



Canada School
of Public Service

École de la fonction
publique du Canada

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C256

Preparation for the English as a Second Language Evaluation

READING COMPREHENSION 3 & 4

September 2015

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Canada

Canada School of Public Service
Language Training Centre
Research and Development

Special thanks to those who contributed to this project.

Portions of the text found in this publication have been adapted from material found on Government of Canada websites.

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SC103-38/7-2015E-PDF
978-0-660-02412-7

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NOTE

These exercises mainly constitute a learning activity. The results cannot be considered a reflection of those that will be achieved during the SLE-Test of Reading Comprehension in the Second Official Language of the Public Service Commission.

AVERTISSEMENT

Ces exercices représentent avant tout un outil d'apprentissage pour la clientèle étudiante et ne peuvent donc pas servir de pronostic quant aux résultats qui pourraient être obtenus à l'ÉLS – Test de compréhension de l'écrit dans la seconde langue officielle de la Commission de la fonction publique.

DIRECTIVES

Ce cahier d'exercices de compréhension de l'écrit contient 60 questions à choix multiples. Vous avez 90 minutes pour répondre à l'ensemble des questions. Il y a deux types de questions.

TYPE 1

Remplir les espaces en blanc - Pour ce type de question, il s'agit de compléter la phrase en choisissant le meilleur mot ou groupe de mots parmi les quatre choix de réponse.

EXEMPLE :

Questions 1 and 2

To: Aline Richer From:
Olivia Péréra
Subject: Report submission

I sent you the quarterly report which you asked me for _____. I need you to send me your comments as soon as possible. The meeting has been advanced from next Friday to tomorrow afternoon. It is scheduled from 10 a.m. to 2 p.m.

Question 1

Choose the best word to insert into the blank.

1. tomorrow
2. later
3. yesterday
4. soon

Question 2

Which word could replace the underlined word?

1. rearrange
2. moved forward
3. postponed
4. delayed

La réponse à la question 1 est : 3

La réponse à la question 2 est : 2

TYPE 2

Choisir la meilleure réponse - Pour ce type de question, vous verrez une question au sujet d'un texte et quatre choix de réponse. Choisissez la réponse qui répond le mieux à la question.

EXEMPLE :**Questions 3 and 4**

Individuals interested in this position must possess work experience in an environment related to program implementation, as well as experience in the preparation of reports and correspondence, and the use of a wide variety of office equipment.

They must have good oral and written communication skills, work efficiently as a member of a team, plan, establish priorities, respect deadlines and work well under pressure.

Question 3

Which of the following statements best describes the text?

1. The position requires someone who can handle stress.
2. Interested people do not need to know how to use a computer.
3. The position does not involve a lot of stress.
4. The position does not involve team work.

Question 4

What is the purpose of the text?

1. To describe the experience required for a position
2. To give an explanation about a position
3. To describe the qualifications required for a position
4. To give an explanation about the qualification required for a position

La réponse à la question 3 est : 1

La réponse à la question 4 est : 3

READING COMPREHENSION 3

Questions 1 and 2

From: Ruth
To: Lillian
Subject : Minutes of the meeting

Hi Lillian,

Could you provide me with the minutes of our last weekly meeting? _____ (A), I wasn't able to attend. I had to meet a new employee _____ (B) to tell him what work he will be doing.

Question 1

Choose the best word to insert into blank "A"

1. Fortunately
2. Often
3. Unfortunately
4. Probably

Question 2

According to the text, Ruth wants Lillian to:

1. talk to a new employee about the work he will do.
2. meet the new employee.
3. send her the written summary of what was said during the meeting.
4. tell her how long the meeting lasted.

Question 3

Choose the best expression to insert into blank "B"

1. at this moment
2. at this time
3. in the meantime
4. in order

Questions 4, 5 and 6

As announced, several employees _____ **(A)** a discussion on the Department's Values and Ethics Code this coming Monday. Before the meeting, we ask that you _____ **(B)** the draft of the code which is available on the Department's intranet, where you will also find information concerning the location and time of the meeting.

Question 4

Choose the best word or group of words to insert into blank "A"

1. will cancel
2. will attend
3. will assist to
4. will make

Question 5

What is the purpose of the text?

1. To inform the staff about a meeting
2. To announce a new departmental values and ethics code
3. To tell staff when and where the meeting will take place
4. To request that staff review the Department's Values and Ethics Code before the meeting

Question 6

Choose the best expression to insert into blank "B"

1. become familiar with
2. make known
3. become aware of
4. take note of

Questions 7, 8 and 9

The *Orientation to the Public Service* course is _____ **(A)** for all new public servants. They must take this course during their first year in the public service. With this training, they will gain an understanding of their roles and responsibilities. The next course will take place on November 23 in Room 1624.

I _____ **(B)** to meet all of the registrants.

Sofia Ramirez

Question 7

Choose the best word to insert into blank “A”

1. necessary
2. mandatory
3. optional
4. practical

Question 8

According to the text:

1. This course was given on November 23.
2. This is the first year that this training is being given.
3. This training explains the roles of public servants.
4. This orientation course is comprehensive.

Question 9

Choose the best expression to insert into blank “B”

1. am allowed
2. will be anxious
3. cannot wait
4. am disappointed

Questions 10, 11, and 12

Dear Mrs. Alonzo,

I would like to request summer leave without pay for ten days. Could you please tell me what steps need to be taken to do so. I would also like to know which _____ **(A)** to fill out for this type of leave. Can I _____ **(B)** income averaging for such a short period of unpaid leave?

Thank you for your attention to and consideration of this request.

Have a good day,

Tracy

Question 10

According to this text, Tracy:

1. is taking unpaid leave.
2. will take leave in ten days.
3. thanks Mrs. Alonzo for helping her.
4. would like to take unpaid leave.

Question 11

Choose the best word to insert into blank "A"

1. formula
2. form
3. formation
4. formulation

Question 12

Choose the best word or group of words to insert into blank "B"

1. get
2. ask about
3. command
4. demand

Questions 13, 14 and 15

Over the past few months a number of public servants have participated in a _____ **(A)** based on the contribution of employees in GCPEDIA, the public service wiki. The results will be posted soon.

GCPEDIA is a collaborative environment intended for all federal public servants, which allows all public servants to _____ **(B)** their collective activities. We invite all those who are not yet registered to this wiki to do so.

Question 13

Choose the best word to insert into blank "A"

1. collection
2. questionnaire
3. survey
4. wiki

Question 14

According to the text:

1. Employees of GCPEDIA are public servants.
2. Employees are encouraged to use the wiki.
3. The results must be mailed soon.
4. All public servants must collaborate to improve the environment.

Question 15

Choose the best word or group of words to insert into blank "B"

1. align
2. stay current on
3. exchange
4. update

Questions 16, 17 and 18

EXTRACT ADAPTED FROM THE WEB SITE OF THE CANADIAN MUSEUM OF NATURE

Donations

We are proud of our new home. It is warm and welcoming. Children respond positively to our exhibitions and displays. They are inheriting the Earth. The Museum of Nature and our amazing educators help our young visitors to understand how to love and protect the planet that they will pass on to their children.

We would like the children of our community to visit us often. With your generous financial assistance, we can make this happen.

Support Nature

Your tax-deductible gift helps to further inspire curiosity, discovery and learning. From scientific research and collections to exhibitions and educational programs, your generous gift makes a difference.

If you wish to offer a donation in an amount other than \$100, please contact our development office at 613-566-4203.

Question 16

What does the text say about the Museum?

1. It is a friendly place where the young can organize exhibitions to help protect nature.
2. Children are accompanied by their teachers during their visit.
3. The mission of the Museum is to organize presentations to collect funds to protect nature.
4. At the Museum children learn to take care of our planet, Earth, through organized activities.

Question 17

Donations to the Museum:

1. enable children to go to the Museum more often.
2. must be a sum other than \$100.
3. will help those who like to learn.
4. must be sent directly to the development office.

Question 18

Which word could replace the underlined expression in the text?

1. leave
2. overtake
3. transform
4. impose

Questions 19, 20 and 21

As you probably know, there have been some serious incidents involving the security of the network and the information base of the government of Canada. The Department is presently establishing an action plan to put some security measures in place aimed at all information technology (IT) installations to secure the shared network of the Government of Canada. In this context, employees must conform to the following policies and directives:

Turn off desktops and portable devices as well as equipment in conference rooms when leaving the office at the end of your work day.

Do not use personal USB drives. Until further notice, limit the use of all devices to those that belong to the Department.

Please note that the Department is working with Public Works and Government Services at the moment in order to implement changes to the Outlook account on your desktops and portable devices. Enriched texts and those in HTML format will be blocked because of the security risks that they present.

We will keep you informed of upcoming changes.

Question 19

What is the purpose of the text?

1. To inform the employees of recent problems and the measures that will be taken to resolve them
2. To ask the employees to propose measures to guarantee the security of the shared networks
3. To announce to all the staff that measures aimed at assuring the security of the network are now in place
4. To let employees know that actions taken to guarantee the security of the network have resulted from serious incidents

Question 20

According to the text, which of the following statements is true?

1. Employees must not use any USB devices.
2. From now on, the system will no longer allow texts in HTML format, which are not reliable.
3. It is necessary to change the Outlook accounts on portable devices.
4. You must not leave equipment on in conference rooms.

Question 21

What do the underlined words in the text mean?

1. currently
2. in those days
3. at this instant
4. actually

Questions 22, 23 and 24**EXTRACT FROM THE WESTERN ECONOMIC DIVERSIFICATION CANADA WEB SITE**

Women play an important role in the creation and operation of small businesses across Canada, yet they often face barriers and a lack of support. To help remove these barriers, Western Economic Diversification Canada (WD) established the Women's Enterprise Initiative (WEI) to provide business information and services to women entrepreneurs.

The WEI has offices in each of the four western provinces. These non-profit centres provide a variety of unique products for women entrepreneurs including advisory services, training options, networking opportunities, business loans and referrals to complementary services.

Staff at each of the WEI locations can help women access traditional bank financing through the relationships WD and our WEI partners have established with several financial institutions.

For more information, please contact the WEI office in your province.

Question 22

What is the meaning of the underlined word?

1. praising
2. related and supporting
3. alternate
4. professional

Question 23

In which cases can women entrepreneurs call upon WEI services?

1. When their enterprises must propose services and commercial information.
2. If they must innovate and grow their enterprises to make them more profitable.
3. When they want to receive training or information about available services.
4. In cases where money is needed to support banking institutions.

Question 24

What is the role of WEI?

1. To offer services to women entrepreneurs across Canada to help them overcome certain problems
2. To leave the initiative to women to establish small businesses in the western provinces
3. To offer women entrepreneurs in the western provinces a variety of products with profitable opportunities
4. To facilitate the funding of small businesses owned by women in specific provinces of Canada

Questions 25, 26 and 27

Colleagues,

First of all, I want to thank each and every one of you, especially those who helped me to understand the fascinating portfolio entitled the *Treasury Board*.

We had to go over a stack of documents, from which I learned a lot about the main topics. I wouldn't have been able to get through all the steps in this Parliamentary session without your combined efforts.

I would also like to thank you for having included me in some of the activities during National Public Service Week, during which I had the opportunity to meet many of you individually. May I express my admiration for the spirit and energy that each of you brings to the workplace.

While handing out long service awards, I was totally impressed by those who have dedicated 25, 30 and even 40 years to the public service. Canadians have been well served by the unlimited devotion of these workers over the years.

Rudy McCullum

Question 25

What is the purpose of the text?

1. To express his surprise at seeing so many employees with many years of service
2. To share the results achieved with the collaboration of some of his colleagues
3. To announce that the Parliamentary session has ended successfully
4. To formally recognize the valuable contribution of colleagues

Question 26

Which word could replace the underlined word?

1. situation
2. pile
3. chimney
4. column

Question 27

According to the text above, Rudy:

1. worked hard to complete the required steps during the Parliamentary session.
2. missed the chance to speak to every employee separately, but was able to appreciate the dynamism of all.
3. was able to speak face-to-face with a number of employees during National Public Service Week.
4. favours meetings between numerous employees, thanks to some activities.

Questions 28, 29 and 30

Good day,

We are rapidly approaching the end of one fiscal year and are busy preparing for the next.

I have been asked to create a list of suggested activities and projects that we might undertake and complete during the approaching fiscal year. As you know, because of 5 million dollars in cuts, the budget is tight, so your suggestions must take this into account.

Please give priority to smaller-scale, medium-term projects.

Please forward your ideas and suggestions to me by February 25.

Following the compilation of ideas, I will ask some of you to attend a meeting, which should take place during the week of February 28. During this meeting, we will go over the list of suggestions and make modifications as necessary, before presenting them to the Vice-President.

I am looking forward to receiving your ideas and suggestions.

Marissa Doucet
Assistant Director
Planning Service

Question 28

What is the purpose of the text?

1. To announce a reduction in the annual budget
2. To request ideas for possible projects
3. To invite the staff to a meeting
4. To present a summary of the recent financial year

Question 29

According to the text:

1. Employees proposed certain projects to complete in the coming year.
2. The size of the proposed projects must be considered.
3. There will be an additional 5 million dollars in the upcoming budget.
4. Marissa is concerned about the activities to be managed in the coming year.

Question 30

According to the text, which of the following statements is true?

1. Marissa wants people to send her their project proposals.
2. Certain employees will be invited to put together project ideas.
3. The purpose of the meeting on February 28 is to vote on new propositions.
4. Marissa will forward ideas and suggestions to the employees who respond.

Questions 31,32 and 33

From: Monique Azor
To: All staff
Subject: Restructuring within the department

Good day,

We are pleased to announce that the Accounting and Pay Directorate as well as the Information Technology Services Directorate have both arrived at an agreement to transfer IT Personnel Services of Control and Cheque Reimbursement from Toronto to Montreal.

This arrangement has been in effect since April 1. The transfer of services will be completed during the last week of May this year.

Meanwhile, we assure you that there will be no immediate changes to IT Services, their hours of operation or their procedures. Effective immediately, Allison Turnbull, Manager of Information Operations in Toronto, and all members of her team, come under the management of Myrtha Dacier, Director, National Printing Services. All current activities will be maintained.

We will continue to keep you updated on a regular basis as we progress in this transition.

Thank you for your co-operation,

Monique Azor
Director
Finance Branch

Question 31

What is the meaning of the underlined word?

1. As of today
2. Recently
3. For the time being
4. However

Question 32

What does the text say about the transfer of operations?

1. That it affects the staff of IT Services in Toronto and in Montreal
2. That it concerns only the employees in Toronto
3. That it will be reduced at the end of May
4. That it will be part of the Direction General of Accounting, General IT Services

Question 33

According to the text, which of the following statements is true?

1. On the day of the transfer, Allison Turnbull will write a report to Myrtha Dacier about her team.
2. Monique will announce, as soon as possible, the steps in the process which will be taken to complete the transition.
3. Allison Turnbull and her team are replacing Myrtha Dacier in the National Printing Service.
4. The transfer of services will not cause a modification in the hours that the services are available.

Questions 34, 35 and 36

The Department must reduce space that is being used on personal and shared drives in order to ensure the efficiency of IT systems. We request that you reduce the quantity of saved data on your personal and shared drives by Monday, February 28.

The shared drive is used to share work-related documents that must be accessible to colleagues or saved as archived items. Please make every effort to reduce the amount of data saved on your shared drive, specifically videos, music and image files.

The personal drive must only be used to save working copies of work-related files. If you have non-work related files, please delete them or save them on a USB flash drive.

For more information, please consult the information document concerning files to be saved on your drives.

Thank you for your co-operation.

IT Service Desk

Question 34

According to the text, which of the following statements is true?

1. The Department may decrease space allotted to personal and shared drives.
2. Starting February 28, employees must decrease the amount of data recorded on their personal drives.
3. The Department must reduce space used on shared drives to increase system performance.
4. Sharing of data stored on personal employee drives is requested.

Question 35

What is the meaning of the underlined word?

1. in the manner of
2. while
3. like
4. similar to

Question 36

According to the text, what must be done to make the IT system more efficient?

1. Employees must not keep copies of work files on their personal drive.
2. Employees must place working files to be shared with colleagues on their personal drive.
3. Employees must store as few videos as possible on the shared drive.
4. Employees must save only those files on shared drives that are listed on the information sheet.

Questions 37, 38 and 39

Hello!

Bearing in mind the different spring breaks in provinces across Canada and holidays that employees foresee taking at the end of March, this is to inform you that the online course, *Speak to Learn*, has been postponed to Tuesday, April 5. This measure will allow all participants to attend the first week of this course. It is important that you be present at this first meeting during which the approach and the procedures in this program will be explained.

Individual online meetings with your instructor to test out the technology will be maintained. Be sure to bring a headset for the test trials and make sure that it is in good working order. If necessary, ask your office for technical support to carry out this equipment check.

Please don't hesitate to contact me if you have any questions.

Taisha

Question 37

Which expression could replace the underlined word?

1. In consideration of
2. With regard to
3. Reflecting on
4. With a view to

Question 38

Why has training been postponed until April 5?

1. To have the participants wait for the first course
2. Because of the Easter holidays across Canada
3. To explain the program on the first day of the course
4. To help ensure full attendance during the first week of the course

Question 39

What does the text say about the online technology?

1. Participants must see their instructor for the technical trials.
2. Participants must get technical assistance from their office to check out the equipment.
3. Learners must check their equipment before the test trials.
4. Changes have been made to the meetings for the technical trials.

Questions 40, 41 and 42

Recently, you participated in an information session on the staffing process in the public service of Canada. We would like you to fill out the linked evaluation questionnaire to help us improve our services. It should take about three minutes to complete.

All responses will remain strictly confidential and will be entirely protected by the Personal Information Protection and Electronic Documents Act.

Thank you for your interest and co-operation. Please complete this questionnaire during the next five work days. If there are any technical problems, urgent or confidential questions, contact Evaluations@cspc-efpc.gc.ca.

Question 40

What is the meaning of the underlined expression?

1. procedure for adding points to a document
2. procedure for filling a position
3. procedure for providing information about an employee
4. procedure for laying off staff

Question 41

According to the text, participants:

1. must complete the questionnaire in three minutes.
2. took this session to help improve the services.
3. had this information session some time ago.
4. have received an evaluation questionnaire.

Question 42

According to the text, which of the following statements is true?

1. Responses must be sent anonymously in order to be fully protected by the law.
2. The responses could be kept secret if the law permits it and if the participant makes a request within five work days.
3. Learners must return the completed questionnaire by responding to the e-mail message.
4. Participants have the equivalent of one regular work week to return the completed form.

Questions 43, 44, and 45

From: Dino Dumoulin
To: All staff
Subject: Reorganization

Last week the regional directors were in Ottawa providing the opportunity to have a face-to-face meeting with the whole Management Committee. We had a very good and productive dialogue. I was pleased to hear from your managers about the synergies that have already been created as a result of the reorganization.

The reorganization and the management agenda have set us on a path and have given us a vision of where we are going. At the management committee meeting, we agreed that it was important to spell out our collective management philosophy and vision: what we want to be for our clients and what principles will guide everyone in the department in his or her everyday work.

Meetings have already taken place with executives from each branch and the regions at the same table. The minutes will be posted on the intranet so you can stay informed.

Question 43

What is the meaning of the underlined expression?

1. remark
2. speak about
3. clarify
4. say out loud

Question 44

What was the outcome of the meeting?

1. The way of organizing management should be transformed in order to better serve the clientele.
2. The participants agreed on the need to present the vision of the department in a concrete way.
3. The vision of the department has to be repeated so that the staff can be reminded of it.
4. The reorganisation has gone well and should be discussed at upcoming meetings.

Question 45

According to the text, which of the following statements is true?

1. Employees will be able to read the minutes of the meetings dealing with the revised organizational model on the intranet site.
2. Presentations on the new principles to be adopted by the department can be viewed on the intranet.
3. All of the director generals have organized meetings to discuss the reorganization.
4. Several discussions on the management project are recommended to allow managers to give their opinion on this file.

Questions 46, 47 and 48

From: Daniel Kadilla
To: All staff
Subject: Sandra Lopez is leaving

I am happy to inform you that Sandra Lopez has accepted the position of Director General of Human Resources with Public Works and Government Services Canada as of August 13. Sandra has an indisputably vast amount of experience for this position, notably in staffing and union-management relations, as well as in training program policies.

Sandra has worked for our department for four years as the Director of Human Resources. I would like to take this occasion to highlight her many contributions, especially in overseeing our management program.

As of late, Sandra has demonstrated a great deal of leadership and understanding in supporting senior officers who have been affected by the reorganization. She has conducted her work with humanity and empathy, as evidenced by how she has supported her colleagues with compassion.

In summary, Sandra has been an outstanding director. We will certainly miss her passion and sense of humour. I know that you will join me in thanking Sandra and in wishing her success in her new position.

Question 46

What is the meaning of the underlined expression?

1. Late yesterday
2. On her last day
3. Last week
4. Recently

Question 47

What does the text say about Sandra's new position?

1. Considering the projects that Sandra has worked on, she has the required abilities.
2. Sandra was offered this position because she had finished the work that she had done in her former position.
3. Sandra has been given the responsibility of establishing training programs in Public Works and Government Services Canada.
4. In order to carry out her functions, Sandra has acquired some experience in several fields.

Question 48

How has Sandra made her mark on the department?

1. She let some senior officers go who were not needed during the restructuring of the department.
2. She helped her colleagues complete their tasks.
3. She generously provided assistance to her colleagues.
4. She set aside some time to help some colleagues in order to revise the management program in the Human Resources Directorate.

Questions 49, 50 and 51

ADAPTED EXTRACT FROM THE STATISTICS CANADA 2011 CENSUS INTERNET SITE

The following information is intended to clarify navigation of the census questionnaire.

Read the entire page

It is recommended that each new page or screen of the questionnaire be read thoroughly before filling it out.

Current navigation menu

Once you have started the online questionnaire, the current navigation menu links no longer appear as text links. Instead, form buttons are used. This ensures that any information already entered on the page is submitted to a temporary location while navigating outside the questionnaire. You can return to the most recent page of the questionnaire by selecting the ***Back to Questionnaire*** button at the bottom of the page.

Blank or incomplete responses

If a question has been left blank or is incomplete, that page will reload upon selecting ***Continue***. Questions that require revising will be listed sequentially at the top of the content area.

Question 49

Which word could best replace the underlined word in the text?

1. superficially
2. comprehensively
3. profoundly
4. sketchily

Question 50

According to the text, which of the following statements is true?

1. The respondent must read all the pages before starting the questionnaire.
2. The **Back to Questionnaire** button takes the respondent to the last page that he or she visited.
3. By navigating through the questionnaire, the information is easier to understand.
4. To be able to complete the questionnaire, there has to be a navigation menu on the page.

Question 51

If someone doesn't complete a response to a question,

1. he or she has to click on **Continue** to go to the following page before completing the question.
2. it will be difficult to return to that question afterwards.
3. the program will let the respondent know which questions are incomplete by listing the numbers of the questions.
4. you have to enter the numbers of the questions in the main contents zone in order to return to them.

Questions 52, 53 and 54

This past January 1st the new directive on managing travel expenses, orientation sessions and Treasury Board Secretariat conferences came into force.

It replaces the 1993 Orientation Policy, and given its greater scope, it now includes trips and conferences. The new directive establishes clear requirements aimed at assuring that expenses are well managed and reduced, which affects planning as well as decision-making and the production of related reports.

One of the important changes of the new directive deals with the question of offering alcoholic beverages. In particular, the offering of alcoholic beverages is not permitted, except in special circumstances, such as a matter of courtesy, diplomacy or protocol during governmental events to which persons other than federal public servants have been invited.

Question 52

Which word could replace the underlined word?

1. size
2. range
3. precision
4. transparency

Question 53

According to the text, which of the following statements is true?

1. According to the new directive, the expense reports, which have had an impact on planning, must be reattached.
2. Expenses for trips and conferences are grouped together while those dealing with orientation are treated separately.
3. New restrictions in refunding expenses will result in changes to the creation of reports.
4. The new directive on managing expenses in the Treasury Board Secretariat must be implemented beginning the first of January.

Question 54

According to the text, which of the following cases conforms to the new directive on alcoholic beverages during an event?

1. Only serve alcohol when there is a special circumstance involving only federal public servants.
2. Having federal employees among the guests is necessary in order to have the right to serve alcoholic beverages.
3. Abstain from serving alcohol as a gesture of courtesy to public servants unless it raises funds.
4. Serving alcoholic beverages is permitted if a foreign delegation is present on the guest list.

Questions 55, 56 and 57

Good day,

The Treasury Board policy concerning *Leave with Income Averaging* aims to help employees find a balance between their family, personal and professional responsibilities.

This policy permits the attainment of work objectives while satisfying the quality of life needs of employees. On the other hand, it is incumbent on managers and employees to ensure that the operational requirements of the organization are met and that the application of this policy does not have negative repercussions on either productivity or costs.

Therefore, if you would like to benefit from this type of leave during the summer, please consult Annex D of the Treasury Board policy and inform Aïcha Rahmane by e-mail no later than March 31. All requests will be taken into consideration and studied along with other requests for study leave and summer leave during the process of planning annual summer leave. Results will be communicated by the end of April, following which you will have to complete the necessary forms.

Thank you for your co-operation.

Misako Ho Sono
Director General

Question 55

What is the advantage of taking leave with income averaging?

1. It offers employees additional flexibility in managing time spent at work and time spent away from work.
2. It allows employees to benefit from supplementary leave with pay for family reasons.
3. In taking this type of leave, employees can focus on work objectives.
4. This kind of leave lets managers guarantee the operations of the organization without additional costs associated with unpaid leave for employees.

Question 56

Which expression below could replace the underlined expression?

1. the duty of
2. the necessity of
3. advisable for
4. preferable that

Question 57

Which of the following statements best summarizes the text?

1. If an employee wants to take a holiday, he or she must let Ms. Rahmane know before the end of the fiscal year in order to have his or her request considered.
2. In the case where an employee has family responsibilities, he or she must be aware of Appendix D of the Treasury Board policy, and request holidays.
3. Requests for *Leave with Income Averaging* must be analyzed before the requestor fills out the necessary forms.
4. *Leave with Income Averaging*, which is one means of balancing family and professional responsibilities, must be examined before considering other requests.

Questions 58, 59 and 60

INDUSTRY CANADA – WIND ENERGY – *PROFILE OF THE INDUSTRY*

Wind energy is the fastest growing renewable energy source in Canada with an average annual growth rate of 60 percent since 1998. Canada is expected to experience significant growth in the upcoming years.

In 2008 the Canadian wind energy industry was comprised of roughly 210 companies accounting for approximately 1 200 full-time equivalent jobs nationwide.

As of 2010 membership of the Canadian Wind Energy Association was well over 400 companies, and their estimates of employment were greater than 6 000 jobs. The industry is present throughout Canada with manufacturing and technology centres generally concentrated in Ontario and Quebec.

In 2009 Industry Canada undertook a report entitled *Working Report on Industry Metrics for the Canadian Wind Energy Sector 2008*. It is the first comprehensive report completed in partnership by Industry Canada, CanWEA and KPMG on the Canadian wind energy sector. This initiative was in response to the need for current information on the state of the Canadian wind energy sector.

Question 58

According to the text:

1. Canada should learn much more about the possibilities for growth in the wind energy industry.
2. Since 2010 businesses in the wind sector have created employment across Canada.
3. In Canada the exponential increase in the number of enterprises in the wind energy sector testifies to the promising nature of this field.
4. In 2009 the industrious nature of the wind energy sector was the subject of the first report on the state of this sector.

Question 59

According to the text, which of the following statements is true?

1. In Canada the field of renewable energy has had a rate of growth of more than 50%.
2. Most of the production and development of wind power technology is handled in Quebec and Ontario.
3. Before 2010 businesses of the Canadian Wind Energy Association provided more than 6 000 jobs.
4. The report mentions that Industry Canada needs more information on wind power in Canada.

Question 60

Which word could replace the underlined expression?

1. expressing
2. demonstrating
3. signifying
4. representing

FEUILLE-RÉPONSE (imprimer au besoin)

Questions	Réponses
1.	
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Questions	Réponses
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Questions	Réponses
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42.	
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CORRIGÉ

Questions	Réponses
1.	3
2.	3
3.	4
4.	2
5.	4
6.	1
7.	2
8.	3
9.	3
10.	4
11.	2
12.	1
13.	3
14.	2
15.	2
16.	4
17.	1
18.	1
19.	1
20.	4

Questions	Réponses
21.	1
22.	2
23.	3
24.	4
25.	4
26.	2
27.	3
28.	2
29.	2
30.	1
31.	3
32.	2
33.	4
34.	3
35.	1
36.	3
37.	1
38.	4
39.	3
40.	2

Questions	Réponses
41.	4
42.	4
43.	3
44.	2
45.	1
46.	4
47.	1
48.	3
49.	2
50.	2
51.	3
52.	2
53.	3
54.	4
55.	1
56.	1
57.	3
58.	3
59.	2
60.	4

READING COMPREHENSION 4

Questions 1, 2 and 3

From: Martha Sullivan
To: All employees in the Resource Planning Division
Subject: Departure of Magda Valencia

It is with _____ **(A)** that I must announce the departure of Magda Valencia. Magda will be starting in her new position in the Department of Agriculture this coming Monday.

I would like to take this occasion to thank Magda for the excellent work she _____ **(B)** during her assignment in our division over the last two quarters.

Question 1

Choose the best word to insert into blank "A."

1. impression
2. regret
3. excuses
4. happiness

Question 2

Choose the best word or group of words to insert into blank "B."

1. took
2. finished
3. profited from
4. accomplished

Question 3

According to the text, how long did Magda work in the division:

1. four months
2. six months
3. eight months
4. one year

Questions 4, 5 and 6

From: Marie Saliba
To: Quality Assurance Team
Subject: Team meeting

The team meeting will take place this Wednesday. We will discuss the projects completed during this _____ **(A)** quarter.

We will also speak about other important subjects for the division. I will send you the _____ **(B)** just before the meeting.

I have _____ **(C)** the minutes from our last meeting.

I am looking forward to seeing you all at this meeting.

Question 4

Choose the best word to insert into blank "A."

1. next
2. following
3. past
4. coming

Question 5

Choose the best word or group of words to insert into blank "B."

1. agenda
2. orders of the day
3. reminder
4. minutes

Question 6

Choose the best word to insert into blank "C."

1. grouped
2. attached
3. joined
4. enclosed

Questions 7, 8 and 9

A round table discussion on organizational changes _____ **(A)** this past September. We _____ **(B)** strategic changes, modernization and responsibility in public administration.

We wrote a report that summarized the important points that were mentioned. This report is now available at the following address: <http://www.finalreport.gc.ca>. You can download it and make a copy if you wish.

Question 7

Choose the best word or group of words to insert into blank "A."

1. will take place
2. will be held
3. took place
4. was expected

Question 8

Choose the best word or group of words to insert into blank "B."

1. discussed
2. revised
3. made
4. observed

Question 9

According to the text, which of the following statements is true?

1. The report contains issues that were examined during the meeting.
2. It is possible to add comments to the report.
3. You have to make a request to have a copy of the report.
4. You will soon be able to download the report on the round table.

Questions 10, 11 and 12

If you are thinking of retiring within five years, you should take the *Planning for Retirement* course. We also suggest that you make a(n) _____ **(A)** with your Compensation advisor to discuss your retirement plans. Your advisor's advice could be very useful.

The list of employees that are registered to take this course is very long, so don't wait until the last moment to take it.

Please note that it is important to inform your manager of your decision to retire. He or she must know when you are planning to leave.

Question 10

Choose the best word to insert into the blank.

1. rendez-vous
2. meeting
3. encounter
4. appointment

Question 11

An employee should take the *Planning for Retirement* course if he or she:

1. still has at least five years of service remaining.
2. foresees retirement no later than five years ahead.
3. must meet his or her Compensation advisor.
4. is not thinking of retiring within five years.

Question 12

If an employee wants to retire, he or she must:

1. make this decision with his or her manager.
2. give notice of his or her decision five years before leaving.
3. let the manager know the date that he or she is leaving.
4. be registered on the waiting list.

Questions 13, 14 and 15

IMPORTANT NOTICE

July 31 is the last day to register online for the *New Change Leaders National Conference*.

This conference is taking place in Toronto this year. May we remind you that registration for this conference is by invitation only.

For registrations after this date, ask your delegation head to fax a request with the title "New Registration." This registration must contain all contact information (full name, fax number, e-mail address, telephone number). In addition, please include the name of your department at the bottom of the request.

For accommodations, contact the conference hotel and tell them that you are attending the *New Change Leaders National Conference*.

Woodchuck Hotel

Phone: 1-800-456-6797

Question 13

What is the meaning of the underlined word?

1. advise
2. remember to tell
3. bring to your attention
4. make you remember

Question 14

An employee can register only if he or she:

1. receives an invitation.
2. is able to do so.
3. does so online before July 31.
4. attends the meeting taking place in Toronto.

Question 15

According to the text, which of the following statements is true?

1. The name of the department must be written on the registration request.
2. The delegation head is requested to renew the registration.
3. Those attending the conference can stay at the Woodchuck establishment.
4. The delegation head must co-ordinate all registrations.

Questions 16, 17 and 18**ADAPTED FROM AN EXTRACT FROM THE INTRANET SITE OF THE CANADIAN E-BUSINESS INITIATIVE**

E-business is very important because the number of customers that are online and looking for information about products and services is ever increasing. Consumers expect to be able to communicate with your company through your Web site and via e-mail. They expect your company to deliver the information they need immediately.

According to Statistics Canada, in 2003 about 64 percent of Canadian households used the Internet regularly. The number of businesses using the Internet is even higher. The important point to note here is that the majority of Canadians are now Internet users, and this percent will only increase with national broadband initiatives.

You should always think about your goals and objectives and plan how e-business is going to work for your business. Hire a professional to help you determine your needs. It is also important to consider the return on investment. Any e-business initiative should pay for itself by either increasing your sales or reducing the costs of operating your business.

Question 16

According to the text, e-business:

1. means little if one wants to decrease expenses.
2. is an essential means of keeping in touch with your clients in today's marketplace.
3. exists mainly to increase sales.
4. is the only way to increase sales.

Question 17

Which group of words could replace the underlined expression?

1. are waiting to be
2. presume to be
3. insist on being
4. count on being

Question 18

According to the text, which of the following statements is true?

1. Businesses make a profit even if Canadian households use the Internet.
2. More and more, people use the Internet to be informed.
3. A business plan is important to determine the aims and objectives of e-business.
4. It is not really necessary to track expenses incurred when starting an e-business. It pays for itself.

Questions 19, 20 and 21

The next federal public servant survey will take place between August 29 and September 30. By participating in the survey, you will have the opportunity to make your voice heard.

I encourage you to have your say in the survey. It is strictly confidential, and the results are taken seriously. You will receive an e-mail with your personal link to the survey from Statistics Canada. Take the time to participate and contribute to a fulfilling workplace.

Information on the survey is available on the intranet.

Question 19

According to the text, which of the following statements is true?

1. Federal public servants are organizing a survey.
2. You can express your opinion by participating in the survey.
3. Thanks to the survey, public servants will be able to express their opinions.
4. The upcoming survey will last less than a month.

Question 20

Which word or group of words could replace the underlined expression?

1. criticize
2. listen to others speak
3. give advice
4. express your opinion

Question 21

Why would employees agree to participate in the survey?

1. Because they are sure that their identities will not be revealed
2. Because their work environments are pleasant
3. Because they can post their opinions on the intranet
4. Because, in fact, they are required to do so

Questions 22, 23 and 24

EXTRACT FROM THE INTERNET SITE OF WORKING IN CANADA – *PRESENTING A JOB REQUEST*

The aim of a cover letter is to make a favourable impression on a potential employer. It should be concise, well written and tailored to a company and a job. This may mean preparing a different résumé and cover letter for each job.

Cover letter—Useful hints

Refer to the title of the job for which you are applying. If there is a reference or file number, you should include it.

Address your letter to the appropriate contact person, either the employer or a human resources advisor. Phone or e-mail the company if the advertisement does not identify a contact person. Do not assume a person is male or female based on a first name.

Mention how you learned about the job (job posting, newspaper article, or from someone you know). Refer to what the company does and how your skills, abilities and experience can be a valuable asset for the company.

Question 22

What does the text say about the cover letter?

1. The cover letter should be followed up with an e-mail.
2. The cover letter must refer to the administrator and the human resources advisor in the company.
3. The title of the desired position must be clearly identified in the cover letter.
4. The cover letter must clearly demonstrate how the candidate could take advantage of his or her experience in the company.

Question 23

According to the text, which of the following statements is true?

1. Information in the cover letter must be clear and detailed.
2. The contents of the cover letter should change from one job offer to another.
3. Both the employer and the human resources officer should receive a copy of the cover letter.
4. The purpose of the cover letter is to credit the company where the candidate would like to work.

Question 24

Which expression could replace the underlined expression?

1. hand made for
2. addressed to
3. adapted to
4. designed for

Questions 25, 26 and 27

ADAPTED FROM AN EXTRACT FROM THE INTERNET SITE OF THE PUBLIC SERVICE COMMISSION OF CANADA – *CAREERS IN THE FEDERAL PUBLIC SERVICE*

Job interview

The interview is a key event in any job search process. To increase your chances of having a positive interview, you should be aware that job interviews in the public service usually follow a pre-determined structure.

You will be interviewed by an assessment board, often consisting of two or three people. The board is likely to include a hiring manager (from the department or agency), an expert in the field for which you are applying and a human resources representative (most likely from the department or agency.)

The assessment process may involve more than one interview. Once the interview or interviews are finished, the interviewers (the “assessment board”) meet to make their hiring decision.

Question 25

According to the text, which of the following statements is true?

1. The candidate has only one job interview for a position.
2. You can easily fail an interview if you know what to expect.
3. The manner in which an interview takes place is determined beforehand.
4. In Canada all job interviews follow the model suggested by the public service.

Question 26

Which word or group of words could replace the underlined expression?

1. be careful
2. be warned
3. avoid
4. know

Question 27

According to the text:

1. The evaluation committee takes on part of the work of the hiring manager in the department that is involved.
2. Human resources should have someone on the team that assesses candidates.
3. The assessment team trains two or three people to ask the candidate questions.
4. The team of assessors must consist of a manager, a specialist and someone from the human resources division.

Questions 28, 29 and 30

ADAPTED EXTRACT FROM THE SERVICE CANADA – *PEOPLE SERVING PEOPLE* – WEB SITE

Lost Wallet

If you have lost your wallet, make sure that you cancel and replace all of your important cards. Service Canada has prepared a list of steps to follow to help you through this process so that you replace your cards and identification in the right order.

When you have received your replacements, it is a good idea to photocopy them and keep them in a safe place. Furthermore, having photocopies available will help in the replacement process should you lose any of your identification in the future.

1. Contact Your Bank(s) or Financial Institution(s)

Contact your bank(s) or financial institution(s) and report your missing bank and/or credit cards.

2. Contact Your Local Police

Report that your wallet has been lost, in case it is turned in. Do not dial the emergency number. Refer to your phone book online for the local telephone number.

Question 28

If someone realizes that he or she has lost his or her wallet, that person should:

1. contact Service Canada who will ask him or her about the set of cards to be replaced.
2. destroy his or her credit cards.
3. make copies of the important cards.
4. get new cards.

Question 29

Which word or group of words could replace the underlined word?

1. Anyway
2. As it happens
3. Consequently
4. Moreover

Question 30

According to the text, which of the following statements is true?

1. Banks always inform a client if they haven't found his or her credit card.
2. You have to report the loss of your wallet to the police so that they can retrieve it.
3. Keeping additional copies of identification can help in replacing lost originals.
4. You must not dial 911, but the telephone number of the city, to report a lost wallet.

Questions 31, 32 and 33

ADAPTED FROM AN EXTRACT FROM THE INTERNET SITE OF TRANSPORT CANADA – *TELEWORK IN CANADA*

Introduction

Telework is work performed away from a traditional office with telecommunications and computer technology. It is a non-traditional employment arrangement that reflects the evolution of technology, a changing workplace culture, shifting objectives of businesses and their employees, and a growing public awareness of the environmental and social impacts of travel.

Telework can be a full-time, part-time or occasional activity, and can occur in different locations. Through teleworking, employees are now able to live a great distance away from their place of employment. Many businesses employ full-time teleworkers who live hundreds or even thousands of kilometres away. However, most teleworkers travel to their main worksite at least occasionally. When they do, many use a shared “drop-in” workstation rather than a permanent office or cubicle.

Question 31

Which word could replace the underlined word?

1. transient
2. changing
3. important
4. timely

Question 32

What does the text say about telework?

1. It reflects the concern of society to reduce the impact of commuting on the environment.
2. It's a technology used by employers and employees to quicken the pace of work.
3. It allows the development of a work culture that considers the impact of technology on society.
4. It is a communication tool used outside a traditional workplace.

Question 33

According to the text, what advantage does teleworking offer?

1. It offers a solution to the problems related to working full-time.
2. Many employees are no longer required to move to earn their living.
3. Employees can reside a little closer to their workplaces.
4. Employees who live thousands of kilometres from work only go to their main workplaces from time to time.

Questions 34, 35 and 36

From: Josh Miller
To: All staff
Subject: Arrival

Bonjour,

I am pleased to announce that Mariana Lopez will join our organization on July 18th as Vice-President, Program Operations Branch.

Previously, Mariana held the position of Senior Director General, Learning and Development, Service Canada College with Service Canada. Mariana has significant experience in leading successful teams across several departments, including Passport Canada, the Privy Council Office and the Treasury Board Secretariat.

I would like you to join me in extending a warm welcome to Mariana as she takes on her new role in our organization. She will certainly contribute greatly to the improvement of our services as we move forward.

I would also like to extend my thanks to François Plamondon who has provided exceptional guidance and leadership to the Program Operations Branch over the past several months. His contribution has been invaluable.

Question 34

What does the text say about Mariana Lopez?

1. She will work closely with the Vice-President starting July 18.
2. She will work in the organization and is coming on July 18 to meet the Vice-President.
3. She will work for the organization as a Vice-President starting July 18.
4. She had been called by the Vice-President of the Program Operations Branch.

Question 35

Which word could replace the underlined expression?

1. adds
2. hires
3. assumes
4. acquires

Question 36

What is the purpose of the text?

1. To highlight the career of Mariana and thank François for his work
2. To demonstrate that Mariana has all the skills that are necessary to take on this new position and to announce that François is leaving the organization
3. To mention that Mariana got this new position thanks to her dynamism, which will help the organization provide better services
4. To announce the arrival of Mariana and likewise state that François will spend his last months orientating and advising management

Questions 37, 38 and 39

We are moving into a new year. It is now important to draw up an account of the past four quarters.

Together, we have made significant progress over the past year. The work that you have accomplished has supported management and increased our efficiency in service to the agency's clientele.

A number of concrete measures have been taken to address the areas of improvement you identified in the last survey. We have rebuilt the agency's vision, values and guiding principles. We have also introduced a new management structure in order to concentrate our efforts and clearly define our priorities.

We have successfully set up an informal conflict management service to provide employees with ways to solve problems at work. Finally, most recently, we have set up an online discussion forum where you can share your ideas and suggestions to improve our business.

Question 37

What is the meaning of the underlined expression?

1. list
2. draft
3. design
4. lift

Question 38

What are the results of the actions the agency has taken during the past year?

1. The agency was able to improve client service with the help of the management program.
2. Employees now have access to a service to help them manage work-related issues.
3. Employees' problems have been resolved by replacing the informal conflict management service.
4. Thanks to a discussion forum, the employees' activities have been improved.

Question 39

What means have been put in place to attain the agency's objectives?

1. The agency has defined the regulations and the values that the directors of the agency should have.
2. The *Improving Service to Clients* management program has been established.
3. A vision, as well as policies, has been revised to guide the agency.
4. The management program has been reassessed in a concrete way.

Questions 40, 41 and 42

Good day,

Senior management will be participating in a special meeting focusing on crisis management strategies on January 23. We, therefore, must postpone our team meeting that was scheduled for that date. It might even be necessary to cancel this meeting altogether.

Since we need your suggestions on possible means of trimming down expenses in the division by January 23, we are asking you to complete the *Propositions for a Reduction in Expenses* questionnaire as soon as possible. Please send us the completed questionnaire by Friday at the latest.

You will find the questionnaire on our shared server. In order to fill out this questionnaire, you must first save it in your files as a Word document. After you have answered the questions, save the document again before sending it as an attachment to Moissa who will summarize your suggestions.

Question 40

According to the text:

1. The weekly meeting scheduled during the week of January 23 will be postponed or cancelled because of a scheduling conflict.
2. The expected meeting will take place as planned, but a week later.
3. The team meeting will be postponed in order to have more information based on advice given by upper management.
4. The team meeting may not take place this week because of a scheduling conflict.

Question 41

Which word could replace the underlined word?

1. decreasing
2. replacing
3. augmenting
4. eliminating

Question 42

According to the text, which of the following statements is true?

1. A questionnaire must be used in preparing suggestions and must be submitted as soon as possible.
2. Employees are asked not to return the questionnaire before the weekend.
3. When Moissa receives the questionnaires, she will redo the list of employees' suggestions.
4. You have to save the questionnaire before and after completing it, and then print a copy for Moissa.

Questions 43, 44 and 45

From: Barbara Falal
To: All employees
Subject: New Informal Conflict Management Service Champion

I am pleased to inform you that I have accepted the role as champion of the Informal Conflict Management Service (ICMS) of the department. As the champion, I must make certain that you have access to informal and confidential resources that will help you better understand, address and resolve disputes rapidly, constructively and confidentially in the workplace.

ICMS is intended for all employees facing difficult situations or conflicts (minor or major) at work, and aims to favour a culture of effective management of conflicts.

If you would like to learn more about the approach and services or if you need help to prevent or resolve a workplace conflict, you can contact me through my confidential ICMS address, or by dialing 708-955-5555. You can also directly contact our partners at the Treasury Board Secretariat's Conflict Management Services at 613-996-9222 or by e-mail. One call is all it takes.

Question 43

According to the text, which of the following statements is true?

1. The ICMS champion must confirm that employees have access to all the available means to resolve conflicts.
2. To get help, you first have to send an e-mail and then telephone the ICMS champion.
3. You have to contact the ICMS champion to know which services report conflicts.
4. To get information about services to help deal with workplace conflicts, you just have to telephone the ICMS champion.

Question 44

What is the role of the ICMS?

1. It solves all the conflicts that employees face in connection with labour relations.
2. Its function is to get the help of employees to find solutions to disputes at work.
3. It encourages employees to manage conflicts at work through positive, rapid mediation.
4. It provides a quick and easy way for employees and managers to dispute workplace conflicts.

Question 45

Which word or expression could replace the underlined word?

1. be assured
2. assure
3. ensure
4. insure

Questions 46, 47 and 48

ADAPTED FROM AN EXTRACT OF THE INTERNET SITE OF THE PUBLIC SERVICE COMMISSION OF CANADA – *APPOINTMENT DELEGATION AND ACCOUNTABILITY INSTRUMENT*

Mrs. Dari,

The purpose of this letter is to establish, between your organization and the Public Service Commission (PSC) of Canada, an Appointment Delegation and Accountability Instrument (ADAI) under the *Public Service Employment Act* (PSEA).

This instrument specifies the powers of appointment and related powers that are being delegated to you.

I would also like to remind you of the PSC's expectations related to political activities as follows:

- employees may engage in any political activity as long as it does not impair, or is not perceived as impairing, their ability to perform their duties in a politically impartial manner (PSEA, s.113); and
- deputy heads shall not engage in any political activity other than voting in an election (PSEA, s.117).

I will soon invite you to a meeting to discuss this subject.

Gilberte Marchand

Question 46

What is the meaning of the underlined word?

1. pregnancies
2. wishes
3. reminders
4. desired outcomes

Question 47

According to the text, which of the following statements is true?

1. The department would like to find a delegation instrument to be used by the department and the Public Service Commission.
2. The Public Service Employment act requires the Public Service Commission to put measures in place that provide certain powers to the organization.
3. The delegation instrument specifies the rights that Mrs. Dari has as they pertain to appointments.
4. Mrs. Marchand would like to point out the critical situations that are mentioned in the Appointment Delegation and Accountability Instrument.

Question 48

What are the requirements of the Public Service Employment Act in regards to political activities?

1. Unless politically impartial at work, a public servant has the right to participate in political activities.
2. Deputy heads cannot exercise their right to vote in federal elections.
3. Deputy heads, like all public servants, only have the right to vote in elections.
4. In order to participate in political activities, public servants must not compromise their work or appear to do so.

Questions 49, 50 and 51

EXTRACT FROM THE INTERNET SITE OF PUBLIC WORKS AND SERVICES OF CANADA – *LANGUAGE REQUIREMENTS FOR A POSITION IN THE PUBLIC SERVICE*

Each job has a language requirement. While some positions only require the knowledge of English or French, others require the knowledge of both official languages.

In order to determine whether you meet the language requirements of a bilingual position, you will need to take a language test. You don't have to request it. This will be arranged for you.

Tests have reading, writing and oral components, with an A, B, C or E rating associated with each one.

Unlike school, where A is the highest grade, a scale is used where A indicates beginner, B intermediate and C advanced. An E (exemption) means you never have to take the test again.

So if you see a job with a language profile of CBC, for example, we are looking for Level C in reading, B in writing and C in oral competence.

Question 49

What does the text say about linguistic requirements?

1. Some employers wonder if the employees speak the two official languages.
2. Language competences aren't considered until it is time to fill a bilingual position.
3. You have to master not one but both official languages to be appointed to a federal public service position.
4. The candidate cannot ask if his linguistic profile corresponds to what is required for a position.

Question 50

Which group of words could replace the underlined word?

1. a graded measure
2. balanced alternatives
3. dimensional choices
4. a marked ruler

Question 51

According to the text, which of the following statements is true?

1. A candidate must have language ratings of CBC to be eligible for a bilingual position.
2. When a position does not require a candidate to take a language test, he or she is given an exemption.
3. The linguistic scores given for the tests are presented in a well-defined order.
4. The language tests consider three important ways to move from a Level A, obtained at school, to a Level C in the public service.

Questions 52, 53 and 54

From: Annabel Martin
To: All staff in the branch
Subject: Departure

Good day,

I would like to take this opportunity to thank you for all of your hard work since the branch was created six months ago.

As most of you have probably heard by now, after serious reflection I have decided not to compete for the ADM position, but to return to the path I was on last fall of moving into the role of manager of staffing in human resources. This was not an easy decision, as I believe there is a great role to play here in shaping our future direction. In the end I realized that it was important to be true to my passion.

I think we have done a lot in the past six months to build the new branch, and that is due to the work of each of you.

I look forward to continuing to play a role in the branch while in my new role, and I am confident that the new ADM will enjoy the same support that I have received.

I hope you all have a great summer.

Annabel

Question 52

What does the text say about Annabel's choice?

1. She isn't going after the position as an ADM because she would like to return to her former position as soon as possible.
2. She has decided to accept the position as a manager in human resources rather than compete for the position as an ADM.
3. Her choice results from an invitation to decide on the new direction that the organization will take.
4. Despite her choice, she would like to tell the employees how much she would like to continue working with them.

Question 53

According to the text, which of the following statements is true?

1. Annabel believes the staff will assist her replacement as they did for her.
2. During the past six months the employees worked diligently in order to get the benefits that were offered.
3. Annabel was able to persuade her replacement that he or she would have the same support from staff as the new assistant deputy minister.
4. It was necessary to proceed with a renewal of the upper management team after its creation.

Question 54

What is the meaning of the underlined word?

1. understood
2. achieved
3. believed
4. imagined

Questions 55, 56 and 57

Good day,

Each and every one of us is an ambassador for the department, and as such, we are to exercise leadership in our actions and words with learners we serve, colleagues we meet and the public service we represent.

It is with great pride that I have accepted the role of Values and Ethics Champion. Together, we will engage in a dialogue on values and ethics that will result in the development and implementation of a new Code of Conduct that will guide us in our professional activities.

Your colleagues in human resources are developing a Code of Conduct. Our Code will complement the new *Code of Values and Ethics: Public Sector* (Treasury Board Secretariat) to be published in the near future. Our Code will aim to integrate values and ethics at the heart of our decisions related to our functional activities and statutory requirements.

We hope for this Code to represent the department's people and this is why your feedback will be sought through a series of discussion platforms. Additional information will follow shortly on how you can participate. Our action plan for our new values and ethics program and other reference information will be uploaded on our Web page very soon.

Let me thank you for your contribution and your support as we open a new and ongoing dialogue on values and ethics within our organization across the country.

Your Values and Ethics Champion,

Pam Lee

Question 55

What is the meaning of the underlined word?

1. praise
2. go with
3. reflect
4. balance out

Question 56

According to the text, which of the following statements is true?

1. Ms. Lee wants to have a conduct code that reflects well what the employees will express during interactions focused on values and ethics.
2. Ms. Lee is requesting that employees act as leaders towards those who provide services.
3. Employees have several means for giving their advice on the code that will be essential in the public sector.
4. Ms. Lee would like to initiate discussions on values and ethics after the adoption of the department's new conduct code.

Question 57

Which of the following statements best summarizes the text?

1. Ms. Lee announces that she is the new champion of values and ethics and that a new conduct code is going to be developed.
2. Ms. Lee informs the staff of her new function while asking them to share their suggestions on the new code.
3. Having accepted the role as champion of values and ethics, Ms. Lee informs the staff about activities that are being undertaken in this regard.
4. As the new champion of values and ethics, Ms. Lee advises employees of an upcoming consultation.

Questions 58, 59 and 60**EXTRACT FROM THE NRC INTERNET SITE – *MAKING THE OPEN-PLAN OFFICE A BETTER PLACE TO WORK***

The single most common workplace in North America is the open-plan office. Many people who work in this type of office spend more waking hours in this environment than in any other, and there is abundant evidence that they do not generally consider it to be a satisfactory experience.

Organizations should be concerned about this because research shows that there are significant linkages between the workplace environment and job satisfaction and between job satisfaction and the corporate bottom-line. For example, there is a strong correlation between lack of job satisfaction and the intention to leave an organization, with estimates putting the cost of replacing employees between 50% and 150% of their annual salaries.

Nevertheless, there is a recent trend towards making workstations smaller, which is driven primarily by a desire to reduce real-estate costs. But without careful design, reducing the size of workstations is likely to result in an increase in workplace environment problems, such as more noise and less privacy.

Question 58

According to the text, which of the following statements is true?

1. Organizations are concerned about the increasing turnover rate of employees who are dissatisfied with open-plan offices.
2. Even though open-plan offices result in more and more noise, the employer offers employees smaller workstations.
3. Despite the relationship established between employees' discontent and high turnover, organizations continue to reduce the size of cubicles.
4. Those who work in open-concept offices are, for the most part, temporary employees.

Question 59

What could the use of open-plan offices lead to?

1. It could lead indirectly to an increase in expenses due to having to restaff vacant positions.
2. The reduction of office space could lessen work satisfaction because of a decline in productivity.
3. Employees may be forced to stay longer in the office, thus, decreasing their enjoyment in working.
4. These accommodations could create a negative impact in the workplace and lead employees to demand better pay.

Question 60

What is the meaning of the underlined words?

1. time it takes to wake up and have first coffee
2. time spent conscious
3. time spent unconscious
4. time spent dreaming

FEUILLE-RÉPONSE (imprimer au besoin)

Questions	Réponses
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Questions	Réponses
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Questions	Réponses
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CORRIGÉ

Questions	Réponses
1.	2
2.	4
3.	2
4.	3
5.	1
6.	2
7.	3
8.	1
9.	1
10.	4
11.	2
12.	3
13.	4
14.	1
15.	3
16.	2
17.	4
18.	2
19.	3
20.	4

Questions	Réponses
21.	1
22.	3
23.	2
24.	3
25.	3
26.	4
27.	2
28.	4
29.	4
30.	3
31.	2
32.	1
33.	2
34.	3
35.	3
36.	1
37.	2
38.	2
39.	3
40.	1

Questions	Réponses
41.	1
42.	1
43.	4
44.	3
45.	3
46.	4
47.	3
48.	4
49.	2
50.	1
51.	3
52.	2
53.	1
54.	1
55.	2
56.	1
57.	3
58.	3
59.	1
60.	2