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of Public Service

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## **Preparation for the English as a Second Language Evaluation**

**READING COMPREHENSION 5 & 6**

**September 2015**

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**Canada** 

Canada School of Public Service  
Language Training Centre  
Research and Development

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The opinions expressed are those of the authors and do not necessarily reflect the views of the Canada School of Public Service or the Government of Canada.

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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 5**



**Questions 1, 2 and 3****EXTRACT ADAPTED FROM THE CANADIAN REVENUE AGENCY**

You can download and print copies of our forms and publications, or you can \_\_\_\_\_ **(A)** printed copies in one of the following ways:

You can \_\_\_\_\_ **(B)** online, and we will deliver your choice of forms and publications to your address.

Or you can call us at 1-800-959-8281 from anywhere in Canada and the United States. If you are calling from \_\_\_\_\_ **(C)**, go to our website to find the list of numbers for International Tax and Non-resident enquiries.

**Question 1**

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

1. command
2. demand
3. ask
4. order

**Question 2**

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

1. pass your order
2. make your order
3. place your order
4. do your order

**Question 3**

Choose the best group of words to insert into blank "C".

1. the exterior of Canada and the United States
2. outside Canada and the United States
3. the outside of Canada and the United States
4. over the sea

### Questions 4, 5 and 6

We have to change the way we work in order to improve our services. \_\_\_\_\_, you will find attached our latest report which contains some proposals for the improvement of our client services.

We would like to hear your opinions concerning these proposals, so we kindly ask that you provide us with your comments and suggestions by April 4.

#### Question 4

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

1. Therefore
2. In fact
3. For this purpose
4. In effect

#### Question 5

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

1. New client services are being proposed.
2. Employees are asked to note their concerns about the proposals.
3. The employees' work has been excellent so far.
4. The latest report has been sent to the employees by e-mail.

#### Question 6

According to the text, the comments and suggestions must be submitted:

1. before April 4.
2. on April 4.
3. after April 4.
4. no later than April 4.

**Questions 7, 8 and 9**

Hello,

During an inspection of our floor by the Occupational Health and Safety team, it was brought to our attention that there are \_\_\_\_\_ coffee machines in employees' offices. Unfortunately, coffee machines can only be used in the kitchen area. Please remove the coffee machines by Friday.

As always, your co-operation is appreciated.

**Question 7**

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

1. several
2. not many
3. few
4. different

**Question 8**

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

1. Employees must not use coffee machines in the kitchen.
2. No coffee machines are allowed at the office.
3. Employees are not permitted to use coffee machines in their offices.
4. The Health and Safety team checked the coffee machines.

**Question 9**

According to the text, the Workplace Health and Safety team has asked that employees

1. keep the coffee machines in their offices.
2. remove the coffee machines from their offices by the end of the work week.
3. remove the coffee machines from their offices during the weekend.
4. take the coffee machines out of their offices during weekends.

**Questions 10, 11 and 12**

Hi Everyone,

I hope that you had the opportunity to spend some time with your family and friends \_\_\_\_\_ **(A)** the holidays.

We are starting a new year and I would like to take this opportunity to remind you that the next Board meeting will be held on Wednesday, January 16, at the same time and place as usual.

I kindly ask that you \_\_\_\_\_ **(B)** your participation by end of day Friday, January 10.

The agenda will be sent to you \_\_\_\_\_ **(C)**. See you soon.

**Question 10**

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

1. between
2. from
3. while
4. during

**Question 11**

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

1. confirm
2. tell
3. validate
4. emphasize

**Question 12**

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

1. shortly
2. lately
3. constantly
4. recently

**Questions 13, 14 and 15**

From: Wilma  
To: Staffing Division

Hello All,

Please find attached the \_\_\_\_\_ **(A)** from our last meeting. Thank you in advance for reading them and sending me your corrections, comments, and notes by e-mail by tomorrow.

In addition, please don't forget to send me the list of students that we \_\_\_\_\_ **(B)** this summer, so that I can organize the team's work schedules accordingly.

Jocelyne

**Question 13**

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

1. verbal process
2. minutes
3. recording
4. records

**Question 14**

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

1. will encourage
2. will engage
3. will thank
4. will hire

**Question 15**

According to the text, Wilma:

1. is thanking the staffing division for having submitted their comments.
2. is thanking the staffing division for their comments sent in advance.
3. is thanking the staffing division for the work that they will do.
4. will thank the staffing division tomorrow for their comments.

**Questions 16, 17 and 18**

Hello Jocelyne,

I would like to confirm your registration and thank you for your participation in the iLeadership seminar that will take place in the National Capital Region between October 11 and 15.

I am happy to welcome you to the group and look forward to your participation. You'll receive an e-mail with a detailed description of the program approximately two weeks before the seminar.

Do not hesitate to contact me if you have any questions or \_\_\_\_\_ about the seminar.

Thank you,

Martha

**Question 16**

Choose the best word to insert into the blank.

1. concerns
2. arguments
3. solutions
4. problems

**Question 17**

According to the text:

1. Jocelyne attended the iLeadership seminar.
2. Jocelyne sent a text to Martha.
3. The iLeadership seminar will start on October 15 this year.
4. Jocelyne will attend an iLeadership seminar during the year.

**Question 18**

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

1. Martha is attending Jocelyne's seminar.
2. Jocelyne will get an outline of the program for the seminar by e-mail.
3. Martha will prepare the program two weeks before the seminar.
4. Martha is happy to have Jocelyne on her team.

### Questions 19, 20 and 21

From: Mayae Faroud

To:

Subject: Upcoming Meeting of the Community of Practice for Leadership

The Community of Practice meeting will be held on Wednesday, February 26, from 9 to 12, in the David Hopper Conference Room on the 8th floor of 150 Kent Street. If you wish to attend, please send me an e-mail to that effect no later than noon on February 21.

Note: The meeting presentation files will be available in the Presentation section of the intranet prior to the meeting.

Please use the Community of Practice discussion page to post any questions that you would like to have answered at the next Community of Practice meeting.

The Community of Practice members will endeavour to find answers to your questions for the next meeting. You are also invited to suggest a subject of interest that you would like to have covered during the meeting.

#### Question 19

According to the text:

1. The employees that want to be at the meeting must inform Mayae.
2. The information presented during the meeting will be accessible after February 27.
3. Employees cannot contact Mayae about the next meeting before February 21.
4. The presentations given before the meeting could be attended by several employees.

**Question 20**

According to the text, Mayae:

1. is inviting the employees to ask their questions by posting them on the Community of Practice discussion page.
2. is announcing that employees will be able to discuss the Community of Practice during the next meeting.
3. is asking employees to respond to questions at the next meeting about the Community of Practice.
4. is proposing a discussion topic for the next Community of Practice meeting.

**Question 21**

Which group of words could replace the underlined words?

1. will strain
2. will do what is unnecessary
3. will attempt
4. will be able

### Questions 22, 23 and 24

From: Patricia Rivet  
To: Valérie Blais  
Subject: The Hiring of Casual Employees

Hello,

Please note that there has been a change in HR concerning the hiring of casual employees by the department. I will be responsible for taking care of all of the staffing requests carried out by your branch, and it would be my pleasure to respond to your questions on the subject.

I would like to mention that HR request forms must be accurately filled out and must not be missing any required information. If the information is incomplete, there will be a delay in processing your request.

Finally, you will find attached a justification form that must be sent along with the request and the CV if the salary of the casual employee is to be higher than the set minimum.

If you have any questions, do not hesitate to contact me.

#### Question 22

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

1. The job description of departmental contractors has changed.
2. The procedure for hiring temporary staff has been modified.
3. Patricia has noticed a change in the hiring process.
4. Patricia is busy and will transfer the requests to Valérie.

#### Question 23

According to the text:

1. Human Resources must receive all of the necessary information to complete a staffing request.
2. Applications that are missing information will be rejected.
3. Patricia cannot finish Valérie's work without the information.
4. The information concerning the request is late and incomplete.

**Question 24**

Patricia is telling Valérie that:

1. when she wants to hire casual employees and pay them a higher salary than the established rate, she must give a reason for her decision.
2. she is going to send her a justification form to recruit a casual employee with a salary exceeding the set minimum.
3. whenever the minimum wage exceeds the allowable salary, she will have to review the justification form for that request as well as the CV.
4. a section of the request form as well as the CV must give an explanation for a higher salary for a casual employee.

**Questions 25, 26, and 27**

**EXTRACT ADAPTED FROM PUBLIC WORKS AND GOVERNMENT SERVICES  
CANADA**

Compensation Web Applications (CWA) are a group of secure applications designed to provide government of Canada employees with pay, pension and health care plan information.

In order to gain access to these applications, it is essential that government of Canada employees have a myKEY. Access is available solely to clients who have a username and password. CWA users are required to enter their Personal Record Identifier (PRI) to access CWA. First-time users are required to confirm their date of birth.

**Question 25**

According to the text, CWA:

1. gives public servants the opportunity to safely find information about their pension plan.
2. allows public servants to quickly transmit information concerning their salary.
3. ensures that the public servants' health care plan is protected.
4. carefully checks the data provided by public servants concerning their pension plans.

**Question 26**

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

1. It is not possible for federal employees to obtain a myKEY to access the CWA.
2. Federal employees cannot access CWA unless they verify their date of birth each time.
3. To access the CWA, users must provide the system with certain data verifying their identity.
4. Access to the CWA is offered free of charge only to clients who need a personal identification code.

**Question 27**

What is the meaning of the underlined word?

1. exceptionally
2. uniquely
3. barely
4. exclusively

**Questions 28, 29 and 30**

**EXTRACT ADAPTED FROM INDUSTRY CANADA'S SITE - GET CYBER SAFE**

People across the country spend a lot of their time online, and Canadians aged 65 and older represent the fastest growing group of Internet users. Furthermore, among senior Internet users, approximately 70% go online every day.

Just like anyone else online, it's important that seniors stay informed on how to stay safe when using computers and the Internet.

Seniors are signing on to social networks in record numbers. Consequently, they must remember to protect their personal information online.

**Question 28**

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

1. The Canadian population is going to spend more and more time on the Internet.
2. Around three quarters of senior Internet users surf the net daily.
3. Close to three quarters of Internet users in Canada are seniors.
4. A large number of seniors visit many Canadian Web sites.

**Question 29**

What is the meaning of the underlined word?

1. depict
2. portray
3. show
4. account for

**Question 30**

According to the text, what is very important?

1. Ensuring that seniors are actively involved in social media
2. Teaching seniors how to use computers and surf the net while ensuring the security of social networks
3. That seniors warn Internet users of the risks of disclosing information about them
4. That seniors are made aware of how to use the Internet safely

### Questions 31, 32 and 33

Downloading a file will allow you to save a copy of the document on your computer. Thereafter, you will be able to view and print the file without having to connect to our website.

There are two ways to download a .pdf file onto your own computer using your Web browser. First of all, it is possible to download without opening the .pdf file. To do so, right-click on the hyperlinked .pdf file name. In the menu that appears, select "Save Target As." You can then save the file on the desktop or browse to save the file in the directory of your choice. Once the file is saved, you can open it with a .pdf reader.

The second way is to download it after opening the .pdf file. To do so, click on the "save" a copy icon in the toolbar. You can then save the file to your desktop or in the directory of your choice, opening it with the necessary software.

#### Question 31

According to the text:

1. One can keep a copy of the document on the desktop by downloading it after viewing the screen.
2. To download a .pdf file from the Web, it is necessary to first save it, without opening it, and then save a copy after opening it.
3. One can, with the web browser, save a document before opening or after opening it.
4. If saving the document without opening it, it is necessary to click on the "save" icon in the toolbar.

#### Question 32

What is the meaning of the underlined word?

1. Therefore
2. As such
3. From then on
4. Furthermore

**Question 33**

What is the purpose of the text?

1. To explain how to print a document in .pdf format after copying it into an electronic file
2. To explain how to download a document in .pdf format from the server to an electronic file and to explain the advantages of doing so
3. To provide information on the different ways to proceed when downloading a document from the Web without having to open the document
4. To indicate that it is necessary to click on the hyperlink to the .pdf file in order for the “save” icon to appear

### Questions 34, 35 and 36

Our department is organizing several activities during National Public Service Week, which takes place during the third week of June. Register today to participate in the Excellence Awards ceremony that will be held on Wednesday, June 18, from 1:00 to 4:30. You can attend in person in the 500 lounge at Asticou, or you can join us by webcast.

Come pay tribute to our hard work and demonstrate our pride in being public servants. This week belongs to us!

This year, the theme of our Public Service Week is: Proud to serve Canadians.

#### Question 34

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

1. Employees can meet to discuss their work during National Public Service Week.
2. This year, the focus is on how much the population relies on the services of public servants.
3. The goal this year is to demonstrate how public servants are gratified by serving the public.
4. Citizens have to pay a fee for the services of public servants during Public Service Week.

#### Question 35

According to the text:

1. Employees must register that day to take part in National Public Service Week.
2. The department offers various activities to plan National Public Service Week.
3. Employees have the choice of either going on-site or attending the ceremony without having to travel.
4. Employees could attend the awards ceremony in the 500 lounge by webcast.

**Question 36**

Choose the best word or group of words to replace the underlined expression.

1. pay homage to
2. distinguish
3. be aware of
4. observe

**Questions 37, 38 and 39**

From: Nicole Bateman  
To: Jason Dupuis  
Subject: Staffing Working Group

Dear Mr. Dupuis,

I would like to thank you for the helpful comments you provided on the report. I made the changes to the member list as you had suggested.

As mentioned in the last meeting, an e-mail with a temporary password will be sent to the members of the staffing working group so that they can partake in the forum. Due to difficulties in reaching the head of the forum, this step has taken a little longer than expected, and I apologize for that.

I would like to take this opportunity to remind you that the next meeting of the working group will take place on Wednesday at the usual time and place.

If you have any other questions, please do not hesitate to contact me.

Sincerely,

Nicole

**Question 37**

According to the text:

1. Nicole is working with Jason, who helped draft the minutes of the last meeting and reorganize the team.
2. Nicole has made some changes to the staffing working team because Jason asked her to.
3. Jason had made some valuable comments on the report and pointed out some corrections that needed to be made to the list of members.
4. The staffing working team has been modified as a result of the recommendations Jason had made.

**Question 38**

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

1. The head of the forum was contacted late, and that is why the members have not yet received their passwords.
2. It was announced to the members that they would receive a password giving them access to the forum, but this has not yet been done.
3. Nicole had indicated that members who wished to participate in the forum would be able to get a password at the meeting.
4. The head of the forum was unable to contact the committee members to send them their passwords.

**Question 39**

What is the meaning of the underlined expression?

1. assist
2. engage
3. participate in
4. take an interest in

### Questions 40, 41 and 42

From: Corporate Services  
To: All personnel  
Subject: Roof Repairs at Asticou Centre

This is to inform you that repairs will be performed not only to the roof of the west building, but also to a portion of the roof of the east building. The work will take some time and should be completed by December 19. The work will mostly take place in the evening, but part of the preparatory work must be done during normal working hours.

Please also note that the walkway that connects the east and west buildings will be closed during the construction and that a new walkway will be built once the repairs are completed.

For all questions related to the work to be done and how it will affect you, please contact David Lee of the Security and Facilities Division, at 613-947-6130.

We thank you for your co-operation.

#### Question 40

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

1. The work will definitely be done by December 19.
2. The roofs of the two buildings require a complete overhaul.
3. The walkway will be temporarily inaccessible.
4. Some of the preliminary work may be done during the day.

#### Question 41

What is the meaning of the underlined word?

1. put up
2. fabricated
3. produced
4. manufactured

**Question 42**

What is the purpose of the text?

1. To announce the upcoming work and temporary changes that will result from it
2. To inform employees that work will take place in the building in the coming weeks
3. To let employees know that the roof of the building really requires urgent repairs
4. To ask employees to call David Lee to find out what to do while the work is in progress

### Questions 43, 44 and 45

From: Don Campbell  
To: All personnel  
Subject: New Approach

On October 18th, we promised to follow up with you in 90 days on the changes required to improve consistency in our department's operations.

Thanks to your support, namely through the Departmental Consulting Group and your own sector/branch discussions, we have made good progress, and we are about to make a new wave of decisions to achieve this goal. We should be in a position to inform you of these decisions via a broadcast message in the coming days.

In addition to this message, members of the Executive Board will be meeting with their teams to provide additional context and details to answer your questions.

Again, we would like to thank you for your contribution to this crucial undertaking.

#### Question 43

According to the text, Don:

1. started a 90-day process to monitor a variety of departmental projects in order to make them more cohesive.
2. had given assurances that they would talk to the employees again about the changes necessary to obtain more uniformity in the operations of the department.
3. and the Executive Board had given their word that measures would be put in place after 90 days, providing employees with more advantages.
4. had undertaken to examine, along with his employees, measures that could lead to improved services in the next quarter.

**Question 44**

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

1. Employees assisted the Departmental Consulting Group during discussions on the changes to be made in the department.
2. Decisions have recently been made to help employees be more consistent in the department's operations.
3. Decisions are coming soon regarding measures to be taken to make the department's day-to-day processes more consistent.
4. Employees were able, through the Departmental Consulting Group and through discussions, to help management make the recent decisions.

**Question 45**

What does the text say about the decisions?

1. Don will be responsible for communicating them personally to each employee in a few days.
2. Not only will the employees be notified of the decisions in writing, but they will also receive a more in-depth explanation about them.
3. Employees will have the opportunity to talk with members of the Board to present their points of view.
4. Once the decisions are announced, they could lead to lively discussions during meetings with the Board.

**Questions 46, 47 and 48**

Information management (IM) is everyone's responsibility. In fact, all Government of Canada employees are "responsible for the effective management of information" according to the Treasury Board Secretariat's Policy on the Management of Government Information.

The volume of information we are producing and storing has grown significantly in recent years and may be harder to trace and to track in light of the various technologies we use.

Meanwhile, Canadians are continually demanding more information from the federal government and expecting quicker responses than ever before.

The IM guide is designed to provide you with the basics needed to fulfil your responsibilities in regards to information management.

**Question 46**

According to the text:

1. Public servants, without exception, must organize, manage and store all information received by the government.
2. Government employees are required to forward all Government information to the Treasury Board.
3. The Treasury Board has developed practices that must be applied to everything that relates to the management of information in the government.
4. The Treasury Board, according to its policy on information management, requires that the majority of public servants manage information.

**Question 47**

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

1. It is certainly not easy to retain information because of new technologies, and the timeliness of responses, in particular.
2. Thanks to technology, finding information among a multitude of data accumulated over time is not too complicated.
3. For some time, there has been a proliferation of stored information, which has created certain expectations among Canadians.
4. Public servants have at their disposal instructions to assist them in the information management process.

**Question 48**

What is the meaning of the underlined expression?

1. insomuch as
2. in consideration of
3. in view of
4. with a view to

### Questions 49, 50 and 51

Client satisfaction is paramount to us, and we regularly conduct surveys and evaluations. To help us continue to improve our services, we encourage you to provide us with your feedback by phone or by e-mail.

Our Client Contact Centre officers are here to answer your inquiries, Monday through Friday, from 8 a.m. to 5 p.m. We are committed to responding to requests the same day they are received.

You can also provide us with your feedback via our ongoing survey. The system ensures full confidentiality by removing your name from the information submitted. This is why you need to enter your contact information in the questionnaire if you would like a Department representative to call you back.

Please select one of the short questionnaires below to give us your comments.

Before you begin, we wish to thank you for taking the time to provide your feedback. Your participation will remain entirely confidential.

#### Question 49

According to the text:

1. In order to protect clients' identities, the system does not display their names when it responds to comments received.
2. If the services are inadequate, customers must report any issues by completing an on-line questionnaire.
3. The Client Contact Centre is thanking customers for their e-mails and inviting them to provide their contact information in the survey if they wish to be contacted.
4. The Client Contact Centre promises to provide their clients with the information requested promptly and to guarantee their anonymity.

**Question 50**

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

1. Clients are invited to contribute to the improvement of services by evaluating their own comments.
2. To improve the quality of services, clients are being asked to provide feedback on services received.
3. Evaluations and questions concerning how to improve current services are a good way for clients' views to be understood.
4. Clients are questioning the quality of services as well as the hours they are offered services by agents.

**Question 51**

Choose the best group of words to replace the underlined expression.

1. of utmost importance to us
2. greatly interesting to us
3. our great pleasure
4. primordial to us

**Questions 52, 53 and 54**

EXTRACT ADAPTED FROM THE CLERK OF THE PRIVY COUNCIL—OBJECTIVE 2020

The Public Service of Canada is a model of a professional, non-partisan institution committed to delivering concrete results for citizens. The Public Service regularly demonstrates its ongoing commitment to excellence, innovation and service to Canadians, from supporting jobs and growth, to protecting the health and safety of Canadians, to improving the way it does business.

Effective government requires high-performing public servants. An agile, efficient and effective Public Service is essential to the well-being of Canadians, fuels productivity and supports sound governance of the country.

In order to adapt to the rapid rate of change in our world, all successful organizations need to consistently reflect on how they do business and pursue continual improvement. Canada's Public Service is no different.

**Question 52**

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

1. The Public Service of Canada could positively influence the performance of federal employees without being highly specialized itself.
2. The Public Service of Canada wants to reflect on the already high performance of federal employees in order to adjust to the needs of citizens.
3. The government apparatus contributes to establishing a means for staff to achieve greater efficiency.
4. The Public Service of Canada is continually questioning and improving its way of doing things in order to respond to ever-changing needs.

**Question 53**

According to the text:

1. By ensuring the health and safety of Canadians, the Public Service of Canada stimulates the labour market as well as job growth.
2. The Public Service is usually involved in creativity and change unless it is detrimental to job growth.
3. Through its role in the economy and in public security, the Public Service of Canada demonstrates its unwavering resolve to serve the public.
4. The Public Service of Canada has demonstrated excellence by intervening in the economic activities of the health field.

**Question 54**

Which word could replace the underlined word?

1. noisy
2. sensible
3. sane
4. sensitive

### Questions 55, 56 and 57

A new policy on official languages came into force on November 19, 2012.

The review of government policies on official languages was made in the context of the proposed renewal of all Treasury Board policies. Through this review, twelve official languages policy instruments were streamlined within one policy, the Policy on Official Languages, which is supported by three directives.

Although there is no major shift in policy direction, the new policy instruments will assist institutions in making services available more efficiently and achieve service excellence for Canadians. They will also make it easier to ensure that rights are respected notwithstanding the method of communication used, including the Internet or social media platforms.

The new policy also requires that managers and supervisors who occupy bilingual positions in bilingual regions supervise each employee in the language chosen by that employee regardless of the linguistic identification of the employee's position.

If you have any questions about the Policy and/or the Directives, please consult the Frequently Asked Questions on the Treasury Board Secretariat website.

#### Question 55

What is the result of the review of government policies on official languages?

1. From a variety of existing tools, a single policy, comprising different directives, was developed in line with the previous policy direction.
2. The new tools now allow rules related to the use of official languages in social media to be strictly reinforced.
3. Thanks to the new policy trends, an improvement in how citizens can provide services is expected.
4. The resulting three directives of the current official languages policy are clear, making interventions more effective.

**Question 56**

Which expression could replace the underlined word?

1. on account of
2. instead of
3. in terms of
4. in spite of

**Question 57**

What is new in terms of official languages?

1. In a bilingual region, the linguistic designation of an employee's position affects the language the supervisor uses with the employee.
2. In a bilingual region, public servants can demand to be supervised in the language of their choice.
3. In a bilingual region, a manager could meet the needs of an employee who prefers one official language over the other.
4. In a bilingual region, managers can speak the language of their choice with employees whose positions are bilingual.

### Questions 58, 59 and 60

International Conflict Resolution Day, celebrated around the world, recognizes and promotes the use of informal methods of conflict resolution in the workplace.

In 2005, the Association for Conflict Resolution decided that it was time to make the public more aware of alternative conflict resolution methods and their considerable benefits. To achieve its goal, the Association declared the third Thursday in October as International Conflict Resolution Day. Since then, organizations throughout the world have continued to draw attention to these methods through annual activities focused on conflict resolution.

In recognition of this day, the Treasury Board Secretariat, in partnership with four other departments, has produced a video highlighting the benefits, in terms of compatibility and complementarity, of multiple generations in the workplace. The video's objective is to provide a better understanding of the specific qualities, values and needs of workers in different age groups in order to prevent conflicts.

The video can be viewed individually or in groups. We have also created a kit to facilitate continuing the discussion of this topic as a team.

#### Question 58

International Conflict Resolution Day:

1. is used to call out, informally, to all those who help to solve problems in the workplace worldwide.
2. was created in order to identify the methods of conflict resolution used throughout the world.
3. aims to get people to resolve their work differences without going through a formal process.
4. marks the worldwide use of various nonconventional approaches to trigger conflicts in the workplace.

**Question 59**

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

1. According to the Association for Conflict Resolution, people are more sensitive to some modes of conflict resolution than others.
2. The annual organized conflict resolution activities are used to raise awareness of the benefits of conciliation.
3. Starting the third Thursday of October, the Association for Conflict Resolution will work to promote conflict resolution worldwide.
4. The purpose of the Association for Conflict Resolution is to ask international organizations to use methods of conflict resolution.

**Question 60**

According to the text:

1. The Treasury Board Secretariat produced a video for four other departments showing the differences between successive generations in the workplace.
2. Video shot during International Conflict Resolution Day specifies the terms of complicity and complementarity used in workplaces.
3. Conflict prevention in the workplace helps us appreciate the skills and importance of workers of all ages.
4. To avoid conflicts, employees need to be aware of the benefits and challenges of having workers from different age groups working together.



<b>FEUILLE-RÉPONSE (imprimer au besoin)</b>
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Questions	Réponses
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Questions	Réponses
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Questions	Réponses
41.	
42.	
43.	
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<b>CORRIGÉ</b>
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Questions	Réponses
1.	4
2.	3
3.	2
4.	1
5.	4
6.	4
7.	1
8.	3
9.	2
10.	4
11.	1
12.	1
13.	2
14.	4
15.	3
16.	1
17.	4
18.	2
19.	1
20.	1

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

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

## **READING COMPREHENSION 6**



**Questions 1, 2 and 3**

This is a reminder to everyone who has not yet responded to our invitation.

The social committee is pleased to invite you to its year-end lunch at the Good Food Restaurant at 660 Queen Street on Thursday, December 20, starting at 12:30.

Don't forget that there will be a gift exchange this year. If you wish to participate, remember to \_\_\_\_\_ a \$5 gift with you to the lunch.

**Question 1**

Choose the best word to insert into the blank.

1. buy
2. leave
3. carry
4. bring

**Question 2**

What is the purpose of the text?

1. To tell employees that they will soon receive a response to an invitation
2. To inform employees of the planned activities for December 20
3. To ask employees to organize activities for December 20
4. To refresh the employees' memories concerning the activities planned for December 20

**Question 3**

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

1. Employees will each receive a gift during the end-of-year lunch.
2. Employees can go to the restaurant in the evening of December 20.
3. Employees can give and receive a small present at the lunch.
4. Each employee must give a gift to another employee at the lunch.

**Questions 4, 5 and 6**

Please be advised that this online service will be unavailable \_\_\_\_\_ **(A)** 9:00 p.m. on Saturday, November 23, and 3:00 a.m. on Sunday, November 24, (Eastern Time) \_\_\_\_\_ **(B)** system updates. We apologize for any \_\_\_\_\_ **(C)**.

**Question 4**

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

1. from
2. between
3. to
4. since

**Question 5**

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

1. to make
2. to have
3. to perform
4. to let

**Question 6**

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

1. advantage
2. risk
3. misunderstanding
4. inconvenience

**Questions 7, 8 and 9**

Human Resources offers a series of webinars that give employees access to bilingual presentations conducted by experts in staffing. The different topics include skills development; compensation; and health, safety and well-being at work.

Take 30 to 40 minutes out of your workday to attend one of our upcoming sessions. The session timetables are \_\_\_\_\_ on the department's intranet.

**Question 7**

Choose the best word to insert into the blank.

1. attached
2. affixed
3. posted
4. created

**Question 8**

According to the text:

1. Employees must help prepare one of the sessions.
2. The sessions are offered during work hours.
3. Each of the sessions lasts more than an hour.
4. The seminars are only offered in English.

**Question 9**

What is the purpose of the text?

1. To find human resources experts to give seminars on the Web
2. To advise Human Resources that experts will provide them with some seminars
3. To talk about some topics that will be developed by human resources experts
4. To inform employees that a series of webinars is being offered on the Web and to invite them to participate

### Questions 10, 11 and 12

From: Katrina  
To: All Team Members  
Subject: Team Meeting

Our next meeting mainly concerns new technologies. Therefore, I recommend adding the use of social media to the meeting agenda.

I wish to remind you that it will be held the last Friday of the month. During our meeting, I will \_\_\_\_\_ my meeting with the IT team that took place the day before yesterday.

#### Question 10

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

1. give an overview of
2. recreate
3. update
4. resume

#### Question 11

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

1. The main subject of the last meeting was new technologies.
2. Social media must be used during the next meeting.
3. Katrina proposes talking about social media at the upcoming meeting.
4. There are concerns about new technologies.

#### Question 12

According to the text, Katrina:

1. had a meeting with the IT team two days ago.
2. wants to have team meetings with the IT team.
3. will organize a meeting with her team and the IT team.
4. will speak at the meeting that she will have with the IT team.

**Questions 13, 14 and 15**

We are pleased to announce the launch of our new website, designed with a fresh new look and user-friendly \_\_\_\_\_. It has been updated with the latest information about our programs and services.

Our new website was designed with the mobile user in mind. Access to our new website is now available anywhere and anytime.

**Question 13**

Choose the best word to insert into the blank.

1. navigation
2. distribution
3. atmosphere
4. attitude

**Question 14**

What does the text say about the new site?

1. It will soon be up and running and accessible to users.
2. It has an interface that doesn't permit much consultation.
3. It contains the most recent information on programs and services.
4. Programs and services are added daily.

**Question 15**

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

1. A new site was created using mobile devices.
2. The new site cannot be accessed from certain locations.
3. It is possible to consult the site during certain periods of time.
4. The site can be consulted by Smartphone.

**Questions 16, 17 and 18**

Welcome! This is a forum for Human Resources (HR) Professionals to exchange ideas about HR. It is open to those HR employees who wish to collaborate in order to ask and answer questions, discuss strategies, and share lessons learned and leading practices.

Please feel free to ask questions, provide answers or start discussions on topics of interest to you! As this forum is a bilingual environment, you are encouraged to use the official language of your choice.

**Question 16**

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

1. originate
2. kick off
3. animate
4. follow

**Question 17**

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

1. The forum helps employees who would like to start a career in HR.
2. One must write in both official languages when participating in the forum.
3. In the forum, subjects related to HR can be discussed.
4. In the forum, the themes can vary and be outside HR topics.

**Question 18**

What is the purpose of the text?

1. To introduce the forum and its objectives
2. To announce that the forum is held in both official languages
3. To talk about the subjects that will be touched on in the forum
4. To explain how the forum will run

**Questions 19, 20 and 21**

From: Cynthia  
To: Research and Development  
Subject: Performance Agreement and Learning Plan

To all staff,

Meetings to discuss your individual performance evaluations will be held from March 26 to 30.

You will need to print out and take with you to the meeting a copy of your performance agreement and your learning plan, both of which your supervisor will sign during the meeting.

If you have any questions, don't hesitate to drop by to see me or send me an e-mail.

Thank you.

Cynthia

**Question 19**

According to the text, the individual meetings:

1. are planned for March 26 and 30.
2. will start around March 26.
3. are taking place at the end of March.
4. will resume on March 26 and end on March 30.

**Question 20**

What does the text say about learning plans?

1. The supervisor needs to give the employees a copy of their learning plan.
2. Employees ought to make a copy of the learning plan they are going to receive from their supervisor.
3. The employees must sign a copy of their learning plan.
4. The employees are required to provide their supervisor with a copy of their learning plan.

**Question 21**

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

1. Cynthia will only answer questions that are sent to her by e-mail.
2. Employees can ask Cynthia their questions in person or in writing.
3. Cynthia is asking all employees to stop by to see her.
4. Employees must send Cynthia an e-mail or meet with her if they have any questions.

**Questions 22, 23 and 24**

On December 5, you are invited to take part in the National Managers' Community (NMC) second engagement and consultation event on Blueprint 2020.

The purpose of this event is to build on the best ideas and themes identified during our first nation-wide engagement event in October and begin Blueprint 2020 action planning.

All federal non-EX managers, supervisors and team leaders are invited to attend in person the free half-day sessions given across the country.

Don't forego this opportunity to shape the future of the public service! Check the NMC website and register for a session!

**Question 22**

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

1. All employees are strongly recommended to attend meetings that will take place across the country.
2. The invited employees can join, at no cost, sessions that will be held across Canada.
3. It is suggested that employees communicate with their local NMC coordinator to register for the sessions.
4. The invited staff need only make a small contribution to participate in half-day sessions.

**Question 23**

Which expression could replace the underlined expression in the text?

1. Don't take
2. Profit from
3. Don't miss out on
4. Don't lose

**Question 24**

According to the text:

1. An invitation to join an organized debate by the National Managers' Community will be sent to all employees concerned on December 5.
2. Some public servants had met in October and highlighted some ideas that merit further development.
3. It is necessary that public servants meet as soon as possible to clarify and confirm some topics previously discussed.
4. The second session organized by the National Managers' Community aims to finalize the proposed action plan in October.

**Questions 25, 26 and 27**

From: Security and Facilities Division  
To: All Staff  
Subject: Mandatory Maintenance on the Power System at 65 Laurier

Please take note that maintenance work on the wiring will be carried out at 65 Laurier between 7 a.m. and 9 a.m. on Saturday, November 21. This work requires a complete power shutdown throughout the building. Consequently, access to the building will be prohibited during this interruption. It is recommended that you unplug or protect your networks and other related services to avoid any breakage or damage during the shutdown.

For questions about this work, or for more information, please contact Phil Hutchinson, Security and Facilities Division, at 613-999-6633.

Administration  
Central Services

**Question 25**

What is the meaning of the underlined words?

1. will be forbidden
2. will be illegal
3. will not be easy
4. will not be tolerated

**Question 26**

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

1. The number of employees who will be able to work in the building during the maintenance will be limited.
2. Leaving networks connected during the power failure may cause damage if they are not protected.
3. No one will be able to enter the building unless they receive authorization in advance.
4. Employees cannot work in the building during the construction work, with some exceptions.

**Question 27**

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

1. Unforeseen problems in the power system will require significant work at 65 Laurier Street on November 21.
2. The security division noted the building was undergoing renovations on November 21.
3. Maintenance will be carried out at 65 Laurier Street due to a major outage affecting the entire electrical system of the building.
4. 65 Laurier Street will be without power on November 21 due to scheduled upkeep on the power system.

**Questions 28, 29 and 30**

EXTRACT ADAPTED FROM THE CLERK OF THE PRIVY COUNCIL WEBSITE – BLUEPRINT 2020

Service Canada and the Canada Revenue Agency have created an automatic enrolment process for the Old Age Security (OAS) benefit.

This collaborative initiative will not only eliminate the need for many seniors to apply for this retirement benefit, but it will also cut back in program administration costs.

Visit the Service Canada website to learn more about this process. You can consult the Frequently Asked Questions section, or send your questions to the address indicated on the site.

**Question 28**

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

1. Service Canada has automated Canada Revenue Agency's registration processes.
2. The enrolment process is being transferred to Service Canada and the Canada Revenue Agency.
3. Old age security benefits will automatically be transferred to Service Canada.
4. A new enrolment system for the OAS benefit was developed.

**Question 29**

What is the meaning of the underlined expression?

1. limit
2. increase
3. lessen
4. restrict

**Question 30**

According to the text, the old age security program:

1. will be offered through Service Canada to seniors in need.
2. has reduced the amount given to seniors.
3. will be less expensive to run thanks to the new registration process.
4. has a new system that does not reduce management costs.

**Questions 31, 32 and 33**

From: Martha Thompson  
To: All Staff  
Subject: eSchool

Dear colleagues,

You've probably heard a rumour that we are thinking about setting up an eSchool or eCampus. Well, the rumour is true.

At this preliminary stage, we need your help to define this concept and to give meaning to these words. What might an eSchool or eCampus look like?

As part of our next event, we are looking to capture a broad range of views. At the beginning of the meeting, we will spend some time discussing the structure of the project, and fill you in on our progress to date.

Please join Josh Hart and Sara Cross as our guest speakers. Be part of the future of the School! Be an agent of change!

Book early as places are limited!

The event will take place on December 9, 2014, from 1:00 p.m. to 2:15 p.m. at the Congress Centre.

**Question 31**

According to the text, the next event:

1. aims to inform Martha's colleagues of the different approaches that could be adopted for the success of this project.
2. will be both an information and brainstorming session.
3. will be an opportunity to discuss the progress that will be achieved during the implementation process of the project.
4. aims to raise different points in connection with the project which directly concern Martha's colleagues.

**Question 32**

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

1. According to Martha, it is time to start the consultation process even though the project is already quite advanced.
2. Martha has asked her colleagues to arrive early on December 9, seeing as there will not be many seats available.
3. Employees are invited to become part of the team of facilitators for the consultations to be held in early December.
4. Employees who wait until the last minute to secure a spot at this meeting could miss out.

**Question 33**

According to the text:

1. The project Martha is speaking about is advancing well.
2. Martha is certain that her colleagues are aware of the eSchool.
3. Martha's team invites the staff to share their opinions on the concept of online learning.
4. Martha wants to know who could be found in an online school.

**Questions 34, 35 and 36**

It is essential to demonstrate respect, fairness and courtesy towards colleagues when using, editing, discussing and creating in GCForums.

Your use of GCForums must comply with all relevant legislation and policies governing the way we work in the government. The Guideline for the acceptable use of wikis and blogs within the Government of Canada is the authoritative source to consult and follow concerning the use of GCForums.

As well, you need to know the following:

- all information could be subject to ATIP requests
- everyone may work in the official language of his/her choice
- you must not post sensitive or protected information
- no advertising for profit or personal gain is permitted
- "acceptable use" is using the departmental networks to carry out the business of the department

**Question 34**

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

1. be dependent on
2. hinge upon
3. be conditional on
4. be liable to

**Question 35**

According to the text, on GCForums:

1. there are certain restrictions governing the types of documents to be displayed, the kinds of activities to be performed and the choice of official language.
2. a new government service can be promoted.
3. the publication of personal documents, other than those covered by the law on the protection of personal information, is not permitted.
4. it is acceptable to use departmental networks to promote one's own professional interests.

**Question 36**

What does the text say about using GCForums?

1. On GCForums, public servants must comply with what is prescribed in the document regarding the use of wikis and blogs.
2. Public servants cannot use wikis and blogs without using GCForums.
3. To use GCForums, public servants may refer to the guidelines on the use of wikis and blogs in the government.
4. Public servants should establish rules for government work using blogs and wikis.

**Questions 37, 38 and 39**

EXTRACT ADAPTED FROM THE CLERK OF THE PRIVY COUNCIL WEBSITE –  
BLUEPRINT 2020 – A STARTING POINT: GETTING YOUR OPINION

More than 1.5 million people throughout Canada suffer from Type 2 diabetes, and this number is rising each year albeit this disease is often preventable.

As part of its Canadian Diabetes Strategy, the Public Health Agency of Canada collaborated with seven provinces and territories to develop the CANRISK questionnaire. The questionnaire helps individuals determine their risk of developing diabetes and identify ways to reduce that risk.

Not only can Canadians use the questionnaire online, but they can also do so at thousands of drugstores across the country.

**Question 37**

Which word could replace the underlined word?

1. whereas
2. although
3. because
4. since

**Question 38**

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

1. More than 1.5 million Canadians who have Type 2 diabetes were contacted.
2. Developing Type 2 diabetes cannot be prevented.
3. Type 2 diabetes is rarely predictable.
4. Type 2 diabetes affects many Canadians.

**Question 39**

What does the text say about the CANRISK questionnaire?

1. It was created by the provinces and territories to counteract diabetes.
2. It guides Canadians on how to decrease the chance of getting diabetes.
3. It explains in detail how the disease can develop in an individual.
4. It can be filled out at a pharmacy, but only at a few places in Canada.

**Questions 40, 41 and 42**

The Publiservice Wireless Portal is an evolving project providing quick and easy access for Government of Canada employees to a variety of contact information and news services on their BlackBerry® or other enabled devices.

We invite you to give us your feedback so that we can expand the portal to include more resources and improve its quality and usability.

To this effect, you will find a questionnaire on our site to fill out. You can also send your comments directly to the address indicated on the site. Your input is valuable to us.

**Question 40**

What is the purpose of the text?

1. To explain to employees the importance of the Publiservice Wireless Portal.
2. To encourage employees to explore the Publiservice Wireless Portal.
3. To inform employees about the Publiservice Wireless Portal and to get their reactions to it.
4. To suggest that employees access the Publiservice Wireless Portal.

**Question 41**

According to the text, what purpose does the Publicservice Wireless Portal serve?

1. Public servants can obtain information about news services.
2. It allows Human Resources to easily publish useful information on federal employees.
3. Via any mobile device, public servants can use the wireless portal to communicate news.
4. Many public servants may contact resource people through this portal using their cell phones.

**Question 42**

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

1. The scope of the Publiservice Wireless Portal is being updated to be more user-friendly.
2. Increasing the number of resources available on the Publiservice Wireless Portal will be based on user feedback.
3. Users cannot assess the Publiservice Wireless Portal before determining the improvements.
4. Users are asked to provide feedback on the Publiservice Wireless Portal in order to expand its services.

**Questions 43, 44 and 45**

The Conference Room Reservation System allows all employees to check the availability of meeting rooms, schedule events, book rooms and ask for services related to reservations, all in a few short steps. However, users are only able to change or cancel events booked under their own name.

The graphical view of room availability and the user-friendly feature of the tool also allow employees of the department to easily turn out reports of their past and future reservations and manage the names of contacts and tasks.

Managers may designate one or several contact persons to manage their events; the contact list may be changed at any time, and contacts may be temporarily marked as "inactive".

All requests for reservations are approved by the Reservations Administrator, and an automated message is sent to employees to confirm reservations as well as booking changes or cancellations.

**Question 43**

The booking of a meeting room:

1. can only be performed by an employee assigned to this task.
2. can only be changed by the employee who made the reservation.
3. can be done by clicking on the graph showing the availability of rooms.
4. requires many steps and a contact list.

**Question 44**

According to the text:

1. The list of contacts that are temporarily not in use must be saved in order to keep their names in the system.
2. Reservations must be formally authorized by e-mail and then confirmed.
3. Employees can offer to organize the future activities of executives by using the reservation system to book meeting rooms.
4. This reservation system allows employees to review reservations that were previously made.

**Question 45**

Which word could replace the underlined expression?

1. generate
2. finish up
3. file
4. complete

**Questions 46, 47 and 48**

The Access to Information and Privacy Act (ATIP) gives Canadian citizens the right to access information in federal government records. The Privacy Act provides citizens with the right to access personal information held by the government and protection of said information against unauthorized use and disclosure.

When an Access to Information Request is received, employees must provide the ATIP coordinator with the information contained in any of the material that is relevant to the request, whether it is in electronic format or in hard copy.

Every employee of the Department is responsible for ensuring that personal information is handled discreetly and professionally. Moreover, every employee will be held accountable for putting our privacy policies and procedures, and our commitment to privacy, into practice.

**Question 46**

What is the meaning of the underlined word?

1. spoken
2. expressed
3. aforementioned
4. alleged

**Question 47**

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

1. Every citizen has the entitlement, under the law, to request information in the government's possession.
2. Canadians have no recourse to access documents from the federal government.
3. Under the law, the government can divulge, at any time, any personal information in its possession to individuals who ask for it.
4. All citizens have the right to receive public servants' personal information from the government.

**Question 48**

According to the text, employees:

1. are required to write a report summarizing the information contained in any document requested.
2. can refrain from handing over certain documents containing information pertaining to a request for access to information because of their format.
3. must, depending on the size/format of the document, receive approval from the supervisor in order to transmit the information contained in the document.
4. cannot refuse to provide those who are authorized with any information related to an Access to Information Request.

**Questions 49, 50 and 51****EXTRACT ADAPTED FROM THE CLERK OF THE PRIVY COUNCIL WEBSITE –  
BLUEPRINT 2020 – A STARTING POINT: GETTING YOUR OPINION**

Over the past few years, we have taken steps to achieve excellence in all our core functions while reducing expenditures across the government. This has meant tough choices that continue to reverberate across many government organizations. We recognize that many are still facing demanding changes.

At the same time, the world continues to change rapidly, putting significant stress on the existing way of doing things. Around the globe, governments and private sector organizations are examining new ways of working to ensure efficiency and effectiveness. Canada's Public Service is no exception.

We ensure that public institutions are productive and responsive to the needs of our citizens. This means hiring the best and brightest people with the skills needed to develop evidence-based options and advice for the Government and to provide effective support to Canadians in times of change.

**Question 49**

Which expression could replace the underlined expression?

1. have repercussions for
2. move across
3. sound throughout
4. rebound throughout

**Question 50**

What does the text say about the measures taken in public administration?

1. They were designed to bring more efficiency to the public service while it was struggling with difficulties.
2. They have resulted in several transformations which still have an impact on public servants.
3. They could not be implemented without reducing spending or sensitizing public servants to their impact on certain organizations.
4. They are currently leading to very difficult changes in many organizations.

**Question 51**

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

1. The Public Service of Canada is following the global trend of continually striving to become more efficient.
2. The expertise of public servants plays a vital role in how they assist Canadians.
3. The most competent public servants are expected to be able to effectively advise the government as well as Canadians.
4. Given the global context, the public cannot help but to consult other organizations outside of Canada.

**Questions 52, 53 and 54****EXTRACT ADAPTED FROM HEALTH CANADA'S WEBSITE – YOUR HEALTH AND YOU**

Stress is a fact of daily life and is the result of both good and bad things that happen. Too much stress can cause serious health concerns, but there are many ways of dealing with stress that can reduce your risk. Because everyone is different, there is no single way to cope with stress. Nevertheless, there are a number of approaches that can be employed to deal with short- and long-term stress.

It is important to first identify your problems. Ask yourself what is causing your stress. It could be your job, a relationship or another source altogether. In addition, an unimportant surface problem could be masking a deeper one. Once you know what the problem is, you can do something about it.

Next, work on solutions. Start thinking about what you can do to relieve the problem. Take control of the issues you can manage. Once you make some changes to deal with the issue, you will take some pressure off yourself.

Finally, talk about your problems. Friends, work colleagues and family members may be oblivious to the fact that you are having a hard time. If you talk to them about it, it could help immensely.

**Question 52**

What does the text say about stress?

1. How we respond to a stressful situation is unique and specific to each of us, which is what makes us different from one another.
2. As more stressful situations adversely affect our health, more coping strategies present themselves.
3. Stress occurs when pleasant life situations become difficult to manage because they are only temporary.
4. Even enjoyable events can be a source of stress for people.

**Question 53**

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

1. In trying to identify the problem, it is important to realize that small annoyances could be indicative of a deeper issue.
2. Deep-down suffering could be caused by a small obvious problem.
3. People are often asked the reason for their stress and how they deal with the pressure they feel.
4. To manage stress, it is first necessary to limit the problem by intervening in the workplace.

**Question 54**

What is the meaning of the underlined word?

1. indifferent to
2. unaware of
3. conscious of
4. insensitive to

**Questions 55, 56 and 57**

Good day everyone,

As discussed during the last pedagogical half day, you will find attached a draft of the New Management Philosophy proposed by our Deputy Minister following the reorganization. It clearly defines our organization's mandate, mission and vision, and outlines the principles that have a bearing on our day-to-day activities.

Our DM wishes that the draft of this philosophy be distributed among all departmental employees so that everyone has an opportunity to share their comments with him. However, due to the high number of employees and the number of work locations, it is difficult to organize discussion sessions without affecting our operations.

Consequently, I would like you to take the time to read the Management Philosophy and send your comments, suggestions and reactions to your team leaders, who will compile the information before Friday, March 4. In this way, they will be able to group your comments by theme before sending them to the DM's office.

If you have any questions, please contact your team leaders.

Thank you and have a great weekend.

**Question 55**

What is the meaning of the underlined word?

1. shape
2. govern
3. oversee
4. reflect

**Question 56**

What does the text say about the new management philosophy?

1. In-person consultations on the subject could disrupt the work because employees are numerous and dispersed across different sites.
2. The Minister submitted a revised version to all employees because he wanted to have everyone's opinion on the subject.
3. It was discussed during the most recent staff meeting with the Deputy Minister.
4. Through focus groups in several buildings, many employees have participated in its development.

**Question 57**

How will the consultation on the new Management Philosophy unfold?

1. All those who have comments opposing the proposal are to send them to their team leader by March 4 at the latest.
2. Before sending the employees' feedback to the Deputy Minister, it will be gathered and categorized by their team leaders.
3. It will be done individually with the various team leaders who will distribute the comments by theme and give them to the Deputy Minister.
4. Everyone will choose a part of the philosophy to analyze, and the team leaders will send all of the employees' comments, suggestions and reactions to the Deputy Minister's office where they will be organized before being submitted to the Deputy Minister.

**Questions 58, 59 and 60**

Message from the Deputy Minister/President – Changes to Senior Management–  
October 17

It is with mixed emotions that I write to you today to announce that Tim Jenkins, Acting Vice-President of the Corporate Management and Registration Services Branch and Chief Financial Officer, will be completing his assignment as of November 18.

Although Tim has only been with us for a relatively short time, over these past seven months, he has been a trusted asset to me, to the executive team and to our organization. He has provided sound advice and leadership in finance and procurement and taken on corporate leadership roles, such as with the Government of Canada Workplace Charitable Campaign. Under his guidance, new procurement and contracting tools and processes were implemented, and the new version of I-LMS was launched successfully.

Upon Tim's departure in November, Michelle Bureau, DG of the Human Resources and Workplace Management Directorate, has agreed to assume the role of Acting Vice-President of the Corporate Management and Registration Services Branch and Chief Financial Officer on an interim basis. Michelle will begin transitioning into her new role in the coming weeks. While Michelle occupies this interim position, Robert Smith will continue in his position of Director of Workplace Management, and Christine Tomasek will oversee the full spectrum of HR responsibilities. Both Robert and Christine will continue to report directly to Michelle.

On behalf of the Executive Committee, I would like to thank Tim for all of his contributions to the School, and I wish him the best of luck in his future endeavours.

**Question 58**

What is the meaning of the underlined expression?

1. respected confidant
2. multifaceted employee
3. competent professional
4. dependable resource

**Question 59**

According to the text:

1. Tim Jenkins was able to assert his leadership in finance because he was only in the department for a short period of time.
2. Although Michelle has temporarily left the Corporate Management and Registration Services Branch, Christine will remain in contact with her.
3. The implementation of certain instruments under the direction of Tim Jenkins, a trustworthy person in the eyes of the organization, was a success.
4. Christine and Robert will both share new duties at the Corporate Management and Registration Services Branch.

**Question 60**

Which of the following statements best summarizes the text?

1. Tim, who will be returning soon to his substantive position, is being thanked for providing excellent service over several months.
2. Michelle will replace Tim when he reaches the end of his assignment during which he, among others, led the government of Canada workplace charitable campaign.
3. Tim, who is leaving the department after a short assignment but with a lot of achievements to his credit, will be replaced by Michelle, whose current branch will undergo some changes in management.
4. Future changes to the vice-presidency of the Human Resources and Workplace Management Directorate are being announced along with the departure of Tim.

<b>FEUILLE-RÉPONSE (imprimer au besoin)</b>
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Questions	Réponses
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Questions	Réponses
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Questions	Réponses
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## CORRIGÉ

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

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

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