



PSC Glossary

January 2011

About this Glossary

This Glossary is an alphabetical listing of terms used in Public Service Commission (PSC) documents and serves as the PSC official feeder glossary.

In accordance with senior management directions, PSC employees will use the Glossary when writing documents and preparing products and publications, including the annual report and audit reports; this will ensure consistency and clarity of message in PSC documents. Employees will also share this Glossary with others who are contributing to PSC documents, including translators, writers/editors and consultants.

Users are invited to suggest terms to be added to the PSC Glossary, as well as provide comments on definitions, by contacting the Policy Development Directorate, Policy Branch, PSC (PSCGlossary-GlossaireCFP@psc-cfp.gc.ca). The Glossary is an evergreen document that will be subject to regular review.

The PSC Glossary contains words or expressions that may have a legal meaning. These are included to provide a better understanding of PSC documents. We have tried to use plain language in the definitions, and technical and legal complexities may not be reflected in them. Definitions provided in the *Public Service Employment Act*, its regulations or any other applicable legislation take precedence over those in the PSC Glossary. Moreover, the interpretation of these legal words or expressions may evolve as case law develops.

Aboriginal peoples (Autochtones)

As defined in the *Employment Equity Act*, persons who are Indians, Inuit or Métis.

Abuse of authority (Abus de pouvoir)

An intentional improper use of a power. It includes bad faith and personal favouritism.

Note: This legal expression is included to provide a better understanding of the document in which it is used. The definition was developed using plain language.

Technical and legal complexities may not be reflected in this definition.

Access (Accessibilité)

One of the guiding values of the *Public Service Employment Act*, it requires that persons from across the country have a reasonable opportunity to apply, and to do so in the official language(s) of their choice, and to be considered for public service employment.

Accommodation (Mesures d'adaptation)

Refers to the design and adaptation of the work environment, policies and procedures to the needs of persons protected by the *Canadian Human Rights Act* in order to avoid discrimination, provided such design and adaptation do not cause undue hardship in terms of health, safety and cost.

Acting appointment (Nomination intérimaire)

The temporary appointment of an employee to another position, if the appointment on a term or indeterminate basis would have constituted a promotion.

Advertised appointment process (Processus de nomination annoncé)

An appointment process where persons in the area of selection are informed of and can apply to an appointment opportunity.

Adverse impact (Effet défavorable)

May occur when the application of a rule, standard, policy or practice, results in a disproportionate disadvantage (whether intentionally or not) for an individual or a group protected under the *Canadian Human Rights Act*, or identified as a designated group under the *Employment Equity Act*.

Affirmation of Aboriginal Affiliation Form (AAAF) (Formulaire d'affirmation d'affiliation autochtone – FAAA)

A form required to be completed for Aboriginal-targeted processes, internal and external, advertised and non-advertised. It is a solemn acknowledgement of the Aboriginal affiliation of the person to be appointed and is a condition of appointment.

Anglophone (Anglophone)

Any person, of whatever ethnic origin or mother tongue, whose first official language is English.

Anticipatory staffing (Dotation anticipée)

A process to staff positions that may or will become vacant, rather than positions that are currently vacant.

Applicant data (Données sur les postulants)

For the purposes of appendices in the Public Service Commission Annual Report, information on selected characteristics (e.g. geographical area and educational profile) for applicants to externally advertised processes, via the Post-Secondary Recruitment program, the Federal Student Work Experience Program and general external recruitment advertisements of departments and agencies. This information is captured through the Public Service Resourcing System each time an application is submitted. An applicant may be represented more than once in a table if they have submitted an application for more than one employment category.

Appointment (Nomination)

An action taken to confer a position or set of duties on a person. Appointments to and within the public service made pursuant to the *Public Service Employment Act* are based on merit and non-partisanship.

Appointment Delegation and Accountability Instrument (ADAI) (Instrument de délégation et de responsabilisation en matière de nomination – IDRN)

The formal document by which the Public Service Commission delegates its appointment and appointment-related authorities to deputy heads. It identifies authorities, any conditions related to the delegation and sub-delegation of these authorities and how deputy heads will be held accountable for the exercise of their delegated authorities.

Appointment Framework (Cadre de nomination)

Policy instruments related to appointment policy, delegation and accountability, which set out the Public Service Commission's expectations for deputy heads when designing their staffing systems to ensure that they respect legislative requirements and values guiding staffing in the public service.

Appointment Framework Knowledge Test (AFKT) (Examen de connaissances sur le Cadre de nomination – ECCN)

A test developed by the Public Service Commission (PSC) to assess human resources (HR) specialists' knowledge of the PSC Appointment Framework and the related legislation. A condition of delegation is that deputy heads must ensure that those to whom authority is sub-delegated have access to HR specialists whose knowledge of the Appointment Framework has been validated by the PSC.

Appointment policy (Lignes directrices en matière de nomination)

A policy suite consisting of 11 policies on specific subjects that correspond to key decision points in the appointment process.

Appointment process (Processus de nomination)

Series of actions taken pursuant to the *Public Service Employment Act* with a goal to appoint a person to a position.

Appointment values (Valeurs de nomination)

Principles on which every staffing decision must be based. There are two types of appointment values: the core values of merit and non-partisanship and the guiding values of fairness, transparency, access and representativeness.

Area of recourse (Zone de recours)

In an internal appointment process, it specifies who may make a complaint to the Public Service Staffing Tribunal:

- in the case of an advertised appointment process, an unsuccessful candidate in the area of selection; and
- in the case of a non-advertised appointment process, any person in the area of selection.

(See [Area of selection](#))

Area of selection (Zone de sélection)

The area of selection refers to the geographic, occupational, organizational and/or employment equity criteria that persons must meet in order to be eligible for an appointment process.

(See [National area of selection](#) and [Area of recourse](#))

Assessment accommodations (Mesures d'adaptation en matière d'évaluation)

Changes or modifications that are made to an assessment procedure, format or content that remove obstacles arising from prohibited grounds of discrimination under the *Canadian Human Rights Act*; they do not modify the nature or level of the qualification that is being assessed.

Assessment methods (Méthodes d'évaluation)

Methods such as interviews, written tests, reference checks and simulations designed to assess candidates against the qualifications for the position.

Assessment of candidates (Évaluation des candidats)

The process of determining whether and (optionally) to what degree, a candidate meets the essential and applied asset qualifications established by the deputy head; and the process of determining whether a candidate meets the applied operational requirements and organizational needs established by the deputy head.

Assessment requirements (Exigences relatives à l'évaluation)

Specific requirements set out in the Public Service Commission Assessment Policy to ensure that assessment processes and methods result in the identification of the person(s) who meet(s) the qualifications and other merit criteria used in making the appointment decision and provide a sound basis for making appointments according to merit.

Assessment results (Résultats de l'évaluation)

The outcome of an assessment. Assessment results may be expressed in numerical (scores, ratings), qualitative (narrative descriptions) or on a "meets/does-not-meet" basis.

Asset qualifications (Qualifications constituant un atout)

Qualifications, other than official language requirements, that are not essential to perform the work, but that would benefit the organization or enhance the work to be performed currently or in the future.

(See [Qualifications](#) and [Essential qualifications](#))

Assignment (Affectation)

The temporary movement of an employee at level within an organization to perform a set of duties or functions of another existing position or to take on a special project. An assignment is an administrative measure that is not an appointment or a deployment, and it cannot constitute a promotion or extend an employment period. The employee continues to be the incumbent of their substantive position while on assignment.

Audit (Vérification)

An objective and systematic examination of activities that provides an independent assessment of the performance and management of those activities.

Bad faith (Mauvaise foi)

An intentional wrongful conduct. Bad faith is presumed where there is such serious carelessness or recklessness that is inexplicable, incomprehensible and so contrary to the relevant legislative context that one cannot reasonably conclude that it was done in good faith.

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Barrier (Obstacle)

Physical obstacles, policies, practices or procedures that restrict or exclude persons in designated groups or those protected by the *Canadian Human Rights Act* from employment-related opportunities in the federal public service.

Bias (Préjugé)

Particular tendency or inclination that prevents objective consideration of persons or group of persons in an appointment process.

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Bilingual office (Bureau bilingue)

An office or facility of a federal institution that, as set out in the *Official Languages Act* and its Regulations, must communicate with and serve the public in both official languages.

(See [Unilingual office](#))

Bilingual position (Poste bilingue)

A position requiring the knowledge and use of both English and French.

(See [Language requirements of the position](#))

Bilingual region (Région bilingue)

A region where, for language-of-work purposes, both official languages are used as languages of work.

(See [Unilingual region](#))

Casual employment (Emploi occasionnel)

A short-term employment option to hire a person. Under the *Public Service Employment Act* (PSEA), a casual worker cannot work more than 90 working days in one calendar year in a given organization, with the exception of the Office of the Chief Electoral Officer, where, in certain circumstances, the maximum period is 165 working days in one calendar year. Other provisions of the PSEA, including the merit requirement and eligibility for internal appointment processes, do not apply to casual workers.

Census metropolitan area (Région métropolitaine de recensement)

An urbanized core of at least 100,000 persons (based on the previous Statistics Canada census).

Classification (Classification)

The occupational group, sub-group (if applicable) and level assigned to a person or a position.

Collective staffing process (Processus de dotation collective)

An approach that allows for one appointment process to fill several similar positions within or between departments and agencies.

Conditional offer of appointment (Offre de nomination conditionnelle)

An offer of appointment is conditional when it contains one or more conditions that must be satisfied before the appointment takes effect.

Condition of appointment (Condition de nomination)

Any condition, other than a qualification, which must be met or complied with before appointment. Conditions of appointment may be criteria, such as operational requirements or organizational needs. Examples of conditions of appointment include, but are not limited to, taking the oath or solemn affirmation.

Condition of employment (Condition d'emploi)

Any requirement that a person must meet or comply with for as long as they occupy the position. Conditions of employment may be the same as operational requirements or organizational needs.

Continuous learning (Apprentissage continu)

A lifelong process of training, development and learning.

In the context of the Departmental Staffing Accountability Report, it includes formal or informal learning and training related to staffing. Examples of continuous learning for sub-delegated managers include formal workshops, presentations by staffing advisors and staffing bulletins. Examples of continuous learning for staffing advisors include staffing courses, e-learning, attendance at staffing-related meetings and receiving coaching.

Co-operative Education/Internship Program (CO-OP) (Programme de stages d'enseignement coopératif et d'internat – Coop)

A program designed to provide post-secondary students with relevant and practical work experience in the public service to help them fulfill the requirements of their academic program.

Corrective action (Mesures correctives)

Action taken to correct an error, omission or improper conduct that affected the selection of the person appointed or proposed for appointment; or action taken to address situations in which an employee has engaged in an inappropriate political activity.

Cost recovery (Recouvrement des coûts)

Setting user fees to cover some or all of the costs incurred in providing a product or service, rather than funding the product or service.

Departmental Staffing Accountability Report (DSAR) (Rapport ministériel sur l'obligation de rendre compte en dotation – RMORCD)

A periodic report provided by each organization subject to the *Public Service Employment Act* to the Public Service Commission (PSC) concerning the management and results of the organization's staffing; provided in response to questions from the PSC, which are based on the Staffing Management Accountability Framework and the appointment values.

Delegation (Délégation)

With respect to the *Public Service Employment Act*, the authorization by the Public Service Commission (Commission) for a deputy head to exercise the Commission's appointment and appointment-related authorities. The Appointment Delegation and Accountability Instrument sets out the specific authorities, responsibilities and accountabilities of the Commission and the organization.

Deployment (Mutation)

The movement of a person from one position to another in accordance with Part 3 of the *Public Service Employment Act*. A deployment does not constitute an appointment. It cannot be a promotion and cannot change the tenure of employment from specified term to indeterminate. A person who is deployed is no longer the incumbent of their previous position.

Deputy head (Administrateur général)

Defined in subsection 2(1) of the *Public Service Employment Act* (PSEA) as:

- in relation to an organization named in Schedule I of the *Financial Administration Act* (FAA), its deputy minister;
- in relation to any organization or part of an organization that is designated as a department under the PSEA, the person that the Governor in Council designates as the deputy head for the purposes of that Act; and
- in relation to any organization named in Schedule IV or V of the FAA to which the Public Service Commission has the exclusive authority to make appointments, its chief executive officer or, if there is no chief executive officer, its statutory deputy head or, if there is neither, the person designated by the Governor in Council as its deputy head for the purposes of the PSEA.

For the purposes of Part 7 of the PSEA only - Political Activities, it includes all of the above, as well as a Public Service Commission Commissioner appointed under subsection 4(5) of the PSEA and the Chairperson of the Public Service Staffing Tribunal designated under subsection 88 (5) of the PSEA. Further, the enabling legislation of certain

other organizations have deemed the following persons as a deputy head for the purposes of Part 7:

- the President of the Canadian Institutes of Health Research;
- the Director of the Financial Transactions and Reports Analysis Centre of Canada;
- the Commissioner and Deputy Commissioner of the Canada Revenue Agency;
- the Chief Executive Officer of Parks Canada Agency; and
- the Commissioner of the National Film Board.

Note: This legal expression is included to provide a better understanding of the document in which it is used. Definitions provided by the Public Service Employment Act, its regulations or any applicable legislation take precedence.

Designated groups (Groupes désignés)

As defined in the *Employment Equity Act*, women, Aboriginal peoples, persons with disabilities and members of visible minorities.

Duty of loyalty (Obligation de loyauté)

According to Treasury Board Secretariat, the [duty of loyalty](#) is a fundamental value and requirement of the public service of Canada. In Canada's system of parliamentary democracy, public servants owe a duty of loyalty to their employer, the Government of Canada. This duty derives from the essential mission of the public service to help the duly elected government, under law, to serve the public interest. The duty of loyalty

reflects the importance and necessity of an impartial and effective public service to achieve this mission. The duty of loyalty is reflected in the “Values and Ethics Code for the Public Service”.

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Duty to accommodate (Obligation de prendre des mesures d'adaptation)

The duty to accommodate refers to the obligation of an employer or service provider to take measures to eliminate disadvantages to employees, prospective employees or clients that result from a rule, practice or physical barrier that has, or may have, an adverse impact on individuals or groups protected under the *Canadian Human Rights Act*, or identified as a designated group under the *Employment Equity Act*.

Earliest retirement (number of years to) (Admissibilité à la retraite – nombre d'années d'ici là)

The date when an employee can retire with an immediate annuity without incurring any penalties.

Election period (Période électorale)

Period beginning the day an election writ is issued or a government order is issued as in Quebec, until the moment a candidate is declared elected.

Employee (Fonctionnaire)

A person employed in the part of the public service to which the Public Service Commission has the exclusive authority to make appointments. Casual and part-time workers are not employees. For the purposes of political activities, it also includes persons employed in the following organizations: Canadian Institutes of Health Research, Financial Transactions and Reports Analysis Centre of Canada, Canada Revenue Agency, Parks Canada Agency, the National Film Board of Canada and the Public Service Staffing Tribunal.

Employer (Employeur)

As defined in the *Public Service Employment Act*, in relation to an organization named in Schedule I or IV of the *Financial Administration Act*, the Treasury Board is the employer. In the case of a separate agency to which the Public Service Commission has the exclusive authority to make appointments, the agency itself is the employer.

Employment equity lens (Perspective d'équité en matière d'emploi)

An employment equity-based analysis to assess how a policy, practice, system or program may affect designated groups. The analysis would reveal any potential barrier to a designated group's full participation in the workforce.

Employment equity program (Programme d'équité en matière d'emploi)

Positive policies, practices or elements of an employment equity plan designed to address identified disadvantages and under-representation of one or more designated groups.

Entity audits (Vérifications d'entités)

Entity audits cover the staffing activities and issues of individual government departments and agencies. Generally, the objectives of these audits are to determine whether an organization has the appropriate framework, systems and practices in place to manage its staffing activities and to determine whether staffing activities complied with the *Public Service Employment Act*, other governing authorities and policies and the instrument of delegation signed with the Public Service Commission (PSC). The PSC may make recommendations to deputy heads and heads of agencies in its audit reports and conduct follow-up audits to ensure that the organization has taken the corrective actions prescribed to resolve the issues raised.

Essential qualifications (Qualifications essentielles)

Qualifications that are necessary for the work to be performed and that must be met in order for a person to be appointed.

(See [Qualifications](#) and [Asset qualifications](#))

Essentially assessed pool (Bassin de candidats qui satisfont aux qualifications essentielles)

A repository of persons who have been assessed and who have met all the essential qualifications of the position(s) for which they were assessed.

E-staffing (Dotation électronique)

The use of technology to support managers conducting staffing processes, such as by electronically screening large numbers of applications.

E-testing (Évaluation électronique)

The use of information technology to administer a test, including both the presentation of test content (questions, items) and the recording of responses.

EX-equivalent levels (Niveaux équivalents EX)

Commonly called "EX equivalents," these levels correspond to at least the entry level of the Executive Group.

Exclusion Approval Orders (EAO) (Décrets d'exemption)

These orders allow for the exclusion of person(s) or position(s) or class of persons or positions from the application of some or all of the provisions of the *Public Service Employment Act* (PSEA), where the Public Service Commission (PSC) decides that it is neither practicable nor in the best interests of the public service to apply the PSEA or any of its provisions. An EAO requires the approval of the Governor in Council, and is generally accompanied by Governor in Council regulations, made on the

recommendation of the PSC, prescribing how the excluded position(s) or person(s) are to be dealt with.

Executive Group (Groupe de la direction)

An occupational group providing leadership to the public service. It consists of five levels (EX-1 to EX-5).

External appointment process (Processus de nomination externe)

A process for making one or more appointments in which persons may be considered, whether or not they are employed in the public service.

Fairness (Justice)

One of the guiding values of the *Public Service Employment Act*, it requires that decisions be made objectively and free from political influence and personal favouritism; policies and practices reflect the just treatment of persons; and persons have the right to be assessed in the official language(s) of their choice in an appointment process.

Federal election (Élection fédérale)

An election to the House of Commons.

Federal Student Work Experience Program (FSWEP) (Programme fédéral d'expérience de travail étudiant – PFETE)

A program through which federal organizations recruit students. FSWEP provides full-time secondary or post-secondary students in an accredited institution with employment opportunities to learn about the federal government and gain valuable experience while developing and improving their employability skills.

First official language (Première langue officielle)

The official language, English or French, with which a person has a primary personal identification. The first official language is the official language in which the person is generally more proficient.

Fiscal year (Exercice financier)

April 1 to March 31, for the federal public service.

Follow-up audits (Vérifications de suivi)

As a result of its audits, the Public Service Commission (PSC) makes recommendations to departments and agencies for improvement in their staffing systems and practices. The PSC may also remove or impose conditions on the delegation of staffing authority. It monitors the implementation of the recommendations and conducts follow-up audits. In those situations in which the PSC has imposed conditions on the delegation of staffing authority, it proceeds with follow-up audits when the results of the monitoring activities indicate that significant improvements have been made and the organization may be in a position for the PSC to remove those conditions.

Francophone (Francophone)

Any person, of whatever ethnic origin or mother tongue, whose first official language is French.

Fully assessed pool (Bassin de candidats entièrement évalués)

A repository of persons who, in addition to having met all the essential qualifications, have been assessed on all the other merit criteria of the position(s) for which they were assessed.

Functional community (Collectivité fonctionnelle)

A specific career grouping (such as: Finance, Communications, Policy and Comptrollership), for which a collaboration across organizations has been formed to address the community's collective human resources needs.

Geographic criterion (Critère géographique)

The geographic criterion in an area of selection refers to where applicants must reside or be employed in order to be eligible to participate in the appointment process.

Government-wide audits (Vérifications pangouvernementales)

Government-wide audits cover cross-cutting issues and staffing activities across several departments and agencies. The Public Service Commission may, when appropriate, base its conclusions on a sample of organizations. Government-wide audits provide independent assessments of the performance and management of staffing activities in organizations subject to the *Public Service Employment Act*. They provide objective information, advice and assurance to Parliament and, ultimately, to Canadians on the integrity of the appointment process in the federal public service.

Hiring activities (Activités d'embauche)

For the purposes of appendices in the Public Service Commission Annual Report, hiring activities refer to appointments to the public service, the hiring of casuals as per subsection 50(1) of the *Public Service Employment Act* (PSEA) and the recruitment of students under the *Student Employment Programs Exclusion Approval Order* and Regulations.

Human resources planning (Planification des ressources humaines)

A process that identifies an organization's current and future human resources needs and the objectives and strategies planned to meet these needs.

Imperative appointment (Nomination impérative)

The requirement that the person appointed to a bilingual position meet the language requirements of the position at the time of appointment.

In-basket exercise (Exercice *In-basket*)

An assessment technique that simulates the important aspects of a management position. The candidate must respond to managerial issues and problems that are presented in the form of documents such as e-mails from superiors, peers and

subordinates; organizational reports; letters from stakeholders as well as messages and other correspondence that have accumulated in the manager's "in-basket."

Incumbent-based process (Processus de nomination fondé sur les qualités du titulaire)

An internal appointment process within the Research and University Teaching groups where a career progression framework has been established, as defined in section 2 of the *Public Service Employment Regulations*. Incumbents are promoted by appointment to a higher level in their own positions based upon the incumbents' qualifications.

Indeterminate (permanent) employment (Emploi pour une période indéterminée – emploi permanent)

Employment of no fixed duration, whether part-time, full-time or seasonal.

Indicator (Indicateur)

One of the elements of the Staffing Management Accountability Framework, indicators are used to measure various characteristics of the staffing system to assess the extent to which an expected result is achieved and the current health of the federal public service appointment system.

Informal discussion (Discussion informelle)

The opportunity for a person eliminated from consideration in an internal appointment process to discuss the decision informally before an appointment is made.

Information regarding acting appointment (Avis de nomination intérimaire)

A Publiservice template used to inform all persons in the area of recourse in an advertised or non-advertised internal appointment process of the name(s) of the person(s) proposed or appointed for an acting appointment. It also outlines the right to complain to the Public Service Staffing Tribunal and describes the manner and time frame in which to make a complaint, along with the grounds for complaint.

Infotel (Infotel)

A toll-free telephone service provided by the Public Service Commission that allows Canadians to hear the employment opportunities open to the public advertised on the *jobs.gc.ca* Web site.

Internal appointment process (Processus de nomination interne)

A process for making one or more appointments in which only persons employed in the public service may be considered.

Internal investigations (Enquêtes internes)

Under the *Public Service Employment Act*, deputy heads who are delegated internal appointment authority may conduct investigations of their internal appointment processes and have the power to revoke those appointments and take corrective action. Deputy heads may decide to investigate for a variety of reasons; including following a

complaint, as a result of information in a grievance, or to address issues raised during informal discussion.

Inventory (Répertoire)

A repository of persons who have responded to an advertisement and meet the registration condition(s); however, they are usually not yet assessed.

Investigation (Enquête)

An inquiry into concerns or allegations related to appointment processes or into allegations of improper political activities of employees.

Key leadership competencies (Compétences clés en leadership)

Leadership skills, abilities, characteristics and behaviours that are needed to meet the challenges of today and tomorrow. They are the minimum qualification standard for the Executive Group and are to be applied in accordance with the Key Leadership Competencies Profile.

Key Leadership Competencies Profile (Profil de compétences clés en leadership)

Profile that looks at the following seven competencies: Values and Ethics, Strategic Thinking through Analysis, Strategic Thinking through Ideas, Engagement, Action Management, People Management and Financial Management (the last three contributing to Management Excellence). It outlines effective behaviours for all managerial positions in the public service, as well as generic ineffective behaviours for each competency. A profile was also developed for employees without supervisory or managerial responsibilities. It looks at of the following seven competencies: Values and ethics, Thinking things through analysis, Thinking things through ideas, Engagement, Initiative, Relationships and Resources (the last three contributing to Excellence through results).

Key success factors (Facteurs clés de réussite)

Infrastructure, processes, practices and actions, as articulated under the Staffing Management Accountability Framework's key change areas that are necessary for the achievement of positive staffing performance.

Language requirements of the position (Exigences linguistiques du poste)

The designation of a public service position, by the deputy head, as bilingual or unilingual, according to the following categories: bilingual, English essential, French essential or either English or French essential.

(See [Bilingual position](#))

Language training plan (Plan de formation linguistique)

Plan to determine the number of training hours expected, the recommended teaching method, the starting class and the pace at which the candidate will be able to progress.

Lay-off (Mise en disponibilité)

The termination of an employee's services because of the discontinuance of a function, a lack of work or the transfer of a function outside the public service.

Management Trainee Program (MTP) (Programme de stagiaires en gestion – PSG)

A program that recruits and develops recent graduate students at the Masters level, in a variety of disciplines who have the potential to excel as future leaders in the federal public service. The program offers a combination of challenging work assignments and formal learning components.

Mean (Moyenne)

The most common measure of central tendency; the arithmetic average of a set of numbers.

Measurable (Mesurable)

Able to be measured in order to determine if an objective has been attained or achieved.

Median (Médiane)

The value of the middle item when the data are arranged from lowest to highest; a measure of central tendency. If there is an even number of observations, the median is the average of the two middle observations. In raw data, the median is the middle value, the point at which exactly half of the data are above it and half below.

Members of visible minorities (Membres des minorités visibles)

As defined in the *Employment Equity Act*, persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.

Merit (Mérite)

One of the core values of the *Public Service Employment Act*. An appointment is made on the basis of merit when a person to be appointed meets the essential qualifications for the work to be performed, as established by the deputy head, including official language proficiency. Any current or future asset qualifications, operational requirements, and organizational needs as identified by the deputy head may also be considered.

(See [Statement of merit criteria](#) and [Merit criteria](#))

Merit criteria (Critères de mérite)

For the purpose of determining merit for appointments made pursuant to the *Public Service Employment Act*, the four types of criteria are essential qualifications, asset qualifications, organizational needs and operational requirements.

(See [Statement of merit criteria](#) and [Merit](#))

Merit was met (Mérite rencontré)

An audit finding that assessment tools or methods evaluated the essential qualifications and other merit criteria identified for the appointment, and that the person appointed met these requirements.

Merit was not met (Mérite non rencontré)

An audit finding that the person appointed failed to meet one or more of the essential qualifications or other applicable merit criteria identified.

Merit was not demonstrated (Mérite non démontré)

An audit finding that the assessment tools and methods used did not demonstrate that the person appointed met the identified merit criteria.

Monitoring and feedback (Surveillance et rétroaction)

The Public Service Commission (PSC) monitors trends and activities to identify government-wide issues and practices that could pose a risk to the integrity of the staffing system. This monitoring includes a wide range of activities, such as data analysis and review of complaints.

The PSC also monitors the performance of the public service organizations that have delegated appointment authorities to assess the general state of the system. The PSC assesses their staffing performance and provides feedback to deputy heads to ensure continuous improvement in the public service appointment system.

The PSC uses the Staffing Management Accountability Framework (SMAF) to review and assess staffing performance and to provide feedback to delegated organizations. The SMAF sets out the PSC's expectations for a well-managed appointment system that respects the *Public Service Employment Act*.

Municipal election (Élection municipale)

An election as the mayor or a member of the council of a municipality.

Municipality (Municipalité)

An incorporated or unincorporated regional municipality, city, town, village, rural municipality, township, county, district or other municipality, however designated; or any other local or regional authority that is determined by the Governor in Council to be a municipality for the purposes of Part 7 of the *Public Service Employment Act*.

National area of selection (NAOS) (Zone nationale de sélection – ZNS)

Refers to the use of a geographic criterion in an area of selection that includes persons residing in Canada and Canadian citizens residing abroad.

(See [Area of selection](#))

Non-advertised appointment process (Processus de nomination non annoncé)

An appointment process that does not meet the criteria for an advertised appointment process.

Non-imperative appointment (Nomination non impérative)

An indeterminate appointment to a bilingual position that the deputy head has identified as not requiring a person who meets the required level of language proficiency at the time of appointment. Individuals appointed as a result of a non-imperative appointment either meet the language requirements at the time of appointment, agree to attain the required level of language proficiency within two years of the date of appointment or are exempted from meeting the language requirements of the position on medical grounds or as a result of their eligibility for an immediate annuity within two years of appointment.

Non-partisanship (Impartialité politique)

One of the core values of the *Public Service Employment Act*, it is essential to a professional public service and responsible democratic government, and ensures that appointments and promotions to and within the public service are based on merit and free from political influence. It supports the capacity and willingness of employees to serve governments, regardless of political affiliation. It enables employees to provide objective policy advice and administer programs and services for Canadians in a politically impartial manner.

Notification (Notification)

The two-step requirement to provide, in writing, the name(s) of the person(s) being considered for appointment, known as Notification of Consideration, and the name of the person being appointed or proposed, known as the Notification of Appointment or Proposal of Appointment, to persons in the area of selection who participated in an advertised internal appointment process and to all persons in the area of selection for a non-advertised internal process.

(See [Persons to be notified](#) and [Waiting period](#))

Oath or solemn affirmation (Serment ou affirmation solennelle)

A declaration set out in section 54 of the *Public Service Employment Act* that a person must take and subscribe when appointed or deployed from outside that part of the public service to which the Public Service Commission has the exclusive authority to make appointments.

Occupational category (Catégorie professionnelle)

A broad series of job families characterized by the nature of the functions performed and the extent of academic preparation required. Job families are: Executive; Scientific and Professional; Technical; Administrative and Foreign Service; Administrative Support; and Operational.

Occupational group (Groupe professionnel)

A grouping used for classification, comprising similar kinds of work requiring similar skills.

Officer-level jobs (Postes de niveau d'agent)

Includes jobs involved in scientific, professional, administration and technical functions. Examples include biologists, commerce officers and statisticians.

On-line Testing (Examen en ligne)

A form of e-testing in which test content is delivered and responses are recorded over the Internet, usually using a secure Internet connection. On-line tests may be administered in a supervised or unsupervised test environment.

Operational requirements (Exigences opérationnelles)

A merit criterion that relates to current or future requirements of the organization for the proper functioning of the work unit or the organization (such as work done on weekends, travel, shift work).

Organizational needs (Besoins organisationnels)

A merit criterion relating to current or future needs that could enhance the way in which the organization operates or fulfills its mandate. Organizational needs could include the consideration of employment equity designated group members.

Organizational staffing priorities (Priorités organisationnelles en matière de dotation)

Are defined as the results that the organization wants to achieve. They may include strategic or high-level indications of how the organization intends to achieve these results. They are expressed in statements approved by senior management. The staffing priorities identify the most important staffing needs to be addressed taking into consideration the entire organization.

Organizational staffing strategies (Stratégies organisationnelles en matière de dotation)

Describe staffing actions that the organization plans to take to implement the staffing priorities of senior management. They describe the how, what and when of achieving the staffing priorities. They are approved by senior management as part of its organization-wide view of staffing. Organizational staffing strategies must include intended results and performance indicators that are measurable.

Organizations (Organisations)

In Public Service Commission publications, the term "organizations" refers to federal government departments and agencies subject to all or part of the *Public Service Employment Act*.

Outcome (Résultat)

An external result achieved by an organization, policy, program or initiative.

Output (Extrant)

Direct products or services resulting from the activities of a policy, program or initiative, and delivered to a client, target group or general public.

Partially assessed pool (Bassin de candidats partiellement évalués)

A repository of persons who have been assessed on some, but not all, of the merit criteria of the position(s) for which they were assessed.

Part-time employee (Fonctionnaire à temps partiel)

A person who ordinarily works more than one third of, but less than the normal scheduled daily or weekly hours of work established for persons doing similar work, and is an employee as defined in the *Public Service Employment Act*.

(See [Part-time worker](#))

Part-time worker (Travailleur à temps partiel)

A person who is not ordinarily required to work more than one third of the normal scheduled daily or weekly hours of work established for persons doing similar work. A part-time worker is appointed under the *Part-time Work Exclusion Approval Order*, and is not an employee as defined in the *Public Service Employment Act*.

(See [Part-time employee](#))

Personal favouritism (Favoritisme personnel)

Involves an inappropriate action or behaviour by a public servant who, by using knowledge, authority or influence, provides an unfair advantage or preferential treatment to a current employee or to a candidate for employment in the public service.

Note: This legal expression is included to provide a better understanding of the document in which it is used. The definition was developed using plain language. Technical and legal complexities may not be reflected in this definition.

Persons to be notified (Personnes à notifier)

In an advertised internal appointment process, this refers to persons in the area of selection who participated in that process. In the case of a non-advertised internal appointment process, this refers to all persons in the area of selection.

(See [Notification](#))

Persons with disabilities (Personnes handicapées)

As defined by the *Employment Equity Act*, persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who consider themselves to be disadvantaged in employment by reason of that impairment, or who believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment. The definition includes persons whose functional limitations resulting from their impairment have been accommodated in their current job or workplace.

Political Activities Regulations (*Règlement concernant les activités politiques*)

Regulations made pursuant to section 22 of the *Public Service Employment Act* (PSEA) set forth in two Parts. Part 1 gives effect to the PSEA provisions related to requests made to the Public Service Commission for permission to seek nomination as, or be, a candidate in a federal, provincial, territorial or municipal election. Part 2 gives effect to the PSEA provisions related to investigations of allegations of improper political activities.

Political activity (Activité politique)

As defined by Part 7 of the *Public Service Employment Act*, political activity includes carrying on any activity in support of, within or in opposition to a political party; carrying on any activity in support of or in opposition to a candidate before or during an election period; or seeking nomination as or being a candidate in a federal, provincial, territorial or municipal election before or during the election period.

Political candidate (Candidat politique)

A person whose nomination as a candidate at a federal, provincial, territorial or municipal election has been confirmed by the governing electoral body.

Political influence (Influence politique)

Interference in the appointment process, it could include, but is not limited to, interference by the office of a minister or a Member of Parliament.

Political party (Parti politique)

An organization that presents candidates with the intent of their being elected in a federal, provincial, territorial or municipal election.

Population (Effectif)

For the purposes of appendices in the Public Service Commission (PSC) Annual Report, the number of active employees in organizations under the exclusive appointment authority of the PSC (employees of organizations named in Schedule I, most of Schedule IV and some agencies in Schedule V to the *Financial Administration Act*). The Population count represents the number of employees at a specific point in time, usually the end of a fiscal year.

Post-Secondary Recruitment Program (PSR) (Programme de recrutement postsecondaire – RP)

A program managed by the Public Service Commission that supports organizations wanting to recruit post-secondary graduates from across the country into entry-level positions. The program has two components: a general inventory and a targeted approach through which organizations can advertise specific job opportunities or career choices.

Previous employment status (Situation professionnelle antérieure)

The individual's previous type of employment (indeterminate, specified-period, casual, student, etc.).

Priority administration (Administration des priorités)

For the purposes of appendices in the Public Service Commission (PSC) Annual Report, information on the number of priority entitlements registered with the PSC, the number of priority person placements and the number of removals for other reasons, by priority type, is taken from the PSC's Priority Information Management System (PIMS). PIMS is the PSC's Web-based tool with which organizations register their persons who

have priority entitlement, and that organizations must search when conducting an appointment process.

Priority entitlement (Droit de priorité de nomination)

The right to be appointed to positions ahead of all other persons if the essential qualifications are met. There are three types of statutory priorities under the *Public Service Employment Act* (surplus employees appointed within their own organization, employees on leave of absence whose positions have been backfilled indeterminately or their replacement, and persons laid off, in that order) and six regulatory priorities under the *Public Service Employment Regulations* (in no particular order: surplus employees appointed outside their own organization; employees who become disabled; members of the Canadian Forces who are medically released and members of the Royal Canadian Mounted Police who are medically discharged; employees on approved leave to relocate with their spouse or common-law partner; employees with entitlement to be reinstated to their former group/level; and surviving spouses or common-law partners of employees, members of the Canadian Forces and members of the Royal Canadian Mounted Police whose death is attributable to the performance of duties).

Priority Information Management System (PIMS) (Système de gestion de l'information sur les priorités – SGIP)

The Public Service Commission's Web-based tool that helps to ensure that entitlements to a priority in appointment are observed, as mandated by the *Public Service Employment Act* and the *Public Service Employment Regulations*.

Priority person (Bénéficiaire de priorité)

A person who has an entitlement under the *Public Service Employment Act* or the *Public Service Employment Regulations*, for a limited period, to be appointed ahead of all others to vacant positions in the public service. To be appointed, the person must meet the essential qualifications of the position.

Promotion (Promotion)

According to the Treasury Board, for the purposes of deployment, a promotion occurs when the maximum rate of pay applicable to the position to which a person is appointed exceeds the maximum rate of pay applicable to the person's substantive level immediately before the appointment by one of the following measures:

- 1) an amount equal to at least the lowest pay increment for the position to which the person is appointed, when that position has more than one rate of pay; or
- 2) an amount equal to at least 4 per cent of the maximum rate of pay for the position held by the person immediately before that appointment when the position to which the person is appointed has only one rate of pay.

Provincial election (Élection provinciale)

An election to the legislature of a province.

Public service (Fonction publique)

As defined by the *Public Service Employment Act*, the positions in or under the departments named in Schedule I to the *Financial Administration Act* (FAA), the organizations named in Schedule IV to the FAA and the separate agencies named in Schedule V to the FAA.

Public Service Employment Regulations (PSER) (*Règlement sur l'emploi dans la fonction publique – REPF*)

Regulations made pursuant to section 22 of the *Public Service Employment Act* (PSEA) that give effect to the PSEA provisions related to the following matters: incumbent-based processes, priorities entitlements, acting appointments, underfill and overfill within the executive group, disclosure of information obtained in the course of an investigation, and selection for retention and lay-off.

Public Service Official Languages Appointment Regulations (PSOLAR)

(*Règlement sur les langues officielles – nominations dans la fonction publique – RLONFP*)

Regulations made pursuant to section 21 of the *Public Service Employment Act* that set out the provisions applying to persons who are excluded from merit with respect to proficiency in both official languages and specify the deputy head's responsibilities and obligations when appointing a person who enters into an agreement to become bilingual.

Public Service Official Languages Exclusion Approval Order (PSOLEAO) (*Décret d'exemption concernant les langues officielles dans la fonction publique – DELOFP*)

Order to provide for certain circumstances in which a person is excluded temporarily or permanently from meeting the official languages proficiency requirements of a bilingual position.

Public Service Resourcing System (PSRS) (Système de ressourcement de la fonction publique – SRFP)

An electronic recruitment system used to advertise external employment opportunities and receive on-line applications. PSRS includes candidate management functionality such as e-screening of applications, e-communications with candidates, volume management and selection tools, and allows electronic referral of applications to federal public service organizations.

Public Service Staffing Modernization Project (PSSMP) (Projet de modernisation de la dotation de la fonction publique – PMDFP)

A multi-year project to modernize staffing across the Government of Canada. It will put in place a flexible environment that addresses differing organizational needs, provides common staffing tools and support and supports accountability, oversight and the values of fairness, transparency, representativeness and access.

Public Service Staffing Tribunal (PSST) (Tribunal de la dotation de la fonction publique – TDFP)

An independent, quasi-judicial body established under the *Public Service Employment Act*, its mandate is to deal with complaints related to internal appointments, selection for lay-off, implementation of corrective measures ordered by the Tribunal and revocation of appointments. The Tribunal conducts hearings and provides mediation services in order to resolve these complaints.

Qualification standards (Normes de qualification)

Pursuant to section 31(1) of the *Public Service Employment Act*, standards, established by the employer, in relation to education, knowledge, experience, occupational certification, language or other qualification that the employer considers necessary or desirable having regard to the nature of the work to be performed and the present and future needs of the public service.

Qualifications (Qualifications)

Elements such as education, experience, skills, abilities, competencies, knowledge, official language proficiency, aptitudes, personal suitability and occupational certification that are related to the work to be performed. The qualifications are listed on the statement of merit criteria and provide the basis for assessment.

(See [Essential qualifications](#) and [Asset qualifications](#))

Quintile group (Groupe quintile)

Term used to describe a grouping of approximately 20% of observations. Organizations are ranked on a specific measure and subsequently divided in five groups of approximately equal size.

Rating (Notation)

A process in which an assessor makes a judgement in the context of evaluating qualifications. Ratings can be used in conjunction with a variety of different assessment methods (for example: interviews, simulations, reference checks) and are most commonly used for the assessment of qualifications. Rating scales are used to enhance the reliability (consistency) and validity of rating judgments.

Rating criteria (Critères de notation)

A set of predetermined and clearly articulated criteria against which a candidate's qualifications for the position are measured.

Recruitment (Recrutement)

Hiring from outside the public service.

Recruitment of Policy Leaders Program (RPL) (Programme de recrutement des leaders en politiques – RLP)

The program targets and recruits Canadian graduate students from universities within Canada and abroad who have achieved academic excellence, acquired policy-relevant

experience and demonstrated leadership skills through their work, volunteer activities or academics.

Representativeness (Représentativité)

One of the guiding values of the *Public Service Employment Act*, it requires that appointment processes be conducted without bias and do not create systemic barriers to help achieve a public service that reflects the Canadian population it serves.

Research Affiliate Program (RAP) (Programme des adjoints de recherche – PAR)

A program that recruits, throughout the year, post-secondary students who require experience in applied research.

Resourcing (Ressourcement)

External and internal appointment activities.

Revocation (Révocation)

The cancellation of an appointment following a founded investigation. The PSC may revoke an appointment if satisfied by investigation that there was an error, omission or improper conduct in an appointment process, that an external appointment was not made on the basis of merit, or that fraud or political influence occurred in the appointment process. Delegated deputy heads may revoke their internal appointments if satisfied by investigation that there was an error, omission or improper conduct in the appointment process.

Risk assessment (Évaluation du risque)

Identifies risks to the integrity of the public service staffing system.

Second language evaluation (SLE) (Évaluation de langue seconde – ELS)

Language tests administered by the Public Service Commission to determine the second official language proficiency of employees and applicants. Includes reading, writing and oral interaction tests that assess the applicants' ability to read, write and speak and understand their second official language in a work context.

Secondment (Détachement)

The temporary move of an employee to another organization in the core public administration (Schedule I and IV of the *Financial Administration Act*), and other organizations for which the Treasury Board is the employer to perform the functions of a position that already exists or to take on a special project. A secondment cannot result in a promotion or extend an employment period.

Seeking nomination (Se porter candidat)

Attempting to become a candidate for a political party in a federal, provincial, territorial or municipal election.

Selection (Sélection)

The stage of an appointment process at which a manager chooses the person to be hired.

Self-declaration (Autodéclaration)

Voluntary information provided by applicants in appointment processes for statistical purposes related to appointments and, in the case of processes targeted to employment equity groups, to determine eligibility.

Self-identification (Auto-identification)

Collection of employment equity information voluntarily provided by employees, for statistical purposes in analyzing and monitoring the progress of employment equity groups in the federal public service and for reporting workforce representation.

Senior management (Haute direction)

In the context of the Departmental Staffing Accountability Report, refers to the Deputy Head or Deputy Head minus one level.

Senior management responsible for human resources (Haute direction responsable des ressources humaines)

In the context of the Departmental Staffing Accountability Report, refers to the highest level of management with delegated responsibilities for the organization's management of human resources.

Separate agencies (Organismes distincts)

Organizations listed in Schedule V of the *Financial Administration Act*. They do not have Treasury Board as the employer. Most have their own authorities for staffing.

Simulations for the Selection of Executives (SELEX) (Simulations pour la sélection des EX – SELEX)

A Public Service Commission assessment instrument that evaluates the Key Leadership Competencies. It is used in selection processes for entry-level executive positions in the federal public service.

Specified term employment (Emploi pour une durée déterminée)

Employment of a fixed duration, whether full-time or part-time.

Staffing activities (Activités de dotation)

For the purposes of appendices in the Public Service Commission Annual Report, staffing activities refer to appointments to the public service as well as promotions, lateral and downward movements and acting appointments within the public service. An appointment to the public service includes the appointment of a person from the general public or the appointment of an employee of a government department or agency that is not subject to the *Public Service Employment Act* (PSEA). Staffing activity within the public service includes all appointments and/or deployments of employees within or between departments or agencies that are subject to the PSEA.

Staffing advisor (Conseiller en dotation)

Member of the PE group who provides staffing advice to managers.

In the context of the Departmental Staffing Accountability Report, it means all persons who provide staffing advice to sub-delegated managers and non-delegated managers involved in staffing, within their organization or to another organization through a Memorandum of Understanding. In addition to staffing advisors, it includes human resources (HR) managers and directors, back-ups inside or outside the organization, contractors, consultants and non-PE employees. HR assistants are not included.

Staffing file (Dossier de dotation)

A collection of documentation, in hard copy or electronic format, used to support the decisions that are made throughout an appointment process.

Staffing Management Accountability Framework (SMAF) (Cadre de responsabilisation en gestion de la dotation – CRGD)

The SMAF sets out expectations for a well-managed appointment system that enables ongoing monitoring of delegated authorities and reporting to the Public Service Commission. It serves as the basis for measuring key success factors, the achievement of results and respect for the appointment values.

Staffing result (Résultat de dotation)

An output and/or outcome achieved by an organization's staffing activities.

Staffing risk (Risque en matière de dotation)

An uncertainty or potential threat that may hinder the achievement of organizational staffing performance or that may impede respect for the appointment values.

Staffing-related employment equity initiative (Initiatives d'équité en matière d'emploi relatives à la dotation)

In the context of the Departmental Staffing Accountability Report, activities carried out to increase the probability of staffing designated group members, beyond the use of the employment equity provisions in the *Public Service Employment Act*. Examples may include outreach to community groups or universities or use of student employment programs to increase the potential pool of candidates for specified occupational groups to be hired by the organization.

Statement of merit criteria (Énoncé des critères de mérite)

A document listing the criteria that will be used for assessing merit in the context of an appointment process.

(See [Merit](#) and [Merit criteria](#))

Statistical studies (Études statistiques)

Statistical studies are analytical studies that make use of the Public Service Commission (PSC) extensive data holdings in order to provide information to Parliament and the public on issues related to hiring and staffing activities in the federal public

service. Statistical studies usually concentrate on describing in analytical terms how the staffing system functions, addressing specific policy or program issues from an analytical perspective and/or providing analytical support to the PSC's oversight functions.

Student (Étudiant)

For organizations where the Public Service Commission has the authority to make appointments, a person who is appointed under the *Student Employment Participant Programs Exclusion Approval Order* in a program designated by the Treasury Board as a student employment program.

Student bridging (Intégration des étudiants)

A mechanism that allows managers to hire qualified recent graduates who have previously worked in the public service through approved student employment programs, such as the Federal Student Work Experience Program, the Co-operative Education and Internship Program or the Research Affiliate Program, in accordance with organizational criteria or policies.

Student Employment Programs Participants Exclusion Approval Order (Décret d'exemption concernant les participants aux programmes d'embauche d'étudiants)

An exclusion approval order made pursuant to section 20 of the *Public Service Employment Act* (PSEA). The Order excludes students appointed under a Treasury Board student employment program from several provisions of the PSEA.

Student Employment Programs Participants Regulations (Règlement sur les participants aux programmes d'embauche d'étudiants)

Regulations made pursuant to section 21 of the *Public Service Employment Act* that prescribe how students appointed in a Treasury Board student employment program are to be dealt with.

Students Providing Aligned Research and Knowledge (SPARK) (Étudiants contribuant à l'avancement et à l'innovation en recherche – ÉCLAIR)

Program that provides the means to better match the intellectual capacities of students and professors in academia with public service research needs.

Studies (Études)

Studies are conducted to enhance understanding of the staffing system, draw attention to potential staffing issues, and to identify lessons learned and good practices. Since they address issues that need clarification or are of particular interest to Parliament and the public, studies are largely exploratory in nature, bringing together a range of methodologies to explore these topics. While normally more descriptive than audits, studies can both provide guidance to other oversight functions on ways to assess these topics in the future and help improve policies on appointment processes related to these topics.

Sub-delegated manager (Gestionnaire subdélégué)

A person to whom a deputy head has sub-delegated, in writing, the authority to exercise specific appointment and appointment-related authorities that have been delegated to the deputy head by the Public Service Commission.

Substantive position (Poste d'attache)

Position to which a person has been appointed or deployed under the *Public Service Employment Act*, other than an acting appointment.

Surplus employee (Fonctionnaire excédentaire)

An indeterminate employee whose position has been formally declared surplus in writing by their deputy head owing to a lack of work, a discontinuance of a function, a relocation for which the employee does not wish to move, or the transfer of work or a function outside the public service.

Technical or specialized language skills - Code P (Compétences linguistiques techniques ou spécialisées – Cote P)

Language skills normally acquired through specialized training or experience. There are five categories of technical or specialised languages skills: dictatyping and dictation, professional writing, editing, translation and interpretation, teaching and testing. A "P" in the linguistic profile of bilingual position indicates which language (English and/or French) and which language abilities (written comprehension, written expression and/or oral proficiency) require the technical or specialized language skills.

Temporary help (Aide temporaire)

Is defined in the Treasury Board *Contracting Policy* under “temporary help services” as services provided under contract to the government for assignments in which the employees of a firm are engaged to provide services to an organization on a temporary basis. These persons are not appointed under the *Public Service Employment Act* and are not considered as employees of the public service.

Tenure (Durée d'emploi)

The period of time for which a person is employed.

Territorial election (Élection territoriale)

An election to the Council of the Northwest Territories or the Legislative Assembly of Yukon or of Nunavut.

Test of oral proficiency in the second official language (SLE-TOP) (Test de compétence orale dans la seconde langue officielle – TCO de l'ELS)

The test approved by the Public Service Commission that is used to assess a person's ability to speak and understand spoken language in their second official language (French or English).

Transparency (Transparence)

One of the guiding values of the *Public Service Employment Act*, it requires that information about strategies, decisions, policies and practices be communicated in an open and timely manner.

Unilingual office (Bureau unilingue)

An office or facility of a federal institution that does not have an obligation to communicate with and serve the public in both official languages pursuant to the *Official Languages Act* and its regulations.

(See [Bilingual office](#))

Unilingual region (Région unilingue)

For language-of-work purposes, any region other than a "prescribed bilingual region," where one official language (the language of the majority of the population) is predominant.

(See [Bilingual region](#))

Unsupervised Internet testing (Test en ligne non supervisé)

A form of on-line testing in which tests are administered in an unsupervised environment.

Waiting period (Période d'attente)

The minimum five-day period when no appointment can be made or proposed; it begins on the date the persons to be notified are informed of the name(s) of the persons being considered for appointment; it applies to all internal appointment processes except acting appointment and incumbent-based appointments.

(See [Notification](#))

Women (Femmes)

An employment equity designated group under the *Employment Equity Act*.

Workforce availability (Disponibilité au sein de la population active)

The distribution of people in the employment equity designated groups as a percentage of the total Canadian workforce. For federal public service purposes, workforce availability is based on Canadian citizens in those occupations in the Canadian workforce corresponding to the occupations in the public service and is derived from census statistics. Estimates for persons with disabilities are derived from data, also collected by Statistics Canada, in the 2006 Participation and Activity Limitation Survey (PALS).

Written narrative assessment (Évaluation narrative écrite)

A written description of how the person being considered for a position meets the merit criteria. It provides concrete behavioural examples and must be signed by a manager who is familiar with the work of the person.