US-A) and L'Équipe d'alphabetisation Nouvelle-Écosse to deliver tuition-free adult learning programs and services to help learners strengthen essential skills, prepare for and complete the Canadian Adult Education Credential (CAEC high school equivalency), upgrade secondary credits to further educational and/or employment goals, and/or earn credits toward obtaining a High School Graduation Diploma for Adults.

Employment Nova Scotia Division (ENS)

- Employment Nova Scotia has always supported French speaking/bilingual job seekers through its public employment system, Nova Scotia Works. This has been accomplished in areas of the province with a Census subdivision of at least 5000 of French linguistic population by way of a designated bilingual Nova Scotia Works office; and through an 'Active Offer' of

French service in non-designate areas by connecting clients to designated sites through virtual services.

- The Nova Scotia Career Development Association (NSCDA) has committed to having all training and resources translated for French Speaking Career practitioners within the Nova Scotia Works System.
- All communication to the public from ENS is translated into French. This includes marketing materials, program related materials on the Employment Nova Scotia Website, materials related to Nova Scotia Works, the novascotiawork.ca website, pull up banners for job fairs, etc.

Workplace Initiatives Division (WI)

- All services are required to be delivered at the same quality in French and English through the Federal Job Bank delivered through Workplace Initiatives.
- In-demand skills training in French is available via the SkillsonlineNS platform. Learning available includes:
 - Compétences en service à la clientèle
 - Compétences pour réussir en communication
 - Essentiels du service client
 - Gestion de projet
 - Gestion des talents

How we communicate with the public in French

Written requests are completed with the assistance of translation services.

- Employment Nova Scotia (ENS) delivers its entire suite of programming in both English and French. This is also a requirement of the Canada-NS Labour Market Transfer Agreement.
- ENS bilingual staff are positioned across the province in various government offices as well as within the Nova Scotia Works System.
- All public facing publications of ENS, including contracts and letters to francophone speaking clients who request service in French, are all available in both languages.
- Adult Learning Curriculum documents, funding guidelines, templates, forms, application resources, and learner surveys are provided in French (translated by CNS).
- When AED receives French correspondence or sends French correspondence to funded organizations, DeepL is used to translate simple messages, but trained translator is used for larger more complex documents and messages. DeepL was suggested by service providers, for use for messages.
- A bilingual Employer Services Representative is available to respond to phone or email inquiries on Workplace Initiatives and match them to the appropriate programming/services

What we did to maintain or improve our French-language services in 2025–2026

- In 2025-2026, AED continued to provide high quality French language services to Nova Scotians. AED continues to engage and collaborate with French language service providers to ensure that we are meeting the needs of our service providers and learners.

- Employment Nova Scotia has also continued to strengthen the leadership role and partnership with the Conseil de développement économique de la Nouvelle-Écosse (CDÉNE), to provide leadership in French service delivery to the Nova Scotia Works System.
- Employment Nova Scotia completed an analysis to determine how the offer of French service was occurring in Nova Scotia Works. We also developed training to ensure that all centers are able to offer services for bilingual clients. Centres that do not employ French-Speaking staff must have a Memorandum of Understanding (MOU) with French designated centres and have mechanisms in place to connect the client to a practitioner (virtually).
- The Nova Scotia Career Development Association (NSCDA) has committed to having all training and resources translated for our French Speaking Career practitioners within the NS Works System.
- Three bilingual staff in Workplace Initiatives were available to assist in navigating services and appropriate program supports, and to correspond in French.
- Employment and Social Development Canada tests and regularly provides feedback on the quality of bilingual services of the Job Bank via a 'secret shopper' exercise.
- All program application forms and supporting documentation for youth initiatives are available in French
- Collaborated with Université St. Anne to ensure French-language Co-operative Education positions were available.
- Supported a number of Francophone organizations through the Student Summer Skills Incentive.
- Develop a template for inquiries in French to efficiently direct them to Francophone staff members and/or obtain translation services.
- Provide an email on the 'Grow Your Business' website for anyone requesting service in French.

How we plan to maintain or improve our French-language services in 2026–2027

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks:

Goal: *Improve our French language communication processes and develop program offerings with collaboration.*

Planned Measure:

- As programs and services provided through the branch are reviewed and changed, commit to French language translation for updated or new program guidelines and associated documents, tools, and resources to support employers and program users.

Objective 2: Develop and deliver quality French-language services and programs to the public:

Goal: *Continue to improve the implementation of access to programs in French.*

Planned Measure:

- Translate LaMPSS forms and content to the extent possible, as new material emerges
- SLB staff participate in French Language Training offered through the Office of Acadian Affairs. Current staff are encouraged and supported to participate in French language training through Université Sainte Anne.

- ENS will work in partnership with the federal government, Employment and Social Development Canada (ESDC), to enhance the reach and access of French Employment Assistance Services (EAS) in NS through their funding program and service delivery partners in Nova Scotia. ESDC approval of funding for projects in Nova Scotia that are supported through the employment service delivery system by way of integrations and partnerships that increase the amount and access of French EAS.
- Continue to support and develop the availability of training in French of in-demand skills via the SkillsonlineNS platform.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community:

Goal: *Facilitate opportunities for collaboration and relationship building*

Planned Measure:

- Continue to maintain good relationships with program clients in Acadian and francophone communities and encourage the employment of French-speaking youth throughout the province. Increase efforts to make multiple points of French language communication available in our engagement with employers and industry partners.
- Provide French language communications with employers and industry, where appropriate.
- Respond to enquiries and requests in French if identified as the preferred language.

Nova Scotia Apprenticeship Agency

Services we offer in French

- **Policies**
 - In agreement with New Brunswick, Nova Scotia can send apprentices to New Brunswick who want their technical training delivered in French.
 - All written correspondence in French that is received by the designated public institution is replied to in French.
- **Programmes**
 - The new Apprenticeship Management System (AMS) that launched on January 8, 2026 is functional in both official languages.
- **Services**
 - Apprentices can choose to write their Red Seal Exams in French.
 - Our NSAA webpage is translatable
 - Recently purchased Exam Reader technology translates text to speech in French and 43 other languages which responds to accessibility and linguistic and cultural considerations
- **Documents**
 - Level Exams and Red Seal Exams are translated into French so apprentices can write their exams in French.

How we communicate with the public in French

- The Agency occasionally receives inquiries and requests in French from apprentices and/or employers. When new staff join the Agency, it endeavours to know their competency in other languages, such as French, and request their permission to support the Agency in the event of an in-person, phone calls, or email responses in French.

What we did to maintain or improve our French-language services in 2025-2026

- Completed the Apprenticeship Management System that is available in both official languages.

How we plan to maintain or improve our French-language services in 2026-2027

Objective 1: Strengthen internal operational structures including policy, legislative and administrative frameworks

Goal: *To increase comfort in speaking French internally for those who are beginners or intermediate level*

Planned measure:

- Create a "Vivre le Vendredi" group and invite interested co-workers across LSI divisions to devote 30 minutes twice a month to casual online conversation in French.

Objective 2: Develop and deliver quality French-language services and programmes to the public

Goal: *To increase language and communication capacity*

Planned measure:

- Launch the Apprenticeship Management System.

Objective 3: Maintain ongoing dialogue and consultation with the Acadian and francophone community

Goal: *To promote technical training opportunities in French*

Planned measure:

- Include messaging to apprentices on the availability of technical training in French.