

Identify staff members able to provide services in French



Here's a self-assessment tool that can be completed by your staff to help you identify employees with French language skills.

This data collection is of great use to health service providers. Thus, knowing the language skills of its staff allows any health service organization to better direct its Francophone clientele to the most appropriate employees. This also minimizes the need to redirect customers to another provider.

Please note that this self-assessment tool does not meet the requirements for designation under the *French Language Services Act*. All employees working in a designated position must undergo a formal assessment of their French language skills, either in-house or by an accredited firm. Concerned suppliers are invited to contact their Réseau or Ministry contact if they require further information.

Here is the French oral proficiency scale recommended by the Ontario Ministry of Francophone Affairs:

Oral Proficiency levels in French
<p>No proficiency:</p> <p>At this level, the individual possesses no ability to work or communicate in French.</p>
<p>Elementary:</p> <p>At this level, the individual has no real autonomy of expression. The ability to speak is limited to some memorized material on familiar topics related to work. The person is able to verbalize isolated words, expressions of two or three words, and express simple, unconnected sentences. The range of vocabulary is limited and the delivery is slow and awkward. The individual can handle greetings, leave taking, and other expressions of courtesy. The limited vocabulary, the frequent errors, and slow delivery severely inhibit communication.</p>
<p>Intermediate:</p> <p>At this level the individual possesses some ability to work in French. Some spontaneity in language production is shown but the fluency is very uneven resulting in halting speech. The individual is able to participate in simple conversations on a one to one basis. The vocabulary is limited to that used in simple, non-technical, daily conversational usage. The individual can make and answer requests for information or directions; give simple instructions and discuss simple needs. When addressing this person the speaker may have to slow down and repeat if he/she wishes to be understood.</p>
<p>Advanced-Minus:</p> <p>At this level, the individual has the ability to handle a variety of communication tasks. The individual is able to describe and explain in all timeframes in most informal and some formal situations across a variety of familiar topics. The vocabulary often lacks specificity. Nevertheless, the individual is able to use rephrasing and paraphrasing. Although grammatical, lexical and pronunciation errors are evident, the individual can speak with enough accuracy to be understood.</p>
<p>Advanced :</p> <p>At this level, the individual has the ability to participate in conversations and satisfy many work requirements. The individual can discuss work-related matters with some ease and facility, expressing opinions and offering views. The individual is able to take part in a variety of verbal exchanges and to participate in meetings and discussion groups. However, the individual still needs help with handling complicated issues or situations. The individual is generally good in either grammar or vocabulary but not in both.</p>
<p>Advanced-Plus:</p> <p>At this level, the individual is able to give oral presentations in both formal and informal settings. The individual is able to present a fairly detailed outline of his/her line of reasoning on general or work-related topics in formal and informal settings, in meetings and in discussion groups. Some mastery of idioms and of specific vocabulary appropriate to a variety of contexts is evident. Grammar is generally appropriate. Deficiencies in vocabulary are compensated for by synonyms and paraphrases. Problems may be encountered when discussing more specialized topics, but the individual at this level has very little difficulty in making himself / herself understood.</p>
<p>Superior:</p> <p>At this level, the individual has the ability to speak the language with sufficient structural accuracy, fluency and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics. The individual is able to use idioms and specific vocabulary relevant to a variety of contexts and to give verbal presentations in both formal and informal settings.</p>

Self-assessment questionnaire template for staff members:

[Click here](#) to obtain the template for the French language skills self-assessment questionnaire to be completed by your staff members proposed by the Réseau des services de santé en français de l'Est de l'Ontario (RSSFE).